



annual operational report 2017

for the reporting period 01 January – 31 December 2017

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The development of the Annual Operational Report is coordinated by the Department of Planning, UNRWA.

About UNRWA

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

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Cover photo: A family in Syria collecting non-food items from UNRWA, January 2018. © UNRWA Photo by Baraa al-Alem.

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acronyms and abbreviations

AAP	Accountability to affected populations	NGOs	Non-governmental organisation
AOR	Annual Operational Report	OCHA	United Nations Office for the Coordination of Humanitarian Affairs
APC	Area Protection Committee	oPt	occupied Palestinian territory
1946 Convention	Convention on the Privileges and Immunities of the UN	OSO	Operations Support Office/Officers
CBO	Community Based Organizations	PAC	Project Assessment Committee
CERF	Central Emergency Response Fund	PAS	Poverty Assessment System
CfW	Cash for Work	PCBS	Palestinian Central Bureau of Statistics
CIU	Crisis Intervention Unit	PCM	Programme Cycle Management
CMHP	Community Mental Health Programme	PCMB	Plastic-coated metal bullets
CMM	Common Monitoring Matrix	PDCU	Professional development and curriculum units
DES	Designated Emergency Shelters	PHC	Primary health care
DIOS	Department of Internal Oversight Services	PMTF	Proxy-means testing formula
DM	Diabetes mellitus	POA	Post occupancy assessment
EA	Emergency Appeal	PRC	Project Review Committee
ECHO	European Commission Directorate-General for European Civil Protection and Humanitarian Aid Operations	PRJ	Palestine refugees in Jordan
EHC	Ein El Hilweh Camp	PRL	Palestine refugees in Lebanon
EiE	Education in Emergencies	PRS	Palestinian refugees from Syria
EMIS	Education Management Information System	PSO/U	Programme support office/unit
EPI	Expanded programme of Immunization	PSS	Psychosocial support
e-SRS	Electronic Student Registration System	PTA	Parent-teacher associations
ERCD	External Relations and Communications Department	3RP	Regional Refugee and Resilience Plan
ERW	Explosive Remnants of War	RBM	Results-based monitoring
ES	Education Specialists	RMS	Resource Mobilization Strategy
ESC	Employment Service Centre	RSSP	Relief and Social Services Programme
ESF	Education Science Faculty	SCSN	Special Children, Special Needs
FESA	Faculty of Educational Sciences and Arts	SDC	Swiss Development Cooperation
FHT	Family health team	SEA	Sexual exploitation and abuse
FTE	Full-time equivalent	SEFSec	Socioeconomic food security survey
GBV	Gender-based violence	SFO	Syria Field Office
GES	Gender Equality Strategy	SFW	Summer Fun Weeks
GFO	Gaza Field Office	SIMS	Security information management system
GRM	Gaza Reconstruction Mechanism	SLM	Self-learning materials
HC	Health Centre	SOP	Standard operating procedures
HCT	Humanitarian Country Team	SSAFE	Safe and Secure Approaches in Field Environments
HOTS	Higher Order Thinking Skills	SSD	Safety and Security Division
HP	Health Point	SSNP	Social Safety Net Programme
HRCRT	Human rights, conflict resolution and tolerance	SSU	Strategic support units
HRP	Humanitarian Response Plan	STC	Siblin Training Centre
ICIP	Infrastructure and Camp Improvement Programme	SYP	Syrian Pound
IDP	Internally displaced persons	ToT	Training of trainers
IHL	International humanitarian law	TSCA	Transitional shelter cash assistance
IHRL	International human rights law	TVET	Technical and vocational education and training
INEE	Inter-Agency Network for Education in Emergencies	UNBOI	United Nations Headquarters Board of Inquiry
ISF	Israeli security forces	UNCT	United Nations Country Team
JCP	Job Creation Programme	UNDSS	United Nations Department of Safety and Security
JFO	Jordan Field Office	UNEP	United Nations Environment Programme
JHAS	Jordan Health Aid Society	UNHCR	United Nations High Commissioner for Refugees
KAP	King Abdullah Park	UNICEF	United Nations Children's Fund
LAF	Lebanese Armed Forces	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
LFO	Lebanon Field Office	UXO	Unexploded ordnance
MHPSS	Mental health and psychosocial support	VAT	Value added tax
MLA	Monitoring of Learning Achievement	VTC	Vocational training centres
MTS	Medium Term Strategy	WASH	Water, sanitation and hygiene
NBC	Nahr el-Bared camp	WBFO	West Bank Field Office
NCD	Non-communicable diseases	WFP	World Food Programme
NFI	Non-food items	WHO	World Health Organization

executive summary

In 2017, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was able to rapidly and effectively deliver human development and humanitarian assistance by drawing on its operational strengths, in particular its 31,000-strong work force, the majority of whom are Palestine refugees and members of the communities they serve. As primarily supported under the Agency programme budget, UNRWA succeeded in providing education to 526,646 children in 2017/18, over 8.3 million primary health care (PHC) consultations, social safety net assistance (including cash and food) to over 255,000 individuals, technical and vocational education and training (TVET) for 7,688 youth and microfinance loans to 38,595 people, including 13,756 Palestine refugees. In addition, 345 families benefited from shelter rehabilitation or construction assistance and, in accordance with UNRWA protection and safety standards, the Agency either constructed, upgraded or reconstructed 21 health centres (HC) and 12 schools. UNRWA protection assistance and advocacy extended across all fields of Agency operation with a notable emphasis on the further operationalization of key protection policies, frameworks, strategies and guidelines that will further equip UNRWA personnel to deliver practical protection outcomes for Palestine refugees. Emergency humanitarian assistance was extended to 1.43 million refugees, primarily in the oPt and Syria.

In Syria, where inflation and rising commodity prices continue to erode household purchasing power, impoverish livelihoods and restrict market access, UNRWA's humanitarian assistance programme continued to serve as a critical lifeline for Palestine refugees. In 2017, cash and in-kind food assistance was provided to over 410,000 refugees. However, due to underfunding of the Syria Regional Crisis Emergency Appeal, the Agency could distribute only four out of the planned six rounds of cash and food assistance. PHC was made available through 27 health facilities. Over 32,000 students received psychosocial support through group counselling. In addition, the Agency's five Family Support Offices throughout Syria facilitated legal counselling and psychosocial support through a network of community development social workers and volunteer lawyers for survivors of gender-based violence (GBV) and refugees seeking legal counselling related to civil registration and documentation. In Lebanon, humanitarian support in the form of cash grants was provided for food, housing and winterization to 32,300 Palestinian refugees from Syria (PRS). In addition, quality, inclusive and equitable education was extended to 5,482 PRS children; PHC was dispensed through 27 HCs and vital protection and legal advice was made available to those in need.¹ In Jordan, UNRWA provided emergency cash assistance to 16,559 PRS

categorized as vulnerable and extremely vulnerable and one-time emergency cash grants were distributed to 233 extremely vulnerable PRS families to help absorb shocks and respond to specific protection concerns. PHC was extended to 15,380 PRS while 1,396 children were educated through a network of 144 schools. Finally, psychosocial support was provided to 785 school-age children.

During the reporting period, UNRWA emergency assistance supported the food and nutritional needs of 894,232 vulnerable Palestine refugees in Gaza, including 17,396 female-headed households. The Agency also provided temporary Cash-for-Work (CfW) opportunities for over 17,700 refugees, including over 5,100 women, however, due to underfunding of the occupied Palestinian territory (oPt) Emergency Appeal (EA), UNRWA could only support 33 per cent of the targeted number of beneficiaries. To mitigate the impact of conflict, poverty and the blockade on Palestine refugee children's physical and mental well-being, the Agency held recreational activities (SummerFunWeeks) for almost 143,000 refugee children, while 10,020 children benefitted from group counselling support. Under the Education in Emergencies (EiE) programme, schools were supplied with essential educational materials, sufficient for over 271,000 students. In addition, 11,088 children with special needs received a comprehensive medical examination. UNRWA continued to support reconstruction efforts ensuing from the 2014 hostilities. Under emergency funding, 5,037 Palestine refugee families received grants to complete minor and major repairs while rental subsidies (transitional shelter cash assistance) to support temporary shelter needs were extended to 4,492 families. The lack of funding also impacted on the shelter repair intervention, allowing the Agency to reach only 9.9 per cent of the 2017 target.

In the West Bank, emergency food assistance for vulnerable Palestine refugee families was provided through a variety of means. In partnership with the World Food Programme (WFP), e-vouchers were provided to more than 49,000 food-insecure refugees outside camps, of whom almost 50 per cent were women. However, due to underfunding of the oPt EA, the Agency was able to reach only 30 per cent of the planned target under this intervention. Also in partnership with WFP, UNRWA provided in-kind food assistance to 37,023 Bedouins and herders, assessed to be food insecure or vulnerable to various protection threats. Emergency CfW opportunities were extended to over 8,300 food-insecure refugee households. In addition, six emergency mobile health clinics improved access to PHC for 104,384 people living in hard-to-reach locations, while community mental health services provided psychosocial and counselling services for over 10,300 individuals.

report overview

The 2017 Annual Operational Report (AOR) describes Agency progress towards the attainment of the strategic outcomes set out in the UNRWA Medium Term Strategy 2016-2021 (MTS). Building on efforts to harmonize results reporting and consistent with Grand Bargain commitments and principles enshrined under the 2005 Paris Declaration on Aid Effectiveness, the AOR provides a holistic view of programming implemented by the Agency in consolidating the 2017 Commissioner-General's Report to the General Assembly and UNRWA annual reports on the 2017 oPt EA and the 2017 Syria Regional Crisis EA. It also contains an analysis of progress achieved against programmatic and resource mobilization targets set out under the MTS common monitoring matrix (CMM) and the Agency Resource Mobilization Strategy 2016-2018 (RMS). The AOR details achievements and areas where targets have not been met. A series of detailed annexures include results frameworks, risk registers and key statistics.

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

The AOR is the final report on operations carried out pursuant to the MTS for 2017. It was developed through inputs received from UNRWA Field Offices, Headquarters Departments, the Harmonized Reporting Working Group, principally donors, and the Sub-Committee of the UNRWA Advisory Commission. Agreed principles upon which the AOR is based are as follows:

- Reporting takes place once per calendar year and is finalised by the second quarter of the subsequent reporting period.²
- Indicators, baselines and targets are based on Agency-wide internal monitoring arrangements (i.e. the CMM), EAs and the RMS.
- The presentation of results data is complemented by narrative sections that analyse progress made towards the achievement of targets and the impact of achievement/underachievement/non-achievement on the overall realization of MTS strategic outcomes, EA strategic priorities and RMS goals.
- Results are disaggregated by field office and, where relevant, by sex, poor/non-poor in accordance with the UNRWA guidelines to defining disability, spatial distribution (camp, non-camp, urban, rural), and key age groups (e.g. youth).

chapter one: context

1.1. political, economic and security developments and field priorities

1.1.1. Overview

Within a volatile regional environment in 2017, violence and marginalization continued to affect Palestine refugees across all five fields of UNRWA operation: Jordan; Lebanon; Syria; the West Bank, including East Jerusalem; and the Gaza Strip. Within this context and in line with its mandate derived from the General Assembly to assist and protect Palestine refugees, the Agency continued to deliver human development and humanitarian assistance in the areas of education, health, relief, social services, infrastructure and camp improvement, microfinance and protection.

1.1.2. Syrian Arab Republic

In 2017, the political, economic and security context in Syria continued to be defined by the ongoing conflict and its dire humanitarian impact on civilians and infrastructure across the country, including in official and unofficial Palestinian refugee camps and other places where Palestine refugees reside. Throughout the year, heavy shelling, mortars and clashes, amid airstrikes in the Damascus (Eastern Ghouta, Yarmouk, Yalda, Babila, Beit Sahem) and Dera'a regions, triggered the further displacement of Palestine refugee families to Damascus and Dera'a city. The country also continued to experience severe insecurity, including indiscriminate attacks and violence in other areas where Palestine refugees are located, including Aleppo, Hama and Homs.

During the reporting period, humanitarian access remained constrained in Yarmouk, Yalda, Babila and Beit Sahem, which remained besieged or hard-to-reach at the end of 2017; no UNRWA aid convoy has been able to reach the area since May 2016. Dera'a camp and villages (Muzeirib and Jillin) also remained hard-to-reach and inaccessible while services are still provided to a certain extent by Agency staff inside these areas.³ The impact of the conflict on Agency operations has been severe, curtailing the delivery of essential services in the most affected areas. Since the beginning of the conflict, 18 UNRWA staff have been killed as a result of hostilities or in circumstances related to the conflict. A further 24 Agency personnel were detained, presumed detained or missing as at 31 December 2017. Many Agency installations remain inaccessible or have sustained severe damages, including 23 vehicles and including 44 facilities and 23 vehicles.

After four years of constrained access, in March 2017, UNRWA was able to return to Khan Eshieh camp to provide lifesaving assistance, while in September, the Agency was able to resume operations in Sbeineh camp. UNRWA now has access to eight of twelve camps;⁴ however, as of December 2017, almost 13 per cent of the Palestine refugee population, or 56,600 individuals, still resided in hard-to-reach and inaccessible areas.

The continuing conflict in Syria, which entered its seventh year during the reporting period, has imposed dramatic consequences on Palestine refugees. While public services have been severely impacted, economic disruption, a fragile employment market and the scaling down of social security programmes have both created and compounded vulnerabilities. Intense and widespread hostilities persist, resulting in continued internal displacement, large-scale migration to other countries, lost livelihoods and mounting humanitarian needs. Palestine refugees often have fewer coping mechanisms compared with their Syrian counterparts and their options to legally travel outside Syria remain extremely restricted. While multiple initiatives have been supported by the international community to end the conflict, violence was ongoing in 2017, these efforts have not proven successful.

During the reporting period, the economic context in Syria was characterised by significant price rises, increased unemployment and inflation, essential commodity shortages and the decreased value of the Syrian pound, further compounded by the continued impact of sanctions. Health, education and other public services have also been severely affected by the armed conflict, forcing Palestine refugees to rely even more on UNRWA services to survive. The conflict is characterized by widespread violations and abuses of international humanitarian and human rights law by all sides while the dynamics and unpredictability of the situation continued to severely constrain the regular delivery of life-saving humanitarian assistance by the Agency and other aid agencies.

UNRWA estimates that 438,000 Palestine refugees remain in Syria against the 560,000 individuals registered with the Agency prior to the conflict.⁵ Out of those that remain, over 410,000 individuals, representing 95 per cent of the total of Palestine refugee population in country, rely on humanitarian assistance to meet their most basic needs. Approximately 254,000 Palestine refugees have been displaced at least once within Syria and 49,700 refugees still reside in hard-to-reach and inaccessible areas.

1.1.3. Lebanon

Lebanon hosts the highest number of refugees, per capita, worldwide, accounting for 30 per cent of the country's population.⁶ As at the end of 2017, there were approximately 998,000 UNHCR-registered refugees from Syria and an additional 32,274 PRS recorded with UNRWA in Lebanon.⁷ According to an official Lebanese-Palestinian census carried out in 2017, 174,422 Palestine refugees were found to reside in the 12 official Palestine refugee camps

and in 156 gatherings across Lebanon – the census did not aim to provide a headcount of all Palestine refugees living in the country.⁸ Using a different methodology, a survey conducted by the American University of Beirut in 2015, estimated that the number of Palestine refugee residents is approximately 260,000 to 280,000.⁹ At the end of 2017, 469,555 Palestine refugees in Lebanon (PRL) were registered with the Agency¹⁰ although many left the country over the years without notifying UNRWA. A total of 204,631 eligible PRL, PRS and other beneficiaries, such as non-refugee husbands of Palestine refugee women and their children, accessed UNRWA services in 2017.

The ongoing crisis in Syria has had a negative impact on Lebanon's socioeconomic climate, affecting public service delivery, finances and the environment, placing further pressure on the economy's already weak public finances and infrastructure. Some 1.2 million Lebanese citizens live below the poverty line with nearly 200,000 falling into poverty since the start of the crisis.¹¹ Within this context, Palestine refugees are among the most vulnerable and marginalized. In a positive development, during the second half of 2017, the Lebanese government took steps to extend, upon the fulfilment of certain conditions, PRS residency visas for a period of six months, free of charge. In addition, the authorities are now facilitating PRS marriage and birth registrations by waiving residency requirements. On the political stage, following years of deadlock, a new electoral law was approved, setting the stage for parliamentary elections in May 2018. Near the end of the reporting period, the abrupt resignation of the Lebanese Prime Minister, Saad Hariri, resulted in considerable political anxiety, especially as it occurred against a backdrop of increased tensions between Iran and Saudi Arabia. Although the Prime Minister withdrew his resignation in December 2017, this incident highlighted the regional pressures playing out in Lebanon along with their influence on national stability.¹² The infiltration of various armed groups has resulted in an increased presence of the Lebanese Armed Forces (LAF) along the Syria border, while cross-border incidents along the Blue Line¹³ continued on an intermittent basis. Following years of closure, the official Qaa border crossing with Syria reopened at the end of 2017.

During the reporting period, the security situation in Palestine refugee camps remained relatively stable, with the exception of closures and protests in Nahr el-Bared camp (NBC), and violent confrontations in Ein El Hilweh camp that resulted in a number of casualties and injured persons, displacement, service disruptions and structural damages to 844 shelters, 194 private sector businesses and four community centres. The fighting, primarily between Joint Palestinian Forces (made up of Palestinian factions tasked to maintain camp security), in coordination with the LAF, against extremist groups, eventually ended in a ceasefire in late August. Citing security concerns to prevent further extremist infiltration, the LAF constructed

a security perimeter around the whole of Ein El Hilweh camp. In NBC, April-June 2017 protests, focusing on the resumption of rental cash subsidies (suspended in October 2015), significantly disrupted UNRWA operations through installation closures and delays in camp reconstruction efforts.¹⁴

1.1.4. Jordan

In the Hashemite Kingdom of Jordan, 2,206,736¹⁵ Palestine refugees are registered with UNRWA, the majority whom possess Jordanian citizenship, thereby allowing them to enjoy the same rights as other Jordanian nationals. Approximately 158,000 Palestine refugees who fled Gaza in 1967 do not have Jordanian nationality and face restricted access to public services. During the reporting period, Jordan remained a relative beacon of stability within an increasingly insecure region. Nevertheless, successive waves of refugees from Iraq and Syria have placed considerable pressure on the nation's economy and infrastructure. The government is under pressure to undertake economic reforms dedicated to reducing the steadily increasing public debt which currently stands at 95.2 per cent of gross domestic product.¹⁶ The crisis in the region continues to have a negative impact on the socioeconomic situation in Jordan as a result of the influx of refugees, disruptions in trade, a reduction in investment and a drop in tourism. Demand for the Kingdom's scarce natural resources, public services and employment has increased while foreign and domestic investment has fallen since 2011. Unemployment has become a major challenge, with joblessness rising from 15.8 per cent in December 2016 to 18.5 per cent by the end of the fourth quarter of 2017.¹⁷ Young people have been especially affected in this regard. During the reporting period, Jordan remained highly reliant on grants and remittances from Gulf economies.¹⁸

The number of PRS recorded with UNRWA in Jordan stood at 17,529 at the end of 2017, owing in part to a government policy of non-admission that was introduced in 2013. Of these, 92 per cent struggled to meet basic needs.¹⁹ The approximately 13 per cent of PRS without legal status in Jordan are particularly vulnerable as they face restrictions on employment, limited access to the courts and civil status/registration processes and the threat of forcible return. Many also face restrictions on accessing humanitarian assistance available to the non-PRS Syrian refugee population. PRS are referred to UNRWA as their main provider of health, education, emergency assistance, registration, and protection services. The Agency continued to appeal to the Government of Jordan to uphold the principle of non-refoulement and the equal treatment of all refugees, in accordance with international law, and to consider temporary access for Palestine refugees fleeing the conflict in Syria, for humanitarian reasons.

1.1.5. Gaza

Within a highly unstable political, security and socioeconomic field of operation, UNRWA continued to provide assistance

to meet the needs of 1,386,455 registered Palestine refugees in Gaza.²⁰ During the reporting period, the blockade entered its eleventh year and continued to keep 1.9 million people isolated and largely locked into a 365 square kilometre enclave. The psychosocial impact of the 2014 hostilities, compounded by socioeconomic factors associated with the blockade, political uncertainty and an ongoing energy crisis that dramatically worsened in 2017, have had significant repercussions on the resilience and coping mechanisms of Palestine refugees in Gaza.²¹ Security remained volatile with recurring incidents, the firing of rockets and frequent unrest, including demonstrations related to the status of Jerusalem. Internal Palestinian political divisions further intensified, especially after the PA, in March 2017, started to cut the salaries of approximately 60,000 Gaza-based PA security and civil servants by at least 30 per cent.²² In addition, civil servants employed by the de-facto government continued to receive only partial salaries. Cuts in the funding of electricity supplies to Gaza compounded the chronic electricity deficit, increasing power outages from 12-16 hours to 18-20 hours a day, with a pervasive impact on all spheres of life.²³ In October 2017, Hamas and Fatah signed a landmark reconciliation deal, a key step towards ending a decade long political rift between the two Palestinian factions. This agreement was to have seen administrative control of the Gaza Strip transferred to a Government of National Consensus in December 2017; however, very limited progress had been made in this regard by the end of the reporting period, fuelling scepticism as to the viability of the reconciliation process. In addition, multiple issues await resolution, including security, rule of law and civil service reform, the resumption of electricity supplies, and the restoration of PA salaries and humanitarian access.

According to the PCBS, unemployment in Gaza stood at 43.6 per cent during 2017, leaving over 216,900 Gazans unemployed, an increase of almost two percentage points on the 2016 unemployment rate and a level only seen in the immediate aftermath of the 2014 hostilities (43.8 per cent in 2014).²⁴ The population continues to suffer under wide-ranging import (including medical, humanitarian items), export and movement restrictions. The impact of the Israeli-imposed blockade on the civilian population in Gaza, including Palestine refugees, is exacerbated by significant delays in the approval of Israeli-defined 'dual use' items²⁵ - the import of raw materials and equipment continued to be severely restricted and subject to cumbersome procedures, negatively affecting industrial production and public infrastructure. To a limited extent, commercial transfers from Gaza to the West Bank resumed over the past two years, following the lifting of an Israeli ban on the export of agricultural produce (with the exclusion of potatoes). In December 2017, 320 truckloads exited Gaza to the West Bank, Israel and international markets. This represented a six per cent increase in comparison with December 2016, but a 67 per cent decline when compared with the monthly average in the first half of 2007, before the imposition of the blockade.²⁶ These conditions have contributed to the socio-economic crisis in Gaza that sees it in

a state of de-development.²⁷

1.1.6. West Bank

The impact of over 50 years of the Israeli occupation of the West Bank, including East Jerusalem, is particularly acute in the 19 official Palestine refugee camps where the Israeli Security Forces (ISF) conduct regular security operations that averaged over two incursions per day in 2017. Many of these operations result in fatalities, live ammunition injuries, the excessive use of tear gas, property damage and severe societal stress. In 2017, 51 Palestinians, including 14 refugees, six of whom were minors, were killed and an additional 6,973 were injured by the ISF.²⁸ UNRWA remains concerned about the use of live ammunition and tear gas in and around camps, mostly during confrontations with the ISF. During the reporting period, 14 Israeli fatalities and 145 injuries were recorded in the West Bank.

Palestinian communities, especially those in Area C, commonly face the threat of and actual home demolitions and confiscations, which contributes to a coercive environment. In 2017, the Israeli authorities introduced the issuance of - military 'demarcation orders', including against the Palestine refugee community of Jabal al-Baba. The demarcation order dated 1 November 2017 directed residents to permanently remove their possessions from all concerned structures and prohibited repair works to existing structures. In addition, the Israeli Civil Administration targeted a number of schools for demolition - including several that are providing education to Palestine refugee children - three of which are now under imminent threat of demolition. The Bedouin community of Khan al-Ahmar-Abu-Hilu, including its school, face a number of protection threats in light of the Israeli government intention to demolish the community and transfer its inhabitants to a nearby urban site. An Israeli court hearing on the petition to demolish and transfer Khan al-Ahmar-Abu-Hilu is set for 25 April 2018 with a final ruling on the future of the community a strong possibility in the near future. In September 2017, the first eviction of a Palestinian family in the Sheikh Jarrah neighbourhood of East Jerusalem occurred since 2009. Two refugee families were evicted from a house in which they had lived for over 50 years and they were immediately replaced by Israeli settlers.²⁹ According to a recent OCHA mapping exercise, at least 180 Palestinian households in East Jerusalem have had eviction cases filed against them.³⁰

During the reporting period, Israeli settlement expansion continued in the West Bank, including East Jerusalem. At least 423 structures were demolished,³¹ of which 99 belonged to Palestine refugees.³² These demolitions displaced 664 Palestinians, including 368 children.³³ Although these figures represent a decrease on the number of demolitions and displacements that occurred in 2016, they are similar to the levels registered in 2014 and 2015.

On 6 December 2017, the United States announced the recognition of Jerusalem as the capital of Israel, an act that was followed by a series of Palestinian protests throughout the

West Bank. A spike in injuries due to clashes was observed as a result, with an 86 per cent increase in the number of injuries in December in comparison with the monthly average recorded during the year.

In terms of socio-economic development, during the fourth quarter of 2017, unemployment rates in the West Bank reached 13.4 per cent for Palestine refugees outside camps, 15.8 per cent for refugees living in camps and 13.9 per cent for non-refugees.³⁴ This contributes to high levels of poverty

and food insecurity in Palestine refugee households in the West Bank: 15.1 per cent of refugee households are food insecure, increasing to 24.4 per cent of households in Palestine refugee camps, as compared to 11.9 per cent of non-refugee households across the West Bank.³⁵ The lower unemployment rate in the West Bank compared to Gaza is, in part, due to the absorption of Palestinian workers in Israel and settlements (recorded as 17.3 per cent of the total employed workforce between October and December 2017),³⁶ without which the West Bank unemployment rate would be much higher.

1.2. operational and organisational developments

1.2.1. Overview

In 2017, UNRWA was able to deliver human development and humanitarian assistance rapidly and effectively by drawing on its operational strengths, in particular its 31,000-strong workforce, the majority of whom are Palestine refugees and members of the communities they serve. During the reporting period, through a combination of programme budget, emergency and project funding, the Agency succeeded in providing education for 526,646 children, more than 8.3 million PHC consultations, social safety net assistance (including cash and food) for over 255,000 persons, learning and skills training for 7,688,689 youth, and microfinance loans for 38,595 people. In addition, the Agency provided assistance to an estimated 15,000 Palestine refugees experiencing one or more protection risks while 7,338 families benefited from shelter rehabilitation. Emergency humanitarian assistance was provided to 1.43 million refugees, primarily in the oPt and Syria. With regard to the provision of emergency assistance, in 2017 internal discussions were initiated as to the potential move from the almost universal distribution of assistance to Palestine refugees in Syria to a more targeted approach, based on vulnerability criteria. The gradual implementation of this approach will be undertaken in 2018 while acknowledging the high vulnerability faced by Palestine refugees affected by the conflict. Finally, pursuant relevant guidance from the General Assembly and the Under-Secretary General for Safety and Security, a Security and Risk Management Framework of Accountability was developed, disseminated and socialized during the reporting period.

1.2.2. Syrian Arab Republic

Throughout the reporting period in Syria, UNRWA maintained the provision of emergency food and cash, healthcare, education, vocational training, microfinance, youth support and social services and, through the use of its comprehensive network of staff, facilities and resources, continued to adapt this assistance to the constrained circumstances of armed conflict. Emergency

cash and food assistance remained priority humanitarian interventions that, through four assistance rounds,³⁷ reached 410,157 vulnerable refugees (215,150 females and 195,007 males) with cash and 393,147 (206,227 females and 186,920 males) with food.³⁸ While a variety of commodities are available in most markets, unchecked inflation and access difficulties in some areas continue to negatively impact refugees' capacity to afford a nutritious and sufficient diet. In this context, the Agency's food assistance programme continues to be highly valued as it provides Palestine refugees with a range of staple food items. The nutritional value of the food basket provided during the fourth distribution round of 2017 was enhanced through the addition of corned beef and sardines. UNRWA also provided Palestine refugees with essential non-food commodities, with a focus on those who are internally displaced and living in collective shelters.

During the reporting period, primary education was provided to over 47,585 Palestine refugee students through a network of 104 schools and the support of over 1,800 teachers.³⁹ Healthcare continued to be provided through 27 HCs and Health Points (HP) including a mobile clinic and 18 PHC facilities that delivered preventative dental health care, including to children in schools.⁴⁰ In addition, five project funded Family Support Offices facilitated the provision of legal and psychosocial support through a network of community development social workers, lawyers and volunteers who assisted survivors of GBV and refugees seeking legal assistance related to civil registration and documentation. Under emergency funding, the Agency also continued to provide potable water, maintained sewage works and extended solid waste management in all accessible refugee camps. UNRWA contributed to strengthening refugee capabilities to enable them to access livelihood opportunities through the direct provision of TVET.⁴¹ In addition, despite significant challenges related to the devaluation of the Syrian pound, Agency microfinance loans continued to support a growing number of entrepreneurship opportunities to Palestine refugees and Syrians alike.⁴²

In 2017, UNRWA continued to support displaced Palestine refugees in nine EA funded collective shelters in Damascus and Rif Damascus. As of December, 1,706 displaced people (898 females and 808 males),⁴³ mostly Palestine refugees, were still accommodated in the collective shelters, receiving a package of humanitarian assistance that included cash assistance, food (including hot meals), non-food items (NFI), protection and access to basic services. The population housed in collective shelters continues to decrease as internally displaced persons (IDP) depart in search of more sustainable accommodation.

1.2.3. Lebanon

UNRWA operations in Lebanon provided essential services to 204,631 eligible persons including PRL and PRS. At the start of the 2017/18 school year, 36,775 students (17,431 males, 19,344 females) were enrolled in Agency schools, including 5,251 PRS (2,511 males, 2,740 females).⁴⁴ The 27 UNRWA HCs continued to provide PHC services, supporting a total of 178,980 consultations for PRS and 1,009,376 consultations, for PRL.⁴⁵ SSNP cash assistance of US\$ 30 per quarter was provided to 61,709 poor PRL (15,915 families) under the Agency programme budget, while emergency PRS cash-for-food assistance (US\$ 27/month) and multipurpose cash assistance (US\$ 100/month) benefited an average of 32,332 PRS (9,545 PRS families).

During the reporting period, UNRWA continued to reinforce refugee livelihoods through targeted vocational training for 983 students (598 males and 385 females) at the start of the 2017/18 school year, while a newly established innovation lab enhanced the skills and employability of 400 youth (174 males and 226 females). The Agency also supported 281⁴⁶ microcredit initiatives for start-ups and existing businesses while 238 grants were dedicated to self-help shelter rehabilitation. Through direct service provision and external referrals, legal assistance services including counselling, and representation (by external partners) were extended to 3,288 PRS and 3,710 PRL. Further, numerous infrastructure, camp improvement and environmental health initiatives benefited over 100,000 PRL and PRS residing in most of the 12 Palestine refugee camps throughout Lebanon. Ten years after the almost complete destruction of NBC, reconstruction is more than half complete. Thus far, 2,641 families (10,871 individuals) received the keys to their newly reconstructed housing units. Notwithstanding this success, UNRWA still faces a shortfall of over US\$ 105 million to complete NBC reconstruction efforts.

1.2.4. Jordan

In Jordan, UNRWA services continued to contribute to the human development of Palestine refugees through the provision of basic education to 122,194 (59,232 females and 52,962 males)⁴⁷ and technical and vocational training for 2,714 youth (1,453 males and 1,261 females).⁴⁸ Twenty-six HCs provided 1,613,786 PHC consultations while SSNP cash-based transfers were extended to 58,847 refugees (27,106 males

and 31,741 females).⁴⁹ Currently, the SSNP waitlist stands at 28,798 applications and continues to grow due to the rapidly increasing cost of living.⁵⁰ During the reporting period, microcredit was extended to 7,098 refugees with a total value of US\$ 8.7 million. Through its 2017 Syria crisis EA, UNRWA provided humanitarian assistance including, emergency cash, health, education, vocational training, and protection to 17,529 PRS (8,406 males and 9,123 females)

King Abdullah Park is a closed reception and holding facility in the north of Jordan that has been used since October 2016 to replace a similar facility known as Cyber City. As of 31 December 2017, 496 individuals (324 PRS, 162 Syrians and 10 others), whose mobility is very restricted, resided in this facility. UNRWA provides these individuals with health care, protection and emergency cash assistance. Towards the end of the reporting period, in view of the possible withdrawal of key partners from King Abdullah Park, UNRWA successfully advocated for the continuation of support services, namely WASH, education and camp management to refugees currently in this facility until a solution to their situation is found.

1.2.5. Gaza

UNRWA continued to provide humanitarian assistance to Palestine refugees in Gaza, including support to reconstruction efforts. As at the end of 2017, more than 2,600 refugee families had completed or were in the process of completing the reconstruction of homes that were totally destroyed during the 2014 hostilities.⁵¹ Further, 84,750 families had completed or were in the process of completing repairs to their damaged homes. Through these efforts, the number of displaced families continued to decline from 6,500 families at the end of 2016 to 2,069 families at the end of 2017.

During the reporting period, the Agency continued to support the food and nutritional needs of approximately 993,000 vulnerable Palestine refugees in Gaza, of whom roughly 100,000 were assisted through the SSNP.⁵² A revised poverty assessment, launched in 2015, revealed significant increases in the depth of poverty in Gaza, with the poor becoming poorer; 46 per cent of those originally assessed as absolute poor are now classified as abject poor. Only 11 per cent of originally assessed abject-poor families have been reclassified as absolute poor due to an improvement in their situation.

The Agency continued to invest in education, providing access to over 271,900 students (131,553 females and 140,347 males) through 275 schools in Gaza, 70.2 per cent of which operated on a double-shift basis.⁵³ Further, UNRWA provided 3.8 million PHC consultations and almost 12,000 subsidies for secondary and tertiary health care.⁵⁴ In order to increase the efficiency and quality of services, the Agency completed the transition of all HCs to the e-health (electronic medical records) system and the person-centred Family-Health Team (FHT) approach.⁵⁵ Through its Community Mental Health Programme (CMHP), funded under the EA, UNRWA sought to address the psychosocial impact of the 2014 hostilities and the blockade, providing structured psychosocial interventions

to both children and adults. As part of this effort, the life-skills initiative, introduced in January 2017 to strengthen children's coping skills and resilience, was implemented across all Agency schools in Gaza. Despite the very difficult operational context, the Agency continued to take decisive organizational measures to rigorously uphold its commitment to This included the separation of two staff members following a swift investigation, which found they had engaged in political activity incompatible with their obligations as UNRWA staff and in breach of the UNRWA regulatory framework..

1.2.6. West Bank

In 2017, under programme budget funding, UNRWA provided basic education to 48,192 children (19,655 boys and 28,537 girls) and vocational and technical training to an additional 1,062 students (438 males and 624 females) in the West Bank. PHC services were dispensed through 43 HCs and HPs and mobile health clinics which provided

a total of 1,058,819 medical consultations (1,044,844 through HCs and HPs and 13,975 through mobile clinics).⁵⁶ Through e-cards, the Agency continued to provide cash assistance to 36,129 SSNP beneficiaries (19,639 females and 16,490 males), offering Palestine refugees greater choice and flexibility in satisfying their needs. In addition, food voucher assistance and cash-for-work opportunities were extended to 16,937 refugee households (94,428 beneficiaries - 46,790 females and 47,638 males) through the EA. In partnership with WFP, the Agency also provided in-kind food assistance to 37,023 Bedouin and herder individuals vulnerable to various access restrictions and protection threats. Microfinance loans were provided to 10,343 people (4,020 females and 6,323 males) including 2,710 Palestine refugees.⁵⁷ Finally, through project funding, 69 of the most vulnerable refugee families benefited from shelter rehabilitation assistance.

1.3. legal matters

1.3.1. Agency staff

Israeli authorities, citing security concerns, continued to restrict the freedom of movement for UNRWA personnel in the oPt, including East Jerusalem. Restrictions included: (i) the prohibition of Agency local staff, not resident in Jerusalem, to travel in UN vehicles across the Erez crossing and the Allenby Bridge, or to drive in Israel and East Jerusalem; and (ii) time-consuming and cumbersome procedures to obtain permits for local staff not resident in Jerusalem to enter Israel and East Jerusalem. On many occasions, permits were not granted even though procedures had been followed. On average, permits to enter East Jerusalem from the rest of the West Bank were not issued to 18.7 per cent (116 individuals) of UNRWA personnel where they were required.

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

Israeli procedures at the Erez crossing continued to require that UN vehicles be submitted to a search unless the occupants thereof included a UN staff member holding a diplomatic visa or was driven by an international staff member on a limited list approved by the Israeli authorities, even though such searches represent a violation of UN immunity. The procedures for the inspection of personal luggage of staff without diplomatic visas at the Erez crossing remained in place and opening hours at the crossing remained restricted. On 159 occasions at

checkpoints in the West Bank, including for entry into East Jerusalem, Israeli authorities demanded to search Agency vehicles. UNRWA faced a significant increase in search demands for Agency buses transporting staff from Hebron and Bethlehem to Jerusalem, causing significant delays. In at least 59 instances, personnel assigned to the Agency's West Bank Field Office (WBFO) were prevented from attending work because access through checkpoints was denied. While the majority of searches were avoided through UNRWA interventions, rerouting or turning back, on six occasions searches were carried out. The Agency protested those searches as a violation of the 1946 Convention on the Privileges and Immunities of the UN (1946 Convention).

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

In the West Bank, staff movement continued to be restricted and unpredictable at several checkpoints, notably those controlling access to East Jerusalem or through the West Bank Barrier. In 2017, movement restrictions in the West Bank resulted in the loss of at least 1,366 staff days, compared to 160 in 2016, representing the highest number of lost days since

2008. Despite several requests for unimpeded humanitarian access, it remained difficult to deliver UNRWA services in the 'Seam Zone' (areas between the Green Line and the Barrier). The situation regarding requirements for the Agency and other UN trucks to use specific commercial checkpoints to enter Jerusalem remained unchanged.

Local staff in Gaza required permits from the Israeli authorities to transit the Erez crossing. During 2017, of 908 applications, 485 permits (53 per cent) were granted. Compared with 2016, the number of permits applied for increased by approximately eight per cent. While the overall percentage of permit applications not granted decreased from 59 per cent to 47 per cent, this continued to negatively impact UNRWA operations. Despite repeated requests, the Agency has not received a substantive justification as to the reasons for permits that were not approved.

As a result of the closure of the Israeli embassy in Jordan following a security incident on 22 July 2017, UNRWA was unable to secure visas from Israel for 155 personnel based in Amman, following the closure until the end of 2017, preventing staff from performing official functions relating to Agency operations in the West Bank, including East Jerusalem, and the Gaza Strip. During 2017, UNRWA was unable to secure appropriate visas from the Israeli authorities for Agency internships requiring such visas.

In 2017, the Rafah crossing between Egypt and Gaza was open for public use for 22 days. Citing security concerns in the Sinai, the ban imposed by the UN on duty travel for staff members travelling through Rafah remained in place. No staff members were allowed to cross in 2017.

In Lebanon, the volatile security situation in Palestine refugee camps in the Saida and north Lebanon areas resulted at times in movement restrictions that affected UNRWA staff and operations. During 2017, no significant movement restrictions were imposed on Agency staff by the Governments of Jordan or Palestine. Further to the pre-approval requirement relating to the issuance of residency permits for new incoming international staff introduced by the Jordanian authorities in 2016, residency permits for two new international staff were issued with significant delays and without the customary residency identification card.

In Syria, the armed conflict continued to be characterized by engagement and military action from a variety of actors, increasing unpredictability, and the use of heavy weapons and weapons of indiscriminate impact. Generalized insecurity continued to seriously affect free movement and humanitarian access. Two Agency personnel were injured due to indirect fire. Numerous checkpoints remained in place, including in and around Damascus. UNRWA vehicles were searched at some checkpoints contrary to UN immunity. Of 152 visa applications (residency and visit) for international personnel, including renewals, two were not granted.

At the end of 2017, 29 Agency staff were missing, detained, kidnapped or presumed detained: some 14 staff were

believed to be missing, detained or kidnapped in Syria, either by the Syrian authorities or other parties, six detained by the Israeli authorities, three by the de facto authorities in Gaza, four by the Jordanian authorities, and two by the Palestinian authorities. Despite requests in accordance with GA resolution 36/232, in 2017, the Syrian authorities did not provide the Agency with access but provided information about certain staff that remained in their custody during the year. The Israeli authorities provided information on one staff member. While the Jordanian authorities provided information on the reasons for detention with respect to one staff member in their custody, they did not respond to requests for access to detained staff during the reporting period. The Palestinian authorities granted access to one staff member in their custody. The de facto authorities in Gaza provided information about two staff members.

1.3.2. Agency services and premises

The Israeli authorities continued to impose transit charges on shipments entering Gaza, forcing UNRWA to pay US 0.89 million in 2017. The Agency considers such charges a direct tax from which it ought to be exempt under the 1946 Convention. In the view of Israel, the charges are a fee for service, from which there is no exemption. Since November 2016, UNRWA vehicles could only be imported through Erez. For all other Agency imports, the Kerem Shalom crossing remained the sole crossing for imports into Gaza. It was closed for imports for 19 of 261 scheduled operating days (seven per cent). The continuing closure of the Karni crossing and the prohibition of containerized imports, in place since 2006, contributed to increased expenditure, resulting from storage, palletisation, sterilization, and additional mileage and staff, amounting to some US\$ 6.83 million, in addition to transit charges levied on imports through Kerem Shalom and Erez crossings.

Conditions relating to UNRWA construction projects in Gaza and related approvals remained in place. Throughout 2017, the Agency continued to employ an additional international staff member (in addition to existing international staff), local staff engineers and security guards to meet daily monitoring and coordination requirements previously introduced by the Israeli authorities, amounting to almost US\$ 0.78 million in extra staffing costs. UNRWA also continued to provide the Israeli authorities with written confirmation of Agency monitoring of each project, in addition to requirements predating 2017 for documentary material to facilitate the monitoring, by Israel, of construction projects. Cumbersome clearance procedures and frequent processing delays of UNRWA import requests for materials, some of which Israel classifies as dual-use items, and equipment continued to negatively impact Agency operations. For example, as of 31 December 2017, Israeli approval for the importation of six forklifts, eight armoured vehicles and personal protective equipment

for UN international staff was pending 453, 574, and 708 days, respectively.

Overall, in 2017 alone, additional staffing, transit and logistical costs resulting from Israeli requirements regarding access and monitoring of all UNRWA imports into Gaza amounted to US\$ 8.5 million. This does not include similar access costs that private contractors incurred to ship construction materials into Gaza through Kerem Shalom under the GRM.

Israeli authorities continued to require standards testing for educational, electronic, medical and other items for official use. The Agency imports goods for its official use that conform to international standards and the UN considers that Israeli requirements are contrary to the exemption from prohibitions and restrictions on imports, under the 1946 Convention, in respect of articles imported by the UN for official use. As at the end of 2017, 15 consignments destined for the West Bank were still detained, with the duration of detainment ranging between six to eight years for each consignment. The total storage costs for consignments delayed during the year exceeded US\$ 256,300.

Arrears of US\$ 90.9 million accrued as valued added tax (VAT) for services and goods procured for the West Bank and Gaza before arrangements were agreed in 2013 with the Palestinian Ministry of Finance remained outstanding. During 2017, UNRWA further accrued VAT in the amount of US\$ 0.33 million in addition to VAT accrued since 2013. The cumulative total owed to the Agency for reimbursement of VAT paid for services and goods procured in the West Bank and Gaza amounted to approximately US\$ 100.96 million as at 31 December 2017.⁵⁸

During 2017, UNRWA was not able to obtain VAT reimbursement from the Israeli authorities following changes to their internal procedures in 2014 other than two invoices for claims dating back to 2014. As at the end of 2017, approximately US\$ 9.6 million⁵⁹ of outstanding VAT reimbursement had accrued.

The Agency was required, as in the past, to pay port fees and other charges to the Syrian authorities, in contravention to the Agreement of 1948 between the UN and the Government of the Syrian Arab Republic. In 2017, fees and charges totalling US\$ 369,404 were paid.

In Jordan, UNRWA continued to face difficulties in securing exemptions from all relevant taxes, custom duties and other fees imposed on imports and insurance contracts made and entered into by the Agency for official purposes. Pending final resolution of these issues, some of UNRWA's imports were released under letters of guarantee. As at the end of 2017, the Agency was unable to secure the release of or obtain exemption from customs and other fees with respect to eight vehicles it sought to import for its official use, including one mobile dental clinic and one truck to collect solid waste, impacting UNRWA's

ability to deliver its services. The Agency considers those restrictions to be contrary to its exemption from restrictions on imports under the 1946 Convention and its bilateral agreement with the Hashemite Kingdom of Jordan of 1951. Jordan considers those charges as fees for service. In 2017, UNRWA continued to pay for the inspection of and registration cards for official UNRWA vehicles under protest.

Agency Operations Support Office/Officers (OSO) remained in place in the West Bank, Lebanon, Gaza, and Jordan while an Area Support Office team operated in Syria,⁶⁰ playing an invaluable role in upholding the neutrality of the UN, including through the inspection of UNRWA installations and conducting training for staff. In the West Bank, the programme also facilitated access for Agency staff, vehicles and goods through checkpoints and to areas affected by Israeli military or security operations.

The 1946 Convention provides that the premises of the UN shall be inviolable. Contrary to this, ISF entered UNRWA premises in the West Bank without authorization on eight occasions and, during three of these occasions, deployed tear gas, plastic-coated metal bullets (PCMB) or stun grenades from within UNRWA premises. The ISF prevented Agency beneficiaries from entering or exiting an UNRWA installation on one occasion. On at least 37 occasions, tear gas canisters, stun grenades, PCMB or live ammunition used by the ISF landed in Agency compounds or damaged UNRWA property, resulting in one student injured in an Agency school, and personnel and beneficiaries suffering from tear gas inhalation.

During the reporting period, UNRWA continued implementing the recommendations of the United Nations Headquarters Board of Inquiry (UNBOI) into certain incidents that occurred in the Gaza Strip between 8 July 2014 and 26 August 2014 referred to in previous reports that concerned safety, security, neutrality and communication. In 2017, the Agency Neutrality Framework was issued, serving as a repository of existing standards, practices and procedures with regard to neutrality and responding to recommendations issued by the UNBOI.

Further to information previously obtained UNRWA, no updates were forthcoming during 2017 on Israeli criminal investigations regarding incidents that occurred in Gaza during the summer 2014 hostilities, which were the subject of the UNBOI, beyond the closure of three investigations previously reported. The Agency remains concerned as to the need for accountability regarding these and other incidents where UNRWA installations were directly or indirectly affected contrary to their inviolability, and Agency personnel and civilians sheltering in them were killed as a result thereof.

In the West Bank, there was one incursion by armed Palestinians and one incursion by unidentified gunmen. There were 11 incidents of misuse of UNRWA installations

for unauthorized political or other events involving Palestinian factions, camp services committee members or other actors. In addition, Agency premises and services were disrupted on at least 187 occasions by forced closures or protests, including by members of camp service committees. In Gaza, there were seven incursions by the de facto authorities, some involving armed individuals. There were six incidents of installation misuse for political activities by other actors. Additionally, there were at least 80 incidents of unauthorized entry or use of UNRWA premises in Gaza affecting service-delivery or staff movement. There was also one incident of minor damage to an Agency school caused by stray bullets deployed by an unknown Palestinian source landing inside the school outside of classroom hours. UNRWA protested incursions or misuse with the relevant authorities. The Agency also reported the discovery of two tunnels under UNRWA installations in Gaza in 2017. In accordance with standard procedures, the Agency alerted all relevant parties of the discovery of the tunnels and strongly and proactively condemned the existence of tunnels under separate its premises as a violation of the sanctity and neutrality of its premises, which are inviolable under international law, and took necessary action to ensure the safety of beneficiaries and , in particular by sealing the tunnel spans under its installations..

In Syria, as previously reported, UNRWA sustained conflict-related property losses valued in the millions of dollars since hostilities began in 2011. During 2017, at least seven incidents of shelling or rocket-fire caused damage to Agency premises and three UNRWA vehicles were damaged. Damage to and the lack of safe access to some Agency facilities continued to make it more difficult for Palestine refugees to obtain essential services. Restrained access to hard to reach and besieged areas (including Yarmouk, Yalda, Babila, and Beit Sahem) during the reporting period prevented humanitarian access and the delivery of services in those areas in which an estimated 56,600 Palestine refugees still resided as of December 2017. The Syrian authorities forcibly entered an UNRWA installation on at least one occasion. UNRWA also documented at least one instance of armed factions having forcibly entered an Agency installation, which had been closed due to the security situation. Generally, however, UNRWA remained unable to verify other reports regarding the military use of certain Agency installations due to insecurity and the presence of armed groups in the areas concerned. Despite protests, the UNRWA Sanitation Office in Khan Dannoun continued to be used by military personnel at the adjacent checkpoint.

In 2017, there were closures of Agency installations on at least 138 days in Lebanon. Closures were mostly the result of violent actions by beneficiaries and the lack of security more broadly due to civil unrest and armed factions. Insecurity and armed clashes between factions in Ein El-el-Hilweh refugee camp led to at least 33 days of closures of UNRWA installations in that camp. The Lebanese security forces entered an Agency installation without authorization on one occasion. There were also at least seven incidents of political or armed factions entering UNRWA premises without authorization, with evidence of use in certain cases. The Agency protested against these incidents and liaised with the relevant parties.

1.3.3. Other matters

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

The agreement between UNRWA and Jordan concerning the US\$ 74,000 seized by the Jordanian Execution Office in 2012 was implemented during the reporting period.

Contrary to the 1946 Convention, Palestinian authorities froze over US\$ 13,000 in an Agency bank account following an enforcement order resulting from an adverse judgment against UNRWA. While the matter was resolved and the funds released following the recognition by Palestine's Supreme Constitutional Court of the Agency's immunity from legal process superseding Palestinian domestic labour law, other cases remained pending at the end of 2017.

In relation to the internal justice system, the UNRWA Dispute Tribunal, established on 1 June 2010, operates on a full-time basis and is comprised of one judge and a part-time ad litem judge. During 2017, the Tribunal issued 48 judgments and 189 orders, disposing of 58 cases. As at the end of 2017, 242 cases were pending, including two cases on remand, of which 241 were filed by area staff and one was filed by an international staff member. There were also eight appeals pending before the UN Appeals Tribunal.

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

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

1.4. financial overview⁶¹

With the exception of 155 international staff posts funded by the General Assembly through the UN regular budget, UNRWA operations are supported through voluntary contributions. The Agency receives funding through: (i) a programme budget fund that supports core operations (including recurrent staff and non-staff costs), such as education, health, camp improvement, relief and social services, protection and support systems and structures; (ii) specific, time-bound projects that improve services without increasing recurrent costs; and (iii) emergency appeals for humanitarian interventions.

In 2017, Agency resource mobilization efforts yielded a total pledged amount of US\$ 1.239 billion, down by US\$ 35.8 million from 2016. Traditional donors⁶² contributed a total of US\$ 926 million (83.12 per cent) across all portals, of which US\$ 544.3 million (86.68 per cent) was for the programme budget. Contributions from the governments of Regional Partner⁶³ Member States totaled US\$ 80.7 million and amounted to 5.61 per cent (US\$ 29.8 million out of US\$ 627.9 million) of total contributions to the programme budget. Emergent and Emerging Markets⁶⁴ made up 0.84 per cent (US\$ 9.4 million) of total contributions across all portals, out of which US\$ 4.8 million, or 0.76 per cent, was for the programme budget. Non-Traditional Donors⁶⁵ made up 1.76 per cent (US\$ 19.5 million) of total contributions across all portals, out of which US\$ 12.4 million was for the programme budget. Private partnerships made up 1.32 per cent (US\$ 14.7 million) of total contributions across all portals, out of which US\$ 4.4 million was for the programme budget.

In 2017, the approved programme budget (cash view⁶⁶) income was US\$ 600 million against expenditure of US\$

722 million and a deficit approaching US\$ 122 million. The actual end-of-year income was US\$ 689.5 million against expenditure of US\$ 679.4 million and a cash surplus of US\$ 10 million, including a surplus cash of US\$ 7 million from 2016, alongside carried forward liabilities in the amount of US\$ 49 million. These liabilities were made up of outstanding payments to suppliers (US\$ 29m) and the repayment of a loan in the amount of US\$ 20 million from the Central Emergency Response Fund (CERF) to bridge the cash shortfall, covering two months in operational requirements for hospitalization, food and cash assistance.

Through its 2017 Syria Regional Crisis EA, UNRWA sought US\$ 411 million. Many donors responded generously, although only 49.1 per cent (US\$ 201.6 million out of US\$ 411.0 million) of funding needs were met. In the oPt, the Agency continued to provide basic humanitarian assistance through a 2017 EA for US\$ 402 million, 38.1 per cent (US\$ 153.2 million) of which had been funded by the end of the year, on par with 2016 funding levels but down from 2015 when funding reached 48.7 per cent (US\$ 202 million out of US\$ 403.1 million).

According to unaudited financial statements, in 2017 the Agency spent US\$ 1.31 billion.⁶⁷ The largest expenditure was US\$ 773 million, under the unrestricted regular budget,⁶⁸ accounting for 59.0 per cent of total expenditure. Emergency activities and projects (including restricted fund activities) accounted for 30.7 per cent and 13.7 per cent respectively. Education remained the largest programme funded through the programme budget, with an expenditure of US\$ 445.96 million, or 57.7 per cent of the total unrestricted programme budget.⁶⁹

Actual expenditure by programme, 2017 (Thousands of United States Dollars)

Programme Budget	Gaza		Lebanon		Syria		Jordan		West Bank		HQ		Total	As %
Education	216,713.43	28.03%	44,149.40	5.71%	18,465.43	2.39%	98,852.10	12.79%	65,610.30	8.49%	2,159.75	0.28%	445,950.41	57.68%
Health	34,968.83	4.52%	22,616.33	2.93%	6,158.76	0.80%	20,973.61	2.71%	27,069.13	3.50%	657.03	0.08%	112,443.69	14.54%
Relief	13,682.75	1.77%	11,663.66	1.51%	1,369.36	0.18%	9,186.77	1.19%	9,297.04	1.20%	1,228.28	0.16%	46,427.86	6.01%
Infrastructure	10,922.30	1.41%	6,708.93	0.87%	2,544.74	0.33%	5,640.57	0.73%	6,118.64	0.79%	1,333.90	0.17%	33,269.08	4.30%
Executive Direction	3,480.85	0.45%	2,954.51	0.38%	2,380.77	0.31%	2,467.22	0.32%	4,042.74	0.52%	15,510.77	2.01%	30,836.86	3.99%
Protection	37.62	0.00%	183.26	0.02%	27.08	0.00%	84.47	0.01%	13.41	0.00%	354.21	0.05%	624.81	0.08%
Support	20,406.23	2.64%	9,537.16	1.23%	4,569.66	0.59%	1,820.53	0.24%	16,704.45	2.16%	50,547.89	6.54%	103,585.92	13.40%
Grand Total	300,136.77	38.82%	97,813.25	12.65%	35,515.80	4.59%	139,025.27	17.98%	128,855.71	16.67%	71,791.83	9.29%	773,138.63	100.00%
All Funding Streams	Gaza		Lebanon		Syria		Jordan		West Bank		HQ		Total	As %
Education	231,575.95	16.97%	61,589.78	4.51%	35,724.98	2.62%	106,576.02	7.81%	68,994.79	5.06%	3,526.84	0.26%	507,988.36	37.22%
Health	52,374.08	3.84%	31,721.83	2.32%	11,684.49	0.86%	27,687.05	2.03%	28,804.64	2.11%	1,869.95	0.14%	154,142.04	11.29%
Relief	180,032.52	13.19%	41,497.81	3.04%	149,418.73	10.95%	24,221.87	1.77%	33,893.19	2.48%	1,275.91	0.09%	430,340.03	31.53%
Infrastructure	16,417.81	1.20%	35,184.06	2.58%	2,108.72	0.15%	5,895.99	0.43%	7,838.09	0.57%	1,434.74	0.11%	68,879.41	5.05%
Executive Direction	10,647.42	0.78%	7,539.22	0.55%	18,619.58	1.36%	4,217.73	0.31%	6,962.38	0.51%	20,271.01	1.49%	68,257.34	5.00%
Protection	4,211.82	0.31%	1,458.44	0.11%	1,196.28	0.09%	449.39	0.03%	1,158.52	0.08%	1,345.42	0.10%	9,819.87	0.72%
Support	34,298.40	2.51%	10,090.74	0.74%	7,358.61	0.54%	6,831.33	0.50%	15,678.09	1.15%	51,104.22	3.74%	125,361.39	9.19%
Micro Finance	-	0.00%											-	
Grand Total	529,558.00	38.80%	189,081.88	13.85%	226,111.39	16.57%	175,879.38	12.89%	163,329.70	11.97%	80,828.09	5.92%	1,364,788.44	100.00%

Actual Expenditure by Strategic Outcome, 2017 (Thousands of United States dollars)

Programme Budget	Gaza		Lebanon		Syria		Jordan		West Bank		HQ		Total	As %
SO 1: Refugees' rights under international law are protected and promoted	2,283	0.3%	1,064	0.1%	541	0.1%	905	0.1%	1,963	0.3%	354	0.0%	7,110	0.9%
SO 2: Refugees' health is protected and the disease burden is reduced	34,412	4.5%	22,118	2.9%	5,734	0.7%	20,478	2.6%	26,187	3.4%	-	0.0%	108,930	14.1%
SO 3: School-age children complete quality, equitable and inclusive basic education	208,772	27.0%	39,669	5.1%	16,095	2.1%	90,352	11.7%	56,707	7.3%	-	0.0%	411,595	53.2%
SO 4: Refugee capabilities are strengthened for increased livelihood opportunities	6,015	0.8%	3,949	0.5%	1,963	0.3%	7,128	0.9%	8,271	1.1%	437	0.1%	27,763	3.6%
SO 5: Refugees are able to meet their basic human needs of food, shelter and environmental health	18,239	2.4%	13,726	1.8%	2,379	0.3%	13,056	1.7%	11,454	1.5%	-	0.0%	58,854	7.6%
Management and operational effectiveness	30,416	3.9%	17,286	2.2%	8,803	1.1%	7,107	0.9%	24,273	3.1%	71,001	9.2%	158,886	20.6%
Grand Total	300,137	38.8%	97,813	12.7%	35,516	4.6%	139,025	18.0%	128,856	16.7%	71,792	9.3%	773,139	100.0%
All Funding Streams	Gaza		Lebanon		Syria		Jordan		West Bank		HQ		Total	As %
SO 1: Refugees' rights under international law are protected and promoted	24,305	1.8%	2,844	0.2%	1,739	0.1%	1,456	0.1%	3,139	0.2%	515	0.0%	33,997	2.5%
SO 2: Refugees' health is protected and the disease burden is reduced	51,655	3.8%	31,060	2.3%	11,154	0.8%	27,113	2.0%	27,585	2.0%	-	0.0%	148,566	10.9%
SO 3: School-age children complete quality, equitable and inclusive basic education	219,422	16.1%	53,545	3.9%	32,022	2.3%	95,512	7.0%	58,996	4.3%	-	0.0%	459,497	33.7%
SO 4: Refugee capabilities are strengthened for increased livelihood opportunities	10,187	0.7%	21,406	1.6%	5,512	0.4%	12,816	0.9%	13,854	1.0%	450	0.0%	64,224	4.7%
SO 5: Refugees are able to meet their basic human needs of food, shelter and environmental health	169,589	12.4%	46,268	3.4%	146,297	10.7%	24,222	1.8%	33,020	2.4%	-	0.0%	419,396	30.7%
Management and operational effectiveness	54,400	4.0%	33,959	2.5%	29,387	2.2%	14,761	1.1%	26,736	2.0%	79,864	5.9%	239,107	17.5%
Grand Total	529,558	38.8%	189,082	13.9%	226,111	16.6%	175,879	12.9%	163,330	12.0%	80,828	5.9%	1,364,789	100.0%

chapter two: annual reporting under the unrwa programme budget

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

Throughout the reporting period, UNRWA continued to address a multitude of protection concerns facing Palestine refugees across all five fields of Agency operation. In this regard, protection mainstreaming, both in and through UNRWA service delivery, was enhanced while advocacy continued in relation to Palestine refugee rights. Following the 2016 establishment of the Protection Division within UNRWA headquarters in Amman and the consolidation of protection teams across all field offices, the next phase of protection reform focuses on the operationalization of key protection policies, frameworks, strategies and guidelines that will further equip Agency personnel to deliver practical protection outcomes for Palestine refugees. To this end, 3,026 staff received protection training in 2017, capacity building efforts that are expected to gather further momentum in the future.

With regard to protection case management, case work and referrals, in November 2017, it was decided to anchor these work streams within the UNRWA Department of Relief and Social Services reform package. This effort focuses on the further professionalization of social workers who will lead in the coordination of both internal and external service provision in relation to high-risk protection cases. A model for inter-programme referrals has already been elaborated and will be rolled out with accompanying guidance and capacity development for relevant personnel.

Please note that under the 2017 AOR, UNRWA has not reported against indicators relating to the percentage of individuals identified as experiencing a protection risk (GBV and general/child protection) provided with assistance, as internal results reviews revealed some data accuracy concerns in relation to the operationalization of internal/external referral mechanisms and case management systems across some fields of UNRWA operation. Where results related to these indicators are cited below, they should be read as estimates. In 2018, the Agency will revise protection indicators in order that they can better reflect Agency performance in this area. As the approach to case management and referrals is being revised as part of relief and social service reform, currently underway, UNRWA is also not in a position to report against the indicator, "(p)ercentage of UNRWA facilities that are part of a functioning referral system for protection cases".

UNRWA has dedicated considerable efforts towards the elimination of GBV, through the project funded initiative,

'Building Safety: Mainstreaming GBV Interventions into Emergency Preparedness, Prevention and Response' that focuses on enhancing Agency capacity to address GBV within an emergency context. In 2017, project achievements included: (i) the development of field level GBV road-maps as planning and monitoring tools that set out specific activities to operationalize the UNRWA GBV Prevention Framework; and (ii) the finalization and dissemination of Guidelines for GBV Risk Mitigation in Emergencies, with an initial training exercise that was undertaken in Syria. The Agency also reaffirmed its commitment to address GBV by becoming a member of the GBV Call to Action on Protection from GBV in Emergencies – a collective effort by donors, UN agencies, non-governmental organisations (NGOs) and other stakeholders to strengthen the GBV response in situations of humanitarian crisis.

During the reporting period, UNRWA identified and provided assistance to an estimated 4,958 GBV survivors. Of those assisted, 52 per cent were women, 33 per cent were girls, eight per cent were boys and seven per cent were men. Through the direct provision of Agency services and/or referrals to external service providers, survivors were provided with assistance that included medical, legal and/or psychosocial counselling and services.

Under a combination of programme budget and project funding, UNRWA continued to implement the *Child Protection Framework*.⁷⁰ In particular, an Agency-wide initiative, co-led by the Department of Education and the Protection Division, was launched to develop and implement further preventative, responsive and institutional accountability measures dedicated to the elimination of violence against children (including corporal punishment) in Agency installations and through UNRWA service provision. To this end, all Agency field offices developed action plans to address violence against children and a series of products are currently being developed to support action plan implementation. During the reporting period, UNRWA identified and provided assistance to an estimated 2,540 children experiencing a child protection risk. Of those assisted, 58 per cent were boys, 42 per cent were girls and 4.4 per cent were children with disabilities. The types of child protection concerns responded to included physical violence, abuse, neglect, child marriage, corporal punishment, and child labour and birth registration issues.

In recognition of the particular vulnerabilities experienced by persons with disabilities, UNRWA has committed to disability

inclusive programming and service provision, ensuring that persons with disabilities have equal opportunities to participate in and benefit from assistance. During the reporting period, *Disability Inclusion Guidelines*⁷¹ were finalised, issued and operationalized through an Agency-wide training of trainers (ToT) process dedicated to the mainstreaming of disability considerations into UNRWA programming. During the reporting period, 33 trainers benefitted from the ToTs and action plans were developed across all field offices to rollout the training for additional frontline staff. As of early 2018, 10 such trainings had been conducted for 195 staff with a further 8 trainings planned to be carried out by July 2018. In 2017, UNRWA identified and provided assistance to an estimated 299 persons with disabilities experiencing a protection risk.⁷² At the same time, Agency disability programming helped facilitate access to rehabilitation services and disability-specific support for an estimated 13,143 Palestine refugees with disabilities.

UNRWA provides assistance to those in need of protection through the provision, directly or through external referrals, of psychosocial support and legal assistance. In May 2017, the Agency finalized its *Mental Health and Psychosocial Support (MHPSS) Framework*⁷³ that facilitates greater coherence, consistency and quality of MHPSS interventions to improve the mental health and psychosocial well-being of Palestine refugees. Under a combination of programme budget, emergency and project funding, progress has been made in integrating MHPSS across all programmes and at the field level with training provided to relevant staff and procedures established to provide such services. During the reporting period, 98,087 Palestine refugees were provided with MHPSS support across the Agency's five fields of operation. In addition, an estimated 12,733 Palestine refugees were provided with some form of legal assistance including legal information and counselling on a range of issues including civil matters, legal status and GBV.



Two students chat during recess at the UNRWA Rehabilitation Centre for the Visually Impaired in Gaza. © 2017 UNRWA Photo by Rushdi Al Sarraj

Indicator	Location	Baseline 2017	Target 2017 ⁷⁴	Actual 2017	Target 2021
Number of protection (advocacy) interventions targeting external actors	WBFO	76	85	121	N/A
	SFO	21	21	18	N/A
	GFO	23	40	31	N/A
	LFO	109	154	118	N/A
	JFO	21	25	41	N/A
	UNRWA	250	325	329	N/A
	<i>Source: Protection database (if available) and/or formal and informal UNRWA reports and public information reports.</i>				
<i>Frequency: Quarterly</i>					

Throughout 2017, UNRWA continued to advocate for the rights of Palestine refugees and raise specific protection issues with relevant authorities and other duty bearers. In 2017, 329 protection advocacy interventions targeting external actors were undertaken Agency-wide on a range of protection issues related to the: (i) impact of the Syrian conflict/hostilities in Gaza on Palestine refugees, including in relation to attacks on schools (a breach of the inviolability of UNRWA premises), refoulement, civil documentation and the protection of civilians during hostilities; (ii) the on-going occupation of the oPt - the use of tear gas, live ammunition, the potential forced transfer of Bedouin communities and the blockade in Gaza, which the UN considers illegal under international law as a form of collective punishment; and (iii) other issues including labour and access rights. While all Agency field offices undertook

advocacy interventions, the extent to which these activities were undertaken depended on a number of factors including the level of possible engagement with the authorities and the prevailing security environment. Despite these challenges, an analysis of individual advocacy interventions demonstrated that results could be achieved with notable changes in action by advocacy targets including, by way of example, birth registration for PRS, the security of UNRWA schools in Lebanon and the use of tear gas and security operations in the oPt. The types of advocacy interventions included bilateral meetings, briefings and field visits, formal correspondence with duty bearers and submissions to relevant human rights mechanisms on issues of alleged violations of international law. In this regard, the Agency made a total of 16 submissions and briefings to international human rights mechanisms.

Indicator	Location	Baseline 2017 ⁷⁵	Actual 2017 ⁷⁶	Target 2018	Target 2020
Percentage of protection mainstreaming recommendations from internal protection audits implemented	LFO	68	54.3	74	80
	SFO	66	10.7	64	100
	JFO	80	9.8	80	90
	WBFO	69	66.7	80	80
	GFO	85	11.1	90	90
	UNRWA	74	29.6	77.6	88
	<i>Source: Recommendations Matrix</i>				
<i>Frequency: biennium (every two years)</i>					

Conducted on a biennial basis, protection audits are used to measure the degree of Agency programme alignment with UNRWA protection standards. Although no protection audits were conducted in 2017, 29.6 per cent of recommendations from the 2016 protection audits were fully implemented with a further 45.3 per cent of recommendations being partially implemented by the end of the year. Based on the interim percentages covering full and partial implementation and further expected progress throughout 2018, it is anticipated that 2018 targets will be met by the end of the biennial cycle. Challenges that limited the implementation of all audit recommendations include funding shortages and capacity gaps, however, important achievements have been made towards the incorporation of protection principles in Agency service provision. These include: (i) joint trainings with the Department of Health to mainstream protection and the safe and confidential identification of protection cases in the role out of MHPSS in HCs; (ii) the development of infrastructure and camp improvement guidance to ensure that camp and shelter

projects are developed in a participatory and accessible manner that ensures physical safety and accessibility; and (iii) efforts to address accessibility issues for the registration of Palestine refugees by, for example, placing registration officers in HCs in the West Bank and Jordan. During the reporting period, a revised protection audit methodology was finalized and a protection mainstreaming community of practice was created to facilitate the exchange of good practice across field offices and roll-out training initiatives.

Gender mainstreaming

UNRWA's commitment to the promotion of gender equality and women's empowerment is enshrined in its Gender Equality Policy (2007), and Gender Equality Strategy 2016-2021 (GES) that is being implemented in tandem with the MTS 2016-2021. In 2017, the Agency advanced GES implementation through: (i) the development of individual field office action plans that were finalized around priority issues including GBV, reproductive health, student drop-outs and other relevant

gender equality and women's and girl's empowerment issues; (ii) the launch of a gender marker tool, a requirement under the *UN System-wide Action Plan on Gender Equality and the Empowerment of Women* (UN-SWAP), that tracks and reports on allocations and expenditures for gender mainstreaming. According to the gender marker analysis of the reporting period, 64.4 per cent of the UNRWA programme budget contributes significantly to gender mainstreaming; (iii) the launch, coinciding with International Women's Day in March 2017, of a Gender Champion Award which was presented to select personnel across the Agency who made a significant

contribution to the advancement of gender equality; (iv) the integration of gender in audit functions with relevant staff participating in gender mainstreaming trainings; and (v) given security threats specific to women, in March 2017, a 'Women Security Awareness Assessment Training of Trainers' took place. This joint initiative between UNRWA, the United Nations Department of Safety and Security (UNDSS) and the United Nations Children's Fund (UNICEF) brought together female UN staff to explore specific security risks and appropriate responses. The cascading of this training has already begun in Agency field offices in Gaza and Jordan.

2.2. strategic outcome two results analysis: refugees' health is protected and the disease burden is reduced

2.1. Strategic outcome one results analysis: Refugees' rights

In 2017, UNRWA continued to deliver comprehensive PHC services to Palestine refugees while supporting their access to secondary and tertiary care. Universal access to PHC was provided on the basis of the FHT approach, a person-centred platform focused on the provision of comprehensive care for the entire family. Emphasising long-term provider-patient/family relationships, the approach is designed to improve the quality, efficiency and effectiveness of health services. By the end of 2017, all 117 HCs across four fields of Agency operation were implementing the FHT approach. The transition to this approach is well underway in Syria, and is expected to be completed by the end of 2018.

In response to the increasing incidence of NCDs among the Palestine refugee population, UNRWA continued to introduce new tests, medicines and public awareness campaigns to promote NCD prevention and condition management. Maternal and child health outcomes, including immunization rates, remain strong, though the Agency continues to investigate areas where services can be further improved. While the conflict in Syria has placed a considerable burden on the provision of health care, Agency-wide targets were met for

average daily medical consultations per doctor, the percentage of UNRWA hospitalizations accessed by SSNP recipients and for the number of expanded programme of immunization (EPI),⁷⁷ vaccine preventable disease outbreaks. Targets were not fully met, although underachievement was marginal, with regard to the number of HCs fully implementing e-Health,⁷⁸ and the percentage of the targeted population screened for diabetes mellitus.

Persistent insecurity, occasional outbreaks of violence, widespread poverty and restrictions on the movement of persons and goods have resulted in deep distress among Palestine refugees across many fields of UNRWA operation. In order to support the psychosocial well-being of Palestine refugees, MHPSS is being mainstreamed across the Agency. Within this context, the capacities of frontline medical staff were further developed during the reporting period to address patient care through a holistic and multidisciplinary approach that addresses MHPSS needs.

In 2017, 23 per cent of UNRWA HCs were renovated to improve the health-care environment through the development of structures that, in line with the FHT approach and e-Health, facilitate improved health outcomes, patient flow and the application of protection standards. In total, 52.4 per cent of all Agency HCs now meet enhanced quality care standards.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ⁷⁹
Average daily medical consultations per doctor	WBFO	78	77.9	74.0	74.0
	SFO	82	80.8	77.0	76.0
	GFO ⁸⁰	81.5	80.4	77.5	76.0
	LFO ⁸¹	100	97	83.0	86.0
	JFO	82	81	79.4	79.0
	UNRWA	85	80.4	78.1	78.0
<i>Source: UNRWA Health Department routine reports</i>					
<i>Frequency: Quarterly</i>					

Average daily medical consultations per doctor declined across all five UNRWA fields of operation in 2017. The largest drop occurred in Lebanon, where the average decreased from 100 in 2016 to 83 in 2017, followed by Syria and Gaza (from 82 and 81.5 to 77 and 77.5 respectively). Key to these achievements was the transition of HCs to the FHT model and the adoption of e-Health, a patient appointment system that contributes to a more streamlined workload for doctors and improved service coverage and quality.

During 2017, 8,364,502 medical consultations were provided by UNRWA doctors. Almost 61 per cent (5,065,516) of all medical consultations were provided to females. Overall, the total number of medical consultations decreased by 2.2 per cent in 2017, compared to 2016. Associated with the implementation of the FHT approach and the transition to e-Health, the declining trend in the average number of daily medical consultations per doctor is expected to continue.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021
Number of HCs fully implementing the e-Health system	WBFO	42	43	42	43
	SFO	3	8	7	26
	GFO	22	22	22	22
	LFO	27	27	27	27
	JFO	20	25	24	26
	UNRWA	114	125	122	144
<i>Source: UNRWA Health Department routine reports</i>					
<i>Frequency: Quarterly</i>					

Introduced in 2009, e-Health has streamlined service provision and contributed to improved efficiency and the collection of high-quality data. Operational across all HCs in Gaza (22) and Lebanon (27), the system is expected to be fully operational in both Jordan and the West Bank in 2018. In Syria, where e-Health implementation has been challenged by the conflict and resultant connectivity issues, exceptional efforts were made to introduce the system into a further four HCs during the reporting period. Expansion to additional HCs in Syria is expected in 2018 as the security situation, infrastructure and connectivity allow.⁸²

Throughout 2017, e-Health system flaws were remedied, data quality for some modules was improved and training was provided to 300 health team and supervisory personnel towards the development of super-users in each field of UNRWA operation as part of building capacity among the fields to provide ongoing business and IT backstopping for health staff at the service delivery level. Currently operational across 85 per cent of all Agency HCs, the full implementation of e-Health will impact the quality of patient care in terms of swift access to medical records, an improved appointment system and flow of patients, strengthened supervision of health services, and enhanced monitoring and reporting capabilities.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ⁸³
Percentage of HCs ⁸⁴ meeting UNRWA facilities protection design standards	WBFO	33.3	36.0	47.6	48.0
	SFO	N/A	N/A	N/A	N/A
	GFO	70.6	73.0	75.0	85.0
	LFO	3.7	6.0	22.2	18.0
	JFO⁸⁵	25	27.0	81.3	39.0
	UNRWA	29.6 (excl. SFO)	33.5	52.4	45.5
<i>Source: ICIP documents and reports</i>					
<i>Frequency: Annual</i>					

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

The physical design of health facilities play an important role in improving the quality of patient care while reducing staff stress and fatigue. In this regard, the Agency either constructed, upgraded or reconstructed 21 HCs in 2017 – nine in Jordan, five in Lebanon, four in Gaza and three in the West Bank – to meet UNRWA protection and safety standards. Overall, 2017 targets were exceeded due to the receipt of unexpected project funding. Key HC interventions included the installation of: (i) fire exits to facilitate emergency evacuations; (ii) ramps

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

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



All expecting mothers receive the Maternal and Child Health Handbook, an effective tool to keep health records for both mothers and children and to enhance communication between patients and health care providers. Marka Health Centre, Jordan. ©2013 UNRWA Photo by Alaa Ghosheh

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

In coordination with the EPI, high levels of immunization coverage across the five fields of UNRWA operation help to ensure that outbreaks of vaccine preventable diseases are prevented.⁸⁶ During the reporting period, a total of 358,989 children under 60 months of age were registered at Agency PHC facilities. Of these, 86,720 were newly registered infants. In 2017, immunization coverage for 12 and 18 month-old children registered with UNRWA was 99.7 per cent⁸⁷ and 99.0 per cent,⁸⁸ respectively, coverage that continued to be above the World Health Organization (WHO) immunization target of 95.0 per cent. Factors contributing to the Agency's success in immunization coverage include a consistent supply of essential vaccines and a well-established appointment scheduling system, complemented by continuous follow-up to ensure that those who default on their appointments can be brought under the programme.

In 2017, UNRWA continued to participate in host country national vaccination campaigns to improve vaccination rates for Palestine refugee children. In 2018, the Agency will continue to partner with domestic and international agencies, the Ministries of Health, WHO and UNICEF in host countries to ensure 'social immunity'⁸⁹ among all children living in each UNRWA field of operation.

Although not an EPI vaccine preventable disease and thus not subject to reporting under this indicator, during the reporting period, an outbreak of shigellosis⁹⁰ occurred in Fawwar Camp in the West Bank due to a contaminated water source. By way of response, the Agency worked closely with the Palestinian Ministry of Health, Palestinian Water Authority, Hebron municipality, Hebron governorate, the camp popular services committee and other local community stakeholders to identify and effectively address the source of the outbreak.

As part of this effort, across camp schools, kindergartens, youth and women's centres and other Community Based Organisations (CBOs), UNRWA conducted intensive hygiene

awareness campaigns to protect against the spread of the Shigella bacteria. Thanks to the collective efforts of all, the outbreak was quickly and effectively brought under control.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ⁹¹
Percentage of targeted population screened for diabetes mellitus (aged 40 years and above)	WBFO	39.1	39.5	32.5	41.0
	SFO ⁹²	13.1	14.8	11.8	18.7
	GFO	25.5	26.0	26.8	28.2
	LFO ⁹³	16.2	17.3	20.3	22.7
	JFO	8.4	8.6	15.4	9.3
	UNRWA	20.0	20.9	20.8	24.7
<i>Source: UNRWA Health Department routine reports</i>					
<i>Frequency: Quarterly</i>					

The prevalence of NCDs such as diabetes mellitus (DM), hypertension, and cardiovascular and chronic respiratory diseases is increasing amongst Palestine refugees to the point where NCDs are a primary cause of death across all of the Agency's fields of operation. Accounting for these outcomes are an ageing population and sedentary and unhealthy lifestyles. Refugees, especially PRS, are particularly vulnerable to NCDs, as many families flee violence with limited resources, endure conditions of prolonged displacement and deepening poverty, and thus struggle to pursue healthy lifestyles and access adequate care.

In addition to passive case detection, screening for diabetes among high-risk groups, including persons aged 40 years and above, is a key focus of the UNRWA 'at-risk' approach,⁹⁴ as it is important to detect DM early to prevent or delay the onset of the disease. In 2017, the Agency-wide target under this indicator was exceeded, however, targets were not achieved in: (i) Syria due to security/accessibility issues; and (ii) the West Bank due to an increase in target population numbers that, due to the use of e-Health, could be measured

more accurately. In addition, funding gaps meant that public awareness campaigns could not be conducted for Palestine refugees that reside outside of Palestine refugee camps. It is speculated that a certain percentage of refugees are screened for DM in governmental and non-governmental health-care facilities.

In 2017, a total of 203,040 Palestine refugees above 40 years of age were screened for DM, an increase of 20.3 per cent compared with the previous year. In terms of the numbers screened per field, these are as follows: West Bank, 16,291 males and 25,190 females; Syria, 5,726 males and 9,540 females; Gaza, 31,764 males and 42,048 females; Lebanon, 7,501 males and 11,139 females; and Jordan, 16,691 males and 37,150 females. A total of 148,090 diabetic patients are now receiving care from UNRWA HCs, including 1,600 PRS in Lebanon. Fifty nine per cent of all registered diabetic patients are female. In order to improve early detection rates in 2018, Agency HCs will reinforce screening and refugee outreach. Once the DM prevalence rate is established, this indicator may be revised.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ⁹⁵
Percentage of UNRWA hospitalizations accessed by SSNP	WBFO	3.4	3.5	2.99	3.9
	SFO	24.3	26.7	34.36	39.2
	GFO	16.4	16.8	18.96	18.4
	LFO	18.4	19.4	29.14	23.8
	JFO	15.2	15.6	13.30	17.6
	UNRWA	14.3	16.1	20.50	19.7
<i>Source: UNRWA Health Department routine reports</i>					
<i>Frequency: Quarterly</i>					

UNRWA helps Palestine refugees with hospital care by contracting beds or reimbursing a high proportion of the costs incurred for inpatient care at public, non-governmental and private health-care facilities. In addition, the Agency runs Qalqilya Hospital in the West Bank. UNRWA hospitalization support differs from field to field, depending on local circumstances.

In 2017, UNRWA met the Agency-wide target under this indicator given considerable overachievement of the field-specific targets in Syria, Lebanon and to a lesser extent, in

Gaza. In the West Bank and Jordan, field-specific targets were not met. Anecdotal evidence suggests that underachievement may be related to reliance on host government schemes that may, in the end, prove less costly than the small co-payment requested by UNRWA for hospitalisation services in these two fields of operation.

The Agency-wide strategy to ensure that hospital care is available for the most vulnerable segment of the refugee population continued across all five fields of UNRWA operation.

Priority was afforded to families registered under the SSNP in order to prevent prohibitive healthcare expenditures and facilitate access to life-saving treatment. In total, 102,981 patients were admitted for hospital care in 2017, including 27,720 patients in the West Bank (828 of whom were SSNP), 23,489 in Syria (8,071 of whom were SSNP), 11,885 in Gaza (2,220 of whom were SSNP), 29,887 in Lebanon (8,709 of whom

were SSNP) and 10,000 in Jordan (1,330 of whom were SSNP). Females accounted for 64.7 per cent of all admissions (66,629 females). Faced with increasing needs against finite financial resources, during the reporting period UNRWA continued efforts to increase health programme effectiveness, equity and efficiency. This will be furthered into 2018 and beyond.

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

Despite the different challenges across the five fields of UNRWA operation, the embedding, enriching and sustaining of the Education Reform, through the MTS, coupled with the Agency approach to EiE, continued to impact positively on programme outcomes.⁹⁶ Most specifically, the Agency has maintained a high level of achievement in its education results. Overall improvement in student learning outcomes, as reflected in the results of the 2016 Monitoring of Learning Achievement (MLA) tests, continues in terms of: (i) an increase in the proportion of students achieving at, or above, their grade level and with regard to almost all Content Domains and Cognitive Levels;⁹⁷ and (ii) notable progress in the equity of students' learning outcomes, with a lessening of the 'gap' between high achievers and low achievers, through reducing the percentage of students in the lowest performance level. The student survival rate, that is the proportion of children expected to reach the final grade of the basic education cycle, remained stable over the reporting period.

The UNRWA education system has become increasingly efficient, with a decrease in student dropout rates, mainly at the elementary level, despite a larger number of students in each class (the student classroom ceiling number is set at 50 for purpose built schools). On a specific operational issue, the Agency has continued to improve its rigorous review of host country textbooks against the UNRWA Curriculum Framework, surpassing the 2017 target for the number of books reviewed. In addition, the Agency-wide Education Management Information System (EMIS) was rolled out across all Fields prioritising, in the first instance, the Student Module that

relates to student attendance and achievement. This reporting period has therefore marked an important transition from field specific education management information systems to a coherent Agency-wide one which enables the tracking of individual students, to help better understand the dynamics that may impact on their retention and learning outcomes.

Although UNRWA has continued to make progress in a number of key areas, challenges remain, as seen in the slight increase in the male preparatory cumulative dropout rate; this could be due to a relatively high prevalence of repetition, which is a key variable in the computation of cumulative drop out (an UNRWA study of 2012 showed that a child who repeats is ten times more likely to dropout). Repetition is a variable which the Agency can control and UNRWA field offices are working on the early identification of any issues which may impact students in this regard so that additional support can be assured. The challenges with regard to reducing repetition also relate to host country Ministry of Education guidance, and the need to counter community resistance. In addition, the Agency will review why the results of the students of the Grade 4 Mathematics MLA test were relatively stagnant in comparison to the other grade/subject combinations.

In conclusion, the achievements of the UNRWA education programme over the period of the reform, with additional EiE support, have resulted in significant improvements with all targets of the reform being met. In order to sustain and improve upon these achievements, it is vital that the Agency is able to continue to enrich and build upon them.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ⁹⁸
Cumulative drop-out rate (elementary)	WBFO	0.64	0.64	0.46	0.64
	SFO	0.38	0.38	0.07	0.38
	GFO	1.07	1.07	1.19	1.07
	LFO	1.87	1.87	1.72	1.87
	JFO	2.13	2.13	1.70	2.13
	UNRWA	1.25 (incl. SFO)	1.25 (incl. SFO)	1.17 (incl. SFO)	1.25 (incl. SFO)
		1.33 (excl. SFO)	1.33 (excl. SFO)	1.28 (excl. SFO)	1.33 (excl. SFO)
<i>Source: EMIS</i>					
<i>Frequency: Annual</i>					
Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ⁹⁹
Cumulative drop-out rate (elementary) – male	WBFO	1.29	1.29	0.80	1.29
	SFO	0.52	0.52	0.10	0.52
	GFO	1.75	1.75	1.70	1.75
	LFO	2.31	2.31	2.35	2.31
	JFO	2.17	2.17	1.57	2.17
	UNRWA	1.72 (incl. SFO)	1.72 (incl. SFO)	1.51 (incl. SFO)	1.72 (incl. SFO)
		1.84 (excl. SFO)	1.84 (excl. SFO)	1.64 (excl. SFO)	1.84 (excl. SFO)
<i>Source: EMIS</i>					
<i>Frequency: Annual</i>					
Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹⁰⁰
Cumulative drop-out rate (elementary) – female	WBFO	0.19	0.19	0.22	0.19
	SFO	0.23	0.23	0.04	0.23
	GFO	0.35	0.35	0.64	0.35
	LFO	1.45	1.45	1.12	1.45
	JFO	2.09	2.09	1.81	2.09
	UNRWA	0.78 (incl. SFO)	0.78 (incl. SFO)	0.82 (incl. SFO) 0.90 (excl. SFO)	0.78 (incl. SFO)
		0.83 (excl. SFO)	0.83 (excl. SFO)	0.83 (excl. SFO)	0.83 (excl. SFO)
<i>Source: EMIS</i>					
<i>Frequency: Annual</i>					

Results against this indicator profile cumulative drop-out rates at the elementary level, for boys and girls. With regard to the aggregate cumulative drop-out rate, the Agency-wide target was exceeded with Syria having the lowest rate across all fields of UNRWA operation. Performance in other fields was also on track, with the exception of the West Bank and Gaza, which witnessed a slight increase in the female cumulative drop-out rate. In Jordan, an improvement in both the female and male cumulative drop-out rates is attributed to the greater availability of school counsellors and capacity development for education staff, developing their skills in providing inclusive education. The use of the Agency-wide EMIS to enhance the targeting of and support for students at risk of dropping out is also believed to have played a role. In the West Bank, the most commonly cited reason for female elementary drop out is low academic achievement. In Gaza, the slight increase in the female cumulative drop-out rate is currently being reviewed.

The low cumulative drop-out rate in Syria is in line with the field's overall strong performance; students in UNRWA schools in Syria had the overall highest performance in MLA tests, with the UNRWA Perceptual Survey also reflecting very positive views of the Agency education programme held by key beneficiaries.¹⁰¹ These achievements should be viewed in the context of the additional support through two substantive EiE projects which both emphasise psychosocial support to students, the provision of the self-learning programme (print, UNRWA TV and online) and an increased emphasis on safety and security. The movement and displacement of students within Syria remains a challenging phenomenon, however, as highlighted earlier, the Agency-wide EMIS will help to strengthen the Agency's understanding of this in real time.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹⁰²
(Cumulative drop-out rate (preparatory))	WBFO	2.82	2.82	2.83	2.82
	SFO	0.73	0.73	0.17	0.73
	GFO	1.83	1.83	2.31	1.89
	LFO	3.72	3.72	2.29	3.72
	JFO ¹⁰³	8.83	8.83	8.74	8.83
	UNRWA	2.84 (incl. SFO)	2.84 (incl. SFO)	incl.) 2.87 (SFO)	2.84 (incl. SFO)
		3.04 (excl. SFO)	3.04 (excl. SFO)	excl.) 3.11 (SFO)	3.04 (excl. SFO)
Source: EMIS					
Frequency: Annual					

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹⁰⁴
Cumulative drop-out rate (preparatory) - male	WBFO	3.72	3.72	4.69	3.72
	SFO	1.21	1.21	0.31	1.21
	GFO	2.65	2.65	3.57	2.65
	LFO	4.25	4.25	2.84	4.25
	JFO	7.54	7.54	7.82	7.54
	UNRWA	3.27 (incl. SFO)	3.27 (incl. SFO)	3.63 (incl. SFO)	3.27 (incl. SFO)
		3.47 (excl. SFO)	3.47 (excl. SFO)	3.92 (excl. SFO)	3.47 (excl. SFO)
Source: EMIS					
Frequency: Annual					

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹⁰⁵
Cumulative drop-out rate (preparatory) - female	WBFO	2.16	2.16	1.52	2.16
	SFO	0.27	0.27	0.05	0.27
	GFO	0.97	0.97	0.98	0.97
	LFO	3.27	3.27	1.86	3.27
	JFO	10.32	10.32	9.79	10.32
	UNRWA	2.41 (incl. SFO)	2.41 (incl. SFO)	2.11 (incl. SFO)	2.41 (incl. SFO)
		2.62 (excl. SFO)	2.62 (excl. SFO)	2.30 (excl. SFO)	2.62 (excl. SFO)
Source: EMIS					
Frequency: Annual					

Indicator	Baseline 2017	Target 2017	Actual 2017	Target 2021
Number of textbooks reviewed using the UNRWA framework	384	298	354	The 2021 target is influenced by the number of new textbooks, including new editions, issued by host countries during the year. As a result, estimating the number of textbooks to be reviewed in any given year is challenging. For this reason, a 2021 target cannot be set for this indicator. When new textbooks are issued, their 'Rapid Review' is prioritised by the Agency, focusing on three criteria linked to UN values embedded within the Curriculum Framework (neutrality/bias, gender, and age appropriateness). Full textbook reviews under the Curriculum Framework continue to be undertaken, including against those for which a 'Rapid Review' has already been completed. The actual number of reviews reported includes both 'Rapid Reviews' and full reviews under the Curriculum Framework.
Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students	38.88 (40<))	38.88 (40<))	43.83	40<) 38.88)
	25≥) 5.97)	25≥) 5.97)	5.03	25≥) 5.97)
Source: EMIS				
Frequency: Annual				

Results against this indicator profile preparatory cumulative drop-out rates for boys and girls. UNRWA has been able to address preparatory student drop-out rates through the Education Reform that includes the identification of students at risk of dropping out and working to prevent them from doing so. These efforts are reflected very positively through marked improvement in the Agency-wide female cumulative preparatory drop-out rate, which is at its lowest since the reform began in 2011. In Lebanon, there was improvement in both female and male drop-out rates while in Jordan and the West Bank, there was improvement amongst girls. Gaza had a relatively stable female preparatory cumulative drop-out rate.

Repetition - which UNRWA can control to a certain extent by supporting children at risk of failing and by reducing the number of end of year exams - remains an area of challenge with the repetition rates of preparatory males in Jordan, the West Bank and Gaza increasing in comparison with 2016. In Jordan, it is recognised that more support is needed for male students. In the West Bank, low academic achievement, economic need and other social situations, are cited as the most common reasons for both drop-out and repetition. In Gaza, economic need is a commonly cited reason for boys dropping out at the preparatory level, however, the increase in repetition is also believed to be linked to the discontinuation of the Summer Learning Programme. The effect of the aforementioned is a slight overall increase in the Agency-wide preparatory male cumulative drop-out rate. It is likely that, despite concerted efforts to support students at-risk of dropping out, external factors including economic need, particularly for males who are expected to financially contribute to the family, also impact cumulative drop-out rates.

During the 2016-17 school year, UNRWA made concerted community engagement efforts with regard to perceptions around the need for repetition in Lebanon. To this end, the Agency worked to dispel parental concerns that without grade repetition, their child was being disadvantaged. This approach resulted in positive outcomes with a decrease in the repetition rate in Lebanon in comparison to 2016.¹⁰⁶ Students in UNRWA schools in Syria achieved the lowest cumulative drop-out rate across all fields of Agency operation, surpassing their own achievements of the previous school year. Once again the movement of students within Syria, or leaving the country, is in flux and here the use of the Agency-wide EMIS will better enable the Agency to document and understand these daily changes in real time.

Number of Textbooks Reviewed Using the UNRWA Curriculum Framework

UNRWA continues to use its Curriculum Framework to review all learning materials to be used in its schools. In 2017, the

Agency-wide target for the number of textbooks to be reviewed against the Curriculum Framework (including both 'Rapid Reviews' and fuller reviews) was set at 298. During the course of the year, 354 textbooks were reviewed, surpassing the annual target. Of those textbooks reviewed, UNRWA Headquarters led on the review of 203, with 179 reviewed at the field level (28 textbooks were reviewed both by Headquarters and at the field-level). The Agency total of 354 represents the total number of books reviewed in 2017 without double counting.

In 2017, new Palestinian textbooks were released for Semester 2, Grades 1-4 (for the 2016/17 school year), for Semester 1, Grades 1-10 (for the 2017/18 school year) and for Semester 2, Grades 1-10 (for the 2017/18 school year). UNRWA Headquarters reviews of 203 textbooks comprised the 'Rapid Review' of 130 Palestinian textbooks (out of 139 received in 2017),¹⁰⁷ 69 textbooks used in Lebanon and four textbooks used in Jordan that had not undergone a Headquarters 'Rapid Review' in 2016. Of the 179 textbooks reviewed against the Curriculum Framework at field level, the breakdown was as follows: 46 in Lebanon, 68 in Syria and 41 in Jordan (of which four had been subjected to a 'Rapid Review' by Agency Headquarters) and 24 in Gaza (all 24 had also undergone a 'Rapid Review' by Headquarters). UNRWA continues to enhance its review processes and reporting mechanisms; of note here is the challenge in setting medium-term targets for the number of textbooks to be reviewed as this is not always known in advance.¹⁰⁸ The Agency prioritises the review of newly developed books, although, once textbooks have been reviewed against the 'Rapid Review' criteria, they are subsequently reviewed again against the full Curriculum Framework. As a result, any given book can undergo multiple reviews.

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

In comparison to the 2015/16 school year, it is notable that the percentage of class sections with 25 students or fewer has decreased (from 5.97 per cent in the 2015/16 school year to 5.03 per cent in 2016/17 school year). The percentage of sections with more than 40 students has increased year on year (from 38.88 per cent in the 2015/16 school year, to 43.83 per cent in the 2016/17 school year). The increase in the proportion of large class sections is an outcome of the class formation planning ceiling of 50 students per class (for purpose-built schools) adopted in the 2015/16 school year due to austerity measures. The overall outcome against this indicator shows an increased 'efficiency', based on the relative numbers of children per class, the number of teachers required and resulting overall cost savings in the class formation process.



Students at the Russifeh Preparatory Girls School No. 2 and 3 in Zarqa, Jordan, commemorating Human Rights Day, held every year on 10 December. © 2016 UNRWA Photo by Mohammad Maghayda

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹⁰⁹
Percentage of schools ¹¹⁰ meeting UNRWA facilities protection design standards	WBFO	10.6	14.0	14.1	26.0
	SFO	N/A	N/A	N/A	N/A
	GFO	40.7	43.0	42.5	55.0
	LFO	3.0	6.0	9.0	18.0
	JFO¹¹¹	9.5	9.0	9.5	21
	UNRWA	22.7 (excl. SFO)	25.1 (excl. SFO)	25.5 (excl. SFO)	37.1 (excl. SFO)
<i>Source: ICIP documents and reports</i>					
<i>Frequency: Annual</i>					

The design of educational facilities can have a profound impact on student and educator outcomes. For students, school design can affect health; access, for those with disabilities; behaviour; and overall learning. For educators, the physical environment can affect commitment, effort and retention rates. In order to enhance the physical environment within UNRWA schools, the Agency either constructed, upgraded or reconstructed 12 schools in 2017 – five in Gaza, four in Lebanon and three in the West Bank – to meet UNRWA protection and safety standards. No schools were upgraded/reconstructed in Syria due to the ongoing conflict.

Overall, 2017 targets were exceeded due to the receipt of unexpected project funding to improve facilities. To date, key school upgrade and reconstruction interventions have included the installation of: (i) fire exits and alarms to facilitate

the rapid emergency evacuation of students and educators, and (ii) ramps and elevators to promote accessibility for students with specific education needs and disabilities.

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

Monitoring of Learning Achievement: Results Analysis

The 2016 MLA was undertaken in May 2016 for close to 60,000 Grade 4 and 8 students in Arabic and Mathematics and was the third of its kind following MLAs in 2013 and 2009. The 2013 and 2016 MLAs sought to move beyond mean scores to explore more closely how children perform with regard to performance levels, content domains and cognitive levels in the aforementioned two subjects, as well as in Higher Order Thinking Skills (HOTS). The MLA analysis thus enables UNRWA to consider the equity of student achievement by providing data on the spread of performance levels, that is, how many students are achieving at, below, or above the grade performance level and how this aligns with the aspirations of the Agency Education Reform and the MTS 2016-21 in terms of striving for quality, inclusive and equitable education. In the 2016 AOR, Agency-wide results were reported. Subsequently, work continued on the development and finalisation of Agency-wide, field-specific and school specific reports. For this reason, further reporting on MLA results is reported below.

While the MLA results are analysed according to the four performance levels (Not Achieved, Partially Achieved, Achieved and Advanced) the indicators against which UNRWA reports in the MTS do not relate to all the levels. The analysis below focuses on the three MTS indicators, namely: the percentage of students at the Achieved and Advanced (combined) performance levels; the mean score in HOTS and the percentage of students at the Not Achieved level.

Since the 2013 MLA, the proportion of students across the Agency who met the combined Achieved and Advanced levels – in other words, reaching the Achieved or Advanced Performance levels – increased across all grades/subjects, with particularly strong improvements in Grade 8 Mathematics and to a lesser extent, in Grade 4 Arabic. Results were more mixed in relation to Grade 4 Mathematics and Grade 8 Arabic. Over the same time period, positive results were also recorded with regard to a decrease in the proportion of students at the Not Achieved level in Grade 4 (both with students in Lebanon in particular making substantial progress since the 2013 MLA). In addition, the 2016 results showed progress in student achievement in almost all content domains and cognitive levels since 2013.

The detailed MLA analysis showed that over half of UNRWA educated students Agency-wide reached either Achieved or Advanced levels of performance in Grade 4 Arabic, Grade 8 Arabic and Grade 8 Mathematics. Fewer than 5 per cent of students were at the Not Achieved level in Grade 8 Mathematics. There was particularly strong performance in Syria with the largest proportion of students who reached either the Achieved or Advanced levels in Grade 4 (in both Arabic and Mathematics), and the smallest proportion of students at the Not Achieved level in all Grade/subject combinations. Similarly, there was strong performance in Gaza, i.e. Gaza had the largest proportion of students who were at either the Achieved or Advanced levels in Grade 8 (in both Arabic and Mathematics). One anomaly, however, was in Grade 4 Mathematics, where Agency-wide performance was weaker, with just under a third of students reaching either the Achieved or Advanced levels, and nearly 20 per cent of students at the Not Achieved level. The Department of Education within UNRWA Headquarters is exploring this anomaly with regard to the nature of the Grade 4 Mathematics test itself.

Overall, MLA results revealed that girls outperformed boys, with the difference particularly marked in the Arabic results (where approximately three-quarters of girls reached the Achieved or Advanced levels of performance in Grade 4 and 8, compared to half of the boys). At the field-level, the performance of boys (in terms of the proportion who reached the Achieved or Advanced levels) exceeded that of girls only in Grade 4 Mathematics in Syria and Grade 8 Mathematics in Lebanon. Across all fields, Syria had the most equitable gender outcomes (in terms of the proportion of girls reaching the Achieved or Advanced levels relative to boys) in all grade/subject combinations (jointly with Lebanon in Grade 8 Mathematics), with Jordan being the least equitable in Grade 4 and West Bank in Grade 8. The full 2016 MLA report is now available as well as the field-specific and Agency-wide briefs where detailed information can be found.

In preparation for the next MLA, UNRWA Headquarters will support the interpretation of 2016 results at field level and, through the fields, to the school level. To this end, School Reports are being shared with the fields and results analysis videos are being finalized at Headquarters. These videos, filmed in spoken Arabic, are a resource for fields in the dissemination of the 2016 MLA findings.

2.4. strategic outcome four¹¹²

results analysis: refugee capabilities strengthened for increased livelihood opportunities

Throughout 2017, the UNRWA Headquarters TVET and Youth Division continued to implement the nine building blocks of the 2014 TVET Strategy. A key highlight during the reporting period was the successful roll-out of the new electronic student registration system (e-SRS) in Jordan which will be followed by the roll-out of this system across other fields of Agency operation in 2018. e-SRS will facilitate the more accurate tracking and data on students in UNRWA Vocational Training Centres (VTCs), thus enabling the Agency to better monitor the programme and make adjustments, as required. A further area of progress was the review and updating of current courses to ensure market-relevance. Work also continued on the TVET Quality Assurance Framework that is being piloted in Jordan, Lebanon, and the West Bank, which will help to ensure coherent, effective, efficient, relevant and responsive TVET programming. One major challenge which remains however, is the limited funding available for TVET programming which constrains the overall strengthening of the programme and the introduction of more innovative practices.

In 2017, through its microfinance programme, UNRWA disbursed US\$ 37,708,136 to 38,595 clients across Gaza, the West Bank, Jordan and Syria. Of this amount, US\$ 18,075,602 was extended to Palestine refugees through 13,756 loans. Through a series of internal reforms that focused on enhanced sustainability and operational efficiencies, the Agency microfinance programme achieved a milestone in reaching an Operational Self Sufficiency ratio¹¹³ of 133 per cent. Confirming programme effectiveness, during the reporting period, Microfinanza –

a global microfinance authority – awarded UNRWA an A+ for social performance in Palestine, the only microfinance provider to have received this honour in the MENA region, situating it within the top five per cent of all microfinance programmes in the world.

The infrastructure and camp improvement programme works to positively impact local economies by driving community demand for construction materials while generating employment opportunities for camp residents. Using the full-time equivalent (FTE) ratio, a composite measure described below, the Agency estimates that 2,630 FTEs were created in 2017 for Palestine refugees, benefitting labourers and their families across camps in Jordan, Syria, Gaza, Lebanon and the West Bank. The socioeconomic conditions of Palestine refugees living in camps are characterized by a high degree of vulnerability as the majority do not have a stable source of income and rely on low-paying jobs and humanitarian assistance to survive. As households struggle financially, many are forced into negative coping strategies, including the selling of critical assets or cutting back on vital health and education expenses, activating a cycle that pushes them deeper into poverty. UNRWA camp improvement job opportunities assist in tempering these vulnerabilities. In addition, as part of the Agency's response to poverty and unemployment across all fields of operation and in accordance with the UNRWA partnership framework, a series of partnership agreements were concluded in 2017 in support of poverty alleviation and enhanced livelihood opportunities for Palestine refugees, especially for the most vulnerable and marginalised.

Indicator	Location	Baseline 2017 (%)	Target 2017 (%)	Actual 2017 (%) ¹¹⁴	Target 2021 ¹¹⁵ (%)
Percentage of SSNP students enrolled in VTC, ESF/FESA	WBFO	9.6	10.0	9.8	10.0
	SFO	8.8	N/A	4.9	N/A ¹¹⁶
	GFO	59.2	59.2	69.8	59.2
	LFO	36.9	37.0	41.7	37.4
	JFO	9.5 ¹¹⁷	9.5	8.5	9.5
	UNRWA	TVET: 26.7	26.7	29.4	TVET: 30.0
		FESA: 33.1 ¹¹⁸	33.1	36.9	FESA: 33.1
		ESF: 14.6	14.6	9.4	ESF: 14.6
<i>Source: Manual collection of Student Registration Files</i>					
<i>Frequency: Annual</i>					

One of the key strands of the UNRWATVET Strategy is to increase access to livelihood opportunities for vulnerable youth. To this end, each year the Agency allocates a certain number of places in its VTCs to: (i) students who are beneficiaries of SSNP assistance; and (ii) other vulnerable groups, with definitions of the vulnerable varying by field (for example, ex-Gazans in Jordan or Bedouin and herder communities in the West Bank). Reflecting this approach, a 2016-17 exercise focused on the disaggregation of first-year VTC, Faculty of Educational Sciences and Arts (FESA) and Education Science Faculty (ESF) student enrolment. Overall, the study found that the enrolment of students benefiting from SSNP assistance across TVET programming in all fields of UNRWA operation increased to 29.4 per cent (32.4 per cent male and 24.8 per cent female) during the reporting period, an achievement which surpasses the 2017 target.

The largest increase in SSNP student enrolment was in Gaza (69.8 per cent for the 2017-18 academic year – 70.2 per cent male and 68.7 per cent female – against a 59.2 per cent baseline for the 2016-17 academic year). In the West Bank, the enrolment of SSNP students in TVET remained relatively stable, however, there was a slight decrease in SSNP students that enrolled in ESF, from 14.6 per cent to 9.4 per cent (9.8 per cent male and 9.3 per cent female), or the equivalent of

eight students. In Jordan, there was a slight decrease in the percentage of SSNP students enrolled in TVET, from 9.5 per cent in 2016–17 to 8.5 per cent (8.2 per cent male and 9.1 per cent female) in 2017–18. By way of contrast, SSNP enrolment in the Jordan FESA increased from 33.1 per cent in 2016-17 to 36.9 per cent (12.9 per cent male and 41.7 per cent female) in 2017-18, in the main due to the increased quota allocated to vulnerable students (from 25 per cent previously to 50 per cent currently). There was also a decrease in the enrolment of SSNP students in TVET in Syria, from 8.8 per cent to 4.9 per cent (5.1 per cent male and 4.8 per cent female) as the crisis led UNRWA to freeze the SSNP classification.

All fields of UNRWA operation have made concerted efforts to support access to TVET for 'other vulnerable groups', specific to their contexts. When data on both SSNP and other vulnerable groups are taken into account, enrolment is well above the targets set only for SSNP beneficiaries, increasing to 52 per cent in Jordan, 47 per cent in Lebanon, 26.4 per cent in the West Bank and 90 per cent in Gaza, bringing the Agency-wide enrolment percentage to 54.6 per cent. With the roll-out of e-SRS for the TVET programme in Jordan, and the full Agency-wide roll-out of this system anticipated for 2018, data accuracy and ease of calculation will improve.



Cookery Course at Ramallah Women's Training Centre. © 2017 UNRWA Photo by Rebecca Göthe

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹¹⁹
Total number of clients with loans	WBFO	11,841	12,899	10,343	14,774
	SFO	9,520	9,097	11,094	18,060
	GFO	4,989	5,388	4,172	6,432
	JFO	12,811	16,956	12,986	17,993
	UNRWA	39,161	44,340	38,595	57,259
<i>Source: UNRWA Microfinance loan management information system</i>					
<i>Frequency: biannually reported, monitored monthly</i>					

In 2017, the UNRWA microfinance programme achieved 87 per cent of its annual Agency-wide target, extending loans to 38,595 clients with a total value of US\$ 37,708,136 across Gaza, the West Bank, Jordan and Syria. Programme performance varied, with the greatest achievements being registered in Syria where 11,094 loans were disbursed, a 17 per cent increase on results achieved in 2016. In addition, a 40 per cent increase in the value of loans (US\$ 2,700,380) against the value of all loans in 2016 (US\$ 1,932,360) was registered in Syria due to improvements in the Syrian Pound/US\$ exchange rate. Likewise, modest gains were realized in Jordan through the granting of 12,986 loans, a 1.4 per cent increase on results achieved in 2016, with the overall value of loans disbursed remaining constant. Due to a challenging business environment in the West Bank that may be linked to the stalled peace process and restrictions on the movement of

people and goods, the 2017 target was underachieved with only 10,343 loans disbursed. Similarly, the reporting period in Gaza was characterised by deteriorating economic conditions due to the continuation of the blockade, reduced civil servant salaries and an energy crisis that worsened significantly in 2017. Within this context only 77 per cent of the target was achieved with a total of 4,172 loans disbursed.

By the end of the reporting period, the microfinance programme maintained an aggregate portfolio of 44,792 active loans, with an overall outstanding balance of US\$ 29,212,061. Annual loan repayment rates across the four fields of UNRWA operation ranged from 85 to 96 per cent in 2017, with Gaza achieving the highest repayment rate of 96 per cent, followed by both the West Bank and Jordan (93 per cent) and Syria (85 per cent).

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021
Total number of microfinance loans to refugees	WBFO	2,638	2,874	2,710	3,291
	SFO	265	273	288	542
	GFO	4,334	4,681	3,660	5,588
	JFO	6,888	9,117	7,098	9,674
	UNRWA	14,125	16,945	13,756	19,095
<i>Source: UNRWA Microfinance loan management information system</i>					
<i>Frequency: biannually reported, monitored monthly</i>					

In 2017, 13,756 loans, valued at US\$ 18,075,602, were extended to Palestine refugees. This corresponds to 36 per cent of the total number of clients (38,595) with loans and 48 per cent of the total disbursed value of US\$ 37,708,136. Due to deteriorating economic conditions in Gaza and the West Bank, outreach to Palestine refugees dropped by 2.6 per cent over the number of loans in 2016 (14,125) and by 4.2 per cent over the total disbursed value (US\$ 18,872,790).

During the reporting period, the UNRWA microfinance programme enhanced income-generation opportunities for Palestine refugees and other vulnerable and marginalized groups through the extension of a range of products that supported income generation opportunities and/or essential household, education and health-care expenses. Programme outreach varied across fields, with the greatest achievements being registered in Gaza where 91 per cent of the total value of loans (US\$ 5,704,840 out of a total US\$ 6,299,110) was dedicated to refugees. Microfinance efforts continued to modestly expand in Syria, following the trend set in 2016 and after facing heavy constraints in 2015 due to continued insecurity and population displacement. In this regard, while relatively modest, 288 loans against a planned target of 273 loans were extended to Palestine refugees, meeting 105 per

cent of the target and representing a 9 per cent increase on 2016 results. Outreach efforts in the West Bank increased by three per cent over 2016 results with 2,710 loans extended to Palestine refugees, achieving 94 per cent of the 2017 target. In Jordan, only 78 per cent (7,098 loans) of the annual target was met due to restricted human resource capacity and a more difficult economic environment (increased inflation and unemployment). By the end of the year, the microfinance programme maintained an aggregate portfolio of 16,460 active loans to refugees, with an overall outstanding balance of US\$ 14,784,848.¹²⁰

In 2017, the Agency continued to prioritize women as loan recipients given limited employment opportunities. Overall, a total of 15,898 loans (valued at US\$ 12,563,899) corresponding to 41 per cent of the total number of clients and 33 per cent of total disbursed value were extended to women during the reporting period, of which 5,733 loans were extended to female refugees (valued at US\$ 5,676,547). In addition, a total of 10,870 loans were disbursed to young borrowers (valued at US\$ 10,987,235) corresponding to 28 per cent of the total number of clients and 29 per cent of total disbursed value, of which 3,773 loans (US\$ 4,503,721) or 35 per cent were extended to Palestine refugee youth.



West Bank stationery shop supported through an UNRWA microfinance loan © 2017 UNRWA Photo by Andre Ghawali

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹²¹
Number of full time equivalents (FTEs) created from Infrastructure and Camp Improvement Programme interventions ¹²²	WBFO	488.9	380	568.7	462
	SFO	92.0	150	200.0	N/A ¹²³
	GFO	2,264.8	2,100	1,570	2,540
	LFO	440.9	300	260.0	320
	JFO	23.6	38.1	31.3	112
	UNRWA		3,218.2 (excl. SFO) 3,310.2 (incl. SFO)	2,818.1 (excl. SFO) 2,968.1 (incl. SFO)	2,430.2 (excl. SFO) 2,630.33 (incl. SFO)
<i>Source: Project documents and reports</i>					
<i>Frequency: Annual</i>					

In 2017, camp improvement works provided by UNRWA were valued at US\$ 54 million and included a range of interventions from the planning, design and construction of Agency facilities, shelters, schools and HCs to solid waste management and the repair and reconstruction of camp sewerage and drainage works, water wells and wastewater treatment systems.¹²⁴ Camp improvement works support community economies, drive demand for construction materials from local suppliers and provide seasonal and/or daily employment for thousands of refugees across all fields of UNRWA operation. In 2017, camp improvement works created 2,630.3 FTE job opportunities, approaching the 2017 target of 2,818. The greatest number of FTE positions were created in Gaza (1,570) and the West Bank

(568.7). With positions concentrated in the construction sector, skilled and unskilled opportunities were primarily provided to men, however, in an attempt to address this imbalance, UNRWA: (i) through its procurement processes, actively encourages female vendors to submit bids for construction initiatives; (ii) recruitment processes for construction project staff promote gender parity; (iii) Agency TVET construction courses encourage female applicants; and (iv) shelter rehabilitation activities prioritize female headed households that, through the self-help approach, are provided with the opportunity to manage the rehabilitation of their own shelters, developing useable skills in the process.

According to the PCBS, unemployment in Gaza stood at 43.6 per cent in 2017. Through the creation of employment opportunities, the Agency addresses these limited economic prospects, ensuring that refugee families can be more self-reliant. Similarly, in Lebanon, Palestine refugee communities experience some of the highest poverty rates, especially for PRS who have been temporarily uprooted to Lebanon in search of safety. Within this context, the creation of short-term

job opportunities allows countless families that often struggle to cover basic expenses, to improve their living conditions.

Although the Agency-wide target was approximated in 2017, targets in Gaza, Lebanon and Jordan fell short due to financial constraints related to limited project funding. Despite the potential for camp improvement works to improve overall refugee conditions, the scaling-up of this assistance is also constrained by persistent underfunding.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021
Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees	WBFO	3	13	32	10
	SFO	N/A	N/A	N/A	N/A
	GFO	0	14	0	22
	LFO	11	2	9) 2)	25
	JFO	1	2	0	6
	UNRWA	15 (excl. SFO)	31 (excl. SFO)	34 (excl. SFO)	63 (excl. SFO)
<i>Source: Field RSS reports</i>					
<i>Frequency: Annual</i>					

In 2017, UNRWA established 34 formal partnerships in support of poverty alleviation and livelihood activities that benefitted 19,070 Palestine refugees across the West Bank and Lebanon. Partnerships that extended assistance and empowered persons with disabilities, youth and women were prioritised given higher unemployment and lower labour force participation rates experienced by these groups.

Partnerships in the West Bank accounted for 94 per cent of the total number established between UNRWA and other interlocutors in 2017 with most agreements being concluded with local CBOs. A total of 26 partnerships in the West Bank focused on the provision of services to persons with disabilities and the extension of guidance that enabled community-level stakeholders to improve service provision to this vulnerable group. An additional five partnerships were dedicated to women's empowerment while a further partnership focused on poverty alleviation. Only two partnerships were established in Lebanon during the reporting period, however, the quantification of this achievement is misleading because

separate MoUs, previously agreed with eight individual women's programme centres, were brought under a single umbrella MoU. No new partnerships were established in Jordan during the reporting period given CBO legal status (registration) issues that have yet to be resolved, however, the youth oriented partnership in Hussein camp, agreed in 2016, continues to be implemented. While the 2017 Agency-wide target for this indicator was met, the conclusion of new partnership agreements encountered two primary challenges. The first relates to the formalization and strengthening of partnerships under the Agency partnership framework, a particular challenge faced by UNRWA operations in Gaza due to limited funding and difficult political conditions that hamper the development of partnerships. The second challenge related to the security situation in Syria, as many potential partner organisations have either closed or revised the nature of their activities from development to the provision of humanitarian relief. The Agency will not be in a position to report results against this indicator in Syria until security conditions improve.



A group of refugee women participate in a food processing training at the Jabalia community-based rehabilitation centre, Gaza. © 2017 UNRWA
Photo by Rushdi El Saraj

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

The UNRWA SSNP aims to mitigate poverty and food insecurity with priority focus on the abject poor.¹²⁵ To this end, the SSNP provides a range of assistance, including a basic food basket, cash transfers and/or the provision of electronic cash vouchers (e-cards). In 2016, the Agency transitioned from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and West Bank. Regarded as a more effective way to extend basic assistance, in 2017 this new distribution modality proved itself in reducing administrative and distribution costs associated with the delivery of in-kind assistance while providing recipients with greater freedom of choice and access to a wider range of healthy food options. Currently, e-card assistance serves a caseload of 156,737 SSNP beneficiaries across Lebanon (61,709), Jordan (58,899) and the West Bank (36,129).

In Gaza, the provision of in-kind food assistance continues to be the primary means of extending relief to Palestine refugees in need. In keeping with an enhanced focus on healthy living, the Agency conducted a review of food basket provisions. Following a widely consultative process, UNRWA revised the content of food baskets to better respond to health and nutritional values, product availability and logistical practicalities, while being mindful of local food habits and public acceptance. Launched in 2017 for 98,935 SSNP beneficiaries, the new baskets contain less sugar in exchange for lentils, chickpeas and sardines. Due to the protracted emergency situation, the decade-long

blockade and restrictions imposed on the economy, Gaza was not considered in the transition to the e-card assistance distribution modality. Similarly, the emergency context in Syria has rendered poverty-based targeting impossible. As such, the status-based Special Hardship caseload has been maintained as part of universal coverage provided under EA assistance.

Overcrowded conditions and makeshift shelters are just some of the challenges facing the 58 official Palestine refugee camps. Evolving from temporary 'tent cities', these camps have now become congested conglomerates of narrow alleyways and improvised multilevel houses that accommodate growing families. Unregulated construction often means that buildings encroach on pathways and alleys, blocking passage. Continued years of underfunding, coupled with the poor economic condition of refugees, have translated into rapid degradation of the overall environment where Palestine refugees live. UNRWA estimates that there are currently around 42,000 substandard shelters (excluding Syria) in need of rehabilitation, at an approximate value of US\$ 550 million, a number that is expected to increase. In 2017, progress towards the development of a healthy urban environment through camp improvement proceeded at a slow pace, with achievements coming in well below target due to limited funding. Of those shelters rehabilitated, beneficiaries were overwhelmingly satisfied with the works completed.

Indicator	Location	Baseline 2017	Target 2017	Actual 2017	Target 2021 ¹²⁶
Percentage of SSNP beneficiaries who are abject poor	WBFO	63.5	70	72	100
	SFO ¹²⁷	N/A	N/A	N/A	N/A
	GFO	75.2	75.2	76.2	100
	LFO ¹²⁸	5.8	7.0	9.7	13.1
	JFO	99.5	100	99.1	100
	UNRWA	62.4 (excl. SFO)	63.8 (excl. SFO)	64.5 (excl. SFO)	79.0 (excl. SFO)
<i>Source: Refugee Registration Information System and field-specific information systems</i>					
<i>Frequency: Annual</i>					

In 2017, the UNRWA SSNP reached 255,339 persons across Gaza, the West Bank, Lebanon and Jordan, 64.5 per cent (164,233) of whom were identified as abject poor through the Agency's PMTF. Of the total SSNP caseload, 47.4 per cent (120,662) were women and 13 per cent (34,215) were persons

with disabilities. In order to accurately measure household poverty status among Palestine refugees, the PMTF assesses a variety of indicators – or proxies – including housing conditions, demographics, education, health, attachment to the labour force and household assets. This data is collected through

home visits by social workers and is customized to each Agency field of operation. At a minimum, the Agency assesses the eligibility of refugee families receiving or requesting assistance every year to maintain confidence in its caseload. While the SSNP would ideally assist all refugees living in poverty, this identification process allows UNRWA to prioritize finite food and cash assistance support towards the abject poor.

In 2017, significant progress was made in increasing the percentage of SSNP recipients who are abject poor in the West

Bank, from 63.5 per cent to 72 per cent of the total caseload. This was accomplished through a poverty assessment of those receiving or waitlisted to receive SSNP assistance that allowed the Agency to further prioritize the poorest of the poor. In 2017, the social safety net re-assessment of beneficiaries continued in Lebanon and the West Bank.¹²⁹ In Lebanon, UNRWA assisted 5,941 abject-poor. Through a 2017 poverty assessment, the Agency removed all those deemed ineligible for assistance, replacing them with abject-poor families from the waitlist.

Indicator	Location	Baseline 2017 (%)	Estimate 2017 (%)	Actual 2017 (%)	Estimate 2021 (%) ¹³⁰
Percentage of poor individuals that receive social transfers ¹³¹ through the SSNP (disaggregated by sex and disability) ¹³²	WBFO	13.98	13.64	13.64	12.28
	SFO ¹³³	N/A	N/A	N/A	N/A
	GFO	10.38	10.50	9.99	9.33
	LFO	29.26	36.70	36.70	36.70
	JFO	17.88	16.73	17.73	17.58
	UNRWA	14.62 (excl. SFO)	14.16 (excl. SFO)	14.62 (excl. SFO)	12.89 (excl. SFO)
<i>Source: RRIS/SSNP module and host countries data</i>					
<i>Frequency: Quarterly</i>					

Through SSNP social transfers, UNRWA was able to support approximately 15 per cent of the total poor refugee population across all fields of Agency operation in 2017. Of the 255,339 persons extended assistance, 120,662 were women and 34,222 were individuals with an identified disability. Funding constraints continued to limit programme effectiveness in terms of covering the basic needs of the abject and absolute poor. To maximize SSNP impact within these constraints, the Agency has taken steps to review and reform the provision of assistance across all fields, including through a revised modality of distribution from the provision of in-kind food assistance to a 100 per cent cash based transfer that, in 2017, was provided to 164,233 refugees.

In Gaza, UNRWA provides food rations to almost one million Palestine refugees and other registered individuals assessed

as living below the poverty line. In 2017, the provision of this assistance was divided between the regular SSNP (98,935 individuals assisted) and emergency programming (894,232 individuals assisted), with harmonized targeting and assistance levels to ensure that refugees receive assistance based on their poverty levels, regardless of the source of funding.

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

Indicator	Location	Baseline 2017 (%)	Target 2017 (%)	Actual 2017 (%)	Target 2021 (%)
Percentage of substandard shelters rehabilitated out of the total substandard shelters identified for the poor	WBFO	11.18	22.9	12.04	49.5
	SFO	N/A	N/A	N/A	N/A
	GFO	1.57	11.5	1.77	28.5
	LFO	22.93	38.4	26.83	78.4
	JFO	1.97	10.9	1.98	32.6
	UNRWA	6.13 (excl. SFO)	16.8 (excl. SFO)	6.88 (excl. SFO)	39.7 (excl. SFO)
<i>Source: Project documents and reports</i>					
<i>Frequency: Annual</i>					

Ensuring adequate living standards for Palestine refugees is a key UNRWA priority; however, years of underfunding (shelter rehabilitation work is entirely dependent on project funding) have severely curtailed infrastructure and camp improvement programme (ICIP) implementation across all areas of Agency operations.¹³⁴ These constraints accounted for achievements

that fell well below the 2017 targets. Notwithstanding, available resources were optimized and substandard shelters were rehabilitated for 345 families during the course of the year. Interventions prioritized those families classified as (or eligible to be classified as) SSNP recipients through a two-stage assessment process that evaluated families' socioeconomic

conditions, physical safety and environmental health issues related to the structures they inhabited. In total, 238 shelters were rehabilitated in Lebanon.¹³⁵ A further 69 shelters were rehabilitated in the West Bank, 41 in Gaza and 1 in Jordan.

ICIP continues to promote the self-help approach, which directly engages families in the rehabilitation of their own homes, thereby enhancing ownership. In a situation of limited financial resources, the self-help approach accounts for an

approximate 10 per cent cost reduction in the rehabilitation of each structure and encourages beneficiaries to voluntarily contribute additional resources to improve their homes. In 2017, the majority of rehabilitated shelters used this approach. ICIP also works to ensure that household privacy and dignity are considered in shelter design and development, with family unity, respect for cultural considerations and protection also forming primary considerations.



Shelter rehabilitation in Rashidieh Camp, Lebanon.
© 2017 UNRWA Photo by UNRWA Lebanon Field Office ICIP

Indicator	Location	Baseline 2017	Target 2017 (%)	Actual 2017 (%)	Target 2021 (%)
Beneficiaries' satisfaction level with rehabilitated shelters ¹³⁶	WBFO	New	75	86.7	75
	SFO	New	N/A	N/A	N/A
	GFO	New	75	55.9	75
	LFO	New	75	87.4	75
	JFO	New	75	83.4	75
	UNRWA	New	75 (excl. SFO)	79.2 (excl. SFO)	75 (excl. SFO)
<i>Source: Project documents and reports</i>					
<i>Frequency: Annual</i>					

In order to assess beneficiary satisfaction with their rehabilitated shelters and the impact of shelter rehabilitation on family living conditions, UNRWA conducted a post occupancy assessment (POA) during the reporting period. Based on the set of indicators that relate to spatial conditions, quality of work, protection and health issues and family participation, the 2017 POA was conducted against a sample of 68 shelters occupied for more than six months across Lebanon, Jordan, the West Bank and Gaza. The overall satisfaction rate exceeded the Agency-wide target despite a result in Gaza that significantly underachieved against the target, the reasons for which will be subject to further assessment and study.

Anecdotal evidence described the impact of rehabilitated shelters in terms of improved health, hygiene and school performance as children had separate rooms within which they could focus and study. In addition, POA participants described enhanced social interaction and overall comfort with separate rooms for both sexes and better accessibility conditions for those with specific needs including the elderly and persons with disabilities. Finally, families cited higher self-esteem, pride and dignity.

2.6. management and operational effectiveness¹³⁷

Indicator	Location	Baseline 2017 (%)	Target 2017 (%)	Actual 2017 (%)	Target 2021 (%)
Implementation rate of DIOS audit, evaluation and investigation recommendations	UNRWA	63	70	53	90
	<i>Source: DIOS Reports and RBM Action Tracking System (ATS).</i>				
	<i>Frequency: Annual</i>				

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

interventions, assess performance and identify any gaps and challenges that affect progress.

In 2017, 148 of the 279 DIOS recommendations issued during the four year period of 2014 through 2017 were closed within two years (meeting the pre-defined methodological approach in support of reporting results under this indicator). Underachievement against the 2017 target was the result of a number of individual evaluation recommendations that include sub-recommendations / elements with the result being that several recommendations will only be closed when all sub-recommendations/elements are closed. In addition, although a number of recommendations, open for more than two years, were closed in 2017, these results did not contribute to the number of closed recommendations during the reporting period as they did not meet the indicator criteria of being closed within two years.

Indicator	Location	Baseline 2017 (%)	Target 2017 (%)	Actual 2017 (%)	Target 2021 (%)
Percentage of DIOS investigations issued within prescribed timeframe	UNRWA	69	70	68	85
	<i>Source: DIOS Reports and RBM Action Tracking System (ATS).</i>				
	<i>Frequency: Annual</i>				

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

In 2017, 32 out of 47 cases were closed within six months of being opened, a result that is largely in line with the 2017 target, however, it should be noted that it may prove difficult to significantly improve on this result into the future given

overall capacity and resource constraints. It should also be noted that: (i) this indicator relates only to investigations conducted by DIOS and not to UNRWA field offices that are also authorized to conduct investigations; (ii) this indicator does not track minor investigative matters that are dealt with on a more expeditious basis; and (iii) the six month timeframe between investigation initiation and closure does not include the additional time required for the Agency to complete disciplinary processes that may follow investigation closure. Further information with regard to the aforementioned will be available in the forthcoming 2017 DIOS annual report.

Indicator	Location	Baseline 2017 (%)	Target 2017 (%)	Actual 2017 (%)	Target 2021 (%)
Percentage of UNRWA installations receiving four or more neutrality inspections annually	WBFO	100	100	99.5	100
	SFO	N/A	N/A	N/A	N/A
	GFO	100	100	100	100
	LFO	100	100	99.7	100
	JFO	100	100	100	100
	UNRWA	100 (excl. SFO)	100 (excl. SFO)	100 (excl. SFO)	100 (excl. SFO)
	<i>Source: OSO project records</i>				
<i>Frequency: Annual</i>					

Neutrality is a core UN principle that governs the way humanitarian response is carried out. Together with humanity, impartiality and independence, these principles are key in establishing the humanitarian space essential for the effective delivery of services during both peacetime and in periods of conflict. UNRWA is committed to the aforementioned principles, including the safeguarding of neutrality, as they are essential for the Agency to effectively protect and serve Palestine refugees. With the aim of further embedding neutrality throughout UNRWA fields of operation, the *Neutrality Framework* was issued in February 2017 as ensuring a consistent, coherent and multi-dimensional Agency-wide approach that extends to all UNRWA personnel, installations, assets and other aspects of Agency operation.

In conjunction with the *Neutrality Framework*, a Standard Operating Procedure (SOP) was issued to harmonize and ensure coherence in neutrality inspections across the Agency's Headquarters and five fields of operation.¹³⁸ Principle users of this instrument include UNRWA OSOs, who are responsible for conducting the installation inspections, and other Agency personnel who may be involved in the inspection process. During the reporting period, UNRWA carried out quarterly neutrality inspections across all Agency installations in Gaza (1,114 inspections across 281¹³⁹ installations), Jordan (824 inspections across 210¹⁴⁰ installations), Lebanon (670 inspections across 166¹⁴¹ installations), and the West Bank (955 inspections across 240 installations). Due to the ongoing conflict/insecure environment in Syria, the inspection programme continues to be suspended until further notice.

In 2017, project funded neutrality training/sensitisation sessions were delivered to UNRWA personnel across all five

fields of Agency operation. In this regard, a January 2017 social media and neutrality ToT workshop provided 41 UNRWA personnel (37 area and four international staff) with the knowledge, skills and tools to return to their respective fields of operation, adapt the training focus/materials to the specific field context and deliver the training to their colleagues.¹⁴² By way of summary, social media and neutrality training was subsequently provided by the trained trainers in: (i) Gaza for 1,181 middle management, installation managers and other personnel with management responsibilities. In addition, 435 newly-hired teachers and administrative staff benefitted from awareness-raising sessions on these issues; (ii) the West Bank for 177 staff through nine training sessions; (iii) Syria for 80 staff members that received in-person training. Due to staff security concerns, a social media and neutrality e-course, described below, was provided to 2,766 Syria Field Office (SFO) staff; (iv) Jordan for 530 staff through 29 in-person training sessions; and (v) Lebanon for 572 staff through 35 workshops.

In August 2017, UNRWA launched an interactive e-course on social media and neutrality that was elaborated in response to calls for additional guidance in these areas. Developed and aimed at complementing in-person training, by the end of 2017, 8,191 area staff completed the social media and neutrality e-course in Jordan (4,781), Syria (2,766), Amman Headquarters (400), the West Bank (55) and Lebanon, (3). An additional 186 individuals within the international staff pool also completed the e-course.

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

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

A number of key actions took place during the 2016/17 school year to strengthen the integration of human rights, conflict resolution and tolerance (HRCRT) into the regular curriculum. In this regard, two workshops were convened in Amman for 24 staff from Professional Development and Curriculum

Units (PDCU). The first workshop, held in March 2017, focused on capacity development of PDCUs from Jordan, Syria and Lebanon to conduct training for new Education Specialists (ES) and Strategic Support Units (SSUs) with regard to their role in embedding, enriching and sustaining the HRCRT

Programme. Following this workshop, 87 newly recruited ES and SSU staff in Jordan, Syria and Lebanon were trained by PDCUs in their respective Fields on the HRCRT Toolkit and their role in supporting teachers in implementing the HRCRT Programme.¹⁴³ The second central workshop, also held in Amman in March 2017, focused on the integration of HRCRT into regular subjects; this workshop also targeted 24 PDCU staff from Syria, Lebanon and Jordan.¹⁴⁴ During this workshop,

participants developed a preliminary plan for the completion of a guide to help integrate HRCRT into regular subjects. Subsequently, the PDCUs trained 49 ES in their respective Fields on the integration of HRCRT into the regular curriculum. In addition, the HRCRT team conducted a follow-up workshop targeting 32 SSU staff in Jordan Field for further capacity building in overseeing the quality implementation of the HRCRT Programme.

Indicator	Location	Baseline 2017 (%)	Target 2017 (%) ¹⁴⁵	Actual 2017 (%)	Target 2021 ¹⁴⁶ (%)
Percentage of senior positions held by women (area staff)	UNRWA	26.3	N/A	26	47
Percentage of senior positions held by women (international staff)	UNRWA	37.8	N/A	32.2	47
<i>Source: REACH</i>					
<i>Frequency: Annual</i>					

The Agency's commitment to the promotion of gender equality and women's empowerment is enshrined in its Gender Equality Policy (2007) and GES.¹⁴⁷ In the area of human resources, this commitment has been furthered through the UN System-wide Strategy on Gender Parity, launched by the UN Secretary-General in September 2017 as the start of a system-wide campaign to advance this priority throughout the UN. As part of this strategy, all UN entities have been tasked to develop specific gender strategies and implementation plans to close the gender gap for senior level international staff by 2021. To this end, in December 2017, the UNRWA Human Resources Action Plan on Gender Parity was finalised. While the Agency's overall workforce reflects gender parity (51 per cent female and 49 per cent male among all area and international staff), when examining the gender breakdown against senior and leadership positions (P-5 and above for international staff; grade 16 and above for area staff) at the end of 2017, these figures stood at 26 per cent female and 74 per cent male for area staff and 32.2 per cent female and 67.8 per cent male for international staff. With regard to the gender breakdown for international staff, in 2017, 43 per cent of senior international vacancies (P-5 and above) were filled by female candidates; of 14 posts, 6 were filled by women, despite the fact that only 34 per cent of the total applicants for these posts were female and only 24 per cent of candidates interviewed were women. The data shows that for all appointments of male candidates to senior international posts, there were either no recommended female candidates or no qualified female applicants to interview. In no cases was a male candidate selected over a recommended female candidate.

The UNRWA Human Resources Action Plan on Gender Parity is designed to support the Agency in achieving and

maintaining gender parity at all levels through the following two-pronged approach: (i) a series of special measures with regard to recruitment procedures that have been introduced to ensure that more female candidates are considered for and appointed to senior positions; and (ii) the creation of an enabling environment and organizational culture that are more conducive to the career advancement of female staff. Although the UN System-wide Strategy on Gender Parity relates only to international staff, UNRWA has set an even more ambitious target by also seeking to achieve gender parity within the ranks of senior area staff, while acknowledging the following obstacles in this regard: (i) high retention rates that provide limited opportunities to redress the gender imbalance at senior area staff levels; and (ii) there is currently a narrow pool of women that occupy middle management positions; the majority of female area staff representation rests at area grade levels 9-12.¹⁴⁸ To address this obstacle, in 2018, UNRWA will provide female staff with concrete opportunities to further develop leadership capacities in support of career advancement by prioritizing female staff for acting assignments in mid to senior level posts.

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

2.7. accountability to affected populations

UNRWA considers accountability to affected populations (AAP) to be a cornerstone of quality service provision to meet changing Palestine refugee needs while delivering more sustainable development outcomes. During the reporting period, Agency commitments to further the meaningful participation of Palestine refugees at various stages in the programme cycle management cycle (PCM), as outlined through the UNRWA AAP governing framework,¹⁴⁹ were implemented across Agency fields of operation through a wide variety of means including communication, appeals and complaints mechanisms for the SSNP, emergency food and cash distribution, shelter assistance (including a beneficiary satisfaction survey) and through protection audits where Agency personnel assess the level of Palestine refugee access, safety, dignity, participation and accountability in UNRWA service delivery. In all cases, this engagement is grounded in the unique platforms provided by the Agency's: (i) workforce of over 31,000 staff, the vast majority of whom are engaged in the direct-delivery of operations and are drawn from the Palestine refugee communities they serve; and (ii) extensive network of area offices, camp services offices, schools (including school parliaments and parent-teacher associations [PTAs]), HCs (including HC friendship committees) and other installations. This ensures that refugees have direct and regular access to UNRWA staff.

In Gaza, the participation of and accountability to Palestine refugees not only includes the proactive engagement with Palestine Refugee Committees but also vulnerable groups, such as women, children, the elderly and persons with disabilities. In schools, student parliaments and Parent-Teacher Associations provide fora for students to have a say in activities and issues related to the school-environment. In HCs, Friendship Committees provide a similar forum for refugees to engage with health staff.¹⁵⁰ Additional examples of incorporating refugee input into Agency programming include a 2017 assessment that focused beneficiary feedback on the content of the food basket. Here, Palestine refugee views were secured through focus groups that included the participation of 667 abject and absolute poor refugee families. Similarly, Palestine refugee inputs informed a 2017 evaluation of the Job Creation Programme (JCP) in relation to Summer Fun Weeks (SFW), serving to improve service provision in terms of the range and geographic distribution of activities offered.

In the West Bank, engagement with Palestine refugees occurred throughout the reporting period with notable examples being: (i) the transition from the direct provision of food assistance to the distribution of cash where quarterly monitoring surveys solicited refugee inputs on access to assistance under this new modality of support; (ii) the 2017

establishment of a complaints and feedback mechanism in relation to the allocation of financial support through the CIU;¹⁵¹ (iii) the development of the Schools on the Frontline project that was informed by refugee focus groups; and (iv) the 'healthy camp initiative' that was aimed at improving the health, environment and quality of life in Shu'fat and Aida camps through a participatory/empowerment approach, emphasizing community involvement and building the capacity of local organizations and individuals.

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

During the reporting period, the *Accountability to Affected Populations Pilot Project in Lebanon* was rolled out in the north and central areas of the country as a means of empowering Palestine refugee participation at key points in the PMC. This is accomplished through the implementation of: (i) a structure and processes that facilitate the engagement of senior management with the refugee population, especially the most vulnerable and marginalised; (ii) a model feedback and complaints mechanism; and (iii) a methodology to measure overall refugee satisfaction with Agency services and areas for improvement. As a result of this project, UNRWA will be better placed to secure the required support and understanding of refugee communities towards its services and reforms while refugees will have additional opportunities to express their views as to how services are provided and managed, and will better understand the Agency's mandate. In addition, UNRWA will be better able to address concerns, communicate and adapt programmes to priority areas of need, enabling the smoother implementation of service provision.

In Jordan, AAP is implemented through the regular engagement of Palestine refugees, local authorities, UNRWA personnel and all 13 camp committees by Agency senior management

within the context of structured field visits across all areas of operation. During these meetings, participants discuss service provision and pertinent issues and concerns that may form the basis for referrals to and follow-up by relevant programmes/offices. Wherever possible, issues transmitted through confidential complaint and suggestion boxes, housed in all Agency installations in Jordan, are dealt with locally, however, more sensitive issues are referred to other programmes or are escalated further, as appropriate. Other notable examples of AAP in action during the reporting period include: (i) a post-distribution monitoring exercise that solicited PRS feedback on UNRWA cash assistance, the results of which informed service delivery improvements; and (ii) a GBV prevention campaign that incorporated a participatory approach which led to enhanced sustainability through the engagement of student parliaments, PTAs, CBOs and men.

UNRWA has joined UN system-wide efforts to step up actions directed at the prevention and response to sexual exploitation and abuse (SEA). In support of this effort in the reporting period, the Agency's Ethics Office: (i) coordinated the development of an UNRWA protection from SEA annual action plan that was adopted in March 2017; (ii) facilitated ethical leadership training, including

discussions on SEA risks and reporting procedures, for approximately 800 managers and supervisors across the Agency; and (iii) made, in accordance with a request from the Special Coordinator on improving the United Nations response to sexual exploitation and abuse, preparations for the 2018 introduction of an all-staff guidance as to basic norms of staff conduct to prevent and respond to SEA; (iv) conducted outreach to prepare all UNRWA Field Offices for the introduction of the new UN system wide incident reporting form on SEA; and (v) facilitated the participation of UNRWA personnel in a UN-wide global survey on SEA.

During the reporting period, eight allegations of SEA were reported to and investigated by DIOS,¹⁵² the staff of whom undertook training in sensitive investigations, including investigations involving children. Of the allegations reported, two were substantiated and are in the due process stage for disciplinary action, in compliance with UNRWA regulatory requirements. In two cases where SEA was not substantiated, there were findings of other misconduct that are also being addressed. Also in 2017, the Agency dismissed two staff members following allegations of SEA arising prior to the reporting period.

2.8. grand bargain

The Grand Bargain, launched at the World Humanitarian Summit held in Istanbul in 2016, sets out 51 mutual commitments across 10 different workstreams. UNRWA made commitments against seven of these workstreams. Up to the end of 2017, progress has been made in the following areas:

(i) Greater financial transparency: UNRWA enhanced the presentation of its financial requirements to Member States through the articulation of minimum and critical funding needs and linkages between the Agency's three funding portals (programme budget, emergency appeals and projects). A gender marker tool was also launched, to track and report on allocations for gender mainstreaming. According to gender marker analysis, in 2017, 64.4% of UNRWA's programme budget contributed significantly to gender mainstreaming;

(ii) Cash: since the signing of the Grand Bargain, UNRWA has successfully rolled out cash-based social transfer programming in Jordan, Lebanon and West Bank reaching an estimated 155,000 beneficiaries each quarter. The implementation of the new cash modality in these fields required internal staff training, consultation with the refugee communities, training for SSN recipients on the use of the e-card (ATM), capacity building, awareness raising and communications with beneficiaries, communities and host authorities, and the establishment of a hotline for refugees. To date, the transition to cash-based programming in the three fields of UNRWA operation has resulted in: (i) efficiency gains in terms of savings/reduced operational costs associated with in-kind food distributions that include storage, procurement, transportation, etc.; and (ii) a more dignified way for beneficiaries to receive their assistance, expanding their choice and having more control over the use of the assistance provided. An evaluation, currently underway and slated for completion in 2018, will more precisely determine the efficiency and effectiveness of the transition to cash based transfers;

(iii) Management costs: A central element of the MTS 2016–21 is to increase cost effectiveness. This has been achieved through enhanced efficiency and the following reforms aimed at achieving greater impact with the resources entrusted to the Agency. As included under 2018 Grand Bargain reporting:

- a. In the area of FHT reform, the Agency has reduced the number of daily doctor-patient consultations, resulting in longer-consultations, better treatment and a reduction in antibiotic prescription rates and repeat visits;
- b. On an annual basis, UNRWA spends approximately US\$ 18m on medicine to assist Palestine refugees. Commencing in 2015, reform in this area has focused on centralized procurement, reducing costs through bulk discounts, thereby enabling the establishment of a buffer stock of medicines that avoid stock-ruptures and the need to engage in the expensive, local procurement of essential medications. In addition, savings achieved

under centralized procurement has enabled UNRWA to: (a) procure sufficient supplies for a 6 month buffer stock of essential medicines. In this regard, the Agency experienced almost no stock-ruptures on essential medications in 2017; (b) implement the global standard in diabetes testing (the "HbA1c test") that is now available in all HCs; and (c) include a cholesterol-lowering drug ("statin") on its essential medications list;

- c. For financial reasons, UNRWA has had to adopt class formation norms and standards that cap the number of students in classrooms at 50. During the 2016–17 school year, the Agency accommodated over 515,000 children in its schools. The average class size was 37.4 children per class. By way of comparison, during the 2011–12 school year, UNRWA operated with an average class size of 35.6. Maintaining this average class size today would have required at least 700 more teachers with an annual cost of approximately US\$ 8.5m;
- d. For decades, the Agency's class formation process involved assigning a specified number of non-teaching periods that allowed teachers to carry out non-teaching duties. During the 2016–17 scholastic year, UNRWA eliminated non-teaching periods, resulting in increased class-time. Proceeding in this manner has allowed the Agency to re-direct resources to the hiring of school counsellors, addressing the rise of psychosocial problems in the refugee community, an area that UNRWA has been unable to dedicate adequate resources to in the past;
- e. In past years, the hospitalization programme in Lebanon has grown at a significant rate. In 2011, expenditure amounted to US\$ 8m - in 2012: US\$ 10.8m - in 2013: US\$ 14.9m - 2014: US\$ 15m - in 2015: US\$ 15.3m. In 2016, reforms were undertaken to curb increased expenditure while simultaneously protecting access to hospitalisation for the most vulnerable. These efforts included: (a) directing people to Palestine Red Crescent Society hospitals (a less expensive care option) and (b) closer monitoring and analysis of expenditure trends through the use of a database and regular expenditure review meetings. These measures resulted in a 2016 hospitalization expenditure of US\$ 13.7m (i.e., less than the level of expenditure in 2013). In 2017, the estimated cost of claims has increased and will be in the order of US\$ 15m (i.e. the 2014 level). Had reforms not taken place, it is estimated that the Agency budget for hospitalization in Lebanon would have been in excess of US\$ 16m; and
- f. The UNRWA pay policy provides that the Agency shall pay its staff comparable remuneration to government employees performing equivalent functions in host countries (this is different any other UN Agency and considerably less costly). The way UNRWA has applied

the pay policy in the past, making the Agency vulnerable to significant exchange rate fluctuations (particularly the ILS/US\$ exchange rate). Because of the blanket application of the Pay Policy, UNRWA was, in late 2014, paying salaries in Gaza and West Bank that were, in some areas more than 20 per cent higher than the comparator. To address this, the Agency has effectively implemented a number of steps to change the application of its pay policy, reducing its exposure to financial fluctuations and improving equity within the workforce;

(iv) Participation revolution: see under Chapter 2, section 2.7 of the current report;

(v) Multi-year planning and funding: see under chapter 5 (Annual Reporting under the 2016-2018 RMS) of the current report;

(vi) Reporting requirements: UNRWA's commitment to improvements in reporting is reflected in this Annual

Operational Report, which harmonizes results reporting across programme budget, emergency appeal and the Resource Mobilization Strategy in a single report. The Agency has also upgraded its results based monitoring system, which is used for the collection, analysis and reporting of data for the entirety of UNRWA's operations; and

(vii) Humanitarian – development engagement: UNRWA has invested resources to strengthen emergency preparedness systems across the Agency, through the development of an emergency management framework which outlines policies, systems and structures to guide preparedness and response

UNRWA's 'self report' to the Grand Bargain Secretariat on progress made in 2017 is available here: <https://interagencystandingcommittee.org/grand-bargain-hosted-iasc/documents/unrwa-self-report-2017-2018>.

2.9. value for money

UNRWA would like to highlight efficiency gains reporting under the Grand Bargain section of the 2017 AOR relating to: (i) the transition from in-kind food distributions to cash-based social transfer programming in Jordan, Lebanon and West Bank; (ii) the area of FHT reform; (iii) the centralized procurement of medicine; (iv) class formation norms and standards; (v) hospitalisation reform in Lebanon; (vi) the

UNRWA pay policy reform; and (vii) environmental protection, as highlighted below (section 2.10 of the current report). In addition to 2017 reporting under the Grand Bargain, through the below table, the Agency would like to highlight the cost of UNRWA education and health programming in comparison with select OECD countries.

	Cost per pupil: elementary (US\$)	Cost per pupil: preparatory (US\$)	Health expenditure per person (US\$)
UNRWA (basic education) ¹⁵³		849.4	-
UNRWA (Health) ¹⁵⁴		-	37.6
OECD ¹⁵⁵	8,733	10,235	4,003
USA	11,319	12,261	9892
UK	11,367	12,478	4,192.5
EU	8,803	10,413	
Turkey	3,589	2,953	1,087.5
Brazil	3,799	3,814	995
Argentina	3,356	4,663	-
Hungary	3,789	3,915	2,101
Israel	6,833	-	2,822
Mexico	2,896	2,579	1,080
Indonesia	1,476	1,200	302
India			269

2.10. environmental protection

Environmental protection, inclusive of responsible consumption and clean water and sanitation, is a requirement for sustainable human development. In addition, the physical, chemical and biological condition of the buildings and neighbourhoods that people inhabit and the quality of habitats that they exploit for resource extraction have a profound influence on the quality of life. Since unsustainable human activities are the root cause of environmental issues, changes in attitudes and human behaviour, correcting misperceptions of the environment and making investments in sustainable technologies are all required to solve the pervasive problem of environmental degradation. UNRWA acknowledges that it has a key role to play in addressing environmental issues within the Palestine refugee community and an obligation to minimize the negative environmental impact of its own operations. Despite this imperative, the prioritisation of limited available funding to sustain service provision for Palestine refugees has translated into environmental protection measures that are somewhat muted in terms of an Agency-wide strategic focus. On a field by field basis, however, the Agency has made concerted efforts to ensure that environmental quality and protection concerns are factored into day-to-day decisions and activities.

In Syria, despite numerous contextual challenges related to the ongoing conflict that are exacerbated by funding gaps, UNRWA continued to provide camps with WASH services, including the management of solid waste, maintenance and the rehabilitation of sewage and water networks, the removal of rubble and the provision of clean potable water, all of which have contributed to the maintenance of a clean and healthy environment. With regard to specific environmental protection measures, the Syria Field Office (SFO) has started using solar panels as a source of clean energy within the UNRWA field office HC in Damascus. Not only does solar energy result in environmental protection and cost saving benefits but also, it represents an ideal solution to mitigate electricity cuts which are quite common in Syria, helping to save on generator fuel consumption. Further, in an on-going effort to go green and reduce costs, UNRWA is progressively moving to energy efficient LED bulbs in all of its installations and has initiated discussions on the use photo-voltaic systems in some of its schools. It is estimated that introducing such systems would result in a 50 per cent savings in electricity costs in addition to the environment benefits associated with the use of a clean source of energy. The implementation of this initiative remains contingent on the availability of funds.

Palestine refugee camps in Lebanon struggle to cope with overcrowding and overburdened sewage and waste disposal networks that contribute to air, land and water pollution and other environmental hazards. In line with

its 2016-21 Environmental Health Strategy for Palestine Refugee Camps in Lebanon¹⁵⁶ and on the basis of a comprehensive environmental needs assessment across all 12 camps, the Lebanon Field Office (LFO) developed a five-year response plan to enhance environmentally friendly approaches to solid waste and water management, air pollution and energy consumption. The plan foresees sector-specific interventions and reinforces the environmental efficiency and effectiveness of Agency operations through 230 proposed projects. Due to funding gaps, the response plan has not been launched and projects have yet to be implemented. Beyond response plan projects, UNRWA tackled some major environmental protection issues during the reporting period through a number of comprehensive water supply and waste water system rehabilitation activities and infrastructure improvement efforts within camps. In addition, solar heating was installed in one HC, while a number of other HCs now operate solar powered fridges to preserve vaccines.

Following a peer review of the UNRWA Jordan Field Office (JFO) and Headquarters conducted by the United Nations Environment Programme (UNEP), the following measures were implemented to reduce the environmental impact of Agency operations: (i) in the area of renewable energy and in addition to existing solar photo-voltaic systems in the South Amman Area Office, two new systems that added 15 kWh in capacity were installed in a school and a HC during the reporting period. It is estimated that these systems will, on an annual basis, reduce reliance on fossil fuel consumption by 146,229 kWh, decrease CO₂ emissions by 98.7 tonnes and generate cost savings of US\$ 49,425. Also in 2017, with technical assistance provided by the of the Royal Scientific Society, a feasibility study was conducted to establish a three-megawatt wheeling solar power station that would cover most of the electricity needs of JFO and Headquarters combined. Funds permitting, the Agency will transition to this renewable energy in Jordan; and (ii) in the area of energy efficiency, 3,687 LED lights were installed to replace fluorescent tubes in newly built schools and HCs, a move that will save 159,576 kWh, reduce CO₂ emissions by 103,012 kg and save UNRWA US\$ 54,072 on an annual basis. In addition, during the reporting period, the JFO boiler system thermostat was set at 60 degrees Celsius and is switched off two to three hours before closing time. These measures reduced fuel consumption from 75 to 50 litres per day, electricity consumption from 20kWh to 10kWh per week and will prolong the life of the hot water piping system. In addition, the continued and further use of low flow water faucets has reduced water consumption by more than 50 per cent.

Ninety-five per cent of the water extracted from the aquifer in Gaza is currently unfit for human consumption with the result being that 90 per cent of the population relies on the purchase of desalinated water from private water trucking companies. The 2017 electricity crisis further reduced the already limited drinkable/piped water supply and negatively affected the operation of approximately 130 critical water and sanitation facilities. This resulted in the discharge of untreated sewage into the Mediterranean Sea, contaminating the majority of beaches in Gaza and heightening the risk of raw sewage overflowing into the streets. By way of response, UNRWA contributed to the additional special appeal submitted through the Humanitarian Response Plan and UN Country Team for WASH sector fuel needs. Moreover, the Agency was active in covering critical WASH fuel needs and in clearing mosquito breeding sites to prevent the outbreak of infectious diseases and other public health hazards. By way of enhancing the use of renewable energy, UNRWA continued to install solar power systems HCs and schools and has progressed to the point where, by the end of the reporting period, 30 school buildings operated under solar power, serving the energy needs of 54 UNRWA schools in four education areas.

In the West Bank, ICIP developed its first ever strategy to improve the urban environment and living standards of Palestine refugees in and around refugee camps. Inclusive of a greening focus, the strategy prioritises the efficient use of light and water, the reduction of waste and is incorporated throughout the life-cycle of ICIP activities from design and construction to maintenance and demolition. In 2017, the construction of Jenin Elementary Boys School used advanced greening techniques including building site orientation to ensure the maximum absorption of natural light and the use of efficient ventilation and lighting systems, insulation and solar panels. In addition, a new solid waste management strategy for the West Bank was developed in 2017 to increase efficiency and effectiveness in waste collection. Also during the reporting period, one cleaning campaign to support sanitation labourers was conducted in Fawwar refugee camp. This event saw volunteer participation and, twinned with a water pollution awareness campaign, was hailed as a considerable success towards behavioural change. Finally, under the education programme, an outdoor event was organized with 500 students from 10 schools, allowing them to learn about nature, the traditions of Palestine and the proper disposal of waste while walking a part of Masar Ibrahim trail.



A Palestine refugee receiving food assistance in the Al Shatti distribution centre, Gaza City. © 2017 UNRWA Photo by Rushdi Al-Sarraj

chapter three: annual reporting under the 2017 oPt emergency appeal

executive summary

This report covers the UNRWA 2017 Emergency Appeal for the occupied Palestinian territory (oPt) during the period from January through December 2017, and is intended to provide

an update on results achieved as measured against the full range of indicators included in the 2017 oPt EA.

overview

In 2017, the political and security situation in Gaza remained volatile. Recurring security incidents were registered, such as the firing of rockets and frequent unrest, including demonstrations related to the status of Jerusalem. The population continues to suffer under wide-ranging import (including medical, humanitarian items), export and movement restrictions, and from the continued imposition of the land, air and sea blockade, now in its eleventh year. Cuts in the funding of electricity supplies to Gaza, as a result of the deepening of Palestinian internal political divisions, compounded the chronic electricity deficit, increasing power outages from 12-16 hours to 18-20 hours a day, with a pervasive impact on all spheres of life.¹⁵⁷ Extremely high levels of unemployment (43.6 per cent during 2017),¹⁵⁸ high food prices and falling purchasing power are resulting in widespread food insecurity and deep and persistent poverty among the population.

Palestine refugees in the West Bank continue to experience difficult socioeconomic conditions and a volatile security environment. They continue to be negatively affected by occupation-related policies and practices imposed by the Israeli authorities, such as access and movement restrictions and demolitions of homes and property, including punitive demolitions. In addition, Palestinians continued to experience high levels of food insecurity and unemployment, with those living in camps being particularly affected: 15.1 per cent of refugee households are food insecure, increasing to 24.4 per cent of households in Palestine refugee camps, as compared to 11.9 per cent of non-refugee households across the West Bank.¹⁵⁹ Palestinian communities, especially those in Area C, continue to face the threat of and actual home demolitions and confiscations, a central element of the coercive environment imposed on them that may lead to their displacement.

The UNRWA Response

Throughout 2017, UNRWA continued to provide emergency food assistance (including cash and in-kind distributions), cash for work opportunities, emergency education, medical services and mental health and psychosocial support.

With emergency funds, UNRWA supported the food and nutritional needs of approximately 894,232 vulnerable

Palestine refugees in Gaza, including 17,396 female-headed households. The Agency also provided temporary Cash-for-Work (CfW) opportunities for over 17,700 refugees, including some 5,100 women, although due to underfunding could only support 33 per cent of the target number of beneficiaries. To mitigate the impact of conflict and poverty on Palestine refugee children's physical and mental well-being, the Agency held recreational activities (Summer Fun Weeks) for almost 143,000 refugee children, while 10,020 children benefitted from group counselling support. Under the Education in Emergencies programme, schools were supplied with essential educational materials, sufficient for over 271,000 students. In addition, health services were maintained and 11,088 children with special needs received a comprehensive medical examination in 2017.

UNRWA continued to support reconstruction efforts ensuing from the 2014 hostilities. With emergency funding, 5,037 Palestine refugee families received grants for minor or major repairs while rental subsidies (Transitional Shelter Cash Assistance-TSCA) to support temporary shelter needs were extended to 4,492 families. Lack of funding also impacted on this intervention, allowing the Agency to reach only 9.9 per cent of the expected target for shelter repair in 2017.

In the West Bank, food assistance to vulnerable Palestine refugee families was provided using a variety of modalities. In partnership with WFP, e-vouchers were provided to more than 49,000 food-insecure refugees outside camps, of whom almost 50 per cent were women. However, due to underfunding, UNRWA was able to reach only 30 per cent of the expected target under this intervention. Also in partnership with WFP, UNRWA provided in-kind food assistance to 37,023 Bedouins and herders, assessed to be food insecure or vulnerable to various protection threats. Emergency CfW opportunities were extended to over 8,300 food-insecure refugee households. In addition, six emergency mobile health clinics improved access to primary health care for 104,384 people living in hard-to-reach locations, while community mental health services provided psychosocial and counselling services for more than 10,300 individuals.

3.1. funding summary: 2017 oPt emergency appeal

oPt emergency appeal funding summary by field, 1 January – 31 December 2017 (US\$)¹⁶⁰

Programme Interventions	Amount	Total	Gaza Strip Allocation	West Bank	Headquarters
				Allocation	Allocation
Emergency food assistance	<i>required</i>	113,943,405	89,353,718	24,589,687	0
	received	79,500,245	74,141,669	5,358,576	0
	difference	34,443,160	15,212,049	19,231,111	0
Emergency CfW	<i>required</i>	83,028,139	69,999,123	13,029,016	0
	received	22,001,732	9,258,135	12,743,598	0
	difference	61,026,407	60,740,988	285,418	0
Livelihoods	<i>required</i>	111,000	111,000	0	0
	received	0	0	0	0
	difference	111,000	111,000	0	0
Emergency health/mobile health clinics	<i>required</i>	5,582,237	4,500,000	1,082,237	0
	received	2,649,489	1,310,190	1,339,299	0
	difference	2,932,748	3,189,811	+257,062	0
Education in Emergencies	<i>required</i>	5,000,000	5,000,000	0	0
	received	1,938,216	1,938,216	0	0
	difference	3,061,784	3,061,784	0	0
Emergency environmental health	<i>required</i>	4,500,000	4,500,000	0	0
	received	6,783,985	6,783,985	0	0
	difference	2,283,985+	+2,283,985	0	0
Emergency shelter repair	<i>required</i>	138,366,282	138,366,282	0	0
	received	8,955,331	8,955,331	0	0
	difference	129,410,951	129,410,951	0	0
Transitional shelter cash assistance	<i>required</i>	19,536,000	19,536,000	0	0
	received	11,007,181	11,007,181	0	0
	difference	8,528,819	8,528,819	0	0
Community mental health	required	9,439,923	9,000,000	439,923	0
	received	6,199,193	5,764,543	434,651	0
	difference	3,240,730	3,235,457	5,272	0
Protection	<i>required</i>	2,737,699	500,000	2,237,699	0
	received	1,116,559	0	1,116,559	0
	difference	1,621,140	500,000	1,121,140	0
(Resilience (children and youth	<i>required</i>	415,305	0	415,305	0
	received	0	0	0	0
	difference	415,305	0	415,305	0
Explosive remnants of war education	<i>required</i>	138,000	138,000	0	0
	received	0	0	0	0
	difference	138,000	138,000	0	0
Gaza Summer Fun Weeks	<i>required</i>	4,000,000	4,000,000	0	0
	received	2,031,678	2,031,678	0	0
	difference	1,968,322	1,968,322	0	0
Coordination and management	<i>required</i>	9,304,892	6,993,861	1,644,568	666,463
	received	5,731,072	4,186,351	886,248	658,473
	difference	3,573,820	2,807,510	758,320	7,990
Neutrality	<i>required</i>	5,174,836	1,887,000	3,287,836	0
	received	4,191,144	1,585,924	2,605,220	0
	difference	983,692	301,076	682,616	0
Safety and security	<i>required</i>	1,114,139	1,114,139	0	0
	received	1,114,138	1,114,138	0	0
	difference	1	1	0	0
To be allocated	<i>received</i>				
Total	<i>required</i>	402,391,857	354,999,123	46,726,271	666,463
	received	153,219,963	128,077,339	24,484,151	658,473
	difference	249,171,894	226,921,784	22,242,120	7,990

3.2. gaza: sector-specific interventions

3.2.1. Strategic priority 1: Food-insecure households and those facing acute shocks have increased economic access to food

	Indicator	Actual	Target (2017)
Emergency Food Assistance			
Refugee households living in poverty meet their most basic food requirements	Number of refugees living beneath the abject-poverty line of US\$1.74\$ per day who received emergency food assistance	530,348 (266,650 male) (263,698 female)	487,525 (247,905 male) (239,620 female)
	Number of refugees living beneath the absolute-poverty line of US\$3.87\$ per day who received emergency food assistance	363,884 (183,294 male) (180,590 female) ¹⁶¹	424,023 (215,754 male) (208,269 female)
The severity of refugee food insecurity is tempered	Percentage of abject-poor caloric needs met through food distributions	79.76 %	80 %
	Percentage of absolute-poor caloric needs met through food distributions	42.95 %	43 %

Food insecurity in Gaza is primarily caused by a lack of economic access to food, rather than by the unavailability of food in the market. Widespread poverty, high unemployment, low wages and elevated food prices are a direct consequence of the blockade, curtailed entry into Egypt, the residual impacts of the 2014 hostilities and the Palestinian political divide, which has resulted in PA employee salary cuts and severe electricity shortages. During 2017, the Agency continued to provide emergency food assistance, reaching 894,232 beneficiaries (171,271 families), including 17,396 female-headed households, slightly below the target of 911,500 individuals.

Overall, 530,348 refugees (98,205 families, including 11,994 female-headed households), living below the abject-poverty line of US\$ 1.74 per person per day received 80 per cent of their required daily caloric needs, while 363,884 refugees (73,066 families), including 5,402 female-headed households, living below the absolute poverty line of US\$ 3.87 per person

per day received 43 per cent of their caloric requirements. A revised poverty assessment system (PAS) was launched in May 2015 to enable the rapid, fair and accurate identification of those eligible to receive UNRWA food assistance. By the end of 2017, social workers had assessed the eligibility of 197,288 families (a remaining caseload of 51,992 families will be assessed under the PAS by the end of Q2 2018). There was a considerable increase in the number and share of poor Palestine refugees living in abject poverty: 46 per cent of those originally assessed as absolute poor are now classified as abject poor, while only 11 per cent of originally assessed abject-poor families have been reclassified as absolute poor due to an improvement in their situation. Increases in the depth of poverty are indicative of a deteriorating socio-economic environment in Gaza. Of assessed families who were not previously registered as food assistance beneficiaries, 27 per cent and 26 per cent were classified as abject and absolute poor, respectively.



Some of the items provided as part of the food assistance distributed by UNRWA in Gaza to the most vulnerable Palestine refugees on a quarterly basis. © 2017 UNRWA Photo by Khalil Adwan

	Indicator	Actual	(2017) Target
Emergency CfW			
Men and women earn wages, short-term, to cover their food needs and restore their coping capacities	Percentage of CfW beneficiaries using earnings to purchase fresh food items	87.53 %	80 %
	Percentage of CfW beneficiaries using earnings to pay debts	42.7 %	50 %
	Number of refugees benefiting from short-term CfW	17,797 (12,641 male) (5,156 female)	53,193 (34,575 male) (18,618 female)
	Total value provided to CfW beneficiaries	US\$ 13,705,050	US\$ 62,596,815
	Percentage of skilled contracts awarded to women	50.6 %	43 %

The unemployment rate in Gaza remains extremely high (46.6 per cent between July and September 2017).¹⁶² By way of response, and despite a significant funding shortfall, in 2017 the UNRWA Job Creation Programme (JCP) created 1,168,285 working days through the Emergency Appeal. This translated into short-term employment opportunities for 17,797 refugees, benefiting a total of 103,223 individuals (workers and their families) while injecting US\$ 13,705,050 into the local economy.¹⁶³ The vast majority of beneficiaries were unskilled workers (12,567 individuals or 71 per cent of the total), followed by skilled workers (4,875 individuals or 27 per cent of the total), with 355 individuals (2 per cent) hired under the professional category. Unskilled contracts run for three to four months, while skilled and professional contracts

run for six to twelve months. Overall, 5,156 women received short-term employment opportunities, of which 2,618 positions were of a skilled or professional nature (50.6 per cent of the total). Over 90 per cent of skilled female contactors were given opportunities as teachers, clerks, lab technicians, nurses, animators, medical officers, pharmacists, social workers and librarians, in the direct provision of services to refugees,¹⁶⁴ while unskilled female labourers were hired for positions considered atypical such as school attendants, guards, cleaners, packers and agricultural workers. In response to the youth graduate unemployment rate, the JCP also increased its focus on recent graduates. In total, 2,660 recent graduates were employed in 2017, more than double the number assisted in 2016.



A Palestine refugee who lives with her six-member family in Beit Lahia in the northern Gaza Strip, receiving a three-month work opportunity as a labourer in an agriculture project in Beit Lahia as part of UNRWA JCP activities. © 2017 UNRWA Photo by Rushdi Al-Sarraj

	Indicator	Actual	(2017) Target
Support for Resilient Livelihoods			
Employment opportunities created leading to sustainable livelihoods for women	Number of self-employment opportunities for skilled women through Sulafa	301	200

Please note that no funding was received under the EA for this activity, an assistance measure that was supported under project funds.

Through the creation of traditional artisan works, the Sulafa Embroidery Centre provides opportunities for income for female-headed refugee households. As a result of an increase in product demand and sales during the reporting period, Sulafa was able to provide income-generation opportunities for 301 women. The Centre has further moved towards self-sustainability in 2017, through self-funding coupled with project funds. In order to ensure continued product demand, new designs combining tradition and modernity were created and promoted.

During the reporting period, Sulafa participated in local and international markets such as the international Cultural Survival Bazaar of Boston and the international Folk Art market of Santa Fe in the United States. In Santa Fe, Sulafa was nominated as one of the top five finalists for the award of "Excellence in Community Impact". Participation in these markets was an opportunity to showcase Palestinian traditional embroidery among many other artisans around the world. Sulafa also developed its own management and information computerized system with the EMIS team within UNRWA and created a Facebook page to enhance its online presence and reach to clients.



A beneficiary working at the UNRWA Sulafa Embroidery Centre, Gaza. © 2017 UNRWA. Photo by Rushdi Al-Sarraj

3.2.2. Strategic priority 2: Crisis-affected refugees enjoy their basic rights to services and assistance

	Indicator	Actual	Target (2017)
Emergency Health			
The crisis-affected refugee population is able to access PHC, and the poorest are given minimal financial support to access secondary or tertiary health care	Percentage of health centres with no 'stock-out' of 12 tracer items	86.7 %	100 %
	Number of poor refugee patients receiving secondary or tertiary health care	2,254 (366 male) (1,888 female)	1,800 (450 male) (1,350 female)
Students with special needs are able to participate in educational activities	Percentage of children identified with special needs who receive support	91.97 %	100 %
	Number of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination	11,088	11,600 (6,032 male) (5,568 female)

During the reporting period, UNRWA continued to provide quality health care for Palestine refugees through 22 Agency health centres equipped with life-saving equipment, medication and emergency services, which are in short supply for both public and private health-care providers in Gaza. As a result of electricity crisis, which significantly worsened in 2017, the storage of medication requiring refrigeration proved to be a challenge, as did rising costs due to the increased reliance of HCs on generators. The Agency also encountered procurement challenges, particularly due to delays in the delivery of medicines, which impacted on UNRWA's ability to avoid HC stock-out of 12 essential tracer items.

Under the Special Children, Special Needs (SCSN) initiative, 11,088 new entrants and students identified with learning

difficulties underwent a comprehensive medical examination. After more in-depth assessment, 91.97 per cent of those in need of medical assistance (visual, hearing aids, etc.) were provided with this support. This enabled students with specific needs to better benefit from educational and recreational activities. The identification and diagnosis of children with specific needs remains a priority for the Agency.

Secondary and tertiary care was made available to 2,254 (366 male and 1,888 female) poor refugee patients with high-risk or life threatening conditions. Demand for these services continues to grow, particularly given the challenging situation faced by the public health sector in the Gaza Strip and the deteriorating economy, placing more stress on already overstretched services and staff.



A premature infant in an incubator, Al-Shifa hospital in Gaza City. Photo © 2016 UNRWA, Photo by Tamer Hamam

	Indicator	Actual	Target (2017)
Education in Emergencies			
The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment	Number of Palestine refugee students provided with educational materials (self-learning materials, back-to-school kits, psychosocial support (PSS)/recreational kits, stationery)	271,900 (140,347 male) (131,553 female)	262,112 (135,328 male) (126,784 female)
	Number of support teachers hired to facilitate students' education	350 607 male (257 female)	1,060 (636 male) (424 female)
Students whose learning abilities are undermined by their environment fulfil their educational potential	Percentage of low achievement students (boys and girls) supported	57.5%	100%

In 2017, UNRWA continued to support Palestine refugee students in accessing inclusive, equitable, quality and safe education. The UNRWA EiE approach seeks to ensure continued delivery of quality education for all Palestine refugee children whose access to education is restricted, or for whom the quality and continuity of education provision is threatened as a result of crisis and conflict.¹⁶⁵

In 2017, UNRWA Education Department has been working with Field Offices to unify indicators for Education in Emergencies across the five fields of operations. For Gaza, the indicators focus mainly on raising learning achievement, hiring of learning support teachers, and provision of educational materials.

Building on the existing Agency education system and the EiE approach, Gaza Field Office (GFO) registered 262,112 students during the 2016/17 scholastic year (135,325 boys and 126,787 girls), and 271,900 students (140,347 boys and 131,553 girls) for the 2017/2018 school year. The EiE programme focused on students experiencing difficulties in meeting basic learning objectives. To this end, through EA funding, UNRWA hired and trained 607 support teachers to assist students underachieving in Arabic and mathematics. These teachers were trained to identify and respond to student needs using the Agency's inclusive education tool kit. However, due to lack of funds, only 57.5 per cent of the needed support teachers were in place during the second semester of the 2016/2017 scholastic year, while no support teachers were hired during the first semester of 2017/2018 scholastic year.

In order to reduce absenteeism and dropout rates amongst poor children, UNRWA provided educational materials

(textbooks and stationery) to 262,112 students at the beginning of the second semester of the 2016/17 school year. Additional stationery materials (13 Arabic notebooks, four English notebooks and pencils) were distributed on the first school day of the 2017/2018 scholastic year to 271,900 students. Earmarked donations from different donors further enabled the distribution of school bags and school uniforms to certain schools.

In addition, the Agency satellite TV channel ('UNRWA TV') continued to serve as a valuable tool in providing learning opportunities and reaching refugee children living in areas of instability. During the reporting period, UNRWA TV developed further learning materials (including animations, songs, child dramas and stories) that contributed to the development of 24 new episodes, which will be broadcast in 2018 for students in Grades 4-5 covering four subjects: Arabic, English, mathematics and science.



An UNRWA teacher explains a math lesson to some of his students in Al-Zaytoun Elementary Boys School, Gaza City. © 2017 UNRWA Photo by Rushdi Al-Sarraj

	Indicator	Actual	Target (2017)
Emergency Water and Sanitation			
A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions	Incidence of diarrhoea in children under 5 years of age	7.93 %	< 13 %
Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented	Number of WASH facilities supported by UNRWA (disaggregated by UNRWA/non-UNRWA WASH facilities)	9 UNRWA facilities 280 non-UNRWA facilities	10 UNRWA facilities 280 non-UNRWA facilities
	Total litres of fuel provided to support WASH facilities	4,766,550	4,200,000
	Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported	0	100 %
Exposure of refugee population to disease transmitters and breeding grounds reduced	Number of identified mosquito-breeding sites cleared	3	3
	Tons of waste removed from unofficial dumping sites	11,900	60,000

In 2017, UNRWA continued to support the functioning of water wells, desalination plants and waste management services in Gaza through the provision of 4,766,550 litres of fuel to nine UNRWA installations and 280 non-UNRWA facilities. In order to prevent the outbreak of infectious diseases and other public health hazards, the Agency supported the clearing of identified mosquito breeding sites (in Wadi Gaza, Beit Lahiya and Khan Younis between January and March and in Beit Lahiya, Nuseirat, and Khan Younis between April and June). During the first quarter of the year, 11,990 tons of waste were removed from temporary municipal (or unofficial) dumping sites next to refugee camps in the Gaza Strip and moved to official municipal landfill sites. The limited results achieved under this intervention are attributable to the lack of funds

for these activities. Also, due to lack of funding, no emergency repairs of camp water and sanitation networks could be completed during the reporting period.

In 2017, the shortage of electricity supply continued to pose major challenges to the implementation of water and sanitation activities; whenever possible UNRWA implemented mitigation measures¹⁶⁶, such as: (i) use of alternative power supplies, such as solar panel systems, where these are available (ii) use of electrical generators (however this entails an increase in costs and risk of malfunction given that generators are frequently overused), and (iii) adapting workers' schedules to the availability of electricity each day (however this involves performing out of working hours, which results in additional costs and risks).



A Palestine refugee child walking in a flooded street in Nahr al-Bared slum area in Khan Younis, Southern Gaza. © 2017 UNRWA Photo by Tamer Hamam

	Indicator	Actual	Target (2017)
Emergency Shelter and Shelter Repair			
Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld	Percentage of affected families receiving shelter assistance	7.99%	100%
Displaced refugee families have increased means to access a temporary housing solution	Number of refugee families receiving TSCA	4,492	6,521
	Percentage of housing cost coverage by TSCA	88%	80%
Refugee families affected by military operations or natural disaster are able to return to their homes	Number of families receiving shelter repairs assistance	5,037	50,960
	Number of refugee families in need of winterization items provided with required materials	9,939 ¹⁶⁷	5,000

In 2017, UNRWA continued to provide assistance to Palestine refugees for the reconstruction and repair of damaged or destroyed homes. The Agency provided cash grants for shelter repair to 5,037 families whose homes suffered from different levels of damage during the 2014 hostilities. Due to a lack of funding, in 2017 UNRWA could reach only 9.9 per cent of the expected target under this intervention. In addition, 4,492 displaced families whose shelters remain uninhabitable received Transitional Shelter Cash Assistance (TSCA), a monthly subsidy of approximately US\$ 220/250 (depending on family size) to support temporary rental or stay with host families.¹⁶⁸ Due to the lack of funds, the fourth quarterly round of TSCA could not be provided in January 2018.

By the end of 2017, more than 2,690 refugee families had completed or were in the process of completing the reconstruction of their totally destroyed homes.¹⁶⁹ Furthermore, over 84,750 families had completed or were in the process of completing repairs to their damaged homes.

Thanks to the progress made in 2017 on reconstruction of uninhabitable homes, the Agency was able to significantly reduce the caseload of refugee families receiving TSCA by the end of 2017 compared to the end of 2016.¹⁷⁰ Progress in reconstruction increased the available housing stock in Gaza and will contribute to downward pressure on rental costs, while providing a more stable social environment to beneficiary families. Also during the reporting period, the Agency extended assistance to 9,939 families who were particularly vulnerable to harsh winter conditions due to poor shelter conditions and/or non-rehabilitated homes. These families received tarpaulins and nylon sheets, among other non-food items. UNRWA will continue to both provide assistance to and advocate on behalf of displaced families to ensure decent and dignified living conditions.

Of the planned upgrade of 50 designated emergency shelters (DES), UNRWA was able to secure funding for only two, which were under construction at the time of this report.



An UNRWA official hands the keys of a reconstructed shelter to a Palestine refugee in the Middle Area of the Gaza Strip © 2017 UNRWA Photo by Khalil Adwan

3.2.3. Strategic priority 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy

	Indicator	Actual	Target (2017)
Community Mental Health Programme			
The psychosocial well-being of vulnerable refugees, households and vulnerable communities is promoted	Percentage of cases showing improved psychosocial well-being, out of the total number of individual counselling cases	95.53%	70%
	Number of children benefiting from structured psychosocial interventions (life skills and group guidance)	269,004 (130,089 male) (138,915 female)	262,112 (135,328 male) (126,784 female)
	Number of children at UNRWA schools receiving individual counselling and case management support	11,088 (5,892 male) (5,196 female)	13,300 (6,916 male) (6,384 female)
	Number of adults benefiting from psychosocial and protection interventions at UNRWA health facilities	4,046 (503 male) (3,543 female)	5,000 (750 male) (4,250 female)
	Number of Palestine refugees benefiting from public awareness sessions in UNRWA schools, health centres and other facilities (parent and community education groups)	92,750 (15,916 male) (76,834 female)	46,000 (20,700 male) (25,300 female)
	Number of children at UNRWA schools receiving group counselling	10,020 (4,658 male) (5,362 female)	21,000 (10,710 male) (10,290 female)

The psychosocial impact of repeated cycles of hostilities, compounded by socio-political and economic factors and the negative effects of the on-going blockade, continue to have significant repercussions on the well-being of Palestine refugees in Gaza. Mental health and psychosocial difficulties remain high across the population, as manifested in stress-related symptoms, increased incidence of depression, anxiety, familial disruption and, for children, learning difficulties at school and recurrent conduct problems. The increasing need for psychosocial and mental health support has been reinforced by an assessment carried out by the Community Mental Health Programme (CMHP) in early 2017. From a sample population of over 5,000 adults and children in Gaza, it was found that almost half (49.7 per cent) of all adults were experiencing poor well-being, of whom nearly two thirds (63.37 per cent) exhibited symptoms which required follow up. Among students, younger children appeared to be the most negatively affected, with almost 30 per cent experiencing serious difficulties. Both children and adults reported emotional problems, including signs of post-traumatic stress.

During 2017, CMHP carried out structured interventions for both children and adults (parents and the wider community). The life-skills initiative was introduced to strengthen children's coping skills and resilience through standardized modules of in-classroom sessions, reaching 269,004 students during 2017 thanks to improved coordination with teachers and school principals. The introduction of group counselling also allowed targeting of specific issues such as 'well-being' and 'good-sleep', reaching 10,020 children (4,658 boys and 5,362 girls) during the reporting period. Moreover, in 2017 the programme supported 11,088 children (5,892 boys and 5,196 girls) with individual counselling and case management in UNRWA schools.

During the reporting period, 4,046 persons (503 male, 3,543 female) benefited from psychosocial and protection interventions (2,924 by health counsellors, 1,122 by legal counsellors) carried out by UNRWA in the Agency's HCs. These interventions targeted mainly female survivors of GBV, who also received guidance from legal counselors. Public awareness sessions on topics related to community wellbeing were also conducted, reaching 92,750 refugees.

	Indicator	Actual	Target (2017)
Protection			
Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza	Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	31	25
Strengthened prevention and protection response for Palestine refugees ¹⁷¹	Number of UNRWA staff members trained on protection	930 (503 female) (427 male)	1,000 (500 male) (500 female)



An UNRWA medical officer providing psychosocial counseling in one of UNRWA Health Centres in Gaza. © 2017 UNRWA Photo by Tamer Hamam

During the reporting period, UNRWA identified 2,409 individuals experiencing a protection concern (1,674 women, 257 girls, 391 boys and 87 men). A response was provided in the majority of cases (2,351 cases or 97.5 per cent), through the provision of direct services and/or referrals to external service providers.

In order to enhance the Agency's common understanding of protection and harmonize case identification and referral practices, SOPs on case identification and referral pathways were developed; 930 Agency staff (including security, education, health, Relied and Social Services Programme (RSSP) and psychosocial support staff) received training on basic protection and the SOPs. An evaluation of the current integration of protection standards in UNRWA services, following up on the 2016 protection audit, was completed at the beginning of 2017, with recommendations to further advance protection mainstreaming in the areas of access to services, participation and accountability.

Area Protection Committees (APCs) in all five Gaza governorates continued to ensure effective inter-programme

communication and collaboration, as well as the identification of core protection concerns in each geographic areas. The Agency also maintained regular contact with external agencies focusing on protection, including the Protection Cluster. While no budget was available under the EA in support to protection programming, funds from the Swiss Development Cooperation (SDC) enabled the Agency to provide an ad-hoc response to cases of child labour. Around 130 children were identified and their specific needs addressed through coordinated efforts involving different Agency programmes.¹⁷² A pilot project providing cash assistance to protection cases was also rolled out to respond to the specific needs of nearly 150 individuals (in 39 families), including GBV, child protection cases, and persons with disabilities.

As part of its advocacy efforts, GFO organized and delivered field briefings for 31 donor, political and/or media delegations, and raised awareness on protection issues affecting Palestine refugees in the context of Gaza humanitarian crisis.

	Indicator	Actual	Target (2017)
Explosive Remnants of War Risk Education			
UXO-ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff	Number of UNRWA education staff that receive advanced ERW training	0	1,000 (710 male) (290 female)
	Percentage of UNRWA Designated Emergency Shelters whose staff is trained on ERW	0	100%
Funding gaps prevented the implementation of UNRWA explosive remnants of war (ERW) risk education interventions in Gaza in 2017.			

	Indicator	Actual	Target (2017)
Gaza Summer Fun Weeks			
The physical and emotional well-being of children, both girls and boys, is supported	Number of students who have participated in at least one recreational and extracurricular activity during the summer	142,942 (66,696 male, 76,246 female)	140,000 (72,800 male) (67,200 female)
	Number of refugees receiving employment opportunities with SFWs	2,505 (1,452 male, 1,053 female)	2,500 (1,500 male) (1,000 female)
	Percentage of children reporting a positive experience during Summer Fun Weeks	90.22%	85%

During the summer of 2017, UNRWA held SFWs for 142,942 refugee children (66,696 males and 76,246 females) in 125 locations across the Gaza Strip and including locations suitably equipped for the participation of children with disabilities. This initiative aims at mitigating the psychological harm and emotional stress resulting from years of violence and the blockade, providing a sense of normalcy through recreational activities within a safe environment. Based on previous experience that yielded positive results in terms of addressing the psychosocial well-being of children in Gaza, UNRWA devised area-specific activities, such as 'Rethink and Recycle' in Rafah, the 'Expo Tech' exhibition in Khan Younis, English SFW activities in the Middle Area, 'Sea Messages' in

the Gaza City Area, and the 'Equity and Equality' initiative in North Gaza. Additional activities included the organization of: (i) a student exchange programme, organized for the first time between 129 UNRWA students from Gaza and the West Bank, to strengthen ties between the two areas. This programme created a unique opportunity for children from Gaza to engage with their peers for cultural exchange, building new friendships and sharing personal experiences; (ii) a student choir for 104 boys and girls, in cooperation with the Edward Said National Conservatory of Music; and (iii) a Student Ambassador Programme that was introduced to enhance the leadership skills of a select group of 93 talented Palestine refugee students.



2017 UNRWA Summer Fun Weeks in Gaza. © 2017
UNRWA Photo by Rushdi Al-Sarraj

3.3. west bank: sector-specific interventions

3.3.1. Strategic priority 1: Food-insecure households and those facing acute shocks have increased economic access to food

	Indicator	Actual	Target (2017)
Emergency Food Assistance			
The severity of refugee food insecurity is tempered	Number of food-insecure refugee households receiving voucher food assistance	8,610	25,833
	Number of food-insecure refugees receiving food assistance (sex disaggregated)	49,798 (25,098 male) (24,700 female)	155,000 (78,275 male) (76,725 female)
	Total value of electronic vouchers provided to food-insecure refugees	US\$ 5,934,965	US\$ 19,158,000
	Number of individuals benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder communities in Area C	37,023	36,000 (18,360 male) (17,640 female)

In 2017, UNRWA continued to provide electronic food voucher assistance to food-insecure refugee families living outside camps in the West Bank. This assistance was delivered in partnership with WFP. Recipients were selected through the PMTF that measures household income and expenditure characteristics to identify those most in need. Due to funding gaps, UNRWA was able to reach only 8,610 refugee households (49,798 individuals), equivalent to approximately 30 per cent of the target of 155,000 refugees. The 49,798 individuals assisted were those most in need of humanitarian support, including 1,416 female-headed households and 218 persons with disabilities.

During the implementation of the electronic food voucher programme, accountability to beneficiaries was upheld through regular monitoring of shopkeepers by WFP, coupled with a dedicated hotline service that facilitated feedback and the lodging of complaints related to service provision. In 2017,

UNRWA followed up and addressed 240 issues raised through the hotline. The most common complaints were related to lost cards, the revision of family members entitled to receive assistance, and request for changes to the supermarket where the vouchers could be redeemed. During 2017, UNRWA conducted 27 workshops to explain the purpose of the programme and the nutritional values of the products on offer.

Also in partnership with WFP, UNRWA continued to distribute in-kind food assistance to Bedouin and herder communities assessed to be food insecure or experiencing protection threats due to various external factors. The food items distributed were designed to relieve some of the most urgent food security needs of these communities. Due to natural population growth, in 2017 the target was exceeded, with 37,023 individuals supported.



Beneficiaries of the food voucher programme purchase food items using their electronic voucher card. © 2017 UNRWA Photo by Iyas Abu Rahmeh

	Indicator	Actual	Target (2017)
Emergency CfW			
Food-insecure refugees living in refugee camps earn wages, short-term, to cover their basic food needs and restore their coping capacities	Number of food-insecure refugee households engaged in short-term CfW	8,327	8,000
	Total number of food-insecure refugees benefiting from CfW assistance (sex disaggregated)	44,630 (22,540 male) (22,090 female)	48,000 (24,480 male) (23,520 female)
	Total value provided to CfW beneficiaries	\$10,132,572	US\$ 10,080,000
	Number of CfW projects realized in the camps	20	19

In 2017, the emergency CfW programme targeted food insecure families inside 19 refugee camps to increase their ability to meet basic food and non-food needs. Beneficiaries were employed on average for a three-month period. UNRWA selected workers from food insecure families assessed through the Agency's PMTF. In 2017, short-term job opportunities were created for 8,327 refugee households, exceeding the expected target. Workers were assigned to positions that contributed to improving the camp environment, or to support functions within UNRWA installations or CBOs. In this way, the intervention benefited camps and food-insecure families and provided beneficiaries with dignified opportunities to receive cash support.

In 2017, UNRWA implemented 20 CfW projects through specific earmarked funding. The projects responded to critical needs

identified by local partners and camp CBOs. The programme provided the labourers to conduct the works, some materials and tools, as well as technical expertise when needed. In 2017, the CfW programme implemented four construction projects, including the construction of a rooftop garden in Deheisheh camp; nine rehabilitation projects, e.g. the rehabilitation of the disability centre in Arroub camp; and seven landscaping projects, such as the rehabilitation of Nur Shams playground.

Out of the total number of contracts offered in 2017, 4,983 opportunities were extended to men (59.8 per cent), 3,344 to women (40.2 per cent), 699 to youth between 18 and 24 years (8.4 per cent) and 409 to persons with disabilities (4.9 per cent). Each recipient received US\$ 420 per month in exchange for services rendered, with a total disbursement of over US\$ 10 million.



3.3.2. Strategic priority 2: Crisis-affected refugees enjoy their basic rights to services and assistance

	Indicator	Actual	Target (2017)
Mobile Health Clinics			
Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services	Percentage of regular visits conducted per community, as scheduled	106%	100%
Access to health services for the vulnerable in remote areas is ensured	Number of communities provided with improved access to health services through mobile health clinics	58	58
	Number of patient consultations provided in mobile health clinics	104,384 (59,273 female) (45,111 male)	109,276 (65,566 female) (43,710 male)

In 2017, UNRWA continued to deploy six mobile health teams, each consisting of a clerk, a nurse, a midwife, a doctor, a pharmacist and a psychosocial counsellor. The teams provided PHC to communities with limited or no access to such services, due to: (i) severe movement restrictions linked to their proximity to settlements, or Israeli-declared military zones or natural reserves; or (ii) their isolated location. Thanks to detailed planning and the efficient use of resources, mobile health clinics exceeded the target for regular visits (106 per cent). In 2017, mobile health clinics conducted 2,026 visits to target communities and provided 104,384 consultations. Of the total consultations, 59,273 (57 per cent) were provided

to females, while 45,111 (43 per cent) to males. Due to difficulties experienced in coordinating access with the Israeli authorities, of the 58 communities targeted by UNRWA during the reporting period, mobile health teams could only provide regular services to an average of 55 communities. UNRWA raised the issue of access restrictions with the Israeli authorities and through the Health Cluster, and engaged in discussions around coordination and support to these communities; however access constraints persisted. In 2018, UNRWA will continue to review possibilities for improved access in order to ensure service delivery to all communities targeted and identified as vulnerable.



Mobile Health Clinic in Silwad. © 2018 UNRWA
Photo by Mohammad Al-Abssi

3.3.3. Strategic priority 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy

	Indicator	Actual	Target (2017)
Community Mental Health Programme			
The psychosocial well-being of vulnerable refugees, households and vulnerable communities is promoted	Percentage of targeted vulnerable communities provided with counselling or psychosocial activities	100%	100%
Psychosocial well-being in targeted vulnerable communities is increased	Number of group psychosocial activities/sessions	676	660
	Number of individual, group or family counselling sessions	877	600
	Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)	10,377 (5,015 male) (5,362 female)	10,377 (5,015 male) (5,362 female)
	Number of community members trained in prevention and response to crises and psychosocial emergencies	443 (137 male) (306 female)	400 (175 male) (225 female)

In 2017, UNRWA continued to provide psychosocial support to 57 Bedouin and Herder communities through six mobile teams reaching 100 per cent of the expected target. These communities consist of refugees identified as among the most vulnerable in the West Bank, including East Jerusalem. They endure multiple protection threats including forced displacement due to demolitions, settler violence and loss of traditional lifestyles as a result of the construction and expansion of Israeli settlements. The CMHP is designed to prevent and mitigate the negative psychological impact associated with this environment through the provision of group psychosocial activities and counselling.

During the reporting period, UNRWA was able to provide 877 individual, group and family counselling sessions, supporting 2,456 beneficiaries. Of those assisted, 1,585 were female (65 per cent) and 1,488 were children and youth (61 per cent). The mobile psychosocial service was well-received by communities,

with members expressing a high need for continued and additional CMHP support. When possible UNRWA increased its services to respond to the needs identified. Women constituted the largest group of beneficiaries, requiring support for anxiety, depression, loneliness and lack of self-confidence.

In 2017, CMHP conducted 676 psychosocial activities/sessions, with more than 9,000 Bedouins enjoying awareness raising activities, open days, and summer and winter camps. Of those assisted, 5,121 were female (55 per cent) and 8,190 were children and youth (87 per cent). In addition to counselling and activities, 15 Community Committees were established to provide psychosocial support and enhance capacity building. Training was provided to 443 committee and community members (306 women, or 69 per cent of the total) to support the development of resilience and immediate response capabilities.

Children from a Bedouin community enjoying recreational activities as part of the CMHP in En Samia. © 2017 UNRWA Photo by Iyas Abu Rahmeh



	Indicator	Actual	Target (2017)
Protection			
Palestine refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted, and the humanitarian consequences of abuses are mitigated	Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities	23%	20%
Enhanced systematic follow-up of authorities responsible for IHL violations	Percentage of documented incidents/issues presented to the relevant authorities	53%	80%
Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in West Bank	Number of protection (advocacy) interventions targeting external actors	121	70 ¹⁷³
The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed	Percentage of refugee families suffering displacement due to demolition who received emergency cash assistance according to the Crisis Intervention Model	100%	100%
	Percentage of refugee families suffering from violence and/or damage to their private property who received emergency assistance according to the Crisis Intervention Model	66%	50%
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased	Number of at-risk communities supported through community-driven protection projects	11	12

In 2017, the Protection and Neutrality Department was established, integrating the OSO team and Protection Unit in the West Bank Field Office (WBFO) which continued to monitor, document and report on protection incidents and provide emergency assistance to those affected by protection issues. During the reporting period, UNRWA raised a number of protection concerns with the Israeli authorities. These included the use of live ammunition against Palestine refugees; the excessive and repeated use of tear gas in densely populated refugee camps; and the landing of tear gas canisters inside UNRWA schools, contrary to the inviolability of UNRWA premises. To support the Agency's engagement with the Israeli authorities on the impact on health of tear gas, UNRWA commissioned an exploratory study by the Human Rights Center at the University of California, Berkeley School of Law. The report was published in late December 2017 and raised concerns about the health consequences, both physical and psychological, of such frequent exposure to tear gas.¹⁷⁴ A number of protection incidents documented throughout the year by UNRWA in the West Bank could not be presented to the Israeli authorities for a variety of reasons, including in some cases a lack of consent from the concerned individual. Thanks to advocacy efforts, positive responses were noted for specific/time-bound cases, such as increased access to land for one family during the olive harvest, the cessation of sewage overflow in a community, and safe humanitarian passage during ISF operations.

In 2017, UNRWA overachieved the expected target of advocacy interventions due to the increased number of briefings and

meetings undertaken by WBFO senior management, including by the newly established Senior Team Leader for Protection and Neutrality.

With the support of the European Commission Directorate-General for European Civil Protection and Humanitarian Aid operations (ECHO), UNRWA assisted 58 displaced refugee families and 654 families whose property was damaged or demolished as a result of security operations. Through its Crisis Intervention Model, the Agency provided emergency cash assistance and case management support including referrals to specialized services (such as mental health support, emergency shelter assistance, non-food items provision and health support) to Palestine refugee families affected by demolitions, settler violence and military operations.

In 2017, UNRWA also implemented ten community protection projects in ten different refugee communities in the West Bank with a total population of 17,104 people. The projects focused on basic infrastructure works or supported small-scale initiatives. Through these projects, three villages gained increased access to farm land; two Bedouin communities obtained enhanced livelihood opportunities; four kindergartens were established for 195 children; and two community centres and one public park were renovated. Furthermore, during the reporting period, 25 refugee communities across the West Bank benefited from the Yearly Olive Harvest initiative. A total of 500 refugee farmers received olive harvesting tools as a means of support.

A woman who has received support from the UNRWA Crisis Intervention Unit, Az Za'ayyem. © 2017 UNRWA Photo by Riham Jafary



	Indicator	Actual	Target (2017)
Resilience and Coping Mechanisms for Children and Youth			
Children and youth living in areas facing protection threats and those continuously affected by conflict-related violence are provided with structured activities in order to strengthen their resilience/positive coping mechanisms	Number of children and youth participating in summer/winter activities	0	2,120 (1,060 male) (1,060 female)
	Number of children and adolescents benefiting from individual and group counselling sessions	0	1,970 (970 male) (1,000 female)
Enhanced systematic follow-up of authorities responsible for IHL violations	Number of children and youth participating in psychosocial assistance activities (e.g. psychodramas, theatre activities, etc.)	0	49,000 (20,200 male) (28,800 female)
	Number of children and youth referred to individual counselling/specialized services following child/youth resilience activities	0	Depending on need

No funding was received in 2017 to implement the activities programmed under this intervention. However, UNRWA remains committed to addressing the psychosocial needs of children and youth living in communities that face protection threats. Although this particular intervention remained unfunded under the EA, UNRWA provided psychosocial support through the implementation of other programmes, such as the Emergency Community Mental Health Programme; the referral of identified cases through the CIU

when appropriate, as well as services provided through the Child and Family department. The planned resilience and coping mechanism activities were designed to complement the above-mentioned programmes, in particular to respond to sudden acute needs of children and youth in refugee camps.

UNRWA will continue to support the psychosocial needs of children and youth, both inside and outside camps, through its ongoing programmes.

3.4. s strategic priority 4: effective management and coordination of emergency response (gaza, the west bank and headquarters)

	Indicator	Actual	Target (2017)
Coordination, Safety, Security and Management			
The Agency has adequate response capacity for protracted crisis and sudden onset Emergencies	Number of staff trained in emergency preparedness and response	970 (Gaza)	2,000 (Gaza) ¹⁷⁵ (1,700 male) (300 female)
		0 (West Bank)	65 (West Bank) (52 male) (13 female)
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	30 days EA mid-year snapshot 110 days Mid Year Report	90 days
	Draft annual Emergency Appeal Report issued within 120 days of the end of the reporting period	93 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

During the first half of 2017, UNRWA continued to reinforce the planning, management, and monitoring and evaluation of emergency interventions and activities related to the safety and security of staff and refugees and the neutrality of Agency facilities. This proved vital for the efficient and effective delivery of services and to maintain and enhance capacity to effectively respond to rapid onset emergencies. Under the current appeal, emergency funds also supported the mainstreaming of youth and gender across the various sectoral and cluster responses and ensured effective coordination with other humanitarian organizations, including bilaterally and through established multi-agency structures. These structures include the Humanitarian Country Team (HCT) and humanitarian clusters and the United Nations Country Team (UNCT). As part of a larger emergency preparedness effort in Gaza, UNRWA continued to follow up on long-term agreements for emergency supply stocks of food and non-food items (the provision, stockpiling and warehousing of required items). The Agency also coordinated with the Israeli authorities to minimize delays for the importation of required items essential for maintaining effective service delivery. This included in relation to those materials that are considered as 'dual-use' by the Israeli authorities.

With regard to emergency preparedness capacity building, in Gaza UNRWA was able to train 970 staff on emergency preparedness and response during 2017. Training was conducted at three levels of management: (i) Central

Operation Room with 35 trained staff; (ii) Area Operation Room for the five areas of Gaza with 85 trained staff, and (iii) DES, which accounted for approximately 850 staff. In West Bank, training opportunities for staff on emergency preparedness and response could not be implemented as planned, due to a lack funding and internal resources. Training on emergency preparedness and response has been assessed as an essential area of work in 2018.

UNRWA remained one of the main providers of humanitarian assistance in Gaza and actively participated in humanitarian coordination efforts through representation in the HCT, thematic clusters, and other formal and informal structures, including the Food Security Analysis Unit. Through these mechanisms, UNRWA GFO ensured the exchange of key information and coordination with relevant stakeholders for both preparedness and response in case of emergencies. In the West Bank, the Agency has been especially active in discussions within the Health Cluster and the Protection Cluster, where coordination on support to beneficiaries has proven crucial. UNRWA also maintained close and successful coordination efforts with the Palestinian Red Crescent Society on emergency response during extreme weather conditions.

Within UNRWA Headquarters, the Department of Planning continued to be responsible for the planning and coordination of emergency response activities. The Agency also maintained other Headquarters functions in support of emergency operations, including procurement, external relations and

legal services, including engagement with the international human rights system on protection issues that raise concerns of violations under international law. Emergency funding also supported the development of an Agency-wide emergency response framework and related guidance documents, which were tested through a 2-day emergency simulation exercise (SIMEX) involving UNRWA field offices and HQ departments. The SIMEX allowed to try out critical functions, processes and procedures required at UNRWA HQ and between UNRWA HQ and Gaza Field Office in the event of an emergency.

Throughout the year, an online results-based monitoring (RBM) system allowed the Agency to track actual results against planned objectives on a quarterly basis, facilitating

regular consolidated reporting. In this regard, the draft 2017 Annual Operational Report, (including the annual report under the 2017 EA for the occupied Palestinian territory) was issued on 3 April 2018, 93 days after the end of the reporting period. The mid-year progress report under the 2017 EA was issued 110 days after the end of the reporting period, building on the mid-year 2017 EA achievement updates for both Gaza and the West Bank that were issued within 30 days of the reporting period.¹⁷⁶ EA implementation for the oPt was reviewed through a mid-year results review on 25 September while annual EA results will be reviewed through a results review meeting that will take place during the first quarter of 2018.



UNRWA students and teachers participating in a fire drill activity in Gaza. ©2017 UNRWA Photo by Rushdi Al-Sarraj

	Indicator	Actual	Target (2017)
Neutrality (Gaza)			
Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections	100%	100%
	Number of staff members trained on UN principles of neutrality	435 (132 male, 303 female)	400 (200 male, 200 female)

Agency neutrality was safeguarded through inspections of all UNRWA installations by the OSOs. During the reporting period, OSO conducted unannounced visits to 279 installations from January to June and 281 from July to December, for a total of 1,114 inspections. Issues related to neutrality (including the use of inappropriate posters and graffiti) were identified and raised for immediate action with the relevant installation managers. Neutrality inspections were also used to follow-up on and monitor issues noted during previous neutrality visits.

In 2017, new tools were implemented to improve OSO structures and functioning. In this regard, the finalization and release of the Neutrality Framework and related SOPs enabled

the OSO programme to harmonize its practices with those in other UNRWA fields of operations. In addition, for the first time, installation visit data was inputted into the newly rolled-out comprehensive database and tablet data recording was introduced.

As part of the induction process for new Agency staff members, training on humanitarian principles and neutrality was delivered by OSOs to 389 new school teachers. Moreover, OSOs provided training on the Neutrality Framework to 46 administrative staff, raising their awareness on what neutrality means in the context of Agency operations.

	Indicator	Actual	Target (2017)
Neutrality (West Bank)			
Agency access and neutrality is safeguarded	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, good, services	45.5%	60%
Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections	99%	100%
	Number of staff members being trained in UN values and humanitarian principles, including neutrality	177	600 (300 male, 300 female)
Agency access is facilitated and infringements of humanitarian space countered	Percentage of reported access incidents raised with relevant authorities	100%	100%
	Percentage of access incidents to which OSO teams are dispatched	20.5%	10%

The Neutrality and Protection Department works to safeguard the neutrality and safety of UNRWA installations and staff. To maintain neutrality, quarterly site inspections are conducted on all installations, in accordance with the new SOPs issued in 2017. In 2017, 955 inspections of the 240 installations were undertaken in the West Bank. Furthermore, 177 staff were trained on neutrality. The target under this indicator was not met due to: (i) the Agency prioritization of social media training; and (ii) a WBFO focus on conducting ToTs within the department. The achievement of these targets was also impacted by industrial action. Protests regarding the decision to terminate teachers not holding a BA degree restricted the implementation of trainings and the entry into schools for inspection.

A total of 290 access incidents were reported in 2017, as compared to 160 in 2016, resulting in the highest number of days lost since 2008, i.e. at least 1,366 days lost. This increase was primarily attributable to a dramatic rise in demands to search UNRWA buses that transport Agency staff members to

the UNRWA WBFO in Jerusalem. Telephone interventions were made in 158 cases (54 per cent), while on 60 occasions (21 per cent) Protection and Neutrality teams were deployed to the site. As a result, UNRWA staff and goods received safe passage in 45.4 per cent of the reported cases.



Neutrality inspection of an UNRWA installation. © 2018 UNRWA Photo by Hideyuki Hand



UNRWA staff member loading NFI for winterisation campaign, Damascus Training Centre. ©2017 UNRWA Photo by Taghrid Mohammad

chapter four: annual reporting under the 2017 syria regional crisis emergency appeal

executive summary

This report covers the UNRWA Syria regional crisis response during the period from January through December 2017, and is intended to provide an update on results achieved as

measured against the full range of indicators included in the Emergency Appeal (EA) for the 2017 Syria regional crisis.

overview

In Syria, civilians continue to suffer the consequences of seven years of armed conflict, resulting in hundreds of thousands of civilian deaths, massive population displacement and extensive damage to civilian infrastructure. Of the estimated 438,000 Palestine refugees who remain inside the country, around 254,000 are internally displaced and 49,700 are trapped in hard-to-reach or inaccessible areas.¹⁷⁷

Despite efforts supported by the international community to end the violence in 2017, hostilities continued in several areas of the country with growing humanitarian and protection needs. Approximately 95 per cent of Palestine refugees in Syria are in need of sustained humanitarian assistance as they face profound needs, severe protection threats and significant reversals in human development.

Adverse socioeconomic conditions also affect the almost 50,000 Palestine refugees who have fled Syria and remain in neighbouring Lebanon and Jordan, where many have been pushed into a marginalized existence. In Lebanon, the estimated 32,200 Palestinian refugees from Syria (PRS) are especially vulnerable due to their precarious legal status. Effectively denied access to most public services and facing restricted access to employment opportunities, many live in fear of forcible return and detention and are vulnerable to exploitation and abuse. In Jordan, a government policy of non-admission has posed a significant obstacle to PRS entering the Kingdom, with only 17,500 PRS officially residing in the country. Often without legal status, most PRS are prevented from securing employment, accessing public services and are exposed to protection threats, including the risk of arrest and forcible return. Compared to other refugees fleeing the conflict in Syria, PRS in both Lebanon and Jordan struggle with fewer coping mechanisms and exhibit signs of shrinking resilience and deepening poverty that is reflected in their continued reliance on UNRWA services to cover vital needs.

UNRWA Response

In Syria, where inflation and rising commodity prices continue to erode households' purchasing power, impoverish livelihoods and restrict market access, UNRWA's humanitarian assistance programme continued to serve as a critical lifeline for Palestine refugees. In 2017, cash and in-kind food

assistance was provided to over 410,000 refugees. However, due to underfunding, the Agency could distribute only four out of the planned six rounds of cash and food assistance. Primary health care was made available through 27 health facilities (15 health centres, 11 health points and a mobile clinic). Through a network of 104 schools, education was provided to more than 47,000 Palestine refugee students, of whom more than 32,000 received psychosocial support through group counselling. In addition, the Agency's five Family Support Offices throughout Syria facilitated legal counselling and psychosocial support through a network of community development social workers and volunteer lawyers for survivors of gender-based violence (GBV) and refugees seeking legal counselling related to civil registration and documentation. In 2017, the Emergency Appeal funded two My Voice My School virtual exchanges linking UNRWA schools in Syria to two schools in the United Kingdom and one in Norway. A total of 107 students embarked on a classroom-based education advocacy project. Meeting online three times over five months, students discussed education in the context of their lives and shared ideas on additional ways to put SDG4 'quality education' into action in their schools. Media was invited to the live exchanges and multi-media assets were produced and shared on social media, with coverage in the Norwegian and UK national press.¹⁷⁸

In Lebanon, humanitarian support in the form of cash grants was provided for food, housing and winterization to over 32,300 PRS. In 2017, UNRWA continued to provide quality, inclusive and equitable education to 5,482 PRS children; primary health-care services through 27 HCs; and vital protection and legal advice.¹⁷⁹

In Jordan, UNRWA provided emergency cash assistance to 15,728 PRS in Jordan categorized as vulnerable and extremely vulnerable, while emergency cash grants were also distributed to 233 extremely vulnerable PRS families to help absorb shocks and respond to specific protection concerns. Health care services continued to operate and in 2017, providing medical consultations to over 17,000 PRS. UNRWA also continued to provide basic education to 1,396 PRS and Syrian children through a network of 144 schools; and psychosocial support to 785 school-age children.

4.1. funding summary: 2017 syria regional crisis emergency appeal

Syria emergency appeal funding summary by field, 1 January – 31 December 2017 (US\$)¹⁸⁰

Programme Interventions	Amount	Total	Allocation Syria	Allocation Lebanon	Allocation Jordan	Allocation Regional
Cash assistance for essential needs, including food, shelter and NFIs	<i>required</i>	239,765,106	194,979,005	29,308,710	14,477,391	1,000,000
	<i>received</i>	128,936,080	95,359,268	23,642,271	9,763,649	170,891
	<i>difference</i>	110,829,026	99,619,737	5,666,439	4,713,742	829,109
Non-food items	<i>required</i>	11,761,270	11,761,270	0	0	0
	<i>received</i>	3,234,854	3,234,854	0	0	0
	<i>difference</i>	8,526,416	8,526,416	0	0	0
Food assistance	<i>required</i>	61,347,245	61,347,245	0	0	0
	<i>received</i>	15,140,268	15,140,268	0	0	0
	<i>difference</i>	46,206,977	46,206,977	0	0	0
Livelihoods (microfinance, vocational training, income generation, social cohesion for Lebanon)	<i>required</i>	7,563,224	3,279,029	4,284,195	0	0
	<i>received</i>	1,736,796	0	1,736,796	0	0
	<i>difference</i>	5,826,428	3,279,029	2,547,399	0	0
Emergency health	<i>required</i>	15,025,630	6,600,000	7,523,000	502,630	400,000
	<i>received</i>	9,146,218	3,217,565	4,278,236	1,487,019	163,397
	<i>difference</i>	5,879,412	3,382,435	3,244,764	984,389+	236,603
Education in Emergencies	<i>required</i>	29,609,073	16,057,000	11,492,623	1,659,450	400,000
	<i>received</i>	19,705,295	13,329,726	5,781,371	594,198	0
	<i>difference</i>	9,903,778	2,727,274	5,711,252	1,065,252	400,000
Protection	<i>required</i>	5,286,159	1,524,024	3,163,034	299,101	300,000
	<i>received</i>	3,138,275	2,577,573	489,197	71,505	0
	<i>difference</i>	2,147,884	1,053,549+	2,673,837	227,596	300,000
Environmental health	<i>required</i>	16,706,833	13,754,643	2,952,190	0	0
	<i>received</i>	717,922	260,184	425,505	32,233	0
	<i>difference</i>	15,988,911	13,494,459	2,526,685	32,233+	0
Safety and security	<i>required</i>	2,791,938	1,554,000	318,126	19,812	900,000
	<i>received</i>	2,614,677	2,522,824	91,853	0	0
	<i>difference</i>	177,261	968,824+	226,273	19,812	900,000
Capacity and management support	<i>required</i>	18,373,758	15,321,377	1,411,337	600,004	1,041,040
	<i>received</i>	15,096,787	12,182,094	1,122,189	1,192,505	600,000
	<i>difference</i>	3,276,971	3,139,283	289,148	592,501+	441,040
Emergency repair and maintenance of UNRWA installations	<i>required</i>	2,775,000	2,775,000	0	0	0
	<i>received</i>	2,064,975	2,064,975	0	0	0
	<i>difference</i>	710,025	710,025	0	0	0
To be allocated		34,838	34,838			
TOTAL	<i>required</i>	411,005,236	328,952,593	60,453,215	17,558,388	4,041,040
	<i>received</i>	201,566,985	149,924,169	37,567,418	13,141,110	934,288
	<i>difference</i>	209,438,251	179,028,424	22,885,797	4,417,278	3,106,752

4.2. syria: sector-specific interventions

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

Cash assistance for essential needs, including food, shelter and NFIs

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises.	Number of Palestine refugees receiving one or more UNRWA emergency assistance interventions	410,157 ¹⁸¹	418,000 ¹⁸²
Outputs			
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	407,306 ¹⁸³	418,000
	Number of Palestine refugee individuals provided with in-kind food assistance during the latest distribution round	393,147	418,000
	Number of Palestine refugee individuals receiving NFIs	156,749	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	1,706	2,600

Cash and food remained the largest humanitarian interventions delivered by UNRWA in Syria, providing critical and immediate support to conflict-affected Palestine refugees to meet their basic needs. In 2017, through Emergency Appeal funds, UNRWA distributed four round out of six planned rounds of cash assistance, reaching 410,157 individuals (including SSNP beneficiaries), or 98 per cent of the target number of beneficiaries. The Agency planned to provide the equivalent of US\$ 384 per person in Syrian pounds over the course of the year (\$32 per month); with available funds around US\$ 273 per person was distributed.

In round 1 of 2017, US\$ 39,369,395 was distributed to 410,157 beneficiaries. Each beneficiary received the equivalent of US\$ 96 in Syrian Pounds, designed to cover three months of needs, including an extra month to cover winterization needs. In round 2, US\$ 26,173,476 was distributed to 408,786 beneficiaries, each receiving US\$ 64, covering two months of needs. In round 3, US\$ 26,177,285 was distributed to 408,787 individuals receiving each US\$ 64. In round 4, US\$ 20,120,790 was distributed to 407,306 individuals, with each beneficiary receiving a reduced amount of US\$ 49 due to a shortage of funds.

IDPs in UNRWA collective shelters continued to receive half the amount of cash assistance provided to other beneficiaries in addition to accommodation, food and NFIs.

In a context of dysfunctional markets combined with rising prices for staple commodities, in-kind food assistance remained a priority for the Agency in 2017. UNRWA reached 393,147 individuals, including SSNP beneficiaries through four distribution rounds. Parcels, which varied according to family size, were designed to meet approximately one third of daily caloric needs (700 kcals of food per person, per day, for one month). In round 4, the nutritional value of the food basket was

enhanced through the addition of corned beef and sardines in place of halawa and pasta. In addition to food and cash assistance, UNRWA distributed 156,749 hygiene kits, 81,347 blankets and 34,135 mattresses through distribution centres and at collective shelters. UNRWA maintained nine collective shelters in 2017, hosting 1,706 IDPs as of 31 December 2017. The shelter population continued to decrease over the course of the year as beneficiaries looked for more sustainable accommodation.



A woman picks up a food parcel and blanket at a distribution in the Damascus countryside. © 2018 UNRWA Photo by Baraa al-Alem

4.2.2. Strategic priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability

Livelihoods (Microfinance and Vocational Training)

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
Improved access to livelihood opportunities.	Number of students completing long-term vocational training courses (disaggregated by sex)	0	828 (450 male, 378 female)
	Number of students completing short-term courses (disaggregated by sex)	0	1,400 (800 male, 600 female)
Outputs			
Palestine refugees in Syria and Syrians receive micro-enterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	0	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	0	600 (330 male, 370 female)
No funding was received against this intervention under the Syria Regional Crisis Emergency Appeal 2017.			

Emergency Health

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	838,547	1,017,000
Outputs			
Palestine refugees have access to PHC services	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	815,058 (372,888 male; 442,170 female)	1,000,000 (450,000 male, 550,000 female)
	Number of Agency health centres, health points and mobile clinics	27	27
Palestine refugees in Syria have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	23,489	13,000
Palestine refugees in Syria have access to essential drugs and medical supplies	Percentage of HCs with no stock-out of 12 tracer items	76%	100%

In 2017, UNRWA continued to deliver health services, including referrals to secondary and tertiary care, through 27 facilities, including 15 fully-equipped HCs, 11 HPs and one mobile clinic deployed in hard-to-reach and besieged areas or any other relevant locations. The Agency delivered preventative dental health care, including services to children in schools, through 18 PHC facilities.

Throughout the year, UNRWA supported a total of 838,547 primary, secondary and tertiary health care visits or consultations, representing an achievement of 84 per cent against the target. Of these consultations, 815,058 health care consultations were provided directly by UNRWA at its facilities (372,888 male; 442,170 female). In addition, UNRWA continued to provide referrals to secondary and tertiary care, subsidizing between 75 and 95 per cent of hospitalization services. A total

of 23,489 patients were referred to 22 contracted hospitals across Syria. The target was overachieved due to additional resources received by UNRWA to cover hospitalisation needs, and as a result of the growing demand for subsidized care given the increased medical costs in private hospitals.

In 2017, UNRWA faced some challenges due to the introduction of new government regulations restricting the importation of foreign medicines and prioritizing locally produced drugs. As not all the medicines needed by the Agency were available in country, there were some stock ruptures at health centres. However, this issue was solved in the middle of the year; by the end on 2017, only Muzeirib clinic (Dera'a governorate, South Syria) was facing shortages of medicines, due to access restrictions.



Immunisation campaign at UNRWA health centre in Khan Dunoun © 2017 UNRWA

Education in Emergencies¹⁸⁴

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
Palestine refugees in Syria are able to continue their education despite conflict and displacement	Number of Palestine refugee students graduating from basic education	3,044 (1,364 boys; 1,680 girls)	3,500 (1,705 boys, 1795 girls)
	Number of Palestine refugee students completing end-of-year exams (Grades 8-1)	37,509 (18,629 boys, 18,880 girls)	39,900 (19,469 boys, 19,531 girls)
Outputs			
Palestine refugee students have access to education through regular/catch-up classes	Number of school-age children enrolled in regular classes in UNRWA schools	47,585 (24,116 boys; 23,469 girls)	44,900 (22,501 boys, 22,399 girls)
Palestine refugee students are provided with psychosocial support.	Number of school-age children receiving psychosocial support	32,739 (16,238 boys, 16,501 girls)	30,000 (15,034 boys, 14,966 girls)
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)	47,585 24,116 boys; 23,469 girls)	44,900 (22,501 boys, 22,399 girls)
	Number of students who participated in at least one recreational and extracurricular activity (disaggregated by sex and disability)	32,739 (16,238 boys, 16,501 girls)	12,500 (6,264 boys, 6,236 girls)
Evaluation of the self-learning materials (SLMs)	Number of SLMs reviewed against the UNRWA Curriculum Framework	50	50

The UNRWA EiE approach seeks to ensure continued delivery of quality education for all Palestine refugee children whose access to education is restricted, or for whom the quality and continuity of education provision is threatened, as a result of crisis and conflict.¹⁸⁵

UNRWA provides education to Palestine refugee students in Syria through 104 schools. In addition to 41 UNRWA schools, the Agency is using 58 governmental buildings, as well as three schools in rented facilities, and two schools donated by local communities. The total number of schools for the 2017 – 2018 academic year increased by three in comparison to the previous academic year, due to the reopening of schools in newly accessible areas in Sbeineh camp, Barzeh and Husseinieh.

By September 2017, UNRWA ended all triple shifts in its schools, however 37 schools are still operating on double shifts which remains a challenge. Enrolment in UNRWA-managed schools increased to 47,585 students (23,469 female; 24,116 male) for the academic year 2017-2018, surpassing the expected target. The Agency has been observing a steady increase in the number of students over the past few years, following a dramatic drop at the beginning of the conflict. Of the 3,921 students enrolled in ninth grade for the 2016 – 2017 academic year, 3,812 (1,709 male, and 2,103 female) sat the final exam, while 3,044 (1,364 male, and 1,680 female) graduated, corresponding to a pass rate of 80 per cent. These figures do not include students from Yarmouk and Lebanon whose travel to Damascus was facilitated/negotiated by UNRWA to take their Grade 9 exam.¹⁸⁶

Throughout the year, all Palestine refugee students were provided with educational or recreational materials including back to school kits, self-learning materials (SLMs), and recreational kits. In 2017, the Agency deployed 71 PSS counsellors in 71 schools and aims to deploy counsellors in all schools in 2018. The PSS counsellors supported 32,066 (16,570 male, and 15,496 female) students through group counselling. In the summer of 2017, the education programme in Syria

provided recreational activities and catch up classes to 32,739 (16,238 male, and 16,501 female) students¹⁸⁷.

The provision of quality education in Syria remains considerably challenged by access issues, in particular for an estimated 5,000 children who are trapped in hard-to-reach and besieged areas, including Yarmouk, Muzeirib, Jilin, Douma, and Ghouta. Other areas such as Adra, Ramadan and Dera'a also continue to face access challenges.



UNRWA Maghar school, Neirab camp, Aleppo, Syria. © 2017 UNRWA Photo by Ahmad Abu Zeid

Protection¹⁸⁸

Outcome/Output	Indicator	Actual	Target (2017)
Output			
Strengthened prevention and protection response for Palestine refugees (physical security and violence, in particular GBV)	Number of Palestine refugees provided with legal counselling through external partners ¹⁸⁹	1,271	1,000
	Number of UNRWA staff members trained on protection	64	200

In 2017, as part of its protection mainstreaming strategy, a Protection Mainstreaming Working Group was established to discuss and address cross-programmatic protection issues in SFO, including follow up on recommendations from 2016 protection audit.

During 2017, 4,423 individuals experiencing GBV, Child Protection, or General Protection issues were provided with assistance (662 men, 1,680 women, 1,044 boys, 1,037 girls,

of whom were 124 Persons with Disabilities). The five Family Support Offices provided legal counselling and psychosocial support to 864 individuals (189 men and 675 women - of whom 323 were Persons with Disabilities). The response to protection issues, however, remained a challenge due to the current circumstances which are characterized by widespread conflict and violence. Other factors, including the absence of an official referral system in Syria; the lack of adequate capacity of staff dealing with protection work despite

additional training provided by the protection team; and the need for additional psychosocial support staff added further complication. UNRWA started working on a referral system in the second half of the year and will increase focus on staff capacity building in 2018. In late 2017 the SFO conducted an assessment of its case management and referral systems, to support their strengthening, in line with Agency-wide efforts.

The Agency reached 23,277 men, women, boys and girls through protection programming, in Damascus, Aleppo and Central Area with psychosocial, sports activities and awareness

sessions on issues related to violence, Explosive Remnants of War, conflict resolution and early marriage. Psychosocial activities targeted teachers, women at risk, parents, shelter volunteers and the elderly.

Finally, in 2017 UNRWA continued to engage with the authorities and external partners, through private and public advocacy initiatives, on protection issues related to conflict-related violence, returnees, humanitarian access, the provision of education in besieged and hard to reach areas, and individual protection cases.



Children in Dera'a attend a psychosocial support activity to help express their feelings. © 2017 UNRWA Photo by Abbas Hariri

Environmental Health

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
Public health needs of the affected population are met	Percentage of IDPs receiving potable water during displacement in UNRWA shelters	100%	100%
Outputs			
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of 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	156,749	280,000

The conflict in Syria has resulted in the serious deterioration of WASH services, in particular water supply and sewage networks including in Palestine refugee camps. In 2017, UNRWA maintained the role of primary WASH services provider in official and accessible Palestine refugee camps as well as in UNRWA collective shelters, where 1,706¹⁹⁰ displaced Palestine refugees and Syrians were residing as of 31 December 2017. UNRWA provided a number of essential services including the delivery of potable water, maintenance of the sewerage

network and provision of solid waste management, municipal cleaning and maintenance services to Palestine refugee camps and Agency collective shelters. All accessible camps benefited from the repair, rehabilitation or reconstruction of their water and sanitation networks. In an effort to resume services in newly accessible areas following spontaneous returns of refugees, UNRWA also provided WASH services to Khan Eshieh and Sbeineh camps, including the repair of water tanks as well as water and sewerage networks.

The population still residing in the nine UNRWA collective shelters was provided potable water through connections to public water distribution systems or water trucking. In addition to the delivery of potable water, UNRWA extended its support to Palestine refugees affected by water shortages, through the provision of specific NFIs such as purifying tabs or portable water tanks.

In 2017, 156,413 hygiene kits were distributed to displaced Palestine refugees and others in newly accessible areas such as Khan Eshieh and Sbeineh camps, as well as refugees recently displaced following clashes or increased violence in southern Syria and in the Damascus area.



Water distribution in Sbeineh camp. © 2017
UNRWA Photo by Baraa al-Alem

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

Safety and Security

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of Security Risk Assessments completed for programmes and projects at field level	100%	100%
Output			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Percentage of security risk management plans updated and adhered to	100%	100%

Targets for this emergency intervention were fully met in 2017. In addition to providing assistance to Palestine refugees within a volatile security environment, UNRWA ensured that security assessments were conducted for all missions and programmes. UNRWA has made substantial investments in security infrastructure, personnel and equipment since the beginning of the conflict, reducing the risk faced by staff and beneficiaries while maintaining operational integrity. Throughout the year, the Agency continued to ensure that organizational security practices and procedures were responsive to the context. Security risk assessments were conducted for all field missions.

ERW awareness sessions, evacuation and fire safety drills were conducted involving students and UNRWA education staff, and were extended to other Agency staff including in

the North and South areas of operation. In 2017, 26 UNRWA staff participated in the Safe and Secure Approached in the Field Environments (SSAFE) training focused on community acceptance, awareness, planning, risk evaluations, and operational safety and security. In addition, UNRWA SFO continued to issue daily situational reports, monthly mission and staff movement reports to both internal and external partners. Regular safety and security briefings to staff and visitors to the field were conducted.

UNRWA works under the umbrella of the inter-agency country security plan for Syria, managed by the United Nations Department of Safety and Security (UNDSS). The Agency is an active member of the UN Security Management Team and works with UNDSS to ensure missions are undertaken in strict accordance with security processes.

Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
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%

Throughout 2017, UNRWA premises, including UNRWA collective shelters, as well as other buildings and infrastructure within accessible Palestinian camps required regular maintenance and emergency rehabilitation to allow the safe delivery of humanitarian assistance to Palestine refugees. The Agency undertook a range of major maintenance work on its facilities, in addition to monthly minor maintenance and repairs in all UNRWA facilities, and water and sewerage networks.

During the reporting period, upon resumption of access to Khan Esheih and Sbeineh camps, UNRWA undertook large-scale maintenance and rehabilitation efforts, to revive most

needed services to Palestine refugees who spontaneously returned to the area, including electricity, water and sewerage networks, and re-opening of Agency schools, health points and distribution centres.

Despite the regular rehabilitation work, the conditions within the nine UNRWA installations that serve as collective shelters have deteriorated due to overuse. All facilities used for shelter purposes require even more regular maintenance to ensure that WASH standards are met, and to mitigate the risks of communicable diseases. In 2018, and in view of a steadily decreasing shelter population, UNRWA aims to phase out collective shelters after carrying out a vulnerability survey.



Repairs carried out on a school in Sbeineh camp. UNRWA re-opened two schools in the camp in 2017 © 2017 UNRWA

4.3. lebanon: sector-specific interventions

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

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

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	103%	100%
Output			
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance)	Number of individuals receiving cash assistance for food, NFIs and shelter during last distribution round (disaggregated by sex)	32,274 ¹⁹¹ (16,784 female, 15,490 male)	31,500 (16,380 female, 15,120 male)
	Total amount of cash distributed during last distribution round	US\$ 1,809,771.60	US\$ 1,750,500
	Number of families provided with winterization assistance (cash and in kind)	10,325 (9,618 PRS, 707 PRL)	9,720 (9,000 PRS, 720 PRL)

PRS in Lebanon are still particularly vulnerable and their reliance on UNRWA services remains high. To help them meet their most basic food and non-food needs, in 2017 the Agency provided support to an average of 32,332 PRS in the form of cash-for-food assistance, while an average of 9,545 families benefited from the multipurpose cash grants.¹⁹² The over-achievement of the targets was due to an increase in the PRS population as a result of natural growth and newcomers from Syria, as well as newly registered PRS who had been living in Lebanon, but previously did not approach UNRWA for assistance.

Through 12 distribution rounds (with each covering needs for one month), a total of US\$ 21,717,264 (average of US\$ 1,809,772 per month) was disbursed in instalments of US\$ 100 per family for multipurpose cash assistance and US\$ 27 per person for food assistance.

As a part of the UNRWA winter support programme, cash grants were also extended to PRS families exposed to particularly harsh winter conditions. The value of assistance provided varied depending on the region, with those living in the Beqaa area receiving US\$ 75 per month for a three-month period, and those in the remaining areas receiving a single payment of US\$ 75. Vulnerable PRL families living in the Beqaa area received a single cash grant of US\$ 165. A total of 10,325 families (9,618 PRS, 707 PRL) were supported under the winter support programme. Due to limited funding, the winterization assistance offered in 2017 was lower than in previous years and could not be granted for the whole winter season, resulting in 7,878 PRS families (88 per cent of the target) only receiving assistance for one month.

4.3.2. Strategic priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability

Livelihoods and Social Cohesion

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
Improved access to livelihood opportunities	Percentage of applications by vulnerable PRS accepted at UNRWA training centres	100%	100%
Output			
Improved access to employment opportunities for PRS	Number of training opportunities (per person) provided to PRS	25 PRS	50 ¹⁹³

In 2017, UNRWA continued to offer vocational training opportunities to PRS to improve their access to livelihood opportunities and employment. In July 2017, out of the 475 Palestine refugee students who graduated from the regular trade and semi-professional courses at UNRWA Sibling Training Centre (STC), 16 graduates were PRS (10 males, 6 females). For the 2017 – 2018 academic year, of the 983 students enrolled at STC (540 as first year trainees and 443 for their second year), 41 were PRS (39 per cent females). Due to limited funding, only 25 PRS students were awarded scholarships for regular vocational training courses.

In 2017, STC obtained a licence from the Lebanese Directorate of Vocational Education, thus becoming an accredited private vocational institute and allowing students in a number of courses to sit for official exams and gain entry to the formal labour market.

During the reporting period, all PRS students from STC benefited from coaching services provided by Employment Service Centres (ESC). With regards to training opportunities, UNRWA planned to provide several short-term courses for PRS youth; however, this plan could not be implemented due to the unavailability of funds.



Palestine refugee students graduate from the Sibling Training Centre, North campus, Lebanon. © 2017 UNRWA Photo by Maysoun Mustafa

Emergency Health

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of PRS visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care, disaggregated by sex)	178,890 (78,916 male, 99,974 female)	185,850 (74,340 male, 111,510 female)
Outputs			
Palestine refugees have access to PHC services	Number of PRS visits to health centres (disaggregated by sex)	178,890 (78,916 male, 99,974 female)	185,850 (74,340 male, 111,510 female)
	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	2,725 (2,463 secondary and 262 tertiary)	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%

The presence of around 32,500 PRS in Lebanon continued to place a considerable strain on UNRWA health-care services in 2017. However, the Agency remained committed to its strategy of equal treatment and equal access for PRS with regard to both hospitalization (secondary and tertiary care) and all PHC services at the 27 UNRWA health centres in Lebanon. PRS who approach the Agency for PHC are provided with the same assistance as all PRL.

Over the course of 2017, PRS benefited from 178,890 consultations encompassing curative and preventive consultations on all three levels of health care, including repeated visits (78,916 visits by male and 99,974 by female patients). A total of 2,725 PRS patients benefited from

hospitalization services out of whom 90 per cent (2,463 cases) were admitted to secondary care and 10 per cent (262 cases) to tertiary care hospitals. Services included the provision of medical consultations, essential laboratory tests, oral health, including specialist consultations, and medication. Awareness sessions on the responsible use of health care services might further account for the reduced number of consultations. In addition, 2,190 patients received emergency and outpatient care.

During the reporting period, additional health staff (including eight doctors, eight practical nurses, five health centre pharmacists and one midwife) was hired to provide additional quality care responding to the needs of PRS.

Education in Emergencies¹⁹⁴

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
PRS are able to continue their education despite conflict and displacement	Number of PRS students graduating from basic education	100 (44 boys, 56 girls)	160 (60 boys, 100 girls)
PRS students have access to education through regular/catch-up classes	Number of school-age children enrolled in regular classes in UNRWA schools	5,482 (school year 2017/18) (2,666 boys, 2,816 girls)	5,251 (2,511 boys, 2,740 girls)
	Number of schools provided with equipment (furniture, heating, other equipment)	22	8
	Number of UNRWA schools hosting PRS	65	64
	Number of schools rehabilitated	23	12
	Number of double-shift UNRWA schools hosting PRS and Syrians	2	2
Palestine refugee students are provided with psychosocial support	Number of school-age children receiving psychosocial support	School Year 2016/17: 1,741 (814 boys, 927 girls) School Year 2017/18: 739 (382 boys, 357 girls)	2,615 (1,679 boys, 936 girls)
	Number of education staff trained in delivering psychosocial support	243 (107 males, 136 females)	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)	5,251 (school year 2016/17)	5,251 (2,511 boys, 2,740 girls)
		5,482 (school year 2017/18) (2,666 boys, 2,816 girls)	
Palestine refugee students are provided with educational and recreational materials and activities	Number of Palestine refugee students participating in recreational/catch-up learning activities	Recreational ¹⁹⁵ 3,089 (1,551 boys, 1,538 girls)	5,500 (2,660 boys, 2,840 girls)
		Catch-up learning activities: 1,706 (863 boys, 843 girls) Summer learning activities: 678 (297 boys, 381 girls) Total: 5,473 (2,711 boys, 2,762 girls)	

The UNRWA Agency-wide EiE approach seeks to ensure continued delivery of quality education for all Palestine refugee children whose access to education is restricted, or for whom the quality and continuity of education provision is threatened, as a result of crisis and conflict.¹⁹⁶

In Lebanon, a total of 5,251 PRS students (2,511 males, 2,740 females) were enrolled during the 2016/17 school year. Of these, 4,983 attended classes with their PRL counterparts,

while 257 PRS students attended separate afternoon shift classes. As for the school year 2017/18, 5,482 PRS students (2,666 males, 2,816 females) were enrolled, representing a four per cent increase in the caseload. All students were provided with back-to-school kits and textbooks.

In order to further promote the integration of PRS into the UNRWA school system, while facilitating academic performance and social cohesion, in 2017 UNRWA continued

its integrated education response mechanism entailing: i) quality, inclusive and equitable education; ii) learning support and; iii) recreational activities.

The Agency's Learning Support Programme has been instrumental in supporting PRS students with learning difficulties. In 2017, 1,706 PRS students (863 males, 843 females) were provided with learning support. As part of the Summer Learning Programme, a two-week English Summer Camp for students promoted to grades 5 and 6 was offered, to help them improve their English skills. A total of 678 PRS (297 males, 381 females) and 3,451 PRL students (1,520 males, 1,931 females) attended this camp.

During 2017, UNRWA provided PSS to PRS students through individual and group counselling sessions. A total of 1,741 PRS students (814 males, 927 females) benefited from counselling

sessions in the latter half of the 2016/17 school year, while 739 PRS (382 males, 357 females) were targeted during the first quarter of the 2017/18 school year. The counselling services aim to promote students' psychosocial well-being, address their psychosocial needs and improve school retention. To complement essential psychosocial support, UNRWA also organized recreational activities targeting 3,089 pupils. The achieved target was lower than planned as clashes at Ein El Hilweh camp (EHC) led to school closures and disrupted the regular participation of students during the school year 2016/17. In 2017, 56 school counsellors and 243 educational staff were trained on the provision of basic PSS to students.

With regard to the number of PRS students graduating in 2017, out of 161 PRS ninth graders who sat the official Brevet examinations, 100 PRS passed (44 males, 56 females), representing a 62.11 per cent success rate.



Palestine refugee students participate in a show held at their school in celebration of Teacher's day, Mother's day and Children's day, Lebanon. © 2017 UNRWA Photo by Maysoun Mustafa

Protection¹⁹⁷

Outcome/Output	Indicator	Actual	Target (2017)
Output			
Strengthened prevention and protection response for Palestine refugees	Number of UNRWA staff members trained on protection and humanitarian principles	1,413	1,080
	Number of Palestine refugees provided with legal advice ¹⁹⁸	6,998 (3,710 PRL, 3,288 PRS)	8,484 (5,975 PRS, 2,509 PRL)

Throughout 2017, UNRWA continued to address key protection cases including general protection (boys 63, girls 78, men 87, women 98), child protection (boys 256, girls 127), gender-based violence (boys 11, girls 26, men 1, women 69), by providing services including MHPSS, legal aid¹⁹⁹ and advocacy. Similarly, the Agency enhanced its advocacy through awareness sessions and detailed reporting, both internal and external, on a range of different protection issues. The limitations imposed by beneficiaries' protests, armed clashes and political and social unrest represented important challenges to the roll-out of outreach activities (especially on

training of staff and legal aid). Nevertheless targets for internal capacity building, with a strong focus on: safe identification and referral; and ToT on disability and protection mainstreaming, were largely met. In 2017, UNRWA provided legal counselling to 3,710 PRL and 3,288 PRS. The higher number of PRL targetted reflects LFO's strategy to tackle more issues related to access to employment, including labour law and the right to work in Lebanon. In terms of quality, ongoing and regular monitoring has demonstrated an increased understanding of protection among staff, as a result of training on protection mainstreaming and regular awareness sessions.



Palestine refugee students engage in protection activities and draw murals on the UNRWA compound in Beddawi camp, Lebanon. © 2017 UNRWA Photo by Maysoun Mustafa



Launch of the 16 Days of Activism Against Gender-Based Violence campaign, Lebanon. © 2017 UNRWA Photo by Fatma Rasha Shehade

Environmental Health

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
Public health needs of the affected population are met	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	95%	95%
Output			
Improved solid waste management inside UNRWA camps	Percentage of PRS benefiting from garbage collection inside camps	95%	95%

In 2017, UNRWA continued its efforts to meet the public health needs of Palestine refugees through the provision of safe and equitable access to water resources and facilities to 95 per cent of PRS living in the camps.

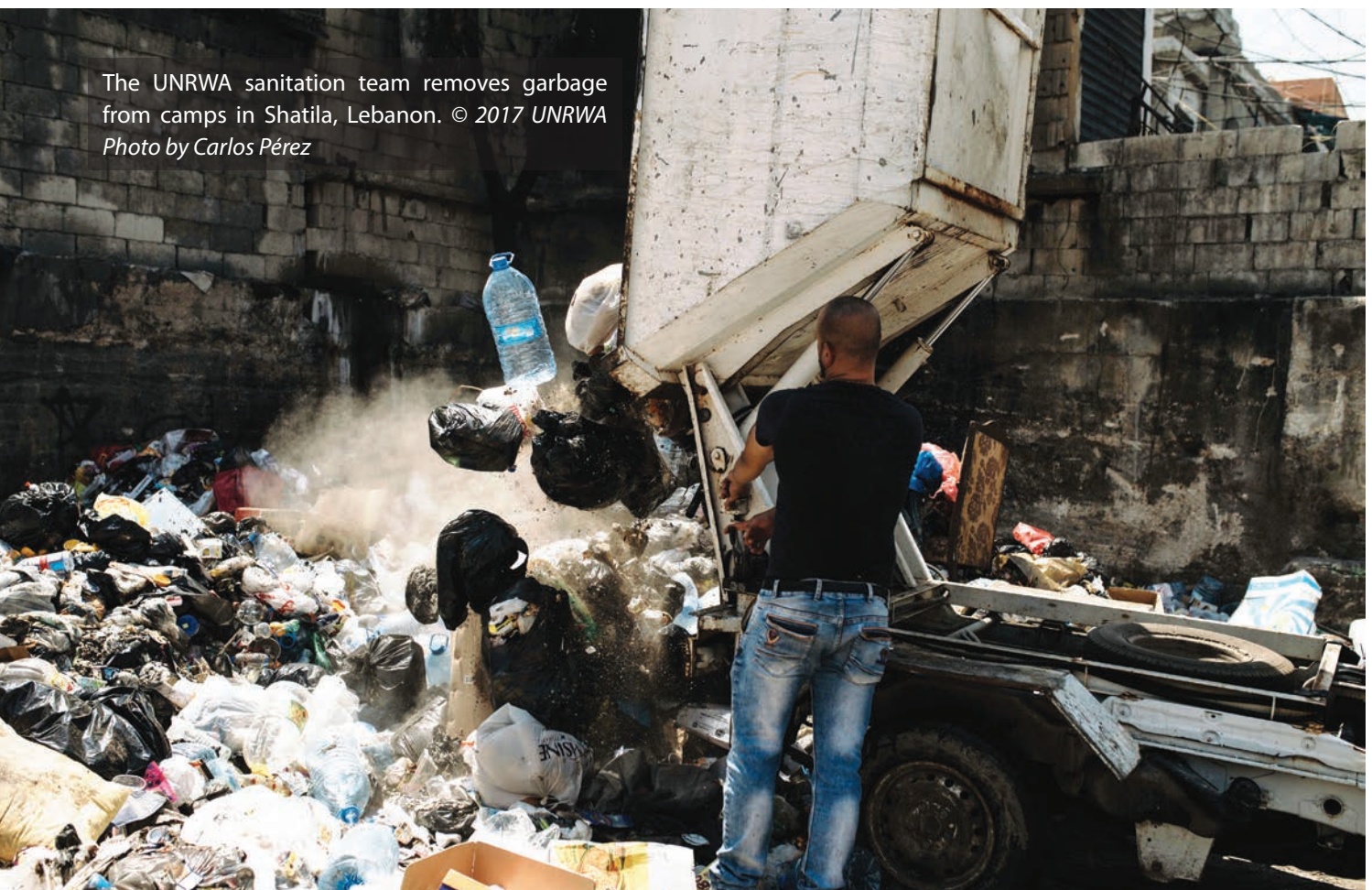
During the reporting period, the Agency focused on the extension and rehabilitation of existing water supply and waste-water networks, as well as on improving solid waste management services. Palestine refugee camps in Lebanon are struggling with overcrowding, water supply shortages, malfunctioning sewage and waste disposal networks, factors that heighten the risk of disease amongst an already vulnerable population. During the year, UNRWA was able to provide around 15,500 PRS with safe and equitable access to WASH resources and facilities, including sufficient quantity of water for drinking, cooking and personal and domestic hygiene. Regarding solid waste management, 95 per cent of PRS benefited from garbage collection in the camps. The Agency's activities also focused on repairing damaged

roads, alleyways and the rehabilitation/digging of boreholes, procurement of new electric generators, and construction of additional water tanks to improve living conditions in camps and assure that sufficient quantity and controlled quality of water was available.

In 2017, UNRWA hired 37 additional sanitation labourers; undertook construction and rehabilitation of garbage collection platforms and acquired new solid waste vehicles to meet the growing needs for garbage collection. Hygiene promotion and vector control campaigns continued throughout the year in all 12 camps.

While continuing to collect solid waste in the camps, UNRWA has also worked on mechanisms to reduce waste and increase recycling in the framework of its 2016-2021 Environmental Health Strategy, based on which the Agency undertook a comprehensive environmental health inventory and needs assessments in all 12 camps.

The UNRWA sanitation team removes garbage from camps in Shatila, Lebanon. © 2017 UNRWA
Photo by Carlos Pérez



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

Safety and Security

Outcome/Output	Indicator	Actual	Target (2017)
Output			
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	75%	100% ²⁰⁰

UNRWA continued to monitor the security situation and strived to facilitate programme delivery by actively identifying potential security risks that could negatively impact the safety and security of beneficiaries, staff, programmes and operations. In 2017, armed clashes in Ein El Hilweh camp posed a major security and operational challenge to UNRWA resulting in the closure of installations for 33 days. Civil unrest due to decreased beneficiary satisfaction in Nahr el-Bared camp, and negative reactions to the US Government's decision to recognize Jerusalem as the capital of Israel in December 2017, ignited protests, demonstrations and sit-

ins across all Palestine refugee camps in Lebanon, also interrupting operations. Contingency plans were updated and/or developed for LFO and for all five operational areas. The Agency is in the process of ensuring that preparedness requirements are fulfilled and adhered to. During 2017, 10 incidents of installation vandalism and three staff member assaults were recorded. UNRWA continued to enhance staff capacity to manage conflict situations. Trainings included: i) SSAFE training for international and frontline local staff, ii) Security Awareness training for 100 frontline RSS staff and iii) Security Awareness training for 56 guards.

4.4. jordan: sector-specific interventions

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

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

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
Output			
PRS are provided with relief assistance (food assistance, 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)	15,728 (7,483 men, 8,245 women)	15,300 (7,214 male, 8,086 female)
	Number of PRS families receiving one-time cash assistance	233	900
	Amount of cash distributed per month (for basic food and NFI needs)	US\$ 636,256	US\$ 600,000
	Number of PRS families provided with winterization assistance	4,198	3,431

In 2017, UNRWA provided unconditional cash assistance to all PRS categorized as vulnerable and extremely vulnerable reaching 15,728 persons (7,483 males and 8,245 females) corresponding to 89.7 per cent of the total case load of 17,529 PRS (December 2017). Each vulnerable individual received US\$ 40 per month, with assistance distributed on a quarterly basis. Under this component, the Agency exceeded the total disbursement by US\$ 36,256 due to an increase in the number of vulnerable PRS. Through the unconditional cash assistance

programme, PRS received support to cover their basic needs such as food, NFIs, shelter and increase their access to services, including transportation, electricity and water supply.

A post-distribution monitoring exercise was conducted in May, 2017 to collect PRS feedback on the programme and identify possible improvements. The majority of respondents indicated that the cash assistance had significantly (35 per cent) or moderately (56 per cent) improved their living conditions. Moreover, 43 per cent of respondents considered

that the value of cash assistance provided was sufficient and expressed their satisfaction with the programme.

The Agency disbursed a total of US\$ 1,362,072 to provide winterization support to 4,198 PRS families (17,177 individuals), for heating fuel, warm clothes, electricity and other costs related to the cold season. Target overachievement was mainly due to newly recorded PRS, the splitting of extended families, and newly recorded marriages. The value of assistance ranged from US\$277 to US\$ 453, depending on family size, consistent with the approach used by other agencies that support non-PRS refugees.

In addition, needs-based one-off emergency cash grants were distributed to extremely vulnerable PRS families to help them cover urgent costs that arose. A total of US\$ 93,029 was

distributed to 233 vulnerable families (28.3 per cent of them female-headed). These costs pertained to the issuance of documentation for the legalization of PRS status in Jordan, to cover costs related to the risk of eviction, burial and other essential survival needs. UNRWA front-line staff identified and assessed families eligible for this assistance following rigorous verification of relevant documentation, personal history, etc. On average, each family is eligible to receive an average of US\$ 350. However, in specific cases, and upon verification of need, UNRWA provided a relatively large amount to 65 families who received on average US\$ 630 per family. The overall number of families benefitting under this component of the programme was lower than the planned target due to more stringent screening of each case.

4.4.2. Strategic priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability

Emergency Health

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	15,380	21,000
Outputs			
PRS have access to PHC services	Number of PRS visits to UNRWA health facilities (disaggregated by gender)	14,963 (6,242 males, 8,721 females)	21,000 (8,781 males, 12,219 females)
	Number of Agency health centres and mobile health points that are operational	30 (26 health centres, and 4 mobile dental clinics)	29
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	417	800
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	79%	100%

In 2017, UNRWA provided access to emergency health-care services to over 17,500 PRS registered in Jordan. PRS had free access to the same quality services through the Agency's network of 26 primary health clinics and four mobile dental clinics. In addition, full financial support was provided to PRS in need of secondary and tertiary care.

A total of 15,380 PRS (42 per cent male and 58 per cent female) health consultations were recorded in 2017. Out of this, a total of 14,963 PRS (8,721 females and 6,242 males) visited UNRWA health facilities for PHC service.

The Agency continues to optimize the treatment of chronic health issues, thus decreasing unnecessary repeat visits and improving patient compliance with follow-up treatment visits. The full implementation of the UNRWA Family Health Team approach, with its provision of people-centred quality services, also resulted in a further reduction of the number of visits to health centres.

In addition to providing PHC at its health centres, the Agency supported PRS access to secondary and tertiary health care through referrals to external providers, as well as coverage of hospitalization costs. A total of 417 patient admissions to secondary and tertiary care (404 for secondary care, 13 for tertiary care) were supported, representing 52 per cent of the annual target. Similar to other health indicators, UNRWA met all validated needs in this area, which were substantially lower than the original estimate.²⁰¹ Gender-disaggregated data demonstrates similar patterns for both PRS and the general population of Palestine refugees in Jordan (PRJ). Partnership with the Jordan Health Aid Society (JHAS) has allowed for continued provision of primary health services to the PRS and Syrian refugee populations who were transferred from Cyber City to King Abdullah Park (KAP) in October 2016. According to medical records, PRS residing in KAP suffer from high rates of digestive system diseases and musculoskeletal illnesses, both of which are likely to be stress-induced. In contrast,

PRS generally tend to suffer mainly from seasonal illnesses such as respiratory tract infections, which can be attributed to dampness, inadequate ventilation, and other poor living conditions. No epidemics or outbreaks were reported during this period.

During the reporting period, 79 per cent of health centres had no stock-out of tracer items, falling short of the target of 100

per cent. The stock rupture was due to supplier delays in the delivery of items and, in some cases, delays with clearing the shipments by Jordanian customs. Coordination is taking place between all involved parties – UNRWA Health, Procurement and Logistics Departments, and the Department of Palestinian Affairs – to ensure that delivery dates are met and that clearance procedures are expedited in the future.

Education in Emergencies²⁰²

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
PRS are able to continue their education despite conflict and displacement	Number of PRS and Syrian students graduating from basic education	77 (35 boys, 42 girls)	87 (42 boys, 45 girls)
Outputs			
PRS students have access to education through regular/special classes and alternative learning modalities	Number of UNRWA schools hosting PRS and Syrians	144	127
	Number of schools provided with equipment (furniture, heating, other equipment)	140	127
	Number of PRS and Syrian school-age children enrolled in regular classes in UNRWA schools	1,396 (693 boys, 703 girls)	1,351 (688 boys, 663 girls)
	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	25	20 (10 boys, 10 girls)
PRS students are provided with PSS support	Number of school-age children receiving psychosocial support	785 (323 boys, 462 girls)	1,351 (688 boys, 663 girls)
	Number of education staff trained in delivering psychosocial support	46 (20 boys, 26 girls)	38 (19 boys, 19 girls)
	Number of students who participated in at least one recreational and extracurricular activity during the year (annual from 1 October to 20 September)	576 (220 boys, 356 girls)	400 (200 boys, 200 girls)
PRS students are provided with educational and recreational materials and activities	Number of PRS and Syrian students provided with educational/recreational materials (back-to-school kits, PSS/recreational kits, stationery)	1,396 (693 boys, 703 girls)	1,351 (688 boys, 663 girls)

The UNRWA Agency-wide EiE approach seeks to ensure continued delivery of quality education for all Palestine refugee children whose access to education is restricted, or for whom the quality and continuity of education provision is threatened, as a result of crisis and conflict.²⁰³

In 2017, out of the 171 UNRWA elementary and preparatory schools in Jordan, 140 schools provided education to 1,396 PRS and Syrian students enrolled at the beginning of the 2017/18 school year. In June 2017, 77 PRS and Syrian refugee students (35 male, 42 female) graduated from basic education



PRS students during the activities organized for the Back to School campaign. © 2017 UNRWA
Photo by Bassam Al-Hawajr

in UNRWA schools, representing 88.5 per cent of the 2017 target.

The Agency continues to support not only the academic development of its students, but also their psychosocial well-being through both infrastructure improvements and programming initiatives. UNRWA has provided counsellor offices, IT equipment, stationery, student desks, tables and chairs to 140 schools. Moreover, 78 specialized school counsellor rooms were constructed/renovated in 78 school buildings and 11 additional rooms are under construction/renovation in 11 school buildings.

Throughout 2017, the Agency continued to respond to the specific educational and psychosocial needs of PRS. In this regard, 107 additional daily-paid teachers were hired to support PRS students. Among the students, 785 (323 male, 462 female) received psychosocial support, representing 58 per cent of the target. The underachievement was due to two vacant psychosocial counsellor posts in Zarqa and

Irbid, which were filled in July 2017. All 1,396 PRS and Syrian students received recreational kits and all schools received two recreational guides per kit to assist teachers and school counsellors. A total of 576 PRS and Syrian refugee students (220 male, 356 female) participated in at least one recreational and extracurricular activity. To further develop the capacity of education staff in delivering psychosocial support to UNRWA students, six school counsellors (three men, three women) were trained as trainers in an Agency-wide TOT workshop following the Agency's Inclusive Education and EiE approach. The six trainers implemented four training courses to train 38 school counsellors and two psychosocial support counsellors. Twenty-five additional School Principals and Education Specialists attended a two-day INEE workshop.

In August 2017, the Agency distributed back-to-school kits, including basic school supplies and stationery, to all PRS and Syrian refugee students at its schools to ease some of the economic burdens associated with school attendance and to facilitate their integration in the UNRWA school system.

Protection²⁰⁴

Outcome/Output	Indicator	Actual	Target (2017)
Output			
Strengthened prevention and protection response for PRS (refoulement, physical security and violence, in particular GBV)	Number of Palestine refugees referred to external partners for legal counselling	93	120
	Number of UNRWA staff members trained on protection	1,053 (497 males, 556 females)	400 (200 male, 200 female)

In 2017, UNRWA provided assistance to 542 PRS (122 women, 131 men, 132 girls and 157 boys), comprising 100 per cent of PRS identified as experiencing a protection risk. Of them, 482 PRS individuals (129 boys, 111 girls, 112 women, 130 men, including two people with disabilities) were provided with protection assistance to address issues such as legal status, civil documentation and access to services. Fifteen PRS (four girls, 10 adult females, one adult male) received assistance in relation to GBV concerns, and 45 PRS children (28 boys and 17 girls) were assisted with child protection services. Assistance ranged from the provision of counselling and information to referrals to the Agency's programmes, and/or external organizations: 119 PRS cases were internally referred to UNRWA services, and 93 PRS cases were referred to the Agency's partners for legal counselling and representation. The referred cases were mostly related to legal status and documentation issues.

In 2017, there were eight reported incidents documented by JFO of alleged violations of international law in relation to PRS. These incidents related to the forcible return to Syria of a total of 41 individuals (seven women, six girls, 18 men and 10 boys) raising concerns of possible refoulement. When PRS individuals and families at risk of forcible return give consent, UNRWA works with international partners to prevent cases of refoulement. Although not all refoulement cases can be prevented, the Agency continuously works in cooperation

with international partners to promote respect for the principle of non-refoulement.

In recent months, many PRS families and individuals have been transferred by the Jordanian authorities to KAP. In total, 496 individuals are in KAP as of December 2017, including 324 PRS, 162 Syrians and 10 others. The challenges posed by KAP are complex and persons living there are particularly vulnerable due to lack documentation, and restricted mobility, amongst other concerns. In response to growing PRS numbers in KAP, UNRWA has further expanded coordination with other organizations to ensure that PRS are provided with the necessary services. The Agency also continues to provide a constant presence through an emergency protection worker based in the camp who follows up on protection concerns and provide advice, referrals and consultations to vulnerable PRS.

In coordination with other international actors, the Agency carried out 41 advocacy interventions related to protection concerns of PRS and Palestine refugees from Jordan.²⁰⁵ These actions contributed to identify solutions for complex individual cases and to facilitate the regularization of some refugees from KAP.

The protection team provided training on protection and humanitarian principles to 1,053 UNRWA staff (556 women, 497 men) from all programmes and areas. The target was exceeded as protection training was combined with training

on humanitarian principles, which targeted a larger number of staff. These trainings strengthened the prevention and protection response for PRS and other refugees. Dedicated

international law training was also delivered to key Jordan field staff.



UNRWA protection social worker performing a home visit. © 2017 UNRWA Photo by Hisham Shahrouy

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

Safety and Security

Outcome/Output	Indicator	Actual	Target (2017)
Outcome			
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	0	100%
Output			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to PRS	Percentage of security risk management plans updated and adhered to	100%	100%

The security situation in Jordan remained stable with no disruptions or any major incidents reported. UNRWA continued to operate in accordance with UNDSS guidelines. Security risk management plans were updated and the Agency maintained solid relationships with government

security departments. Security Risk Assessments of twenty school buildings were completed. The target for completion of security risk assessments for programmes and projects at the field level was not met due to a combination of both funding and human resources gaps.



Training for school counsellors. © 2017 UNRWA
Photo by Viola Bruttomesso

4.5. regional response

Outcome/Output	Indicator	Actual	Target (2017)
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	30 days EA mid-year snapshot, 110 days Mid Year Report	90 days
	Draft annual emergency Appeal Report issued within 120 days of the end of the reporting period	93 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 reports

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria regional crisis response. This includes coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, 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 (HRP) for the Whole of Syria and in the Regional Refugee and Resilience Plan 2018-2019 (3RP)²⁰⁶ and related technical and senior-level working groups. Cash assistance 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.

Under this Appeal, a senior emergency officer maintains 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.²⁰⁷ This annual report under the 2017 EA was preceded by a mid-year snapshot of emergency programme delivery and a Mid-Year Report, available at <https://www.unrwa.org/resources/emergency-appeals/2017-syria-emergency-appeal-progress-report>.

During 2017, UNRWA also strengthened its emergency preparedness and response capacity by finalizing an Agency wide Emergency Management Framework (EMF), including: (1) draft policy on emergency declarations; (2) business continuity for HQ functions; (3) Critical Tasking; and (4) draft templates and guidance for flash appeals and field-level contingency plans. UNRWA continues to require additional capacity to reinforce the planning, management, monitoring and evaluation of emergency interventions and the safety and security of staff and refugees. This is vital for the efficient and effective delivery of activities and to maintain and build capacity to respond effectively to rapid-onset emergencies.

chapter five:
2017 reporting under the 2016-2018
resource mobilization strategy

5.1. results analysis: rms strategy goals 1-5

Implementation of UNRWA's resource mobilization strategy in 2017 occurred against a backdrop of immense regional and global competition from other crises and a financially constrained international environment. Nonetheless, there was an increase in the overall level of voluntary contributions of Traditional Donors to the programme budget. While some individual Traditional Donors decreased their contributions in 2017, the above increase demonstrates the welcome and needed support from a core group of supporters. While there were noteworthy increases in donations from some of the constituent donor groups that make up the Diversified Sources, in relative and absolute terms, their share of total contributions to the Agency remained largely unchanged from 2016.

A key aim of the RMS 2016-18, represented through an array of indicators, is to secure a larger portion of UNRWA's income from the Diversified Sources donor groups,²⁰⁸ in order that, over time, the Agency becomes less reliant on a relatively small group of major donors. This is a longer-term objective as new relationships need to be initiated and developed. While making these efforts, UNRWA continues to welcome and encourage increases in support among all donors, recognizing that the provision of the necessary resources is a collective responsibility. As the Agency has a longer-standing relationship with Regional Partners²⁰⁹ than others who are included within Diversified Sources, support from these donors account for larger percentages than others within Diversified Sources.

Based on the initial low-risk income forecast in 2017, the Agency began the year with an estimated programme budget shortfall of US\$ 115 million against the minimum operating budget requirement of US\$ 715 million. After accounting for low-risk forecast income for the US\$ 402 million oPt Emergency Appeal (EA), there was an initial shortfall of US\$ 25 million against the minimum operating budget requirement of US\$ 165 million. The total income raised in 2017 for the oPt EA was US\$ 144, 683,197. After accounting for low-risk forecast income for the US\$ 411 million Syria EA there was an initial shortfall of US\$ 55 million against the minimum operating budget requirement of US\$ 235 million. The total income raised in 2017 for the Syria EA was US\$ 186, 138,268.

The regional context remained largely unchanged from 2016: the occupation of West Bank continued, Gaza remained under blockade, and the conflict in Syria persisted. The consequent continuation of humanitarian emergencies, in addition to inflation, salary scale wage increases, and the growth of the Palestine refugee population in UNRWA's fields of operation necessitated an increase to the minimum operating programme budget in 2017 in order to maintain basic levels of

services. Meanwhile, continuing conflicts and volatility in the Middle East region, including the wider ramifications of the conflict in Syria and conflicts in Yemen and Libya, continued to divert the attention of the donor community. Competition for finite political and financial resources and the vast scale of needs in the region has resulted in fierce competition for limited donor resources.

In 2017 UNRWA adopted two approaches to address the annual programme budget shortfall. The first was a strategy of continued bilateral engagement with the Agency's major donors, and potential new donors, with the aim of securing additional resources in the short-term to address the immediate financial shortfall. To this end, UNRWA sought contributions from nine Member States – both Traditional and Regional Partners – towards a collective target of US\$ 144 million. Of this amount, US\$ 82 million was realized from five of the six identified Traditional Donors, and one of the four Regional Partners.

The second, and longer-term, approach was to start addressing the structural limitations inherent in UNRWA's primary funding modality (voluntary contributions), which result in the annual devotion of intensive, and indeed disproportionate, resource mobilization efforts to cover a relatively small percentage of UNRWA's total programme budget requirements. In 2017, the initial end-of-year cash shortfall represented only 16 per cent of minimum programme budget requirements. It is this 16 per cent that consumed an inordinate amount of the Agency's efforts.

In 2016, the General Assembly requested the UN Secretary-General to facilitate broad consultations among Member States of the General Assembly and international financial institutions, to explore all potential ways and means, including through voluntary and assessed contributions, to ensure that the Agency's funding would be sufficient, predictable and sustained for the duration of its mandate. This resulted in a 2017 report of the UN Secretary-General that recommended: (i) an increase in voluntary contributions; (ii) an increase in the amount UNRWA receives in assessed contributions; (iii) the establishment of funding mechanisms with international financing institutions; and (iv) the exploration of other avenues, with a focus on the private sector.

Increasing voluntary contributions remained a priority throughout 2017, something requiring a collective commitment, especially of the Member States of the Advisory Commission. Nonetheless, this funding stream is increasingly delivering below the required levels of income. As UN Member States rejected the second recommendation, to increase the Agency's assessed contributions, in addition to seeking voluntary contributions, UNRWA has focused considerable

attention on securing partnerships with international financial institutions and increasing private sector income to address the structural deficiencies inherent in the Agency's current financing model.

To date, there have been some encouraging developments in UNRWA's efforts to establish new partnerships, including with International Financial Institutions. The formal recommendation at the 44th Session of the Organization of Islamic Cooperation Council of Foreign Ministers for the establishment of a Waqf exclusively for UNRWA; and extensive consultations with the World Bank Group, leading to the development of a Value Proposition Note as the basis of a Multi Donor Trust Fund, are notable examples.

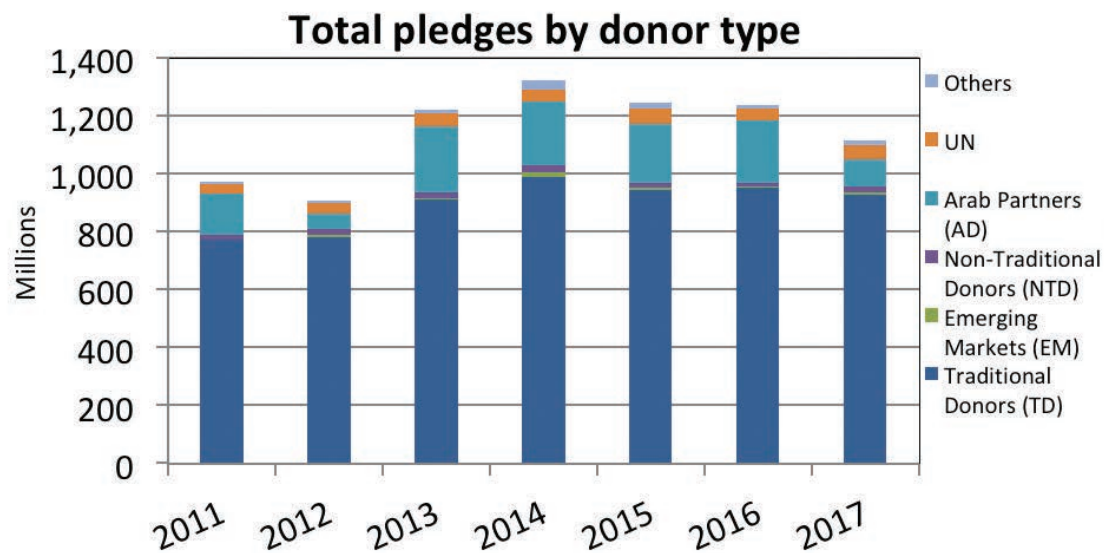
It is hoped these efforts, and also the building of new bilateral partnerships among the Diversified Sources group, particularly in the Emerging Donor group, will yield results in the longer term. However, the Agency nonetheless closed 2017 with a US\$ 49 million programme budget shortfall that was carried over into 2018. This shortfall was made up of outstanding payments to suppliers (US\$ 29m) and the repayment of a loan of US\$ 20 million from the CERF to bridge the cash shortfall that covered two months in operational requirements for hospitalization, food and cash assistance. The Agency has continued to fulfil its commitment to financial efficiency and reform, with savings of US\$ 81 million reported back to Advisory Commission members in November 2017.

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

Indicator	Baseline 2017 %	Target 2017 (%)	Actual 2017 (%)	Target 2018 (%)
Share of programme budget (PB) income pledged by second quarter	62	81	73.08 (\$458.9m/627.9m)	83
Share of total EA income pledged by second quarter	66.8	90	60.68 (\$215.3m/\$354.8m)	90
EA contribution level	47.4	51	43.67 (\$354.8m/813.4m)	52
Nahr el-Bared funding gap closed over period of RMS	4.6	Tracked ²¹⁰	4.82 (\$16.6m/\$345m)	Tracked ²¹¹
Gaza Reconstruction funding gap closed over the period of the MTS	4.8	Tracked	2.99 (\$21.5m/\$720m)	Tracked
<i>Source: ERCD/Contributions Office database and records</i>				
<i>Frequency: Tracked</i>				

The overall purpose of RMS Goal 1 is to enhance the predictability of funding among the three portals – programme, emergency and project – by securing all pledges by the end of the second quarter. Predictability allows the Agency to more effectively plan expenditure against budgeted requirements. In 2017, performance did not meet RMS Goal 1 targets. Performance over 2016 improved, however, against two of the indicators, 'share of programme budget income pledged by second quarter', and 'Nahr el-Bared funding gap closed over period of RMS'. Performance was down compared with 2016 on the remaining three Goal 1 indicators.

With regard to UNRWA emergency programming, the combined total contributions to the 2017 Syria Regional Crisis and oPt EAs reached 43.67 per cent (US\$ 354.8 million against the required US\$ 813.4 million), which was 7.33 per cent below the target of 51 per cent. The 2017 Syria Regional Crisis EA was 49.1 per cent (US\$ 201.6 million) funded, and the oPt Emergency Appeal was 38.1 per cent (US\$ 153.2 million) funded. While additional funds were raised through projects, these monies did not meet emergency refugee needs, nor did they bridge the gap for Gaza and NBC reconstruction needs, where UNRWA was able to secure only US\$ 21.5 million and US\$ 16.6 million, respectively.



5.3. rms goal 2: traditional donor partnerships are strengthened

Indicator	Baseline 2017	Target 2017	Actual 2017	Target 2018
Traditional Donors' (TD) share of PB	84%	81	86.68 (\$544.3m/\$627.9m)	80
Signed PB multi-year framework agreements	12 (7 new agreements in 2016)	11	15 (4 new agreements in 2017)	12
TD subscribing to AOR to reduce contribution specific reporting requirements	18	11	18	12
<i>Source: ERCD/Contributions Office records and database</i>				
<i>Frequency: Tracked</i>				

In 2017 the Traditional Donors' share of the programme budget was 86.68 per cent (US\$ 544.3 million), 5.68 per cent off the 2017 target and also above the same indicator in 2016 of 84 per cent (US\$ 525 million). This means that the Traditional Donors' share of the programme budget continued to increase in proportion to the amount donated from other sources. The failure to meet the indicator target of 81 per cent is a shortcoming of the Agency's ability to secure increases, and prevent decreases, among other donor groups. A large proportion of the increase forecasted among other groups, for example, was to come from the Regional Partners through a continued commitment to the League of Arab States' pledge to fund 7.8 per cent of the programme budget. These States collectively donated 4.76 per cent of total programme budget contributions to the Agency, well short of hopes and despite

multiple and sustained interactions with the regional donors at highest possible levels of leadership in their capitals, among other interactions. The Agency continues to engage with the League of Arab States and its Member States, both directly and through its partners to explore how contributions can be increased. The Agency calls on its major donors in the region to provide increased support commensurate with their public commitment, and continues to count on the continued support of its Traditional Donors. Securing adequate resources is a collective effort.

Programme budget multi-year agreements continue to increase with 15 now in place, comfortably exceeding the 2017 target of 11, which allows for greater predictability in budget preparation and improved accuracy in shortfall forecasting.

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

Indicator	Baseline 2017 %	Target 2017 (%)	Actual 2017 (%)	Target 2018 (%)
Overall PB contribution from diversified sources ²¹²	16	19	13.32 (\$83.6m/\$627.9m)	20
Share of overall income from diversified sources	23.3	24.8	15.18 (\$188.08m/\$1,239m)	25
Regional Member States' share of PB income	7.6	12.5	4.76 (29.9\$m/627.9\$m)	13
Regional Member States' share of overall income	14.5	17.5	6.52 (80.8\$m/1,239\$m)	18
Emergent Donors' (ED) share of PB income	0.5	1.5	0.76 (4.8\$m/627.9\$m)	2
ED share of overall income	0.4	1.8	0.76 (9.4\$m/1,239\$m)	2
Non-Traditional Donor (NTD) share of PB Income	1.6	2.6	1.98 (12.4\$m/627.9\$m)	3
NTD share of overall income	0.9	1.4	1.58 (19.6\$m/1,239\$m)	2
Private Partnerships' (PP) share of PB income ²¹³	0.8	0.9	0.70 (4.4\$m/627.9\$m)	2
PPs' share of overall income ²¹⁴	1.2	1.9	1.19 (14.7\$m/1,239\$m)	3
Source: ERCD/Contributions Office records and database				
Frequency: Tracked				

The overall share of income from the Diversified Sources group across all portals for 2017 was 15.18 per cent (US\$ 188.08 million of a total income of US\$ 1.239 billion) against a target of 24.8 per cent of total income. This is down from the 2016 result of 23.3 per cent (US\$ 288.8 million against a total income of US\$ 1.238 billion). This is mostly due to a significant reduction in project funding from the Regional Partners donor group, down US\$ 98 million, from US\$ 147.8 million in 2016 to US\$ 49.8 million in 2017.

The programme budget contribution from diversified sources in 2017 was 13.32 per cent (US\$ 83.6 million out of a total income of US\$ 627.9 million) against a 2017 target of 19 per cent. This is a 2.68 per cent drop from 2016 (US\$ 16.39 million) which is largely due to a reduction in programme budget contributions from Regional Partners described in section 5.3, above. It is worth noting that programme budget income across all donor groups in 2017 amounted to US\$ 627.9 million, which is actually a small increase on total programme budget income received in 2016 from all donor groups (US\$ 625.1 million).

Total programme budget contributions of Regional Partners in 2017 represented 4.7 per cent (US\$ 29.9 million) of programme budget income, down 2.9 per cent on the 2016 share of the contribution from Regional Partners. This increases

to 5.61 per cent (US\$ 35.2 million) if regional international government organisations are included.²¹⁵ Regional Partners' total contributions across all portals represented 6.52 per cent (US\$ 80.8 million), down significantly on last year as described above. This increases to 7.68 per cent (US\$ 95.1 million) if regional international government organisations are included.

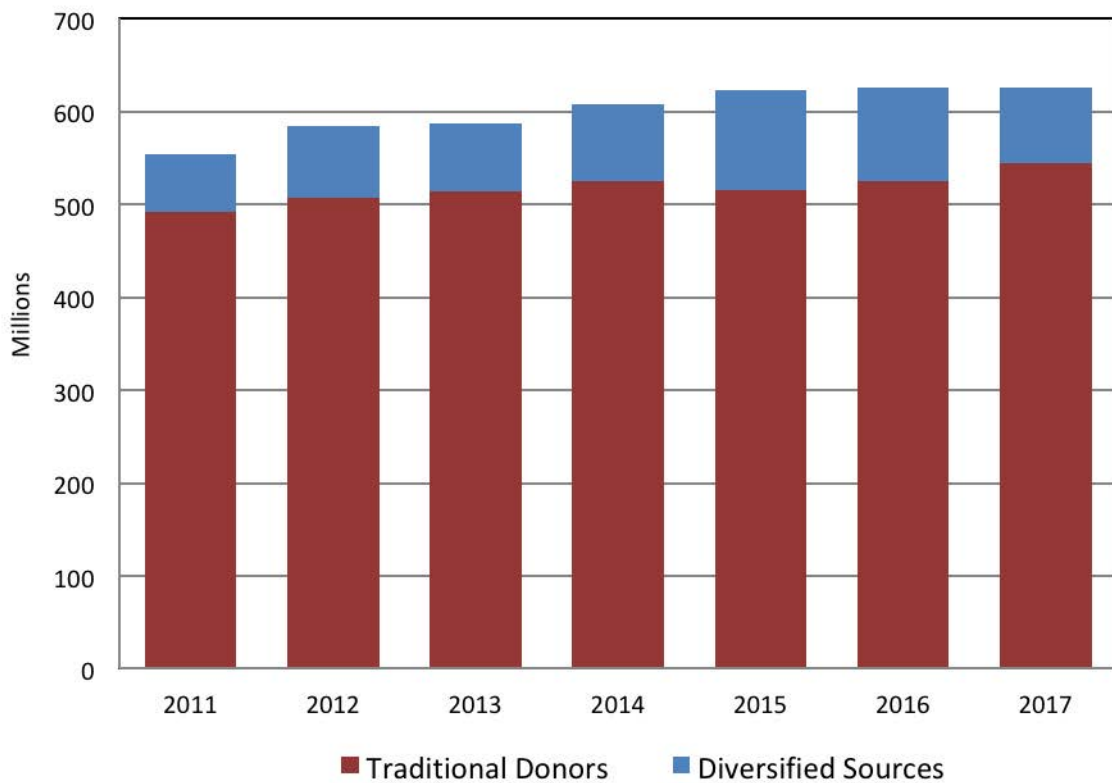
While overall resources from both the Emerging and Non-Traditional donor groups increased on 2016 results in percentage terms, they are still below target. Emerging Donors contributed 0.76 per cent (US\$ 4.8 million) of programme budget income against a 2017 target of 1.5 per cent, although this is up from the 0.5 per cent share of programme budget income in 2016. The total contributions of Emerging Donors across all portals stood at 0.76 per cent (US\$ 9.4 million) against a target of 1.8 per cent, which also represents an increase on 2016 performance of 0.4 per cent (US\$ 5.4 million).

In 2017 Non-Traditional Donors contributed 1.98 per cent (US\$ 12.4 million) of programme budget income, which is below the 2017 target of 2.6 per cent, but an increase on the 1.6 per cent share (US\$ 10.02 million) secured in 2016. Non-Traditional donors' total contributions across all portals stood at 1.58 per cent (US\$ 19.6 million), outperforming the 2017 target of 1.4 per cent.

During the reporting period, UNRWA's first ever five-year private sector strategy and action plan was approved with the overall goal of growing income from both individual and leadership giving to US\$ 35 million by 2022. To this end, the focus in 2017 centred on the development of systems and internal capacity to optimize outreach in 2018. In tandem, the Agency Partnership's Division and National Committees²¹⁶ brought in US\$ 14.7 million in both income and in kind giving, almost at par with the USD 15.7 million raised in 2016. Income gains were seen, in particular, in online giving and funds raised by the Spanish National Committee. NGO income fell slightly during the year as a result of expiring grants (related to the 2014 Gaza hostilities) and private funders and charities

deciding to allocate their emergency funding to the Rohingya, Yemen and Syria. In terms of key highlights, the year saw digital campaigns for Ramadan and Winterization bringing in between US\$ 3 to US\$ 5 for every US\$ 1 spent on marketing, the installation of a first-ever database of individual and corporate supporters, the finalisation of two policies related to due diligence, which revised the Agency's vetting policy, and in-kind donations and the securing of zakat eligibility status from the National Zakat Foundation. This certification will enable the Agency to leverage zakat from potential Muslim donors for its programmes related to cash and food assistance, thereby, enabling further outreach to specific Zakat collectors.

Total pledges to the UNRWA programme budget



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

Indicator	Baseline 2017	Target 2017	Actual 2017	Target 2018
Annual corporate resource mobilization (RM) work-plans	In place	Tracked	Tracked	Tracked
ACRA sets framework for RM priorities	In place	Tracked	Tracked	Tracked
Annual communication work-plan	In place	Tracked	Tracked	Tracked
Publication of bi-weekly e-newsletter	26	26	23	26
<i>Source: ERCD/Contributions Office records and database</i>				
<i>Frequency: Tracked</i>				

During the reporting period, UNRWA put in place a series of operational measures to facilitate resource mobilization over the 2016-2018 period. As referenced above, the RMS sets out how UNRWA plans to raise the resources required for delivering on the Agency's obligations to Palestine refugees. Operationally, this strategy has been translated into annual work-plans for ERCD. In addition, partnership and engagement

strategies have been established for specific Member States. The bi-weekly newsletter, commonly referred to as the 'Donor Communiqué', was published 23 times in 2017, importantly aligned with specific events to increase relevance and reach although a consequence of this alignment was that the target of 26 was not met.

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

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

UNRWA has long since depleted its working capital amidst continuing financial crisis. Lack of a working capital obliged the Agency to fall back on loans and deferred payments in 2017.

This remains unsatisfactory, but rebuilding a working capital is not a priority as the Agency struggles to find resources even for core-mandated activities.

annex 1: list of contributors

ANERA	Jordan	RKK	Spain, Navarra Government
Arab Jordan Investment Bank	Kazakhstan	Royal Charity of Bahrain	Spain, Oviedo City Council
Australia	Khalifa Bin Zayed Al Nahyan Foundation	Russia	Spain, Valencia City Council
Austria	Koninklijk Instituut voor de Tropen	Saudi Arabia	Spain, Valencia Government
Belgium	Korea	Save the Children	Spain, Valladolid Regional Government
Belgium, Flanders	Kutxa Foundation, Spain	Silicon Valley Community Foundation	Spain, Zaragoza City Council
Brazil	Kuwait	Slovak Republic	Spain, Zaragoza Regional Government
Canada	Kuwait Patients Helping Fund	Slovenia	Spanish National Committee for UNRWA
CERF	Kuwaiti Fund for Arab Economic Development	South Africa	St. John Eye Hospital
Chile	Lebanon	Spain	Sweden
China	Liechtenstein	Spain, Andalucia	Switzerland
Consolidated Contractors Company "CCC"	Lithuania	Spain, Asturias Government	Syria
Cyprus	Luxembourg	Spain, Balearic Government	Thailand
Czech Republic	Malaysia	Spain, Barcelona City Council	The Big Heart Foundation
Danish Red Cross	Malta	Spain, Basque Government	Tkiyet UM Ali
Denmark	Mercy USA for Aid and Development	Spain, Bilbao City Council	TOMS Shoes
Dubai Cares	Mexico	Spain, Bizkaia Regional Government	Turkey
ECHO	Monaco	Spain, Castellón City Council	UAE
Ecuador	Netherlands	Spain, Castilla la Mancha Government	UK
Egypt	New Zealand	Spain, Castilla y Leon Government	UNDSS
Estonia	Norway	Spain, Catalonia Government	UNHCR
European Union	Norwegian Refugee Council	Spain, Cordoba City Council	UNICEF
Finland	Novo Nordisk	Spain, Extremadura Government	UNRWA USA National Committee
France	OCHA	Spain, Galicia Government	USA
Germany	OFID	Spain, Fons Català	Various Private Donors
Iceland	Oman	Spain, Gijón City Council	Vitamin Angels
IDB	Pakistan	Spain, Gipuzkoa Regional Government	WFP
India	Palestinian Authority	Spain, Gran Canaria Regional Government	WHO
International Committee of the Red Cross	Poland	Spain, Madrid Local Council	World Federation of KSIMC
Ireland	Portugal	Spain, Malaga City Council	
Islamic Relief USA	Qatar		
Italy	Real Madrid Foundation		
Japan			

annex 2: programme budget results framework

Strategic Outcome 1: Refugee rights under international law are protected and promoted			
Indicator	2017 Baseline (Agency-wide)	2017 Actual (Agency-wide)	2017 Target (Agency-wide)
Number of protection (advocacy) interventions targeting external actors	229 (excl. SFO) 250 (incl. SFO)	329	325
Percentage of protection mainstreaming recommendations from internal protection audits implemented	74	29.6	77.6
Strategic Outcome 2: Refugees' health is protected and the disease burden is reduced			
Indicator	2017 Baseline (Agency-wide)	2017 Actual (Agency-wide)	2017 Target (Agency-wide)
Average daily medical consultations per doctor	85	78.1	80.4
Number of health centres fully implementing the e-Health system	114	122	125
Percentage of HCs meeting UNRWA facilities protection design standards	29.6 (excl. SFO)	52.4	33.5
Number of EPI vaccine preventable disease outbreaks	0	0	0
Percentage of targeted population screened for diabetes mellitus (aged 40 years and above)	20	20.8	20.9
Percentage of UNRWA hospitalization accessed by SSNP	14.3	20.5	16.1
Strategic Outcome 3: School-aged children complete quality, equitable, and inclusive basic education			
Indicator	2017 Baseline (Agency-wide)	2017 Actual (Agency-wide)	2017 Target (Agency-wide)
Cumulative drop-out rate (elementary)	1.25 (incl. SFO) 1.33 (excl. SFO)	1.17 (incl. SFO) 1.28 (excl. SFO)	1.25 (incl. SFO) 1.33 (excl. SFO)
Cumulative drop-out rate (elementary) – male	1.72 (incl. SFO) 1.84 (excl. SFO)	1.51 (incl. SFO) 1.64 (excl. SFO)	1.72 (incl. SFO) 1.84 (excl. SFO)

Cumulative drop-out rate (elementary) – female	0.78 (incl. SFO) 0.83 (excl. SFO)	0.82 (incl. SFO) 0.90 (excl. SFO)	0.78 (incl. SFO) 0.83 (excl. SFO)	0.78 (incl. SFO) 0.83 (excl. SFO)
Cumulative drop-out rate (preparatory)	2.84 (incl. SFO) 3.04 (excl. SFO)	2.87 (incl. SFO) 3.11 (excl. SFO)	2.84 (incl. SFO) 3.04 (excl. SFO)	2.84 (incl. SFO) 3.04 (excl. SFO)
Cumulative drop-out rate (preparatory) – male	3.27 (incl. SFO) 3.47 (excl. SFO)	3.63 (incl. SFO) 3.92 (excl. SFO)	3.27 (incl. SFO) 3.47 (excl. SFO)	3.27 (incl. SFO) 3.47 (excl. SFO)
Cumulative drop-out rate (preparatory) – female	2.41 (incl. SFO) 2.62 (excl. SFO)	2.11 (incl. SFO) 2.30 (excl. SFO)	2.41 (incl. SFO) 2.62 (excl. SFO)	2.41 (incl. SFO) 2.62 (excl. SFO)
Number of textbooks reviewed using the UNRWA framework	384	358	384	298
Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students	38.88 (>40) 5.97 (≤25)	43.83 (>40) 5.03 (≤25)	38.88 (>40) 5.97 (≤25)	38.88 (>40) 5.97 (≤25)
Percentage of schools meeting UNRWA facilities protection design standards	22.7 (excl. SFO)	25.5 (excl. SFO)	22.7 (excl. SFO)	25.1 (excl. SFO)
Strategic Outcome 4: Refugee capabilities strengthened for increased livelihood opportunities				
Indicator	2017 Baseline (Agency-wide)	2017 Actual (Agency-wide)	2017 Target (Agency-wide)	
Percentage of SSNP students enrolled in VTC, ESF/FESA	26.7 (TVET) 33.1 (FESA) 14.6 (ESF)	29.4 (TVET) 36.9 (FESA) 9.4 (ESF)	26.7 (TVET) 33.1 (FESA) 14.6 (ESF)	
Total number of clients with loans	39,161	38,595	44,340	
Total number of microfinance loans to refugees	14,125	13,756	16,945	
Number of full time equivalents (FTEs) created from Infrastructure and Camp Improvement Programme interventions	3,218.2 (excl. SFO) 3,310.2 (incl. SFO)	2,430.2 (excl. SFO) 2,630.33 (incl. SFO)	2,818.1 (excl. SFO) 2,968.1 (incl. SFO)	
Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees	15 (excl. SFO)	34 (excl. SFO)	31 (excl. SFO)	

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

Indicator	2017 Baseline (Agency-wide)	2017 Actual (Agency-wide)	2017 Target (Agency-wide)
Percentage of SSNP beneficiaries who are abject poor	62.4 (excl. SFO)	64.5 (excl. SFO)	63.8 (excl. SFO)
Percentage of poor individuals that receive social transfers through the SSNP (*: Estimate)	14.62 (excl. SFO)	14.62* (excl. SFO)	14.16 (excl. SFO)
Percentage of substandard shelters rehabilitated out of total substandard shelters identified for poor	6.13 (excl. SFO)	6.88 (excl. SFO)	16.8 (excl. SFO)
Beneficiaries' satisfaction level with rehabilitated shelters	NEW	79.2 (excl. SFO)	75 (excl. SFO)

Strategic Outcome 6: Management and operational effectiveness

Indicator	2017 Baseline (Agency-wide)	2017 Actual (Agency-wide)	2017 Target (Agency-wide)
Implementation rate of DIOS audit, evaluation and investigation recommendations	63	53	70
Percentage of DIOS investigations issued within prescribed timeframe	69	68	70
Percentage of UNRWA installations receiving four or more neutrality inspections annually	100 (excl. SFO)	100 (excl. SFO)	100 (excl. SFO)
Percentage of education specialists and strategic unit staff (of those recruited and in place) that receive HRCRT training	100	100	100
Percentage of senior positions held by women (area staff)	26.3	26	NA
Percentage of senior positions held by women (international staff)	37.8	32.2	NA

annex 3: syria regional crisis response ea results framework

Syria Sector-Specific Interventions			
Strategic Priority 1: Preserve resilience through provision of humanitarian assistance			
Outcome/ Output	Indicator	Actual	Target
Palestine refugees are able to meet their essential life-saving needs and to cope with sudden crisis.	Number of Palestine refugees receiving one or more UNRWA emergency assistance interventions	410,157	418,000 ¹
Palestine refugees in Syria are provided with relief assistance (food assistance, NFIs and shelter assistance).	Number of Palestine refugees provided with cash assistance during the latest distribution round	407,306 ²	418,000
	Number of Palestine refugee individuals provided with in-kind food assistance during the latest distribution round	156,749	418,000
	Number of Palestine refugee individuals receiving NFIs	316,413	280,000
	Number of displaced refugees receiving shelter at UNRWA facilities	1,706	2,600
Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability			
Livelihoods (Vocational Training)			
Improved access to livelihood opportunities.	Number of students completing long-term vocational training courses (disaggregated by sex)	0	828 (450 male, 378 female)
	Number of students completing short-term courses (disaggregated by sex)	0	1,400 (800 male, 600 female)
Livelihoods (Microfinance)			
Palestine refugees in Syria receive micro-enterprise and consumer loans for small businesses and households.	Number of Palestine refugees who receive microfinance loans (including women and youth)	0	39,750
Young Palestine refugees in Syria receive vocational training and are supported with job placement.	Number of Palestine refugees enrolled in long term training	0	600 (330 male, 370 female)
Emergency Health			
The impact of the crisis on health services for refugees is reduced.	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	838,547	1,017,000
Palestine refugees have access to primary health-care services.	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	815,058 (372,888 male; 442,170 female)	1,000,000 (450,000 male, 550,000 female)
Palestine refugees in Syria have access to hospital care (secondary and tertiary).	Number of Agency health centres, health points and mobile clinics	27	27
	Number of UNRWA hospitalizations accessed by PRS patients	23,489	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	76%	100%
Education in emergencies			
Palestine refugees in Syria are able to continue their education despite conflict and displacement.	Number of Palestine refugee students graduating from basic education	3,044 (1,364 boys; 1,680 girls)	3,500 (1,705 boys; 1,795 girls)
Palestine refugee students have access to education through regular/catch-up classes.	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	37,509 (18,629 boys; 18,880 girls)	39,900 (19,469 boys; 19,531 girls)
Palestine refugee students are provided with psychosocial support.	Number of school-age children enrolled in regular classes in UNRWA schools	47,676 (23,488 girls; 24,188 boys)	44,900 (22,501 boys; 22,399 girls)
Palestine refugee students are provided with educational and recreational materials and activities.	Number of school-age children receiving psychosocial support	32,739 (16,238 boys; 16,501 girls)	30,000 (15,034 boys; 14,966 girls)
Evaluation of the self-learning materials (SLMs)	Number of Palestine refugee students provided with educational/recreational materials (self-learning materials, back-to-school kits, PSS/recreational kits, stationery)	47,676 (23,488 girls; 24,188 boys)	44,900 (22,501 boys; 22,399 girls)
Protection	Number of students who participated in at least one recreational and extracurricular activity (disaggregated by sex and disability)	32,739 (boys 16,238; girls 16,501)	12,500 (6,264 boys; 6,236 girls)
Strengthened prevention and protection response for Palestine refugees (physical security and violence, in particular GBV).	Number of SLMs reviewed against the UNRWA Curriculum Framework	50	50
Environmental Health	Number of Palestine refugees provided with legal counselling through external partners	1,271	1,000
Public health needs of the affected population are met.	Number of UNRWA staff members trained on protection	64	200
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of IDPs receiving potable water during displacement in UNRWA shelters	100%	100%
Affected populations have sustainable improved hygienic practices to reduce risks of water and hygiene related disease.	Percentage of accessible Palestine refugee camps receiving repair, rehabilitation, or reconstruction of water and sanitation networks by UNRWA	100%	100%
	Number of Palestine refugees (women, men and children) provided with hygiene kits to maintain their health, dignity and well-being	156,749	280,000

Strategic Priority 3: Strengthen humanitarian capacity, coordination and management		
Safety and Security		
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements.	Percentage of Security Risks Assessments completed for programmes and projects at field level	100%
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%
Emergency Repair and Maintenance of UNRWA Installations		
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%

Lebanon Sector-Specific Interventions			
Strategic Priority 1: Preserve resilience through provision of humanitarian assistance			
Outcome/ Output	Indicator	Actual	Target
Palestine refugees 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	103%	100%
	Number of individuals receiving cash assistance for food, NFIs and shelter during last distribution round (disaggregated by sex)	32,274 ³ (16,784 female, 15,490 male)	31,500 (16,380 female, 15,120 male)
	Total amount of cash distributed during last distribution round	US\$ 1,809,771.60	US\$ 1,750,500
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance).	Number of families provided with winterization assistance (cash and in kind)	10,325 (9,618 PRS, 707 PRL)	9,720 (9,000 PRS, 720 PRL)
Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability			
Livelihoods and Social Cohesion			
Enhanced PRS access to livelihoods opportunities	Percentage of applications by vulnerable PRS accepted at UNRWA training centres	100%	100%
Improved access to employment opportunities for PRS	Number of training opportunities provided to PRS	25	50 ⁴
Emergency Health			
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)	178,890 (78,916 males, 99,974 females)	185,850 (74,340 males, 111,510 females)
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	178,890 (78,916 males, 99,974 females)	185,850 (74,340 males, 111,510 females)
PRS have access to hospital care (secondary and tertiary).	Percentage of Agency health centres and mobile health points operational	100%	100%
PRS have access to essential drugs and medical supplies.	Number of UNRWA hospitalizations accessed by PRS patients	2,725 (2,463 secondary and 262 tertiary)	3,150
	Percentage of HCs with no stock-out of 12 tracer items	100%	100%
Education in emergencies			
PRS are able to continue their education despite conflict and displacement.	Number of PRS students graduating from basic education	100 (44 males, 56 females)	160 (44 males, 56 females)
PRS students have access to education through regular/catch up classes	Number of school-age children enrolled in regular classes in UNRWA schools	5,251 (school year 2016/17) 5,482 (school year 2017/18)	5,251 (2,511 males, 2,740 females)
	Number of schools provided with equipment (furniture, heating, other equipment)	(2,666 males, 2,816 females)	
	Number of UNRWA schools hosting PRS	22	8
	Number of schools rehabilitated	65	64
	Number of double-shift UNRWA schools hosting PRS and Syrians	23	12
		2	2

PRS students are provided with PSS support	Number of school-age children receiving psychosocial support	School Year 2016/17: 1,741 (814 males, 927 females) School Year 2017/18: 739 (382 males, 357 females)	2,615 (1,679 males, 936 females)
	Number of education staff trained in delivering psychosocial support	243 (107 males, 136 females)	50
PRS students are provided with educational and recreational materials and activities	Number of PRS students provided with educational/recreational materials (back-to-school kits, PSS/recreational kits, stationery)	5,251 (school year 2016/17) 5,482 (school year 2017/18, 2,666 males, 2,816 females)	5,251 (2,666 males, 2,816 females)
	Recreational ^s	3,089 (1,551 males, 1,538 females)	
	Number of PRS students participating in recreational/catch-up learning activities	Catch-up learning activities: 1,706 (863 males, 843 females) Summer learning activities: 678 (297 males, 381 females) Total: 5,473 (2,711 males, 2,762 females)	5,500 (2,660 males, 2,840 females)
Protection			
Strengthened prevention and protection response for Palestine refugees	Number of UNRWA staff members trained on protection and humanitarian principles	1,413	1,080
	Number of Palestine refugees provided with legal advice ^a	6,998 (3,710 PRL, 3,288 PRS)	8,484 (5,975 PRS, 2,509 PRL)
Environmental Health			
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	95%	95%
Improved solid waste management inside UNRWA camps	Percentage of PRS benefiting from garbage collection inside camps	95%	95%
Strategic Priority 3: Strengthen humanitarian capacity, coordination and management			
Safety and Security			
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	75%	100%

Jordan Sector-Specific Interventions			
Strategic Priority 1: Preserve resilience through provision of humanitarian assistance			
Outcome/ Output	Indicator	Actual	Target
Palestine 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	97.99%	100%
	Number of PRS (individuals) provided with cash assistance during the latest distribution round (disaggregated by type of cash assistance and by sex)	16,559 (7,878 male, 8,681 female)	15,300 (7,214 male, 8,086 female)
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance).	Number of PRS families receiving one-time cash assistance	233	900
	Amount of cash distributed per month (for basic food and NFI needs)	US\$ 634,725	US\$ 600,000
	Number of PRS families provided with winterization assistance	4,198	3,431
Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability			
Emergency Health			
The impact of the crisis on health services for refugees is reduced.	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	15,380	21,000
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	14,963 (6,242 males, 8,721 females)	21,000 (8,781 males, 12,219 females)
	Number of Agency health centres and mobile health points operational	29 (25 Health centres, and 4 mobile dental clinics)	29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	417	800
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	79%	100%
Education in emergencies			
PRS are able to continue their education despite conflict and displacement.	Number of PRS and Syrian students graduating from basic education	77 (35 males, 42 females)	87 (42 male, 45 female)
PRS students have access to education through regular/special classes and alternative learning modalities.	Number of UNRWA schools hosting PRS and Syrians	144	127
	Number of schools provided with equipment (furniture, heating, other equipment)	140	127
	Number of PRS and Syrian school-age children enrolled in regular classes in UNRWA schools	1,396 (693 males, 703 females)	1,351 (688 male, 663 female)
	Number of education staff trained in delivering emergency education based INEE standards and the UNRWA EIE Approach	25	20 (10 male, 10 female)
PRS students are provided with PSS support	Number of school-age children receiving psychosocial support	785 (323 males, 462 females)	1,351 (688 male, 663 female)
	Number of education staff trained in delivering psychosocial support	46 (20 males, 26 females)	38 (19 male, 19 female)
	Number of students who participated in at least one recreational and extracurricular activity during the year (annual from 1 October to 20 September)	576 (220 males, 356 females)	400 (200 male, 200 female)

PRS students are provided with educational and recreational materials and activities	Number of PRS and Syrian students provided with educational/recreational materials (back-to-school kits, PSS/recreational kits, stationery)	1,396 (693 males, 703 females)	1,351 (688 male, 663 female)
Protection			
Strengthened prevention and protection response for PRS (refoulement; physical security; and violence, in particular GBV)	Number of Palestine refugees referred to external partners for legal counselling	93	120
	Number of UNRWA staff members trained on protection	1,053 (556 females, 497 males)	400 (200 male, 200 female)
Strategic Priority 3: Strengthen humanitarian capacity, coordination and management			
Safety and Security			
UNRWA is able to provide services to PRS with appropriate security arrangements.	Percentage of Security Risk Assessments completed for programmes and projects at the field level	0	100%
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%
Regional response			
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	30 days EA mid year snapshots; 110 days complete Mid Year Report
	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

1 In May 2017, the initial target figure of 430,000 was revised to 418,000 based on the 2016 verification exercise.

2 This figure refers to beneficiaries receiving cash assistance during the 4th cash assistance distribution round

3 Figures refer to last distribution round, December 2017

4 The original target pertained to 570 PRL and 50 PRS (620 in total). To better represent PRS-relevant progress, PRL have been removed from the target. Moreover, due to a lack of funding, no PRL were provided with respective services under the 2017 EA.

5 Please note that some students participated in a given activity on more than one occasion. In that sense, the actual result reflects the number of participants recorded under each activity.

6 In case of legal representation of beneficiaries, this is referred to external partners.

annex 4: status-updated syria regional crisis response ea risk register

Event	Causes	Consequences	Mitigation/ Coping Mechanisms	Risk Management Monitoring	Syria	Lebanon	Jordan
Strategic/Programmatic							
<ul style="list-style-type: none"> Continuous and unpredictable changes in the operating environment. Programmatic and implementation targets partially achieved. Effectiveness in management and governance declines. Delays in reform implementation. 	<ul style="list-style-type: none"> Political and security realities of protracted Syria conflict Inadequate operational or programmatic capacity to implement plans Lack of proper assessment, planning and/ or monitoring of plans Lack of ownership, inadequate accountability and resistance to targeted results Interference and weak capacity Referral service needs unmet qualitatively and/ or quantitatively 	<ul style="list-style-type: none"> Higher risk of exposure to violence and insecure environment Failure to meet and demonstrate results to stakeholders Programme quality is compromised. Policy decisions not based on evidence or reliable data Legal cases against UNRWA Stakeholder confidence in UNRWA declines 	<ul style="list-style-type: none"> Develop and utilize assessment and conflict analysis to inform management decisions. Enhance partnership with national and international organizations for efficiency and effectiveness. Strengthen adherence to project cycle management (PCM) cycle (develop and utilize work plans and logical framework). Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring. Strengthen communication with key stakeholders. Continuous capacity-building provided to staff. 	<ul style="list-style-type: none"> Monitoring security updates Periodic monitoring undertaken through Quarterly Management Reviews and semi-annual Results Reviews Regular programme and financial monitoring through monthly management meetings Regular monitoring of reform strategies through annual work plan and report Periodic review and update of UNRWA risk register 	<ul style="list-style-type: none"> Quarterly Management Reviews continued to be implemented throughout 2017 and assisted in: (i) tracking and quality assuring results; and (ii) improving programme management and decision-making. The Project Assessment Committee (PAC) and the Project Review Committees (PRC) were set up during the second quarter of 2017 to improve the management of projects and support monitoring of activities, reforms, budgets and programme related issues. Two pilot meetings for the PAC and the PRC took place in 2017 to carry out the tasks in 2017 and in preparation for the 2018 work plan. The issue log was maintained to assist the SFO Front Office and the Programme Support Office (PSO) in tracking/ solving identified problems/ (obstacles to programmes/ project implementation). A quarterly expenditure review meetings at the front office level was conducted with the service departments for three quarters in 2017, the fourth meeting for Q4 review will be conducted in Q1 2018 	<ul style="list-style-type: none"> Intermittent and escalating armed clashes in EHC, prolonged demonstrations in NBC, as well as sporadic events of violence in Shatila, Beddawi and Burj Barajneh camps resulted in temporary suspensions of UNRWA services and operations. LFO developed a strategy on partnership and inter-agency coordination in order to maximize the impact of UNRWA services for Palestine refugees and to guide cooperation and coordination with partners particularly in sectors where gaps in service delivery have been identified. Post-distribution monitoring reports were regularly developed to track programme outputs and outcomes. Quarterly result reviews were conducted in line with programmatic reviews. Oversight and management measurements have been implemented since 2015 and in line with all respective agreements. 	<ul style="list-style-type: none"> The political and security situation remained largely unchanged from 2015 Monthly, quarterly and mid-year reviews were conducted during 2017 to monitor and assess progress towards achievement of planned targets. JFO is a member of working groups organized by UNHCR and WFP that support coordination between UN agencies and NGOs engaged in assisting refugees from Syria in Jordan. JFO conducted a PRS Priority Identification Survey during the third quarter of 2017 to improve its understanding and update its information on PRS population in Jordan

Financial								
<ul style="list-style-type: none"> Deficit in donor aid commitment to the regional response plan. Decline in purchasing power (exchange rate fluctuation and inflation). Efficiency of expenditures declines. 	<ul style="list-style-type: none"> Donor fatigue and deprioritization of humanitarian response in Syria Humanitarian needs exceed international response. Competition from other emergencies or regional issues Limitations in adequacy of audit and oversight functions Ongoing economic contraction, aggravated by insecurity and/or sanctions 	<ul style="list-style-type: none"> Shortfall in donor contribution for Syria Inability to respond adequately to the increased needs of PRS Increase in staff dissatisfaction Fiduciary risks in operational implementation 	<ul style="list-style-type: none"> Intensive and regular engagement with donors and international stakeholders Strategic approach to fund-raising Prioritization of key projects Robust financial and management systems in place Audit and oversight provided and recommendations are implemented 	<ul style="list-style-type: none"> Intensive and regular engagement with donors and international stakeholders Strategic approach to fund-raising Prioritization of key projects Robust financial and management systems in place Audit and oversight provided and recommendations are implemented 	<ul style="list-style-type: none"> SFO participated in the full range of budget monitoring activities, including budget hearings ahead of the fiscal year. The quarterly budget expenditure reviews also support the monitoring of project and programme budget expenditure rate in order to assist in prioritization of projects. Quarterly programme priorities were set and monitored on a monthly basis to optimise the use of resources. Fifty five projects were active and funded in 2017, the vast majority of which responded to priorities outlined in the Syria Humanitarian Response Plan. Regular communication with donors was maintained by UNRWA in country as well as in Beirut. Additional updates to donors were provided through emails and briefings conducted in the field office. SFO is on track and on time in terms of budget expenditure. This was done through the Humanitarian Operational Plan based on planned intervention and funding likely to be received. 	<ul style="list-style-type: none"> Intensive and regular engagement with donors and international stakeholders Strategic approach to fund-raising Prioritization of key projects Robust financial and management systems in place Audit and oversight provided and recommendations are implemented 	<ul style="list-style-type: none"> The Agency received 62 per cent of the requested funding for Lebanon against the 2017 Emergency Appeal (US\$ 37.5 million out of US\$ 60.5 million). The negative currency exchange rate had a significant impact on EA-funded projects in 2017. LFO developed a Strategy on Partnership and Inter-agency Coordination in order to maximize the impact of UNRWA services on Palestine refugees and to guide cooperation and coordination with partners, particularly in sectors where gaps in service delivery have been identified. 	<ul style="list-style-type: none"> The Assurance and Advisory Services Division of DIOS performed an audit of the emergency cash assistance process at the JFO. The overall objective of the audit was to ensure that: the emergency cash distribution process is effective and served the eligible PRS, the distribution lists are correct and complete the existence of sufficient and relevant criteria in relation to emergency cash assistance and to ensure the reliability and integrity of PRS data. The report recommended strengthening of the overall control framework and developed action plan for management. Project progress reports submitted to donors as per the requirements Project Steering Committee meetings held on a monthly basis to monitor the progresses of each project in terms of finance and activities. The timing of receipt of donor funds impacts on the Agency's ability to carry out its commitments to PRS.

Hazards					
<ul style="list-style-type: none"> Escalated conflict and/or natural disasters Heightened physical threats to refugees, staff and UN facilities (personal safety) Further displacement of Palestine refugees from camp and gatherings Area staff rules and regulations for safety and security are not covered by UN security framework Deteriorating infrastructure maintenance leads to unsafe working conditions. 	<ul style="list-style-type: none"> No peaceful resolution to conflict Local staff safety and security are not covered by UN security framework. Lack of financial investment in maintenance 	<ul style="list-style-type: none"> Increased threat, violence-related injuries and displacement of UNRWA refugees Increased staff flight and fatigue Damage to and loss of UNRWA assets; violations of UNRWA Privileges and Immunities Reduced access to beneficiaries, installations, camps and gatherings Lack of adequate duty of care standards on safety and security Partial or complete evacuation of international staff 	<ul style="list-style-type: none"> Establish field-specific plans to mainstream safety and security. All staff are fully trained on security and safety. Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes Coordination with authorities; the Office of the Special Envoy; and, as possible, other parties controlling access. 	<ul style="list-style-type: none"> Establish field-specific plans to mainstream safety and security. All staff are fully trained on security and safety. Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes Coordination with authorities; the Office of the Special Envoy; and, as possible, other parties controlling access. 	<ul style="list-style-type: none"> The Security Information Management System (SIMS) is fully operational in Syria. It is completed at the Field Office level by the Field Security and Risk Management. All incidents affecting UNRWA staff, assets, and installations that are reported to UNRWA Safety and Security Division (SSD) are entered into SIMS as soon as a clear picture of the incident is available. SSAFE training is compulsory for all international staff working or conducting field missions in Syria. In addition, area staff is also enrolled on SSAFE trainings (slots permitting) in order to enhance security awareness and inform decision making. The Field Security and Risk Management Department conducted security assessments for all field missions as well as areas that had not been accessed for a long time since the beginning of the conflict in order to advise on the safety of staff and beneficiaries upon resumption of activities.
	<ul style="list-style-type: none"> There are concerns over intermittent armed violence in EHC which has resulted in displacement, casualties, injured persons, significant infrastructural damage and the interruption of UNRWA services. The hostilities throughout 2017 also significantly compromised the safety and wellbeing of UNRWA staff and the camp's population. The Contingency Plan for Saïda Area encompassing EHC was developed. The Agency built protective walls to facilitate a potential evacuation of staff and students from two EHC schools. The LFO Contingency Plan has been updated, and four more area-specific plans for Central Lebanon Area, North Lebanon Area, Beqaa and Tyre were developed. In line with UNDSS guidelines and UNRWA security policy, safety measures including trainings were undertaken to support preparedness, mitigate risks and ensure the safety of staff. 	<ul style="list-style-type: none"> Through a 100 per cent compliance rate during the reporting period, the Agency continued to operate in accordance with UNDSS guidelines in Jordan. As per DSS guidelines, regular safety and security advisories and updates were provided to UNRWA staff in Jordan JFO maintained solid relationships with relevant government security organs. The target for completion of security risk assessments for programmes and projects at the field level was not met due to a combination of both funding and human resources gaps. 			

Operational							
<ul style="list-style-type: none"> • Lack of adequate human resources/capacity • Sustained disruption and/or inadequacy of power supply • Access and transportation routes to areas compromised by insecurity • Lack of adequate and reliable suppliers for essential supplies and services within Syria • National banking systems reduce in capacity or collapse • Sustained disruption of information, communication and technology services (ICT) • Procurement-related fiduciary risks. • Breach (real or perceived) in neutrality and staff code of conduct 	<ul style="list-style-type: none"> • Inability to respond adequately and timely to growing needs with quality services and assistance • Constant feeling of insecurity and low morale and recruitment challenges • Unstable local markets undermine the Agency's ability to procure goods and services locally. • Disruption to business continuity • Poor systems in place to support service delivery, management and oversight and informed decision-making • UNRWA becomes target for violence; the inviolability of Agency premises is compromised. 	<ul style="list-style-type: none"> • Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response. • Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies. • Business continuity plans in place dealing with emergency and crisis situations. • Establish contingency remote and decentralized management structure. • Develop options and alternative transportation and importation routes. • Maintain dual procurement tracks (local and international). • Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts. 	<ul style="list-style-type: none"> • Staff turnover is relatively high on the emergency programme as many staff prefer fixed-term contracts in the regular programmes. In 2017, 12 staff, included the Senior Emergency Coordinator, left the programme. • Inadequate number of Emergency Social Workers to deliver quality services for all cases. The Audit and the number of PRS families per social worker bringing it close to 1:200. 	<ul style="list-style-type: none"> • Establish field-specific plans to mainstream safety and security. • All staff are fully trained on security and safety. • Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes • Coordination with authorities; the Office of the Special Envoy; and, as possible, other parties controlling access. 	<ul style="list-style-type: none"> • Daily paid workers remain the most common engagement mechanism to fill existing vacancies and new functions, however; a regularization exercise took place in 2017 to review all daily paid posts aiming at providing better job security to staff and better service to refugees. • SFO faced challenges in the importation of essential medicines due to a new governmental decision on the procurement of medicines that can be purchased from the local market. • In quarter 1 only 28 out of 32 essential medicines were available locally. The delays in the supply of medicine being recorded at some of the UNRWA health facilities. This was resolved in Q3. • UNRWA responded to the new decision through setting up a local procurement committee. The Procurement and Logistics Department identified local suppliers with the most competitive rates as well as quality standards. 	<ul style="list-style-type: none"> • Demonstrations in NBC entry/exit of all Agency's vehicles resulting in the irregular functioning and intermittent closure of a number of UNRWA installations, as well as delays in camp reconstruction efforts. • Intermittent armed clashes in EHC resulted in infrastructural damage, displacement of families and suspension of UNRWA services. • UNRWA installations in several other camps were closed on a needs basis to mitigate operational risks and ensure the safety of all staff. • A new LFO Business Continuity Plan was developed in order to strengthen preparedness and determine possible shortcomings, challenges as well as mitigation measures to allow for continuing operations in a time of crisis. 	<ul style="list-style-type: none"> • Staff turnover is relatively high on the emergency programme as many staff prefer fixed-term contracts in the regular programmes. In 2017, 12 staff, included the Senior Emergency Coordinator, left the programme. • Inadequate number of Emergency Social Workers to deliver quality services for all cases. The Audit and the number of PRS families per social worker bringing it close to 1:200.

Sociopolitical	
<ul style="list-style-type: none"> Higher expectations from refugees than UNRWA capacity and mandate allows for 	<ul style="list-style-type: none"> Lack of understanding of UNRWA mandate and capacity Constrained operational environment resulting from limited funding and lack of access Inadequate/misinformation regarding UNRWA service provisions Expanding needs as a result of the protracted crisis
<ul style="list-style-type: none"> Growing administrative burden as a result of increased appeals/complaints Unfavourable social media coverage Exposure of staff to threats and violence Interference with programme delivery Demonstrations and protests 	<ul style="list-style-type: none"> Strengthen relationship with and participation of community and IDP leaders and committees Maintain dialogue with all stakeholders Improve communication with staff, beneficiaries, host communities, donors and governments Active outreach activities
<ul style="list-style-type: none"> UNRWA produced monthly snapshots to update stakeholders on the funding received, expenditure pattern and beneficiaries reached. This is meant to highlight the successes and needs on the ground. UNRWA also conducts regular meetings with GAPAR to discuss the needs of Palestine refugees as well as share the funding status. This is followed up through a biweekly report submitted to GAPAR as well as a quarterly report shared with Ministry of Foreign Affairs. Coordination with GAPAR on the response to rapid emergencies and other programmatic changes. UNRWA also works closely with the community in their places of residence through committees such as Parents and Teachers Association to help in the management of schools. UNRWA has a communication department, which produces communication material for different audiences in the form of videos, summaries. UNRWA also collects consent forms before taking any pictures of refugees. Lastly, beneficiaries receive SMS from departments such as the Emergency Operations Support Team to inform them about the time for cash and food distributions as well as the duration of each assistance round. 	<ul style="list-style-type: none"> UNRWA produced monthly snapshots to update stakeholders on the funding received, expenditure pattern and beneficiaries reached. This is meant to highlight the successes and needs on the ground. UNRWA also conducts regular meetings with GAPAR to discuss the needs of Palestine refugees as well as share the funding status. This is followed up through a biweekly report submitted to GAPAR as well as a quarterly report shared with Ministry of Foreign Affairs. Coordination with GAPAR on the response to rapid emergencies and other programmatic changes. UNRWA also works closely with the community in their places of residence through committees such as Parents and Teachers Association to help in the management of schools. UNRWA has a communication department, which produces communication material for different audiences in the form of videos, summaries. UNRWA also collects consent forms before taking any pictures of refugees. Lastly, beneficiaries receive SMS from departments such as the Emergency Operations Support Team to inform them about the time for cash and food distributions as well as the duration of each assistance round.
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<ul style="list-style-type: none"> NBC inhabitants protested for the reinstatement of the rental cash subsidy, suspended in October 2015, due to a lack of funds. LFO continued to conduct PRS profiling assessments in order to update their profiles, but also to assess their needs in order to address them more efficiently. Regular focus groups, post-distribution monitoring and satisfaction surveys concerning humanitarian needs were conducted to inform relevant decision-making and ensure the inclusion of PRS beneficiaries in the process. Close liaison with PRS beneficiaries continued to be maintained through Area Officers, Area Communications Officers and RSS staff. A complaint mechanism for cash assistance continued to be implemented. 	<ul style="list-style-type: none"> NBC inhabitants protested for the reinstatement of the rental cash subsidy, suspended in October 2015, due to a lack of funds. LFO continued to conduct PRS profiling assessments in order to update their profiles, but also to assess their needs in order to address them more efficiently. Regular focus groups, post-distribution monitoring and satisfaction surveys concerning humanitarian needs were conducted to inform relevant decision-making and ensure the inclusion of PRS beneficiaries in the process. Close liaison with PRS beneficiaries continued to be maintained through Area Officers, Area Communications Officers and RSS staff. A complaint mechanism for cash assistance continued to be implemented.
<ul style="list-style-type: none"> Jordan receives regular feedback, including complaints, from PRS. Complaints mainly refer to: (i) the level of assistance offered by UNRWA; and (ii) the exclusion from the provision of assistance (mainly from less vulnerable families who do not qualify for assistance); (iii) protection issues. Emergency Social Workers report to JFO Emergency Coordinator complaints and incidents related to PRS as they receive from PRS families. Conducted a post-distribution survey to understand how responsive PRS are to the UNRWA cash assistance service (their level of satisfaction) and to determine measures to improve the delivery of service. 	<ul style="list-style-type: none"> Jordan receives regular feedback, including complaints, from PRS. Complaints mainly refer to: (i) the level of assistance offered by UNRWA; and (ii) the exclusion from the provision of assistance (mainly from less vulnerable families who do not qualify for assistance); (iii) protection issues. Emergency Social Workers report to JFO Emergency Coordinator complaints and incidents related to PRS as they receive from PRS families. Conducted a post-distribution survey to understand how responsive PRS are to the UNRWA cash assistance service (their level of satisfaction) and to determine measures to improve the delivery of service.

annex 5: oPt emergency appeal results framework

Gaza Sector-Specific Interventions		
Strategic Priority 1: Food-insecure households and those facing acute shocks have increased economic access to food		
Outcome/Output	Indicator	Target
Emergency Food Assistance		
Refugee households living in poverty meet their most basic food requirements	Number of refugees living beneath the abject-poverty line of US\$ 1.74 per day who received emergency food assistance.	487,525 (247,905 male) (239,620 female)
	Number of refugees living beneath the absolute-poverty line of US\$ 3.87 per day who received emergency food assistance	424,023 (215,754 male) (208,269 female)
The severity of refugee food insecurity is tempered	Percentage of abject-poor caloric needs met through food distributions	80%
	Percentage of absolute-poor caloric needs met through food distributions	43%
Emergency Cash-for-Work		
Men and women earn wages, short term, to cover their food needs and restore their coping capacities	Percentage of CFW beneficiaries using earnings to purchase fresh food items	80%
	Percentage of CFW beneficiaries using earnings to purchase fresh food items	50%
	Number of refugees benefiting from short-term CFW	53,193
	Total value provided to CFW beneficiaries	US\$ 62,596,815
	Percentage of skilled contracts awarded to women	43%
	Number of self-employment opportunities for skilled women through Sulafa	200
Support for Resilient Livelihoods		
Employment opportunities created leading to sustainable livelihoods for women		
Strategic Priority 2: Crisis-affected refugees enjoy their basic rights to services and assistance		
Emergency Health		
Number of poor refugee patients receiving secondary or tertiary health care	Percentage of health centres with no 'stock-out' of 12 tracer items	100%
	Number of poor refugee patients receiving secondary or tertiary health care	1,800 (450 male) (1,350 female)

Students with special needs are able to participate in educational activities	Percentage of children identified with special needs who receive support	91.97%	100%
	Number of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination	11,088	11,600 (6,032 male) (5,568 female)
Education in Emergencies			
The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment	Number of Palestine refugee students provided with educational materials (self-learning materials, back-to-school kits, PSS/recreational kits, stationery)	271,900 (140,347 male, 131,553 female)	262,112 (135,328 male) (126,784 female)
Students whose learning abilities are undermined by their environment fulfil their educational potential	Number of support teachers hired to facilitate students' education	607 (350 male, 257 female)	1,060 (636 male, 424 female)
	Percentage of low achievement students (boys and girls) supported	57.5%	100%
Emergency Water and Sanitation			
A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions	Incidence of diarrhoea in children under 5 years of age.	7.93%	< 13%
Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented	Number of WASH facilities supported by UNRWA (disaggregated by UNRWA/non-UNRWA WASH facilities)	9 UNRWA facilities, 280 non UNRWA facilities	10 UNRWA facilities 280 non-UNRWA facilities
	Total litres of fuel provided to support WASH facilities	4,766,550	4,200,000
	Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported	0	100%
Exposure of refugee population to disease transmitters and breeding grounds reduced	Number of identified mosquito-breeding sites cleared	3	3
	Tons of waste removed from unofficial dumping sites	11,990	60,000
Emergency Shelter and Shelter Repair			
Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld.	Percentage of affected families receiving shelter assistance	7.99%	100%
Displaced refugee families have increased means to access a temporary housing solution	Number of refugee families receiving TSCA	4,492	6,521
	Percentage of housing cost coverage by TCSA	88%	80%

Refugee families affected by military operations or natural disaster are able to return to their homes	Number of families receiving shelter repairs assistance Number of refugee families in need of winterization items provided with required materials	4,072 9,939 ²	50,960 5,000
Strategic Priority 3: Protection of Palestine refugees from the effects of the conflict and violence through access to basic services and advocacy			
Community Mental Health Programme			
The psychosocial well-being of vulnerable refugees, households and vulnerable communities is promoted	Percentage of cases showing improved psychosocial well-being, out of the total number of individual counselling cases	95.53%	70%
	Number of children benefiting from structured psychosocial interventions (life skills and group guidance)	269,004 (130,089 male, 138,915 female)	262,112 (135,328 male, 126,784 female)
	Number of children at UNRWA schools receiving individual counselling and case management support	11,088 (5,892 males, 5,196 females)	13,300 (6,916 male, 6,384 female)
	Number of adults benefiting from psychosocial and protection interventions at UNRWA health facilities	4,046 (503 male, 3,543 female)	5,000 (750 male, 4,250 female)
	Number of Palestine refugees benefiting from public awareness sessions in UNRWA schools, health centres and other facilities (parent and community education groups)	92,750 (15,916 male, 76,834 female)	46,000 (20,700 male, 25,300 female)
	Number of children at UNRWA schools receiving group counselling	10,020 (4,658 male, 5,362 females)	21,000 (10,710 male, 10,290 female)
Protection			
Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza	Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	31	25
Strengthened prevention and protection response for Palestine refugees	Number of UNRWA staff members trained on protection	930 (503 female; 427 male)	1,000 (500 male, 500 female)

Explosive Remnants of War Risk Education			
UXO-ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff	Number of UNRWA education staff that receive advanced ERW training	0	1,000 (710 male; (290 female)
	Percentage of UNRWA Designated Emergency Shelters whose staff is trained on ERW	0	100%
Gaza Summer Fun Weeks			
The physical and emotional well-being of children, both girls and boys, is supported	Number of students who have participated in at least one recreational and extracurricular activity during the summer	142,942 (66,696 male, 76,246 female)	140,000 (72,800 male, (67,200 female)
	Number of refugees receiving employment opportunities with SFWs	2,505 (1,452 male, 1,053 female)	2,500 (1,500 male, (1,000 female)
	Percentage of children reporting a positive experience during Summer Fun Weeks	90.22%	85%

West Bank Sector-Specific Interventions Strategic Priority 1: Food-insecure households and those facing acute shocks have increased economic access to food			
Outcome/outputs	Indicator	Target	
Emergency Food Assistance			
The severity of refugee food insecurity is tempered	Number of food-insecure refugee households receiving voucher food assistance	8,610	25,833
	Number of food-insecure refugees receiving food assistance (gender disaggregated)	49,798 (25,098 male, 24,700 female)	155,000 (78,275 male, 76,725 female)
	Total value of electronic vouchers provided to food-insecure refugees	US\$5,934,965	US\$19,158,000
	Number of individuals benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder communities in Area C	37,023	36,000 (18,360 male, 17,640 female)
Emergency Cash-for-Work			
Food-insecure refugees living in refugee camps earn wages, short term, to cover their basic food needs and restore their coping capacities	Number of food-insecure refugee households engaged in short-term Cash-for-Work	8,327	8,000
	Total number of food-insecure refugees benefiting from Cash-for-Work assistance	44,630 (22,540 male, 22,090 female)	48,000 (24,480 male, 23,520 female)
	Total value provided to Cash-for-Work beneficiaries	\$10,132,572	US\$ 10,080,000
	Number of Cash-for-Work projects realized in the camps	20	19
Strategic Priority 2: Crisis-affected refugees enjoy their basic rights to services			
Mobile Health Clinics			
The psychosocial well-being of vulnerable refugees, households and vulnerable communities is promoted	Percentage of regular visits conducted per community, as scheduled	106%	106%
	Number of communities provided with improved access to health services through mobile health clinics	58	58
Access to health services for the vulnerable in remote areas is ensured	Number of patient consultations provided in mobile health clinics	104,384 (59,273 female, 45,111 male)	109,276 (65,566 female, 43,710 male)

Strategic Priority 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy**Community Mental Health**

Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	Percentage of targeted vulnerable communities provided with counselling or psychosocial activities	100%	100%
Psychosocial well-being in targeted vulnerable communities is increased	Number of group psychosocial activities/sessions	676	660
	Number of individual, group or family counselling sessions	877	600
	Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)	10,377 (5,015 male, 5,362 female)	10,377 (5,015 male, 5,362 female)
	Number of community members trained in prevention and response to crises and psychosocial emergencies	443 (137 male, 306 females)	400 (175 male, 225 female)

Protection

Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities	23 %	20%
Enhanced systematic follow-up of authorities responsible for IHL violations	Percentage of documented incidents/issues presented to the relevant authorities	53%	80%
Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in West Bank	Number of protection (advocacy) interventions targeting external actors	121	70
The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed	Percentage of refugee families suffering displacement due to demolition who received emergency cash assistance according to the Crisis Intervention Model	100%	100%
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased	Percentage of refugee families suffering from violence and/or damage to their private property who received emergency assistance according to the Crisis Intervention Model Number of at-risk communities supported through community-driven protection projects	66% 11	50% 12

Resilience and coping mechanisms for children and youth		
Children and youth living in areas facing protection threats and those continuously affected by conflict-related violence are provided with structured activities in order to strengthen their resilience/positive coping mechanisms	Number of children and youth participating in summer/winter activities	2,120 (1,060 male) (1,060 female)
	Number of children and adolescents benefiting from individual and group counselling sessions	0
Enhanced systematic follow-up of authorities responsible for IHL violations	Number of children and youth participating in psychosocial assistance activities (e.g. psychodramas, theatre activities, etc.)	0
	Number of children and youth referred to individual counselling/specialized services following child/youth resilience activities	0

Gaza, West Bank & Headquarters

Strategic Priority 4: effective management and coordination of emergency response

Coordination, Safety, Security and Management

The Agency has adequate response capacity for protracted crisis and sudden onset emergencies	Number of staff trained in emergency preparedness and response	970 (Gaza) 0 (WB)	1,000 (Gaza) ³ (1,700 male) (300 female) 65 (West Bank) (52 male) (13 female)
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	30 days EA snapshots; 110 days Mid Year Report	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
Neutrality (Gaza)			
Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections	100%	100%
	Number of staff members trained on UN principles of neutrality	435 (132 male, 303 female)	400 (200 male, 200 female)
Neutrality (West Bank)			
Agency access and neutrality is safeguarded	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, good, services	45.5%	60%
Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections	99%	100%
	Number of staff members being trained in UN values and humanitarian principles, including neutrality	177	600 (300 male, 300 female)
Agency access is facilitated and infringements of humanitarian space countered	Percentage of reported access incidents raised with relevant authorities	100%	100%
	Percentage of access incidents to which OSO teams are dispatched	20.5%	10%

1 As per the RBM standards, the highest value should be reported on quarterly basis- which was on Q1 for the absolute poor refugees and Q4 for the abject poor refugees. However, due to the progress in PAS, many refugees were visited and their poverty status was updated (from absolute to abject poor, and some from abject poor to absolute poor). RSSP decided to use the value of Q3, the abject poor and the absolute poor make the highest total of all food beneficiaries.

2 This target was overachieved as the target was defined based on 2016 distribution of winterization assistance which was conducted in response to floods. However, in 2017, winterization assistance was provided to a higher number of families as a preventive measure to face possible harsh winter conditions.

3 The initial target of 2,000 staff trained in emergency preparedness was included in the 2017 oPt EA in error as it was predicated on the upgrading of 100 DES, a number that was subsequently revised down to 50 DES. The target should have read 1,000. Provided that funding is received to upgrade 50 DES, an additional 900 UNRWA DES staff will receive emergency preparedness training.

annex 6: status-updated oPt ea risk register

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring	Gaza Strip	Status Update	West Bank
<p>Hazards</p> <ul style="list-style-type: none"> Escalated conflict in Gaza and the West Bank (local and regional in origin) leading to increased humanitarian vulnerability and possible interruptions to UNRWA services/assistance. An increase in internal Palestinian division leading to greater instability in the oPt. 	<ul style="list-style-type: none"> Increased humanitarian needs among Palestine refugees. Protection issues, violations of IHL/HR/L, and fatalities and injuries due to law enforcement operations or armed conflict. Restrictions in the movement of people and materials in the Gaza Strip. 	<ul style="list-style-type: none"> GFO and WBFO have strengthened their emergency and rapid response capacity through the review and improvement of relevant systems. GFO uses lessons from the 2014 hostilities towards revised emergency preparedness. During 2013-2014, WBFO field and area staff participated in emergency response training focusing on needs assessments, response plan preparation, and the management of personal security in the field. There are plans to extend emergency response training in 2016. UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis. GFO and WBFO have minimum-preparedness steps in place, such as updated emergency supply lists, critical/essential staff lists, and the ability to utilize the Agency's emergency staff roster. UNRWA coordinates with UNCT/UNDSS to ensure maximum coverage and efficiency. Both GFO and WBFO actively participate in inter-agency simulations and emergency preparedness/response workshops. UNRWA SSD works with UNDSS to closely and continuously monitor the political and security situation to allow, where possible, pre-emptive planning for escalations. Security briefings for incoming staff support conduct and behavior that reduces risk, both to the individual and to the Agency. 	<ul style="list-style-type: none"> Close monitoring of the political environment, trends analysis, protection incidents and early identification of factors that can trigger an escalation. Regular use of SIMS, including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell. Daily media reviews. 	<ul style="list-style-type: none"> The internal Palestinian divide saw a significant increase during the spring and summer 2017, when the PA asked Israel to stop the energy supplies to Gaza and cut the salaries of approximately 60,000 Gaza-based PA security and civil servants by at least 30%. In October 2017, Hamas and Fatah signed a landmark reconciliation deal, based on which Hamas is supposed to hand over control of Gaza to the PA. If fully implemented, this deal may have positive consequences on both the socio-economic situation in the strip as well as the morale of its population. For the moment, Palestine refugees have seen no meaningful improvements. Monitoring of the political and security environment, including recurrent demonstrations in the Access Restricted Area at the fence continued with particular focus on incidents of armed conflict. Several demonstrations took place following the debate on the status of Jerusalem and funding to UNRWA. Under its monitoring and evaluation activities, GFO assessed beneficiary views and satisfaction through a series of surveys. This included the Monitoring and Evaluation Team verification visits to installations and project sites, and PAS visiting 197,288 families 	<ul style="list-style-type: none"> During 2017, the Israeli authorities intensified their efforts placing Palestine refugees at risk of displacement and forcible transfer in the E1 area. UNRWA documents cases of these actions and raises them with the Israeli authorities, and conducts advocacy efforts. The Agency will continue to monitor and raise issues related to forcible transfer with Israeli authorities, but also internationally through advocacy measures, including through the international human rights system. During the reporting period, UNRWA witnessed an increase in access restrictions in the West Bank and East Jerusalem, which impacted the service of some of the emergency interventions such as mobile clinics. Increased tensions and demonstrations were noted during the reporting period on two occasions; firstly as a reaction to the closure of Al Aqsa in July; secondly as a reaction to Trump's announcement on Jerusalem in December. During both periods UNRWA recorded and documented incidents. The two situations did not lead to any disruption of UNRWA service delivery or to an increase in humanitarian needs. 	

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring		Status Update	
			Gaza Strip		West Bank	
Strategic	<ul style="list-style-type: none"> Service delivery to refugees interrupted. Not meeting expected results due to the reduction in donor assistance. Negative impact on public perceptions of UNRWA. Threats to staff/service delivery. 	<ul style="list-style-type: none"> More effective resource mobilization. Community outreach/communication. Resource rationalization. Contingency planning. 	<ul style="list-style-type: none"> Engagement with ERCD to track income/pledges. Monitoring of service interruptions and refugee satisfaction. 	<ul style="list-style-type: none"> GFO conducted Project and EA review meetings where senior management and key staff reviewed progress, addressed challenges and made decisions on the allocation of resources. These meetings served as a quality control measure and oversight in tracking funding issues and contingency planning The RBM system was utilized every quarter to ensure consistent monitoring and timely action in the event of diversions from plans. GFO held quarterly meetings with ERCD to discuss funding priorities, critical needs, joint messaging, advocacy opportunities and coordination. 	<ul style="list-style-type: none"> The risk of underfunding was identified in early 2017. A strategy was developed to attract more funding to the 2017 oPt EA to avoid any disruption of services. As a result, the Field continued its emergency programmes as planned, with the exception of Resilience and Coping Mechanism for Children and Youth, as well as Emergency Preparedness and Response component. 	
Operational	<ul style="list-style-type: none"> Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks. No clear separation between the responsibilities and authority of the National Consensus Government, the de facto authorities and armed groups. 	<ul style="list-style-type: none"> Headquarters and field office management have regular meetings with the Area Staff Unions to discuss specific issues of staff concern. In case of industrial action, within 48 hours, both offices are capable of relocating to remote locations with necessary support. Regular updates with stakeholders (staff and institutional partners) are provided to ensure understanding of reforms and structural reorganization requirements. Through consultations between supervisors, supervisees and HR representatives, constructive staff dialogue is promoted. Access to and use of staff portal for GFO and WBFO staff as a tool for effective communication with staff. 	<ul style="list-style-type: none"> Monitoring/documenting of key issues to the union and of union messaging. Updates to donors on key developments affecting Agency operations. Periodic review of business continuity plans. Regular interaction and communication with the Commissioner-General and Executive Office staff, including the UNRWA Staff Relations Adviser. Regular updates through communication with field management. Periodic monitoring and review of staff survey results. 	<ul style="list-style-type: none"> Through established structures such as the Local Staff Union, Field Legal office and HQ, GFO ensured that dialogue with employees continued on emerging issues, organizational reorganization and direction. Staff dialogue was also promoted and ensured through regular staff meetings, and email communications at all levels to ensure that all internal stakeholders and staff are kept abreast of developments 	<ul style="list-style-type: none"> The Field managed to secure sufficient funding to implement its emergency programmes throughout 2017, although not being able to meet the full assessed caseload of food insecure households registered. Communication with staff members was conducted to ensure they received accurate information on the funding levels and the implementation of the emergency programmes. 	

<p>Financial</p>	<ul style="list-style-type: none"> • Fiduciary risks in operational implementation. 	<ul style="list-style-type: none"> • Donors reduce their contributions. • Financial viability of projects/programmes compromised. 	<ul style="list-style-type: none"> • Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning system in 2016. • Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes. • UNRWA systems are monitored and audited to identify and correct operational and financial risks. • Continued bilateral and ad hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support. 	<ul style="list-style-type: none"> • Monthly meetings in GFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions. • Quarterly results-based monitoring of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected. • In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs. 	<ul style="list-style-type: none"> • As of 31 December 2017, GFO has received about 35 per cent of EA requirements. Funds have prioritized essential EA interventions such as food, JCP, emergency health and education, SFW, community mental health, WASH and shelter activities and operations support. This has meant scaling down on plans to ensure that critical needs are addressed. Given the deteriorating humanitarian context in Gaza, GFO continued to engage ERCD and donors to increase support to Palestinian refugees through project funding. • Projects and EA review meetings have been conducted monthly to ensure alignment, explore synergies and possible funding through Projects to cover EA needs. 	<ul style="list-style-type: none"> • The Field maintained stringent budget monitoring throughout 2017, which entailed monthly control measures to limit fiduciary risks and to ensure that any potential malfeasance is detected and prevented.
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Sociopolitical

<ul style="list-style-type: none"> • Real or perceived breach of UNRWA neutrality as a humanitarian actor. • Beneficiary expectations go unmet due to a perceived (or actual) decrease in humanitarian assistance. 	<ul style="list-style-type: none"> • Death or injury of refugees accessing services/UNRWA staff. • Donors reduce financial support. • Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries. • Incursions in UNRWA installations create general insecurity in the refugee community. • Unstable/unfavorable community relationships. • Obstruction of services. • Exposure of UNRWA staff to threats. 	<ul style="list-style-type: none"> • In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place through OSOs. Incidents are protested in writing to relevant interlocutors. • Controls are in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure all equipment is present and accounted for. In addition, the car log system protects against theft/misuse of Agency vehicles. • Staff outreach through communications, annual/biannual presentations, and workshops on neutrality/access/protection. OSOs in WBFO and GFO play a key role in safeguarding neutrality. • Proper inductions are provided for newly hired staff that includes training on UN privileges and immunities and humanitarian principles, including neutrality. • Allegations concerning neutrality breaches are investigated and disciplinary action is engaged where the facts warrant. • Interventions with key interlocutors, sometimes jointly with other UN agencies. • Update and implement communication plans that include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, Camp Service Committees, and the PA. • Seek feedback and address stakeholder concerns and improve transparency through stronger community-level engagement. • The WBFO emergency unit opened a hotline to enable refugees to inquire about their poverty status and eligibility for CFW or food vouchers and to request household visits for new applications and updates. This improves transparency and has reduced frustration, especially at the camp level. It also limits the extent to which camp service officers and other front-line staff are exposed to deal with complaints regarding emergency assistance. • GFO and WBFO conduct protection audits to ensure UNRWA services are delivered in a way that ensures the dignity and protection of beneficiaries is upheld and security for staff guaranteed. • The GFO Monitoring and Evaluation Unit conducts independent beneficiary satisfaction surveys that both increase management awareness of areas of discontent among target groups and improves effectiveness and targeting. • The GFO OSO team maintains regular contact with beneficiaries, explaining their service access rights, as well as the reasons for any cuts implemented. • The GFO-reformed Poverty Assessment System will enable the field to refine its poverty-targeting mechanism to identify Gaza's poorest and most marginalized families. • Information collected from beneficiaries is fed back to senior management in order that their expectations can be positively managed. • UNRWA TV is utilized through DUO/CG/DCG programmes on broad issues and answering broader questions from refugees. • GFO communications has dedicated Communications with Communities/outreach stream to ensure better flow of two-way dialogue with refugees. • Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDS. 	<ul style="list-style-type: none"> • Tracking and analysis of neutrality violations in UNRWA installations. • An updated record of staff members trained on humanitarian principles, including neutrality, is kept. • Media analysis & follow-up. • Regular donor contact. • Results of internal surveys and evaluations from non-UNRWA sources. • Staff expectations recorded as part of Appeal programme design. • Media analysis. • SIMS reporting on incidents and complaints. 	<ul style="list-style-type: none"> • The OSO team conducted the required quarterly visits to all Gaza installations to monitor report and follow up on neutrality issues. This was complemented by training of staff on neutrality monitoring and reporting at field level in all UNRWA installations. Neutrality violations of UNRWA installations with security implications (e.g. incursions) are recorded in the SIMS. • During 2017, 546 (262 in the first half of the year and 284 in the second half) security incidents either directly or indirectly affecting UNRWA personnel, installations or assets were also recorded. • GFO regularly monitors the movement of people and goods to and from the Gaza Strip. Import and export restrictions still continue in many cases affecting implementation of humanitarian activities. 	<ul style="list-style-type: none"> • The Field conducted numerous workshops with staff members on maintaining neutrality, humanitarian and UN principles to maintain and uphold its standing as a neutral humanitarian actor, as well as carrying out an online training on neutrality for all UNRWA international staff members. • The Field trained six WBFO staff on neutrality and social media through a ToI modality so that they can in turn carry out the training in all the area offices. • The Neutrality department continued their neutrality inspections of UNRWA installations as planned for the entire year of 2017. UNRWA documented and followed up on any incident compromising neutrality, to maintain and uphold its standing as a neutral humanitarian actor.
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Risks Specific to GFO			
Event	Consequences	Mitigation/Coping Mechanisms	Status update
Sociopolitical		Monitoring	
<ul style="list-style-type: none"> Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza. 	<ul style="list-style-type: none"> Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies. 	<ul style="list-style-type: none"> Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays of commodities. Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays. Whenever necessary, UNRWA undertakes steps that see the Israeli authorities allow unhindered humanitarian relief into Gaza. Support is sought from the international community and donors to use their position in advocating for the unhindered access of humanitarian assistance into Gaza. As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained. 	<ul style="list-style-type: none"> Delays were experienced in the importation of various essential items such as generators, vehicles, and communication equipment and construction materials. GFO monitored and followed up on these through consultations with key stakeholders. Access restrictions and access issues are ongoing. GFO noted delays in the GRM and delays in approval of beneficiaries under the shelter programme. This included movement of people from Gaza and new security requirements at the Erez crossing for Palestinian travelers. Issues related to breaches in neutrality were identified and responded to through the OSO team. Chief Area Offices were engaged in reaching out to communities and key stakeholders.
<ul style="list-style-type: none"> Political interference by government in UNRWA activities 	<ul style="list-style-type: none"> Delays in the implementation of activities, with possible cancellations. 	<ul style="list-style-type: none"> The humanitarian purpose and neutrality of UNRWA interventions is highlighted. Open communication channels with stakeholders who advocate for the Agency's humanitarian mandate. Close observance of and constant reminders provided on the UNRWA mandate and scope of work. Reporting mechanisms from all programmes and installations to inform on incidents of interference by government representatives in UNRWA activities. Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions. 	<ul style="list-style-type: none"> Clear external reporting on the impact of access barriers on programme delivery. Regular communication with the Israeli authorities. Analysis of incidents and trends. Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel.
<ul style="list-style-type: none"> Nothing to report 	<ul style="list-style-type: none"> Record and ensure analysis of incidents. Maintain regular contacts with key stakeholders, including donors. Depending on the case, and if required, communicate publicly. 	<ul style="list-style-type: none"> Nothing to report 	<ul style="list-style-type: none"> Nothing to report
Financial			
<ul style="list-style-type: none"> Decline in purchasing power. 	<ul style="list-style-type: none"> Increased needs among Palestine refugees. Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries. 	<ul style="list-style-type: none"> Implementation of intensive reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified. UNRWA has moved from a status to a poverty-based targeting system, with beneficiaries in Gaza targeted solely through a proxy-means benchmarking mechanism in line with international best practice. The Agency initiated a large-scale reassessment process for its food assistance caseload to best capture and respond to the needs of families coping with unexpected shocks that affect their ability to meet basic caloric requirements. Strengthened/planned procurement processes ensure better anticipation of requirements and thus lower prices. 	<ul style="list-style-type: none"> GFO has sustained its socioeconomic analysis capacity through internal quarterly Economic Updates and dialogue with key stakeholders such as the Palestine Central Bureau of Statistics. This has been useful in generating relevant information on socio-economic conditions in Gaza, strengthening analysis and messaging efforts. GFO also ensured representation in the working group tasked with developing the 2018 Socio-economic and Food Security survey (SEFSec) methodology. The GFO Monitoring and Evaluation team continued food price monitoring with a monthly frequency to compliment the PAS in determining the eligibility for assistance under its poverty-based programming through daily home visits. Active participation was ensured within the humanitarian clusters where information and updates on the situation in Gaza is exchanged. Exchange fluctuations towards the middle of the reporting period where noted. GFO had to negotiate and engage contractors and other stakeholders to avoid negative impact on construction projects.

<ul style="list-style-type: none"> • Disruption to effective functioning of the GRM. 	<ul style="list-style-type: none"> • Increased monitoring/implementation costs for UNRWA. • Increased/ongoing TSCA caseload. • Public frustration over stalled recovery/reconstruction. 	<ul style="list-style-type: none"> • Enhanced efforts to secure funding for self-help repair/reconstruction. • Possible use of contracted construction to meet shelter needs. 	<ul style="list-style-type: none"> • Shelter tracker, engagement with GRM stakeholders. 	<ul style="list-style-type: none"> • GFO continued to track and monitor risks related to the two mechanisms used by GFO to import needed construction materials and other dual use items (i.e. the GRM for imports of cement for the private sector and the bilateral coordination with COGAT).
Environmental				
<ul style="list-style-type: none"> • Worsening of environmental problems. 	<ul style="list-style-type: none"> • Water crisis becomes irreversible (Gaza 2020). • Steps taken by international actors do not equally benefit refugees. • Families use makeshift power solutions that put them at risk. 	<ul style="list-style-type: none"> • Increased focus on environmentally sustainable solutions (e.g. desalination plants, solar panels). • Prevention measures, such as those to counter flooding. 	<ul style="list-style-type: none"> • UNRWA internal installation report. • Information provided by other humanitarian actors. 	<ul style="list-style-type: none"> • In response to the energy crisis GFO had to contribute to special appeals through the HRP and UNCT for urgent fuel needs in the Health and WASH sectors. Discussions and dialogue in clusters continue on a regular basis through the sharing of information and joint planning involving stakeholders.

Risks Specific to WBFO				
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	Status Update
Programmatic				
<ul style="list-style-type: none"> Further economic deterioration in the West Bank and a decline in purchasing power due to persisting unemployment rates and rising food prices in global and local markets. Increased IHL and IHRL violations affecting Palestine 	<ul style="list-style-type: none"> Increased food insecurity among Palestine refugees. Difficulties to meet humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need. 	<ul style="list-style-type: none"> Strategy developed and being implemented to move beneficiaries from dependence on humanitarian aid towards economic empowerment through more sustainable programming and an emphasis on livelihoods and self-reliance. A more diversified and effective food security programme was implemented in 2014 (to date) to ensure cost-efficiency and a comprehensive response based on priority needs. This included the introduction of electronic food vouchers for food-insecure refugees living outside camps, in partnership with the WFP. Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Economic, household and labour market analysis conducted by UNRWA or other actors. Following trends and discussions through active participation of UNRWA WBFO in the Food Security Sector and Food Security Analysis Unit. 	<ul style="list-style-type: none"> During the reporting period the Field monitored all programmes on a quarterly basis, to ensure they are implemented according to plan, but also to assess any developments within the West Bank and East Jerusalem. UNRWA field offices were active in all the clusters, participating to discussion on situational developments and needs analysis, amongst others. WBFO will also be active and take part in the upcoming 2018 Socio-Economic Food Security survey in Palestine. The Field monitored discussions and reports released by relevant external actors, as well as documenting breaches of IHL and IHRL to detect trends and conduct analysis. In 2017 the number of damages to people's private property, as well as several threats of a mass-demolition targeting Bedouin communities, remained high.
Strategic				
<ul style="list-style-type: none"> Failure in the transition from humanitarian response to resilience-building and sustainable programming. 	<ul style="list-style-type: none"> Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience. 	<ul style="list-style-type: none"> UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programmatic implementation progress. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Review through EA reporting mechanisms. 	<ul style="list-style-type: none"> In 2017, WBFO implemented its programmes as planned, verified through quarterly monitoring and review meetings. The Field has continued to discuss internally and with the clusters how to effectively assist the most vulnerable Palestine refugees.
Sociopolitical				
<ul style="list-style-type: none"> Practices of and imposed rules by the Israeli authorities related to the occupation affect the programme's ability to be effectively implemented in Area C, including closed military areas. Political tensions and dialogue are affected due to perceived or actual reduction of UNRWA services. 	<ul style="list-style-type: none"> Disruptions in service implementation. Obstruction of donor-funded structures in Area C due to lack of building permits. 	<ul style="list-style-type: none"> WBFO liaises with the Israeli authorities on access/protection issues through OSOs. In some instances, issues are raised at the level of the Director or Commissioner-General with Israeli counterparts, at times jointly with other UN agencies. Specific programme teams implement activities in Area C, including in closed military areas, on a regular basis and ensure monitoring and feedback loops. UNRWA has adopted the Humanitarian Country Team Area C Framework Policy. 	<ul style="list-style-type: none"> Daily access monitoring through the UNRWA Radio Room. Documentation and reporting of access incidents. Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT. 	<ul style="list-style-type: none"> WBFO has continued to follow up on any changes in the rules and regulations imposed by the Israeli authorities, and have liaised with relevant stakeholders in order to ensure timely humanitarian assistance to beneficiaries. WBFO has followed-up on incidents of access restrictions within Area C and closed military areas through its International Protection Working Group and inter-agency forums.

annex 7:
unrwa statistics bulletin - 2017
(03 june 2018)

General Statistics 2017

GFO	Number of official camps	8
	Registered Refugees (RR)	1,386,455
	Other Registered Persons*	129,194
	Registered Refugees, female (%)	49.5
	Registered Refugees, male (%)	50.5
	Registered Refugees - youth, female (%)	18.8
	Registered Refugees - youth, male (%)	18.6

JFO	Number of official camps	10
	Registered Refugees (RR)	2,206,736
	Other Registered Persons*	120,804
	Registered Refugees, female (%)	49.8
	Registered Refugees, male (%)	50.2
	Registered Refugees - youth, female (%)	18.7
	Registered Refugees - youth, male (%)	18.8

LFO	Number of official camps	12
	Registered Refugees (RR)	469,555
	Other Registered Persons*	54,785
	Registered Refugees, female (%)	49.8
	Registered Refugees, male (%)	50.2
	Registered Refugees - youth, female (%)	14.7
	Registered Refugees - youth, male (%)	14.7

SFO	Number of official camps	9
	Registered Refugees (RR)	551,873
	Other Registered Persons*	79,238
	Registered Refugees, female (%)	51.2
	Registered Refugees, male (%)	48.8
	Registered Refugees - youth, female (%)	16.4
	Registered Refugees - youth, male (%)	16.3

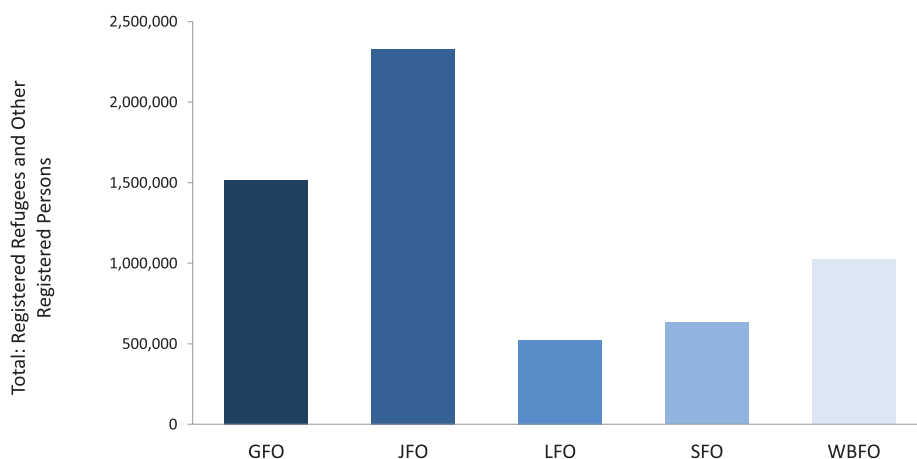
WBFO	Number of official camps	19
	Registered Refugees (RR)	828,328
	Other Registered Persons*	194,542
	Registered Refugees, female (%)	50.5
	Registered Refugees, male (%)	49.5
	Registered Refugees - youth, female (%)	18.5
	Registered Refugees - youth, male (%)	18.2

Agency	Number of official camps	58
	Registered Refugees (RR)	5,442,947
	Other Registered Persons*	578,563
	Registered Refugees, female (%)	49.9
	Registered Refugees, male (%)	50.1
	Registered Refugees - youth, female (%)	18.1
	Registered Refugees - youth, male (%)	18.1

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

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

Total Registered Refugees and Other Registered Persons (2017)



Health Statistics 2017

GFO	Number of primary health care facilities (PHCF)	22
	Number of PHCF with dental services (including mobile units)	21
	Number of health staff, female	592
	Number of health staff, male	371
	Number of annual patient visits	3,858,497
	Number of hospitalized patients	11,885
	Number of non-communicable disease (NCD) cases under care	84,039
	Number of women attending at least four antenatal care (ANC) visits****	38,845
	Number of women of women attending postnatal care (PNC) within 6 weeks of delivery	39,351
	Percentage of infants 12 months old fully immunized	99.9
	Percentage of 18 month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	99.9
	Prevalence of diabetes among population served, 18 years and above	5.6
	Percentage of diabetes mellitus patients under control per defined criteria	38.4
	Percentage of women with live birth who received at least 4 ANC visits	98.7
	Cost per served population	31.1
	Water borne disease outbreaks	0.0
JFO	Number of PHCF	25
	Number of PHCF with dental services (including mobile units)	33
	Number of health staff, female	438
	Number of health staff, male	286
	Number of annual patient visits	1,613,786
	Number of hospitalized patients	10,000
	Number of NCD cases under care	77,482
	Number of women in ANC****	20,503
	Number of women in PNC	21,026
	Percentage of infants 12 months old fully immunized	99.7
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	97.9
	Prevalence of diabetes among population served, 18 years and above	5.5
	Percentage of diabetes mellitus patients under control per defined criteria	37.3
Percentage of women with live birth who received at least 4 ANC visits	86.5	
Cost per served population	22.6	
Water borne disease outbreaks	0	

LFO	Number of PHCF	27
	Number of PHCF with dental services (including mobile units)	19
	Number of health staff, female	176
	Number of health staff, male	179
	Number of annual patient visits*	1,037,962
	Number of hospitalized patients	29,887
	Number of NCD cases under care**	30,100
	Number of women in ANC****	4,000
	Number of women in PNC	4,109
	Percentage of infants 12 months old fully immunized	99.6
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	99.4
	Prevalence of diabetes among population served, 18 years and above	7.6
	Percentage of diabetes mellitus patients under control per defined criteria	53.7
	Percentage of women with live birth who received at least 4 ANC visits	94.7
	Cost per served population	120.3
Water borne disease outbreaks	0	
SFO	Number of PHCF***	26
	Number of PHCF with dental services (including mobile units)	18
	Number of health staff, female	252
	Number of health staff, male	181
	Number of annual patient visits	831,015
	Number of hospitalized patients	23,489
	Number of NCD cases under care	34,159
	Number of women in ANC****	4,741
	Number of women in PNC	5,755
	Percentage of infants 12 months old fully immunized	98.7
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	94.5
	Prevalence of diabetes among population served, 18 years and above	5.3
	Percentage of diabetes mellitus patients under control per defined criteria	37.2
	Percentage of women with live birth who received at least 4 ANC visits	67.2
	Cost per served population	23.1
Water borne disease outbreaks	0	
WBFO	Number of PHCF	43
	Number of PHCF with dental services (including mobile units)	24
	Number of Health Staff, female	508
	Number of Health Staff, male	315
	Number of annual patient visits	1,066,984
	Number of hospitalized patients	27,720
	Number of NCD cases under care	41,690
	Number of women in ANC****	12,279
	Number of women in PNC	12,292
	Percentage of infants 12 months old fully immunized	100.0
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	100.0
	Prevalence of diabetes among population served, 18 years and above	7.4
	Percentage of diabetes mellitus patients under control per defined criteria	43.2
	Percentage of women with live birth who received at least 4 ANC visits	94.8
	Cost per served population	64.5
Water borne disease outbreaks	1	

Health Statistics 2017 (continued)

Agency	Number of Primary Health Care Facilities (PHCF)	143
	Number of PHCF with dental services (including mobile units)	115
	Number of Health Staff, female	1,966
	Number of Health Staff, male	1,332
	Number of annual patient visits	8,408,244
	Number of hospitalized patients	102,981
	Number of NCD cases under care	267,470
	Number of women in ANC****	80,368
	Number of women in PNC	82,533
	Percentage of infants 12 months old fully immunized	99.7
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	99.0
	Prevalence of diabetes among population served, 18 years and above	5.9
	Percentage of diabetes mellitus patients under control per defined criteria	40.3
	Percentage of women with live birth who received at least 4 ANC visits	92.1
	Cost per served population*****	37.6
Water borne disease outbreaks	1	

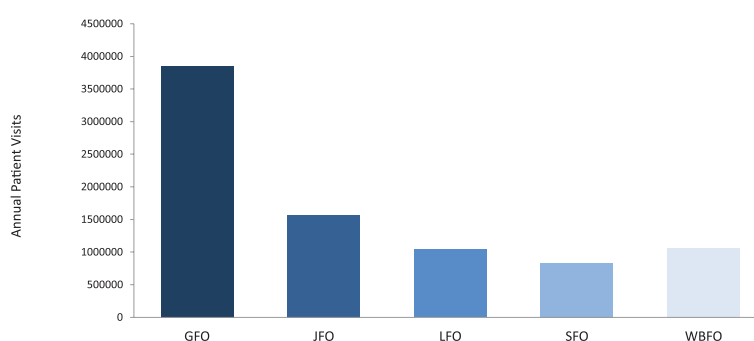
* Note 1: The total number of annual patient visits in Lebanon includes 158,173 PRS.

** Note 2: The total number of NCD patients in Lebanon includes 2,851 PRS.

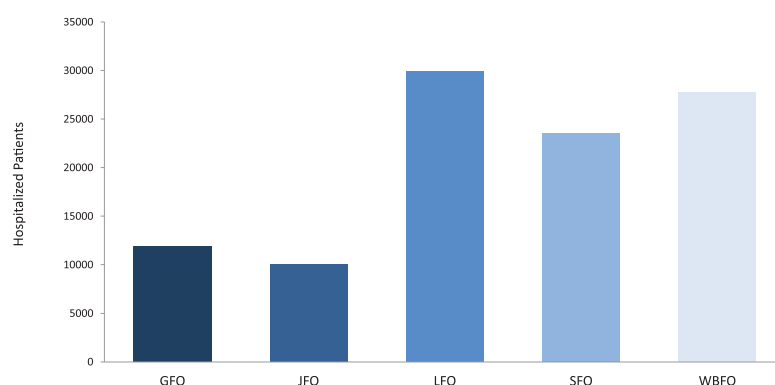
*** Note 3: In Syria, the 2017 number of PHCF includes 11 health points.

**** Note 4: Starting in 2017, UNRWA applies the WHO methodology in calculating number of women in ANC to only include women with live births.

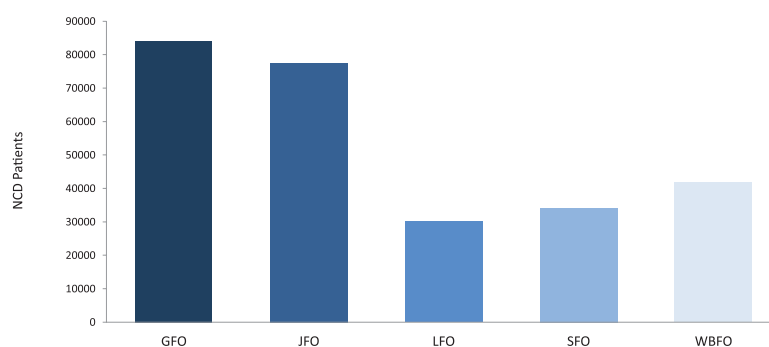
Number of Patient Visits by Field of Operation (2017)



Number of Patients Receiving Hospitalisation Care by Field of Operation (2017)



Number of NCD Patients Receiving Care from UNRWA Health Centres by Field of Operation (2017)



Education Statistics 2017/18

GFO	Number of UNRWA schools	275
	Number of double-shift schools	193
	of double-shift schools %	70.2
	Number of educational staff, female	6,226
	Number of educational staff, male	4,030
	Pupils Enroled: Elementary, female	93,243
	Pupils Enroled: Elementary, male	100,593
	Pupils Enroled: Preparatory, female	38,310
	Pupils Enroled: Preparatory, male	39,754
	Total Pupil Enrolment	271,900
	*Survival rates in basic education, female	98.2
	*Survival rates in basic education, male	93.9
	Percentage of students identified with a disability receiving support meeting their needs , female	11.3
	Percentage of students identified with a disability receiving support meeting their needs, male	9.7
	(Number of Technical and Vocational Education and Training Programme (TVET) trainees (enrolment	1,820
	Number of TVET graduates	TBD
	** (year post graduation 1) TVET employment rate	TBD
	** (year post graduation), female 1) TVET employment rate	TBD
	** (year post graduation), male 1) TVET employment rate	TBD
	*** (\$Cost per pupil: basic education cycle (US	796.1
**** (\$Input unit costs per VTC student (US	2,759	
JFO	Number of UNRWA schools	171
	Number of double-shift schools	152
	Percentage of double-shift schools	88.9
	Number of educational staff, female	2,553
	Number of educational staff, male	2,584
	Pupils Enroled: Elementary, female	37,834
	Pupils Enroled: Elementary, male	38,249
	Pupils Enroled: Preparatory, female	21,398
	Pupils Enroled: Preparatory, male	24,713
	Total Pupil Enrolment	122,194
	*Survival rates in basic education, female	87.50
	*Survival rates in basic education, male	89.70
	Percentage of students identified with a disability receiving support meeting their needs , female	85.2
	Percentage of students identified with a disability receiving support meeting their needs, male	80.3
	(Number of TVET trainees (enrolment	2,714
	Number of TVET graduates	TBD
	** (year post graduation 1) TVET employment rate	TBD
	** (year post graduation), female 1) TVET employment rate	TBD
	** (year post graduation), male 1) TVET employment rate	TBD
	Number of students enroled in FESA	1,049
	Number of Faculty of Educational Sciences and Arts (FESA) graduates	TBD
	** (year post graduation 1) FESA employment rate	TBD
	** (year post graduation), female 1) FESA employment rate	TBD
	** (year post graduation), male 1) FESA employment rate	TBD
	*** (\$Cost per pupil: basic education cycle (US	762.8
	**** (\$Input unit costs per VTC student (US	1,411.3

Education Statistics 2017/18 (continued)

LFO	Number of UNRWA schools	66
	Number of double-shift schools	2
	Percentage of double-shift schools	3
	Number of educational staff, female	1,235
	Number of educational staff, male	899
	Pupils Enroled: Elementary, female	11,515
	Pupils Enroled: Elementary, male	11,490
	Pupils Enroled: Preparatory, female	5,182
	Pupils Enroled: Preparatory, male	4,323
	Pupils Enroled: Secondary, female	2,647
	Pupils Enroled: Secondary, male	1,618
	Total Pupil Enrolment	36,775
	*Survival rates in basic education, female	96.41
	*Survival rates in basic education, male	93.82
	Percentage of students identified with a disability receiving support meeting their needs , female	77.4
	Percentage of students identified with a disability receiving support meeting their needs, male	59.3
	(Number of TVET trainees (enrolment	983
	**Number of TVET graduates	TBD
	** (year post graduation 1) TVET employment rate	TBD
	** (year post graduation), female 1) TVET employment rate	TBD
	** (year post graduation), male 1) TVET employment rate	TBD
***(\$Cost per pupil: basic education cycle (US	1,015.97	
****(\$Input unit costs per VTC student (US	3,465.3	
SFO	Number of UNRWA schools	104
	Number of double-shift schools	59
	Percentage of double-shift schools	56.7
	Number of educational staff, female	1,451
	Number of educational staff, male	857
	Pupils Enroled: Elementary, female	16,314
	Pupils Enroled: Elementary, male	17,083
	Pupils Enroled: Preparatory, female	7,155
	Pupils Enroled: Preparatory, male	7,033
	Total Pupil Enrolment	47,585
	*Survival rates in basic education, female	99.9
	*Survival rates in basic education, male	99.6
	Percentage of students identified with a disability receiving support meeting their needs , female	44.5
	Percentage of students identified with a disability receiving support meeting their needs, male	23.3
	(Number of TVET trainees (enrolment	1,109
	Number of TVET graduates	TBD
	** (year post graduation 1) TVET employment rate	TBD
	** (year post graduation), female 1) TVET employment rate	TBD
	** (year post graduation), male 1) TVET employment rate	TBD
	***(\$Cost per pupil: basic education cycle (US	346.32
	****(\$Input unit costs per VTC student (US	924.5

WBFO	Number of UNRWA schools	95
	Number of double-shift schools	0
	Percentage of double-shift schools	0
	Number of educational staff, female	1,565
	Number of educational staff, male	1,075
	Pupils Enroled: Elementary, female	18,938
	Pupils Enroled: Elementary, male	13,106
	Pupils Enroled: Preparatory, female	9,599
	Pupils Enroled: Preparatory, male	6,549
	Total Pupil Enrolment	48,192
	*Survival rates in basic education, female	97.9
	*Survival rates in basic education, male	93.9
	Percentage of students identified with a disability receiving support meeting their needs , female	40.4
	Percentage of students identified with a disability receiving support meeting their needs, male	6.0
	(Number of TVET trainees (enrolment	1,062
	Number of TVET graduates	TBD
	** (year post graduation 1) TVET employment rate	TBD
	** (year post graduation), female 1) TVET employment rate	TBD
	** (year post graduation), male 1) TVET employment rate	TBD
	Number of students enroled in ESF	632
	** Number of ESF graduates	TBD
	** (year post graduation 1) Education Science Faculty (ESF) employment rate	TBD
	** (year post graduation), female 1) ESF employment rate	TBD
	** (year post graduation), male 1) ESF employment rate	TBD
	*** (\$Cost per pupil: basic education cycle (US	1166.7
	**** (\$Input unit costs per VTC student (US	5,512.5
	Agency	Number of UNRWA schools
Number of double-shift schools		406
of double-shift schools %		57.1
Number of educational staff, female		13,030
Number of educational staff, male		9,445
Pupils Enroled: Elementary, female		177,844
Pupils Enroled: Elementary, male		180,521
Pupils Enroled: Preparatory, female		81,644
Pupils Enroled: Preparatory, male		82,372
Pupils Enroled: Secondary, female		2,647
Pupils Enroled: Secondary, male		1,618
Total Pupil Enrolment		526,646
*Survival rates in basic education, female		96.6
*Survival rates in basic education, male		94.1
Percentage of students identified with a disability receiving support meeting their needs , female		36.8
Percentage of students identified with a disability receiving support meeting their needs, male		25
(Number of TVET trainees (enrolment		7,688
Number of TVET graduates		TBD
** (year post graduation 1) TVET employment rate		TBD
** (year post graduation), female 1) TVET employment rate		TBD
** (year post graduation), male 1) TVET employment rate		TBD
Number of students enroled in FESA / ESF		1,681
*** Number of FESA / ESF graduates		TBD
** (year post graduation 1) FESA/ESF employment rate		TBD
** (year post graduation), female 1) FESA/ESF employment rate		TBD
** (year post graduation), male 1) FESA/ESF employment rate		TBD
*** (\$Cost per pupil: basic education cycle (US		841.5
**** (\$Input unit costs per VTC student (US	2,815.2	

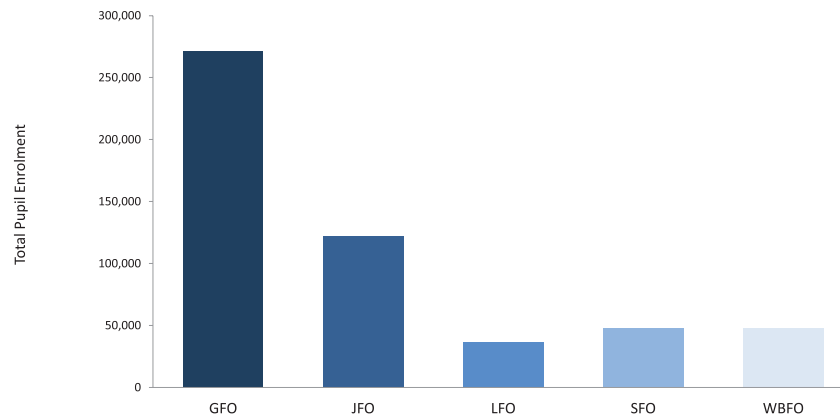
*Note 1: Survival rates, collected at the end of 2017 / beginning 2018, refer to the 2016-17 scholastic year. Please note that the JFO survival rate includes grade 10 while Agency-wide values are calculated through grade 9.

**Note 2: The employment rate refers to the percentage of graduates either employed or continuing their studies among active job seekers. Statistics related to employment will be available in October 2018.

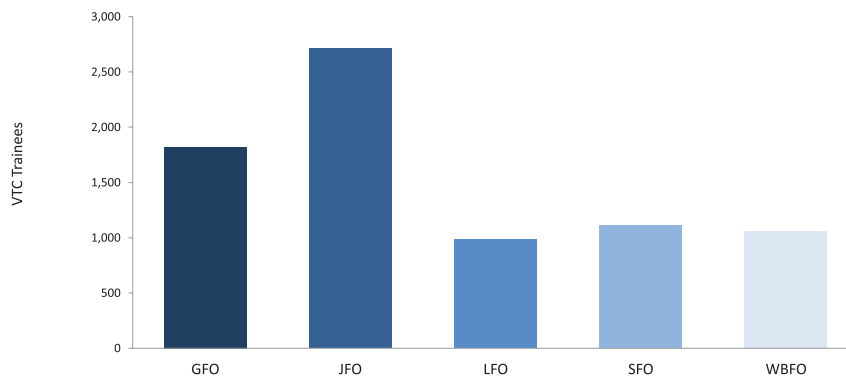
***Note 3: Cost per pupil figures pertain to the 2016-17 scholastic year. The calculations are based on direct costs. The Agency-wide value excludes SFO.

****Note 4: Cost per VTC student figures pertain to the 2016-17 scholastic year. The calculations are based on direct costs. The Agency-wide value excludes SFO.

Total Pupil Enrolment in UNRWA Schools by Field of Operation (18-2017)



TVET Trainee Enrolment by Field of Operation (18-2017)



Relief and Social Services Statistics 2017

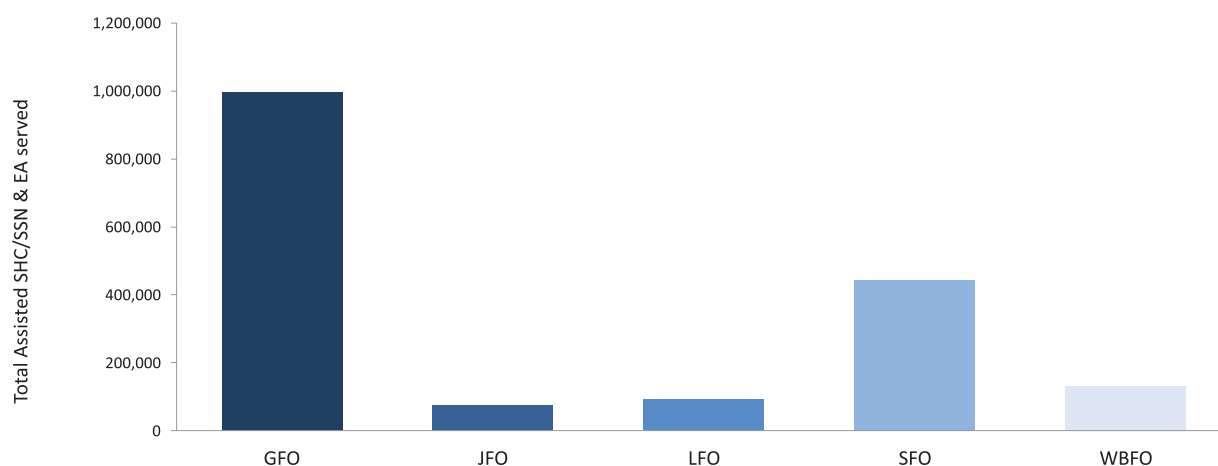
GFO	Number of registration offices	16
	Number of RSS staff: female	182
	Number of RSS staff: male	199
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	98,935
	SHCs/SSN as % of registered refugees	6.5
	Total annual monetary value of food assistance per beneficiary, PB (US\$)	119.0
	Total annual monetary value of cash assistance per beneficiary, PB (US\$)	N/A
	Total annual monetary value of food assistance per beneficiary, EA (US\$)	100.0
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	N/A
	Total number of beneficiaries served through EA cash and food assistance	894,232
	Total annual monetary value per beneficiary: job creation programme (JCP), EA	1,036
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	15.34
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), female	5.64
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), male	5.23
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), disabled	1.7	
JFO	Number of registration offices	16
	Number of RSS staff: female	80
	Number of RSS staff: male	29
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	58,855
	SHCs/SSN as % of registered refugees	2.5
	Total annual monetary value per beneficiary : e-card, PB(US\$)	115.0
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)	480.0
	Total number of beneficiaries served through EA cash and food assistance	17,177
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	18.4
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), female	1.4
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), male	1.2	
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), disabled	0.4	

LFO	Number of registration offices	8
	Number of RSS staff: female	100
	Number of RSS staff: male	40.0
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	61,672
	SHCs/SSN as % of registered refugees	11.8
	Total annual monetary value per beneficiary: e-card, PB (US\$)	120
	Total annual monetary value per beneficiary of cash for food assistance, EA (US\$)	324.0
	Total annual monetary value of cash assistance (cash assistance for multipurpose) per beneficiary, EA (US\$)	352.9
	Total number of beneficiaries served through EA cash and food assistance	32,274
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	13.35
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	16.8
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	14.02
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	3.3
SFO	Number of registration offices	7
	Number of RSS staff: female	62
	Number of RSS staff: male	34.0
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted**	N/A
	SHCs/SSN as % of registered refugees**	N/A
	Total annual monetary value of food assistance per beneficiary, PB (US\$)**	N/A
	Total amount of cash assistance per beneficiary, PB (US\$)**	N/A
	Total annual monetary value per beneficiary of food assistance (in-kind and cash), EA (US\$)	312
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)	273
	Total number of beneficiaries served through EA cash and food assistance	410,157
	Percentage of abject poverty line bridged through UNRWA social transfers, PB**	N/A
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	N/A
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	N/A
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	N/A	
WBFO	Number of registration offices	10
	Number of RSS staff: Female	73
	Number of RSS staff: Male	87
	Annual average number of Special Hardship / Social Safety Net Cases (SHCs/SSN)	36,117
	SHCs/SSN as % of registered refugees	3.5
	Total annual monetary value per beneficiary: e-card, PB (US\$)	130
	Total annual monetary value per beneficiary : food voucher, EA (US\$)	120
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	N/A
	Total annual monetary value per beneficiary: Cash for work programme (CFW), EA (US\$)	1,217
	Total number of beneficiaries served through EA cash and food assistance	95,431
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	21.13
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	7.41
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	6.23
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	4.10	
Agency	Number of registration offices	57
	Number of RSS staff: female	497
	Number of RSS staff: male	389
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	255,579
	SHCs/SSN as % of registered refugees	4.79
	Total annual monetary value per beneficiary : e-card, PB (US\$)	120.4
	Total annual monetary value of food assistance per beneficiary, PB (US\$)	119.0
	Total annual monetary value of food assistance per beneficiary (excluding food vouchers in the West Bank), EA (US\$)	170.5
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	286.3
	Total number of beneficiaries served through EA cash and food assistance	1,449,271
	Total annual monetary value per beneficiary : food voucher, EA (US\$)	120.0
	Total annual monetary value per beneficiary : job creation/cash for work programme, EA (US\$)	1,117
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	16.8
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	7.5	
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	6.8	
Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	2.1	

*Note 1 : In 2017, the calculation in support of the Agency-wide, GFO and WBFO (as applicable) field specific indicator, "total annual monetary value of cash assistance per beneficiary (EA)" excluded the values for the Job Creation Programme in Gaza and the Cash for Work programme in the West Bank.

**Note 2 : In 2017, all SHCs/SSN in SFO were assisted under the emergency appeal.

Number of Refugees Assisted - SHCs/SSN and EA (2017)



Infrastructure and Camp Improvement Statistics 2017

GFO	Number of official camps	8
	Number of unofficial camps	0
	Number of shelters rehabilitated by emergency	5,037
	(Number of families benefiting from improved shelter conditions (emergency	5,037
	Total number of substandard SSN shelters in need of rehabilitation	18,175
	(Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency	41
	(Number of families benefiting from improved shelter conditions (excl. emergency	41
	(\$Cost per shelter constructed or rehabilitated for SSN (US	34,000
	Percentage of shelters connected to water network	100.0
	Percentage of shelters connected to sewerage network	96.5
JFO	Number of official camps	10
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation	10,815
	(Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency	1
	(Number of families benefiting from improved shelter conditions (excl. emergency	1
	(\$Cost per shelter constructed or rehabilitated for SSN (US	14,438
	Percentage of shelters connected to water network	100
	Percentage of shelters connected to sewerage network	99.89
	LFO	Number of official camps
Number of unofficial camps		0
(Number of shelters rehabilitated - emergency (Nahr El-Bared		586
(Number of families benefiting from improved shelter conditions (emergency		442
Total number of substandard SSN shelters in need of rehabilitation		4,581
(Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency		238
(Number of families benefiting from improved shelter conditions (excl. emergency		238
*(Cost per shelter constructed or rehabilitated for SSN (US		8,600
Percentage of shelters connected to water network		100.0
Percentage of shelters connected to sewerage network		95.0
SFO	Number of official camps	9
	Number of unofficial camps	3
	*Total number of substandard SSN shelters in need of rehabilitation	N/A
	*(Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency	N/A
	*(Number of families benefiting from improved shelter conditions (excl. emergency	N/A
	*(Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency	N/A
	*(Cost per shelter constructed or rehabilitated for SSN (US	N/A
	**Percentage of shelters connected to water network	100
**Percentage of shelters connected to sewerage network	100	

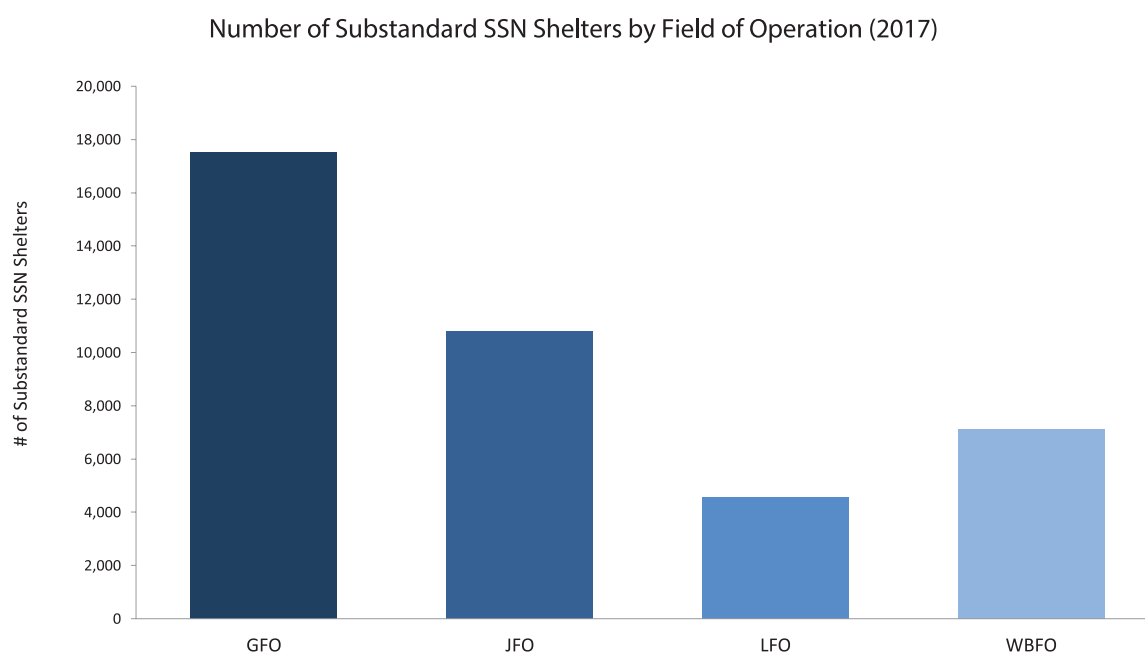
WBFO	Number of official camps	19
	Number of unofficial camps	4
	Total number of substandard SSN shelters in need of rehabilitation	7,119
	(Total number of substandard SSN shelters rehabilitated/reconstructed(excl. emergency	69
	(Number of families benefiting from improved shelter conditions (excl. emergency	69
	(\$Cost per shelter constructed or rehabilitated for SSN (US	16,087
	Percentage of shelters connected to water network	100
	Percentage of shelters connected to sewerage network	64.8
	Agency	Number of official camps
Number of unofficial camps		10
Number of shelters rehabilitated by emergency		5,623
(Number of families benefiting from improved shelter conditions (emergency		5,479
Total number of substandard SSN shelters in need of rehabilitation		40,690
(Total number of substandard SSN shelters rehabilitated/constructed (excl. Emergency		349
(Number of families benefiting from improved shelter conditions (excl. emergency		349
***(\$Cost per shelter constructed or rehabilitated for SSN (US		13,081
Percentage of shelters connected to water network		100
Percentage of shelters connected to sewerage network		92.3

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

**Note 2: The percentage of shelters connected to water and sewerage networks in Syria pertains to accessible camps / areas.

***Note 3 Agency cost per rehabilitated/constructed shelter is calculated on the basis of a weighted average across all fields of UNRWA operation.

Number of Substandard SSN Shelters by Field of Operation (2017)



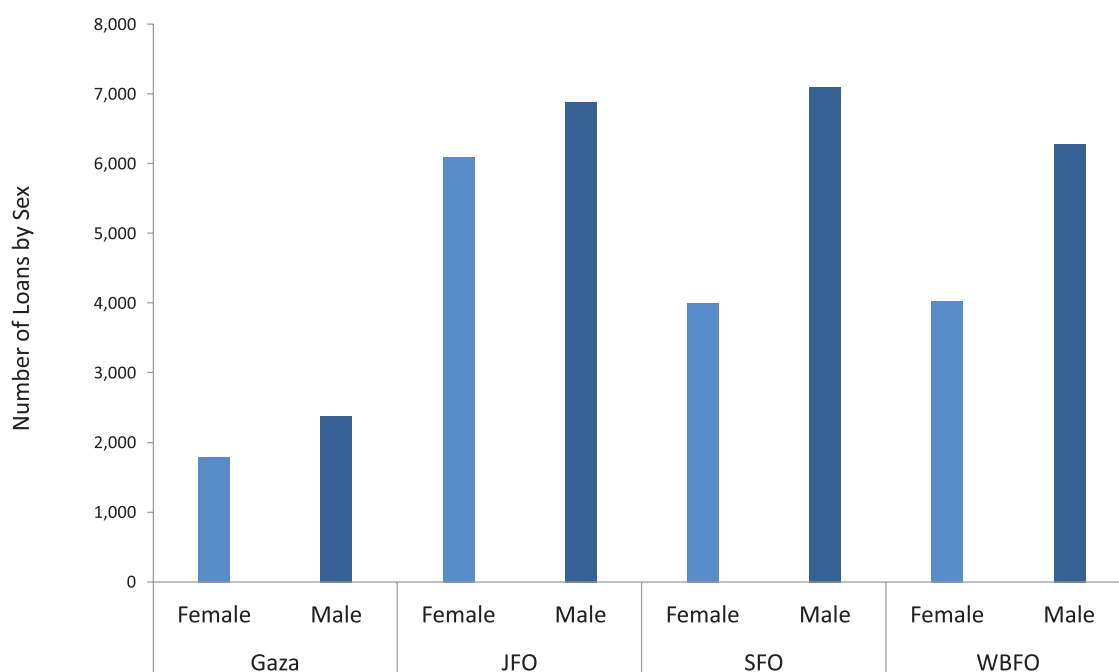
Microfinance Statistics 2017

GFO	Number of branches	3
	Number of staff: female	22
	Number of staff: male	39
	(Total number of loans awarded (annual	4,172
	(Total value (US\$) of loans awarded (annual	6,299,110
	Number of loans awarded to refugees	3,660
	(\$Value of loans awarded to refugees (US	5,704,840
	Number of loans awarded to women	1,788
	(\$Value of loans to women (US	2,051,340
	30-18 ,Number of loans to youth	1,307
	(\$US) 30-18 ,Value of loans to youth	1,988,670
	(Total number of loans awarded (since programme initiation	121,428
(Total value (US\$) of loans awarded (since programme initiation	158,688,200	
JFO	Number of branches	8
	Number of staff: female	69
	Number of staff: male	65
	(Total number of loans awarded (annual	12,986
	(Total value (US\$) of loans awarded (annual	14,153,930
	Number of loans awarded to refugees	7,098
	(\$Value of loans awarded to refugees (US	8,721,654
	Number of loans awarded to women	6,098
	(\$Value of loans to women (US	4,650,464
	30-18,Number of loans to youth	3,766
	(\$US) 30-18,Value of loans to youth	3,319,658
	(Total number of loans awarded (since programme initiation	107,134
(Total value (US\$) of loans awarded (since programme initiation	125,743,409	
SFO	Number of branches	5
	Number of staff: female	36
	Number of staff: male	23
	(Total number of loans awarded (annual	11,094
	(Total value (US\$) of loans awarded (annual	2,700,380
	Number of loans awarded to refugees	288
	(\$Value of loans awarded to refugees (US	79,740
	Number of loans awarded to women	3,992
	(\$Value of loans to women (US	868,384
	30-18,Number of loans to youth	1,737
	(\$US) 30-18,Value of loans to youth	386,911
	(Total number of loans awarded (since programme initiation	111,983
(Total value (US\$) of loans awarded (since programme initiation	57,357,470	
WBFO	Number of branches	8
	Number of staff: female	64
	Number of staff: male	60
	(Total number of loans awarded (annual	10,343
	(Total value (US\$) of loans awarded (annual	14,554,716
	Number of loans awarded to refugees	2,710
	(\$Value of loans awarded to refugees (US	3,569,368
	Number of loans awarded to women	4,020
	(\$Value of loans to women (US	4,993,711
	30-18,Number of loans to youth	4,060
	(\$US) 30-18,Value of loans to youth	5,291,996
	(Total number of loans awarded (since programme initiation	135,360
(Total value (US\$) of loans awarded (since programme initiation	189,621,821	

Agency	Number of branches	24
	Number of staff: female	191
	Number of staff: male	187
	(Total number of loans awarded (annual	38,595
	(Total value (US\$) of loans awarded (annual	37,708,136
	Number of loans awarded to refugees	13,756
	(\$Value of loans awarded to refugees (US	18,075,602
	Number of loans awarded to women	15,898
	(\$Value of loans to women (US	12,563,899
	30-18,Number of loans to youth	10,870
	(\$US) 30-18,Value of loans to youth	10,987,235
	(Total number of loans awarded (since programme initiation	475,905
	(Total value (US\$) of loans awarded (since programme initiation	531,410,900

*Note 1: The UNRWA microfinance programme does not operate in Lebanon.

Number of Loans by Sex and Field, 2017



Protection Statistics 2017

GFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	N/A
	Number of individuals who received psychosocial support**	22,092
	Number of individuals referred to /receiving the direct provision of legal assistance	4,861
JFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities	38
	Number of individuals who received psychosocial support**	989
	Number of individuals referred to /receiving the direct provision of legal assistance	155
LFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	N/A
	Number of individuals who received psychosocial support**	11,341
	Number of individuals referred to /receiving the direct provision of legal aid	6,998
SFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	N/A
	Number of individuals who received psychosocial support**	32,066
	Number of individuals referred to /receiving the direct provision of legal assistance	719
WBFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities	30
	Number of individuals who received psychosocial support**	31,599
	Number of individuals referred to /receiving the direct provision of legal assistance	N/A
Agency	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	31
	Number of individuals who received psychosocial support**	98,087
	Number of individuals referred to /receiving the direct provision of legal aid	12,733
	UNRWA's performance on the UN SWAP framework of indicators (%)	66

* Note 1: Results against the indicator, "percentage of UNRWA interventions on protection issues that prompt positive responses from authorities" is only applicable to UNRWA operations in Jordan and the West Bank. The Agency-wide value represents the average of these two fields.

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

General note: Protection audits are conducted on a biennial basis and were not conducted in 2017.

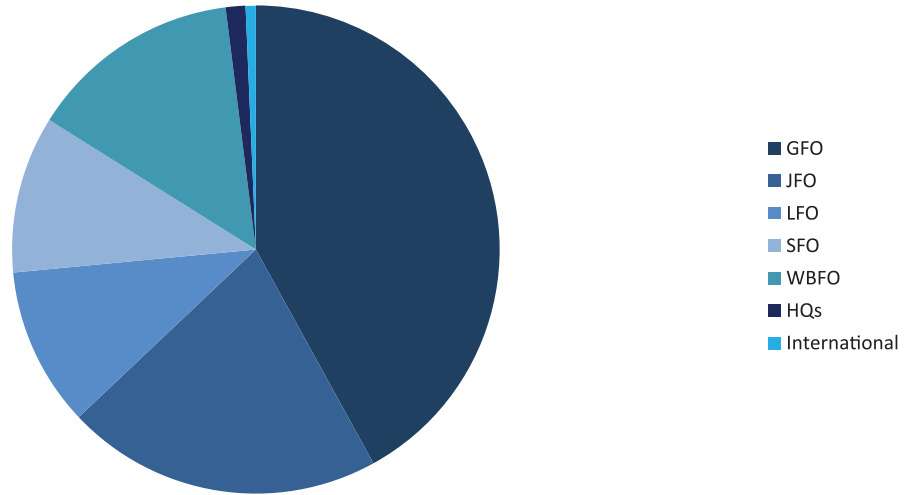
Human Resources Statistics 2016

GFO	Number of area staff, female	7,226
	Number of area staff, male	5,962
	Number of area refugee staff, female	6,938
	Number of area refugee staff, male	5,738
	Number of area non-refugee staff, female	288
	Number of area non-refugee staff, male	224
	Percentage of area refugee staff	96.1
	Number of international staff, female	9
	Number of international staff, male	14
JFO	Number of area staff, female	3,226
	Number of area staff, male	3,468
	Number of area refugee staff, female	3,068
	Number of area refugee staff, male	3,305
	Number of area non-refugee staff, female	158
	Number of area non-refugee staff, male	163
	Percentage of area refugee staff	95.2
	Number of international staff, female	6
	Number of international staff, male	9
LFO	Number of area staff, female	1,622
	Number of area staff, male	1,700
	Number of area refugee staff, female	1,522
	Number of area refugee staff, male	1,643
	Number of area non-refugee staff, female	99
	Number of area non-refugee staff, male	57
	Percentage of area refugee staff	95
	Number of international staff, female	6
	Number of international staff, male	11
SFO	Number of area staff, female	1,892
	Number of area staff, male	1,761
	Number of area refugee staff, female	1,410
	Number of area refugee staff, male	1,509
	Number of area non-refugee staff, female	482
	Number of area non-refugee staff, male	252
	Percentage of area refugee staff	79.9
	Number of international staff, female	5
	Number of international staff, male	14
WBFO	Number of area staff, female	2,327
	Number of area staff, male	2,251
	Number of area refugee staff, female	1,744
	Number of area refugee staff, male	1,798
	Number of area non-refugee staff, female	554
	Number of area non-refugee staff, male	452
	Percentage of area refugee staff	77.3
	Number of international staff, female	13
	Number of international staff, male	8
Agency	*(Number of area staff, female (including HQs	16,484
	*(Number of area staff, male (including HQs	15,361
	Number of area refugee staff, female	14,682
	Number of area refugee staff, male	13,993
	Number of area non-refugee staff, female	1,581
	Number of area non-refugee staff, male	1,148
	Percentage of area refugee staff	90.1
	** (Number of international staff, female (incl. HQs and liaison offices	90
	** (Number of international staff, male (incl. HQs and liaison offices	121

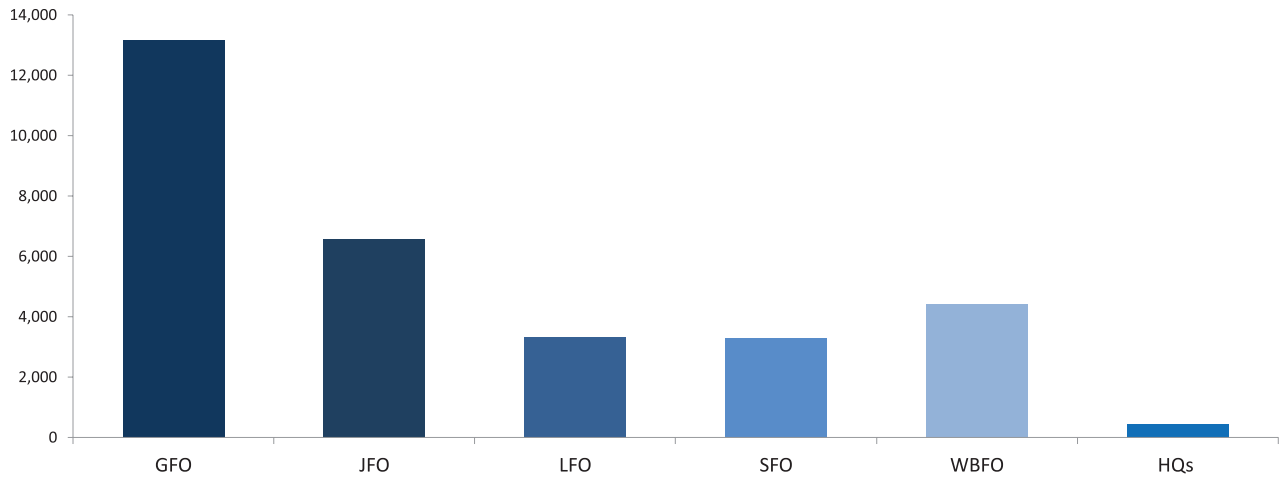
*Note 1: In 2017, the total number of area staff in HQs was 410 (191 females, 219 males).

**Note 2: In 2017, the total number of international staff in HQs was 107 (46 females, 61 males). In addition, 9 (4 females, 5 males) were posted with liaison offices.

UNRWA Area and International Staff, 2017



UNRWA Area Staff, 2017



Procurement Statistics 2017

GFO	Total procurement value (US\$) of purchase orders, services and construction contracts	52,321,482
	Total proportion of total Agency procurement value (%)	22.0
	Total procurement value (US\$) of construction contracts	15,053,315
	Proportion of total Agency construction contracts (%)	34.0
	Total procurement value (US\$) of purchase order contracts	19,346,395
	Proportion of total Agency purchase order contracts (%)	14.0
	Total procurement value (US\$) of service contracts	17,921,772
	Proportion of total Agency service contracts (%)	30.0
	Procurement value (US\$), PB	12,391,093
Procurement value (US\$), EA and projects	39,930,389	
JFO	Total procurement value (US\$) of purchase orders, services and construction contracts	9,921,864
	Total proportion of total Agency procurement value (%)	4.0
	Total procurement value (US\$) of construction contracts	2,522,431
	Proportion of total Agency construction contracts (%)	6.0
	Total procurement value (US\$) of purchase order contracts	4,695,880
	Proportion of total Agency purchase order contracts (%)	3.0
	Total procurement value (US\$) of service contracts	2,703,553
	Proportion of total Agency service contracts (%)	4.0
	Procurement value (US\$), PB	6,253,173
Procurement value (US\$), EA and projects	3,668,691	
LFO	Total procurement value (US\$) of purchase orders, services and construction contracts	24,423,477
	Total proportion of total Agency procurement value (%)	10.0
	Total procurement value (US\$) of construction contracts	13,301,996
	Proportion of total Agency construction contracts (%)	30.0
	Total procurement value (US\$) of purchase order contracts	5,403,519
	Proportion of total Agency purchase order contracts (%)	4.0
	Total procurement value (US\$) of service contracts	5,717,962
	Proportion of total Agency service contracts (%)	9.0
	Procurement value (US\$), PB	3,380,365
Procurement value (US\$), EA and projects	21,043,112	
SFO	Total procurement value (US\$) of purchase orders, services and construction contracts	22,925,900
	Total proportion of total Agency procurement value (%)	9.0
	Total procurement value (US\$) of construction contracts	1,495,810
	Proportion of total Agency construction contracts (%)	3.0
	Total procurement value (US\$) of purchase order contracts	13,577,220
	Proportion of total Agency purchase order contracts (%)	10.0
	Total procurement value (US\$) of service contracts	7,852,871
	Proportion of total Agency service contracts (%)	13.0
	Procurement value (US\$), PB	5,354,606
Procurement value (US\$), EA and projects	17,571,294	
WBFO	Total procurement value (US\$) of purchase orders, services and construction contracts	26,033,301
	Total proportion of total Agency procurement value (%)	11.0
	Total procurement value (US\$) of construction contracts	11,877,575
	Proportion of total Agency construction contracts (%)	27.0
	Total procurement value (US\$) of purchase order contracts	6,026,853
	Proportion of total Agency purchase order contracts (%)	4.0
	Total procurement value (US\$) of service contracts	8,128,872
	Proportion of total Agency service contracts (%)	14.0
	Procurement value (US\$), PB	10,825,426
Procurement value (US\$), EA and projects	15,207,875	

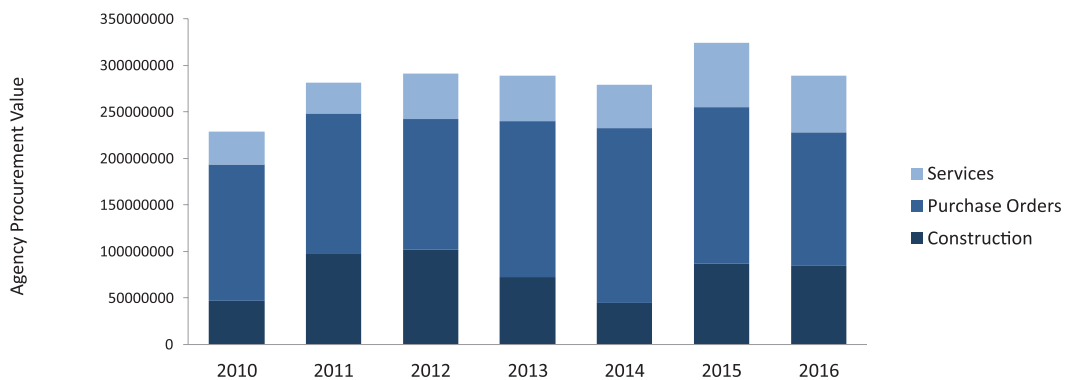
Procurement Statistics 2017 (Continued)

HQA	Total procurement value (US\$) of purchase orders, services and construction contracts	108,078,565
	Total proportion of total Agency procurement value (%)	44.0
	Total procurement value (US\$) of construction contracts	-
	Proportion of total Agency construction contracts (%)	-
	Total procurement value (US\$) of purchase order contracts	89,882,112
	Proportion of total Agency purchase order contracts (%)	65.0
	Total procurement value (US\$) of service contracts	18,196,453
	Proportion of total Agency service contracts (%)	30.0
	Procurement value (US\$), PB	35,492,796
	Procurement value (US\$), EA and projects	72,585,769

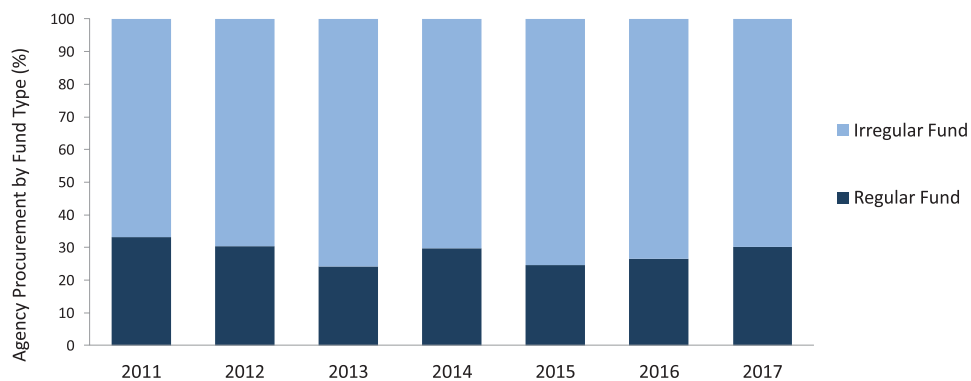
Agency	Total procurement value (US\$) of purchase orders, services and construction contracts	243,704,589
	Total proportion of total Agency procurement value (%)	100
	Total procurement value (US\$) of construction contracts	44,251,127
	Proportion of total Agency construction contracts (%)	100
	Total procurement value (US\$) of purchase order contracts	138,931,979
	Proportion of total Agency purchase order contracts (%)	100
	Total procurement value (US\$) of service contracts	60,521,483
	Proportion of total Agency service contracts (%)	100
	Procurement value (US\$), PB	73,697,459
	Procurement value (US\$), EA and projects	170,007,130

* Note 1:GFO statistics include HQG procurement.

Procurement Value by Type of Contract per Field of Operation and HQA (2017)



Procurement by Source of Fund per Field of Operation and HQA (2017)



Management and Operational Effectiveness 2017

GFO	Level of efficiency in completing projects within agreed time and budget (%)	87
JFO	Level of efficiency in completing projects within agreed time and budget (%)	79
LFO	Level of efficiency in completing projects within agreed time and budget (%)	72
SFO	Level of efficiency in completing projects within agreed time and budget (%)	84
WBFO	Level of efficiency in completing projects within agreed time and budget (%)	83
Agency	Implementation rate of external audit (UNBOA) recommendations (%)	58
	Level of efficiency in completing projects within agreed time and budget (%)*	82

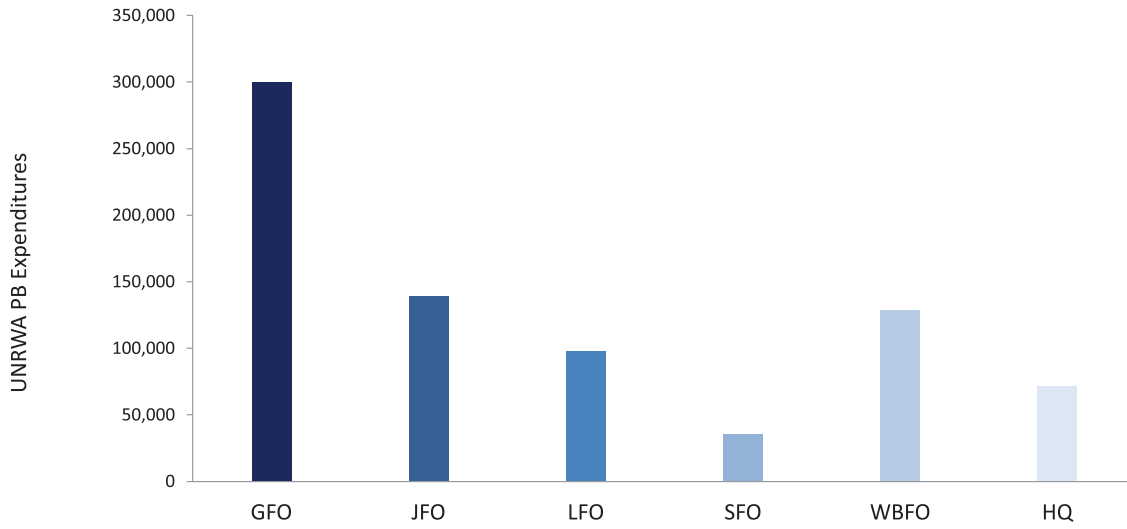
* Note 1: Agency wide value includes HQA projects with a level of efficiency rate of 78%.

Summary of Finance Statistics Profile by Fund Source, 2017 (IPSAS) (Millions USD)

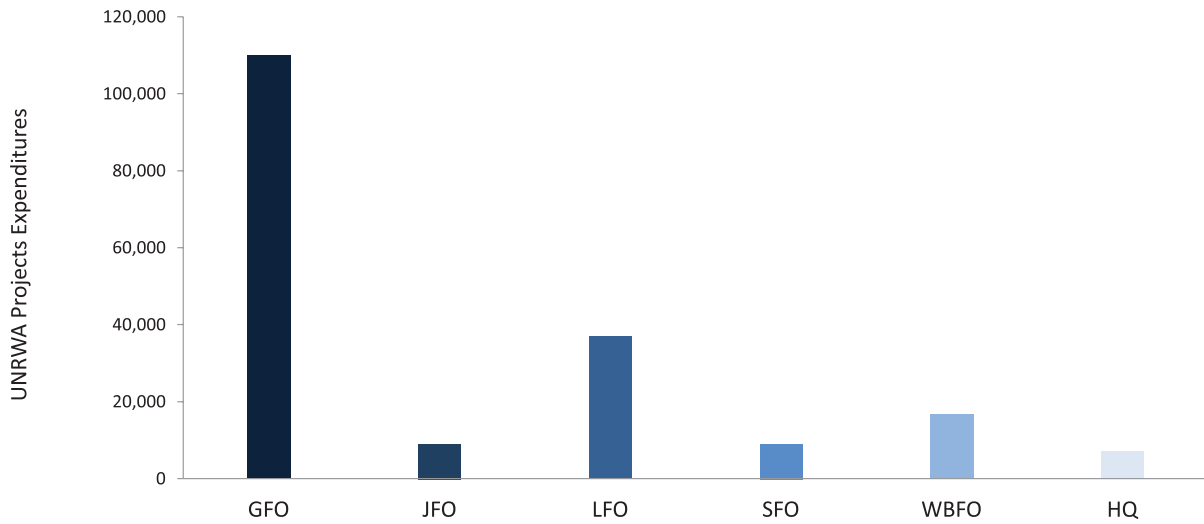
	2017	
	Revenue	Expenses
Programme Budget	690,090	773,139
Restricted Funds	22,928	22,751
Microfinance	12,272	9,200
Emergency appeals	355,874	402,568
Projects	212,163	157,130
Inter-Fund elimination	(54,434)	(54,345)
Total	1,238,893	1,310,443

UNRWA Expenditure Statistics by Field 2017, PB (IPSAS), Projects and EA (UNSAS)		
		2017
GFO	Programme Budget	300,136.80
	Projects	109,971.45
	Emergency Appeal	141,252.95
	Total	551,361.20
JFO	Programme Budget	139,025.31
	Projects	8,962.32
	Emergency Appeal	14,229.69
	Total	162,217.32
LFO	Programme Budget	97,813.29
	Projects	37,030.69
	Emergency Appeal	43,372.51
	Total	178,216.49
SFO	Programme Budget	35,515.84
	Projects	9,003.85
	Emergency Appeal	184,787.48
	Total	229,307.17
WBFO	Programme Budget	128,855.74
	Projects	16,674.46
	Emergency Appeal	25,555.82
	Total	171,086.02
HQ	Programme Budget	71,791.86
	Projects	7,016.35
	Emergency Appeal	1,261.57
	Total	80,069.78
Agency	Programme Budget	773,138.84
	Projects	188,659.13
	Emergency Appeal	410,460.03
	Total	1,372,258.00

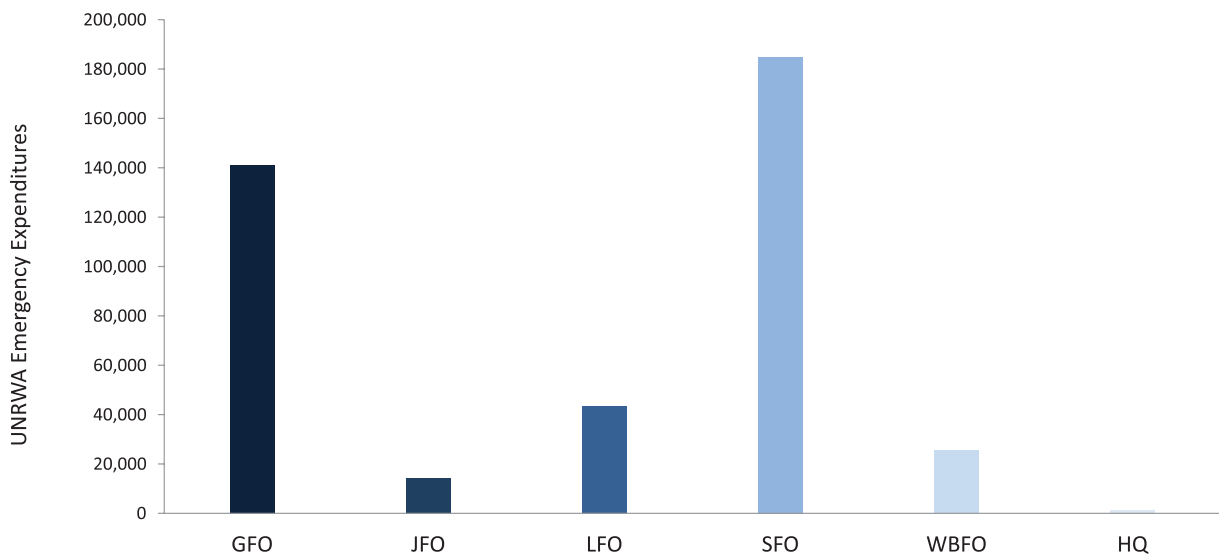
UNRWA Programme Budget Expenditures by Field & HQ, 2017



UNRWA Projects Expenditures by Field & HQ, 2017



UNRWA Emergency Expenditures by Field & HQ, 2017



endnotes

1. In cases where beneficiaries require legal representation before the courts, this is referred to external partners funded by UNRWA.
2. In addition to the AOR, UNRWA will issue separate annual and mid-year oPt EA and Syria regional crisis EA reports.
3. Based on the 2018 Humanitarian Needs Overview, Syrian Arab Republic, a hard to reach area is defined as, (a)n area not regularly accessible to humanitarian actors for the purpose of sustained humanitarian programming due to the denial of access, the continual need to secure access, or due to restrictions such as active conflict, multiple security checkpoints or failure of the authorities to provide timely approval. Some areas within the hard-to-reach category are subject to specific access constraints because they are militarily encircled. These areas are physically surrounded by single or multiple armed actors, with the effect of constraining access for both supplies and people to and from the area, such that sustained humanitarian programming is not possible. <https://hno-syria.org>.
4. This includes official and unofficial camps. The camps that remain inaccessible or partially inaccessible are Yarmouk, Khan Eshieh, Ein el Tal and Dera'a.
5. UNRWA Statistical Bulletin Q4, 2017. UNRWA serves an additional 35,229 "married to non-refugees" persons and 44,009 "other registered persons" in Syria, a term which refers to those who, at the time of original registration, did not satisfy all of the UNRWA Palestine refugee criteria but were determined to have suffered significant loss or endured significant hardship for reasons related to the conflict of 1948 in Palestine, and those who belong to the families of other registered persons.
6. *Lebanon*. European Commission, European Civil Protection and Humanitarian Aid Operations, Jan. 2018.
7. Please see, https://data2.unhcr.org/en/situations/syria/location/71#_ga=2.98532127.1218026724.1522519709-295579154.1520765184.
8. Lebanese Palestinian Dialogue Committee, Central Administration of Statistics, Palestinian Central Bureau of Statistics (PCBS). *The Population and Housing Census in Palestinian Camps and Gatherings - 2017, Key Findings Report*. LPDC, 2018.
9. Chaaban, J., et al. *Survey on the Socioeconomic Status of Palestine Refugees in Lebanon 2015*. American University of Beirut (AUB) and UNRWA, 2016.
10. UNRWA Statistical Bulletin Q4, 2017. UNRWA serves an additional 22,205 'other registered persons' and a further 32,580 'married to non-refugees' in Lebanon.
11. "Overview." *World Bank in Lebanon*, World Bank, 1 Apr. 2017, www.worldbank.org/en/country/lebanon/overview.
12. "Lebanon in the Crosshairs." International Crisis Group, 16 Nov. 2017, www.crisisgroup.org/middle-east-north-africa/eastern-mediterranean/lebanon/lebanon-crosshairs.
13. The Blue Line is the border demarcation between Israel and Lebanon, established by the United Nations in June 2000, for the purpose of confirming the full withdrawal of the Israeli Defence Forces from Lebanese territory. While the Blue Line does not represent an international border, it largely conforms to the internationally recognized boundaries of Lebanon.
14. Please note that during the reporting period, other Palestine refugee camps including Burj Barajneh, Shatila and Beddawi, witnessed sporadic incidents of violence that were largely due to social tensions and lawlessness.
15. UNRWA (Relief and Social Services Department) Statistical Bulletin, Q4 2017. Please note that an additional 92,961 'other registered persons' and a further 27,843 'married to non-refugee family members' are registered with UNRWA in Jordan.
16. General Government Finance Bulletin, MOF, Vol. 19 – No. 11, December 2017.
17. <http://dosweb.dos.gov.jo/18-5-unemployment-rate-during-the-fourth-quarter-of-2017>.
18. <http://www.worldbank.org/en/country/jordan/overview>.
19. UNRWA (Jordan Field Office) vulnerability assessment, December 2017.
20. UNRWA Statistical Bulletin Q4, 2017. Please note that an additional 45,522 'other registered persons' and a further 83,672 'married to non-refugees' are registered with UNRWA in the Gaza Strip.
21. United Nations Development Programme (UNDP), *Three Years after the 2014 Gaza Hostilities - Beyond Survival: Challenges to Economic Recovery and Long-Term Development* (May 2017).
22. Assuming that 80 per cent of PA workers are in the middle to lower salary scales, this means that approximately 50,000 employees now earn less than NIS 2,220, with an average monthly basic salary of NIS 1,685. For a family of six, this corresponds to approximately US\$ 3.4 per person, per day, slightly below the UNRWA absolute poverty line.
23. United Nations Office for the Coordination of Humanitarian Affairs (OCHA), *Overview*, November 2017. The energy crisis hinders the delivery and availability of essential services and severely undermines economic activity. Businesses have been forced to rely on gasoline or diesel-based generators to meet their energy needs, crop production (irrigation) costs have increased with a knock-on effect on food prices, untreated wastewater flows directly into the Mediterranean Sea, the production of clean water has decreased and health services have been reduced.
24. PCBS, Press Release on the Results of the Labour Force Survey (average Q1-Q4 2017), <http://www.pcbs.gov.ps>.
25. These materials are only permitted to enter Gaza for approved projects implemented by international organizations and, since mid-October 2014, under the Gaza Reconstruction Mechanism (GRM), established on the basis of a trilateral agreement between Israel, the Palestinian Authority and the United Nations to facilitate the entry into Gaza of certain restricted building materials and machinery. OCHA, *Humanitarian Bulletin, occupied Palestinian territory*, 13 December 2016 <http://www.ochaopt.org/content/intensified-restrictions-entry-building-materials-delay-completion-housing-projects-gaza>.

26. OCHA, Gaza crossings' operation status, monthly update, December 2017.
27. Supra, note 22.
28. OCHA , Protection of Civilians Report, 16-29 January 2018. See also data from UNRWA Operations, West Bank.
29. <https://www.unrwa.org/newsroom/press-releases/unrwa-visit-evicted-family-east-jerusalem>.
30. <https://www.ochaopt.org/content/east-jerusalem-palestinians-risk-eviction>.
31. OCHA , Protection of Civilians Report, 16-29 January 2018.
32. Data from UNRWA Operations, West Bank.
33. OCHA , Protection of Civilians Report, 16-29 January 2018.
34. PCBS Labour Force Survey, Q4 2017.
35. PCBS/World Food Programme (WFP), Socio-economic and Food Security survey (SEFSec) 2016.
36. Supra note 35.
37. In 2017, there were four distribution rounds of cash and a further four rounds of food assistance.
38. Please note that the aforementioned figures represent the highest numbers reached during the four rounds of cash and food assistance.
39. The provision of education is supported through a combination of programme budget, emergency and project funds.
40. Please note that PHC in Syria is provided under a combination of programme budget and emergency funding.
41. Please note that TVET is supported under a combination of programme budget and emergency funding.
42. As a self-sustaining activity, microfinance programming does not operate under programme budget, EA or project funding.
43. The year started with 2,157 IDPs, this number declined throughout 2017 as some managed to move to alternative accommodations.
44. Please note that education programming in Lebanon is funded through a combination of programme budget, EA and project funding.
45. Please note that EA funding supported PHC consultations for PRS while PRL consultations were supported under the programme budget with the exception of 20,000 consultations for the most vulnerable PRL as per planning under the Lebanon Crisis Response Plan. Please also note that consultation numbers include preventative and curative consultations.
46. Including microcredit loans for 69 youth and 45 female beneficiaries.
47. The provision of education is funded for 119,972 students under the programme budget and a further 1,396 PRS students under the EA.
48. The provision of technical and vocational training is funded for 2,692 students under the programme budget and a further 22 students under the EA.
49. The provision of PHC is wholly funded under the programme budget. Please also note that consultation numbers include preventative and curative consultations.
50. The SSNP is wholly funded under the programme budget.
51. Minor and major repairs are funded under the oPt EA while reconstruction works are funded under projects.
52. This figure includes 894,232 individuals assisted under the oPt EA and an additional 98,935 individuals assisted under the SSNP.
53. The provision of education in Gaza is provided through a combination of programme budget and emergency funds.
54. Subsidies were provided to 2,255 patients (1,884 females and 371 males). Please note that PHC is funded under the programme budget. Due to funding constraints, hospitalisation assistance in 2017 was also funded under the programme budget.
55. The FHT approach is a person-centred PHC package focused on the provision of comprehensive and holistic care for the entire family, emphasizing long-term provider-patient/family relationships, and designed to improve the quality, efficiency and effectiveness of health services, especially for non-communicable diseases (NCD). The approach has contributed to improving the quality of PHC through a more efficient re-distribution of duties among medical staff, reducing workloads and increasing consultation times.
56. The FHT approach is a person-centred PHC package focused on the provision of comprehensive and holistic care for the entire family, emphasizing long-term provider-patient / family relationships, and designed to improve the quality, efficiency and effectiveness of health services, especially for non-communicable diseases (NCD). The approach has contributed to improving the quality of PHC through a more efficient re-distribution of duties among medical staff, reducing workloads and increasing consultation times.
57. Please note that: (i) the 43 HCs and HPs are funded under the programme budget while the three emergency mobile health clinics are supported under emergency funds; and (ii) In total, 121,471 females and 66,525 males benefited from the 1,058,819 medical consultations provided in 2017 (656,759 consultations for females and 402,060 consultations for males). Please also note that consultation numbers do not include specialist consultations.
58. Reflecting audited financial statements (2016).
59. Reflecting unaudited financial information, subject to change.
60. Please note that neutrality installation inspections were not conducted in Syria.
61. Financial data within this section is based on un-audited financial statements.
62. Traditional donors are defined as those who were members of the Agency's Advisory Commission as at January 2010, (unless included in another category of donors) and include Australia, Belgium, Canada, Denmark, Finland, France,

- Germany, Ireland, Italy, Japan, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom, the United States of America and the European Union.
63. Regional Partners include Algeria, Bahrain, Egypt, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, Palestine, Saudi Arabia, Syria, Tunisia, the UAE (incl. the Ruler of Sharjah), the Arab Authority for Agriculture and Investment Development and the Arab Fund for Economic and Social Development Kuwait.
 64. Azerbaijan, Brazil, Brunei, Chile, China, Colombia, India, Indonesia, Jamaica, Kazakhstan, Korea, Malaysia, Maldives, Mexico, Namibia, Pakistan, Russia, South Africa, Sri Lanka, Thailand, Trinidad & Tobago, Turkmenistan, Uzbekistan and Vietnam.
 65. Austria, Bulgaria, Czech Republic, Estonia, Greece, Holy See, Hungary, Iceland, Latvia, Lichtenstein, Luxembourg, Malta, Monaco, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia and Turkey.
 66. The cash view does not include non-cash elements including depreciation, amortization and severance provisions.
 67. Please note that the expenditure differs from pledges. In 2017, expenditure included carry-forward from 2016 contributions.
 68. Please note that the unrestricted budget pertains to non-earmarked funds and includes the programme budget. Restricted fund activities pertain to the earmarked budget and include emergency operations, projects and microfinance activities.
 69. Please note that this paragraph uses International Public Sector Accounting Standards to summarize the non-cash view of Agency expenses that account for the cost of non-cash elements including liabilities and asset depreciation rates.
 70. <https://www.unrwa.org/resources/strategy-policy/unrwa-child-protection-framework>
 71. <https://www.unrwa.org/resources/strategy-policy/making-unrwa-accessible-all-through-disability-inclusion-disability>.
 72. While the Agency provided additional assistance, given data assurance concerns in some fields of Agency operation, these figures (persons with disabilities identified and assisted) were not reported.
 73. <https://www.unrwa.org/resources/about-unrwa/mental-health-and-psycho-social-support-framework>.
 74. Advocacy targets should be understood as planning figures because these efforts are primarily responsive to the specific operational context of each field and therefore they are not amenable to the establishment of targets. Given this, 2021 targets are listed as N/A.
 75. Please note that the 2017 baselines represent the final results of the 2016 protection audits. Given the two-year protection audit implementation period, 2017 results represent progress at the halfway point.
 76. Please note that 2017 actuals reflect protection audit recommendations that have been fully implemented at the one year mark within a biennium cycle, they do not reflect those recommendations that are currently under implementation/ partially implemented. For example, in Gaza, while 11.1 per cent of protection audit recommendations have been fully implemented, an additional 83 per cent have been partially implemented.
 77. http://www.who.int/immunization/programmes_systems/supply_chain/benefits_of_immunization/en/ .
 78. A health management information system.
 79. In light of positive progress (results) against 2016 baselines, the 2021 targets for this indicator were adjusted. In this regard, the Agency-wide target was revised from 80.4 to 78.0.
 80. Please note that adjusted final figures revealed an improvement in the 2016 actual (the 2017 baseline) in Gaza from 82 to 81.5.
 81. Please note that the LFO targets include PRS.
 82. Please note that where implemented, the e-health system operates in accordance with the FHT approach. Work remains with regard to the introduction of school health, hospitalisation and referral modules and system integration.
 83. In light of positive progress (results) against 2016 baselines, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 18.0 to 45.5.
 84. Please note that performance under this indicator does not pertain to rented health facilities.
 85. Due to a calculation error, the 2016 JFO actual (transformed into the 2017 baseline) was incorrectly reported in the 2016 AOR as 16.0 per cent when it should have been reported as 25 per cent. The revised JFO baseline is included in the 2017 AOR, a field baseline that had the knock-on effect of requiring a recalculation of the Agency-wide baseline from 26.7 per cent to 29.6 per cent.
 86. Diseases targeted by the EPI include diphtheria, whooping cough, tetanus, measles, poliomyelitis and tuberculosis.
 87. The 2017 immunisation rate for infants at 12 months, disaggregated by UNRWA fields of operation was, in the West Bank - 100 per cent, Syria - 99 per cent, Gaza - 99.9 per cent, Lebanon - 99.6 per cent, and Jordan - 99.7 per cent.
 88. The 2017 immunisation rate for children at 18 months, disaggregated by UNRWA fields of operation was, in the West Bank - 100 per cent, Syria - 94.5 per cent, Gaza - 99.9 per cent, Lebanon - 99.4 per cent, and Jordan - 97.9 per cent.
 89. The resistance to the spread of a contagious disease within a population that results if a sufficiently high proportion of individuals are immune to the disease, especially through vaccination.
 90. <http://www.who.int/immunization/topics/shigella/en/>.
 91. In light of positive progress (results) against 2016 baselines, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 20.4 to 24.7.
 92. Please note that, due to an error, the 2016 actual, which formed the 2017 baseline, was incorrectly reported as 14.0. The correct 2016 actual is 13.1.
 93. Please note that: (i) LFO targets include PRS; and (ii) due to an error, the 2016 actual which formed the 2017 baseline, was incorrectly reported as 13.1. The correct 2016 actual is 16.2.

94. For example, in UNRWA HCs in Gaza, success in the early detection of NCDs is the result of thorough screening processes that are supported by regular supervisory visits and information dissemination.
95. In light of positive progress (results) against 2016 baselines, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 16.2 to 19.7.
96. For further information on the UNRWA EIE approach, please see, <https://www.unrwa.org/resources/about-unrwa/education-emergencies>.
97. Content domains refer to the different 'subject areas' within Arabic and Mathematics. For example, in Arabic, content domains include reading, grammar, dictation and writing while in Mathematics the content domains are numbers, geometry, algebra, statistics and proportions. Cognitive levels refer to the different cognitive levels of learning; in the MLA, these include 'knowing', 'applying' and 'Higher Order Thinking Skills'.
98. With regard to the 2017-21 targets for cumulative drop-out, a decision was reached to maintain the Agency-wide level of achievement in 2015/16 school year (2016 Actuals); this reflects the fact that the Agency wide cumulative drop-out rates in 2015/16 were the lowest than in any year since the 2010-15 Education Reform. Thus, the results achieved in 2016 will serve as the 2017-21 targets.
99. In light of positive progress (results) against 2016 baselines and despite less promising progress in the West Bank, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 3.17 to 1.84 (excluding Syria). In addition, as data may (conditions permitting) be available under this indicator in Syria, the Agency-wide target was established at 1.72 (including Syria).
100. In light of positive progress (results) against 2016 baselines, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 1.52 to 0.83 (excluding Syria). In addition, as data may (conditions permitting) be available under this indicator in Syria, the Agency-wide target was established at 0.78 (including Syria).
101. In May 2016, nearly 29,000 students, teachers and school principals completed a questionnaire that explored various aspects of the UNRWA education programme.
102. In light of less promising progress (results) against the 2016 baseline in Jordan and the West Bank and despite positive progress in Gaza and Lebanon, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 2.50 to 2.84 (excluding Syria). In addition, as data may (conditions permitting) be available under this indicator in Syria, the Agency-wide target was established at 3.04 (including Syria).
103. The preparatory cycle in Jordan, unlike other fields of UNRWA operation, includes up to Grade 10 and therefore the cumulative preparatory drop-out rate is calculated up to Grade 10.
104. In light of less promising progress (results) against the 2016 baseline in Jordan and despite positive progress in the West Bank, Gaza and Lebanon, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 3.10 to 3.47 (excluding Syria). In addition, as data may (conditions permitting) be available under this indicator in Syria, the Agency-wide target was established at 3.27 (including Syria).
105. In light of less promising progress (results) against the 2016 baseline in the West Bank, Lebanon and Jordan and despite positive progress in the Gaza, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide target was revised from 1.99 to 2.62 (excluding Syria). In addition, as data may (conditions permitting) be available under this indicator in Syria, the Agency-wide target has been established at 2.41 (including Syria).
106. Successful efforts in Lebanon concerning repetition rates had the domino effect of reducing the cumulative drop-out rate.
107. The review of the remaining 9 textbooks was delayed due to internal disruption of the review process.
108. It is not always certain how many new textbooks, including new editions will be issued by host countries in any given year.
109. In light of positive progress (results) against 2016 baselines, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 22.0 to 37.1.
110. Please note that performance under this indicator does not pertain to rented facilities.
111. Due to a calculation error, the 2016 JFO actual (transformed into the 2017 baseline) was incorrectly reported in the 2016 AOR as 6.2 per cent when it should have been reported as 9.5 per cent. The revised JFO baseline is included in the 2017 AOR, a field baseline that had the knock-on effect of requiring a recalculation of the Agency-wide baseline from 20.9 to 22.7 per cent.
112. Please note that under the RSS reform, UNRWA is no longer collecting results data under the indicator, "Percentage of signed partnerships involving the Youth initiative".
113. The ratio of a microfinance institution's operating revenues against its operating expenses.
114. In terms of the absolute and sex disaggregated results under this indicator, these are as follows:

Location	Actual 2017 (%)	Actual 2017 (absolute figures)	Actual 2017 Male (%)	Actual 2017 - Male (absolute figures)	Actual 2017 Female (%)	Actual 2017 - Female (absolute figures)
WBFO	9.8	68	7.4	26	12.4	42
SFO	4.9	33	5.1	17	4.8	16
GFO	69.8	857	70.2	629	68.7	228
LFO	41.7	225	41.3	132	42.3	93
JFO	8.5	107	8.2	63	9.1	44
TVET	29.4	1,290	32.4	867	24.8	423
FESA	36.9	69	12.9	4	41.7	65

ESF	9.4	16	9.8	4	9.3	12
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115. In light of positive progress (results) against the 2016 baseline for FESA and ESF, the 2017 and 2021 FESA and ESF targets for this indicator were adjusted. The 2021 target for FESA was revised from 14.0 per cent to 33.1 per cent while for ESF, the 2021 target was revised from 8.0 per cent to 14.6 per cent. In light of less promising progress against the 2016 baseline for TVET, the 2021 target for this indicator was adjusted. In this regard, the GFO 2021 target was revised from 78 per cent to 59.2 per cent to better reflect the 2016-17 (new) calculation methodology which yielded 59.2 per cent as the 2016 actual. On the other hand, the LFO 2021 target was slightly increased as a follow-on from the 2016 actual. In light of the aforementioned, the 2021 Agency-wide target for TVET was revised from 35.0 per cent to 30.0 per cent.
116. A target for Syria was not set given the crisis, extreme levels of poverty and challenges in ascertaining distinct levels of poverty through the proxy-means testing formula (PMTF).
117. Please note that the JFO TVET baseline and 2021 target were amended to ensure that data from parallel TVET programming offered by this field office, programming that does not target SSNP students, is not included in baseline and target calculation for this indicator. In light of this, the 2016 JFO actual (forming the 2017 baseline) was revised from 7.99 per cent to 9.53 per cent. These revisions had a knock-on effect with regard to the 2017 and 2021 JFO and Agency-wide targets that were also revised.
118. Please note that the JFO FESA baseline and targets were amended to ensure that data from parallel FESA programming offered by this field office, programming that does not target SSNP students, is not included in baseline and target calculation for this indicator. In light of this, the 2016 JFO actual (forming the 2017 baseline) was revised from 14.7 per cent to 33.1 per cent for FESA. These revisions had a domino effect with regard to revising the 2017 and 2021 JFO and Agency-wide targets.
119. In light of positive progress (results) against 2016 baselines, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the 2021 Agency-wide target was revised from 56,099 to 57,259.
120. Please note that UNRWA does not disaggregate loan repayment rates on the basis of refugee/non-refugee status.
121. In light of negative progress (results) against 2016 baselines, the 2017 and 2021 targets for this indicator were adjusted. In this regard, the Agency-wide 2021 target was revised from 18,667 to 3,434.
122. Reported data corresponds to the number of FTEs created for Palestine refugees.
123. Given the unpredictable context in Syria, a 2021 target for this indicator could not be established.
124. UNRWA is not responsible for administering its camps, it continues to provide services in the best interests of Palestine refugees and without prejudice to host country responsibilities under international law.
125. UNRWA defines those in a state of absolute poverty (the churning poor) as individuals able to meet their basic food needs but unable to meet their non-food needs. The abject poor cannot even meet their basic food needs.
126. Please note that, due to a calculation error, the 2021 Agency-wide target provided under the 2016 AOR was incorrect. The target has now been revised from 68.0 to 79.0.
127. Results under this indicator do not pertain to Syria where SSNP assistance was stayed due to the prevailing crisis.
128. Despite high overall poverty in Lebanon, the number of abject poor is relatively low. The overall abject poverty rate among Palestine refugees in Lebanon is approximately 3.5 per cent while a 2015 American University of Beirut study found that the absolute poverty rate for the same group was 65 per cent. As such, the majority of the refugee population can meet their food needs, however, they are not in a position to meet their non-food needs.
129. In Jordan, the caseload was assessed in 2014-15 with non-abject cases being phased out of the SSNP during this period. As such, nearly 100 per cent of SSNP beneficiaries in Jordan are abject poor.
130. Please note that in 2017, significant progress was made in increasing the percentage of SSNP recipients in Lebanon who are either abject or absolute poor. In light of this development, the 2021 target for Lebanon was revised from 27.55 per cent to 36.70 per cent. This mandated a revision of the Agency-wide 2017 target from 12.75 per cent to 12.89 per cent.
131. A social transfer is any non-contributory payment, be it in the form of in-kind food or NFIs, cash, vouchers or a combination thereof to help reduce the vulnerability of a family or individual to poverty.
132. Please note that under RSS reform, this indicator replaces the indicator, "(p)ercentage of SSN individuals that received social transfers (out of the total poor refugee population) (disaggregated by sex and disability)."
133. Results under this indicator do not pertain to Syria where SSNP assistance has been stayed due to the ongoing crisis.
134. These and similar initiatives, as well as other UNRWA activities in Palestine refugee camps are undertaken without prejudice to the Agency's position concerning the responsibility of host authorities to administer the camps.
135. Please note that structural integrity concerns mandated the rehabilitation of an additional four non-substandard shelters that abutted (e.g. through common walls or support beams/columns) substandard shelters subject to rehabilitation.
136. Please note that the indicator, "Percentage of beneficiaries satisfied with rehabilitated shelters" was replaced by "Beneficiaries' satisfaction level with rehabilitated shelters", a formulation that more accurately measures beneficiary satisfaction with rehabilitated shelters.
137. Please note that under the 2017 AOR, UNRWA will not report against the indicator, "(p)ercentage of priority projects funded (value)" as the financial realities that confronted the Agency in 2017 forced the conclusion that whilst each of the projects in the priority list responds to needs set out in the MTS 2016-21, programme budget and EA funding shortfalls had to take precedent. As such, where income was available from restricted partner budget lines that could not be diverted to either the programme budget or EAs, it was allocated to priority projects. Within this context, UNRWA took the decision to suspend the priority projects list as a reporting priority.
138. Please note that while the SOP was issued in February 2017, it was developed during the 2016 reporting period.

139. During the course of the year, the number of installations increased to 281. It should also be noted that during the reporting period, UNRWA used three PA school buildings to host UNRWA students (mornings) and as such, these facilities were subject to installation inspections on a quarterly basis.
140. Throughout the course of 2017, the number of installations increased to 210 with an additional six installations being inspected on a quarterly basis as they came into operation.
141. In Lebanon, the number of installations fluctuated throughout the reporting period as some closed while others opened.
142. The ToT focused on the UNRWA regulatory framework on neutrality and the importance of upholding this principle in relation to staff-member use of social media.
143. Training was conducted in Gaza by Headquarters (Amman) in the 2015/2016 school year as the recruitment of all cadres was finalized earlier there. The training was not conducted in West Bank as the full cadre was not in place due to recruitment issues.
144. It was not possible for Gaza and West Bank Fields to participate in this workshop given their priorities in addressing challenges arising from the PA curriculum.
145. Please note that the 2017 targets were removed in light of adjustments made necessary by the UN System-wide Strategy on Gender Parity.
146. The 2021 targets for these two indicators were adjusted in light of the System-wide Strategy on Gender Parity that is dedicated to reaching gender parity at the senior levels of UN leadership by 2021. Parity in the UN system is defined as being in the 47-53 per cent margin. In this regard, the 2021 targets for the,“(p)ercentage of senior positions held by women (international staff)” and “(p)ercentage of senior positions held by women (area staff)” have been revised to 47 per cent from 45 per cent and 35 per cent respectively.
147. This commitment was reaffirmed in March 2018 when the UNRWA Commissioner-General was designated as an International Gender Champion.
148. Please note that the Grade range for area Staff is from Gr.2-20.
149. The UNRWA framework for accountability to affected populations can be accessed through, https://www.unrwa.org/sites/default/files/content/resources/unrwa_framework_for_accountability_to_affected_populations.pdf.
150. In October 2017, upon arrival, the new Director Matthias Schmale visited several schools and met with students, teachers and parents. In November 2017 nine students shadowed senior managers at the UNRWA Gaza Field Office experiencing what it means to work for UNRWA.
151. The project funded CIU makes cash assistance and referrals available to families affected by incidents of armed conflict.
152. DIOS also reported information as to these allegations to the UN Secretariat.
153. The UNRWA cost per pupil is listed Agency-wide, excluding Syria, and pertains to the 2016-17 scholastic year. This calculation is based on direct costs and does not include US\$ 162.7 in indirect costs per pupil. OECD cost per pupil data pertains to 2014 (the most up to date data available). Source: <https://data.oecd.org/eduresource/education-spending.htm>.
154. UNRWA cost per served population is listed Agency-wide, excluding Syria, and pertains to 2017. This calculation is based on direct costs and excludes US\$ 5.20 in Agency-wide indirect costs.
155. The OECD, in accordance with the International Standard Classification of Education, classifies levels of education as primary education (grades 1-6) and lower secondary education (grades 7-9). These two categories roughly correspond to UNRWA's education programming that spans elementary (grades 1-6) and preparatory (grades 7-9) that are operational across Gaza, the majority of the West Bank, Syria and Jordan. In Lebanon, education programming also spans grade 10. Together, elementary and preparatory education make up the UNRWA definition of basic education. Please also note that OECD health data refers to health expenditure per capita in 2016. Source: http://www.oecd-ilibrary.org/social-issues-migration-health/health-at-a-glance-2017/health-expenditure-per-capita-2016-or-nearest-year_health_glance-2017-graph110-en.
156. The strategy focuses on addressing environmental health and protection needs, including water and sanitation, as well as energy efficiency, renewable energy, green technology, air and soil quality monitoring and climate change.
157. United Nations Office for the Coordination of Humanitarian Affairs (OCHA), Overview, November 2017. The energy crisis hinders the delivery and availability of essential services and severely undermines economic activity. Businesses have been forced to rely on gasoline or diesel-based generators to meet their energy needs, crop production (irrigation) costs have increased with a knock-on effect on food prices, untreated wastewater flows directly into the Mediterranean Sea, the production of clean has decreased and health services have been reduced.
158. Supra, note 25.
159. PCBS/World Food Programme (WFP), Socio-economic and Food Security survey (SEFSec) 2016.
160. Figures refer to funding received in 2017 and do not include carry forward
161. As per the RBM standards, the highest value should be reported on quarterly basis- which was on Q1 for the absolute poor refugees and Q4 for the abject poor refugees. However, due to the progress in PAS, many refugees were visited and their poverty status was updated (from absolute to abject poor, and some from abject poor to absolute poor). RSSP decided to use the value of Q3, the abject poor and the absolute poor make the highest total of all food beneficiaries.
162. This rate is even higher amongst women (71 per cent), refugees (47.2 per cent) and youth (over 67 per cent).
163. Due to funding shortfalls, this amount represents only 22% of the expected target, reaching only 33% of the expected number of beneficiaries. To maximize the limited resources, the Agency continued to use a family-based approach, whereby only one member of a given household was eligible for a job opportunity at any one point in time. Following a trend of increasing demand for employment, currently the average waiting time for a JCP employment opportunity is

4.3 years.

164. About 91% of JCP workers among all categories were allocated to provide direct services through UNRWA operations. Under the current financial challenges, lack of funding for these positions can severely impact UNRWA's capacity to deliver emergency services, such as in-kind-food assistance distribution.
165. The EiE approach includes the following strands: safe and secure learning environment including both physical and emotional safety and PSS, teaching and learning through the Self Learning Programme (self-learning materials, interactive learning games and UNRWA TV), and community, parental, and student engagement. This approach is common to all UNRWA's areas of operation.
166. More information on measures taken to mitigate the electricity crisis is reported under the environmental section.
167. This target was overachieved as the target was defined based on 2016 distribution of winterization assistance which was conducted in response to floods. However, in 2017, winterization assistance was provided to a higher number of families as a preventive measure to combat potentially harsh winter conditions.
168. These payments were set in coordination with the Shelter Cluster in Gaza, based on costs in the local market, and paid quarterly. Eligibility for TSCA assistance was both assessed and verified by UNRWA.
169. Construction activities are project funded, and not included in EA financial requirements.
170. The caseload reduced from 5,395 at the end of 2016 to 2,069 by the end of 2017.
171. Under the 2017 AOR, UNRWA will not report against the following indicators: percentage of individuals identified as experiencing a protection risk (GBV and general/child protection) provided with assistance (disaggregation by sex, age and disability), as internal Agency results reviews revealed data quality concerns owing to obstacles encountered in the operationalization of internal/external referral mechanisms and case management systems across some fields of UNRWA operation. Into 2018, the Agency will revise protection indicators in order that they can better reflect Agency performance in this area. The approach to case management is also being revised as part of relief and social service reform, currently underway
172. OSO, RSSP, Education, Logistics
173. Due to an error, this target should have been set at 85 instead of 70.
174. https://www.law.berkeley.edu/wp-content/uploads/2017/12/NoSafeSpace_exec_summary22Dec2017.pdf
175. The target of 2,000 staff trained in emergency preparedness was included in the 2017 oPt EA in error as it was predicated on the upgrading of 100 DES, a number that was subsequently revised down to 50 DES. The target should have read 1,000.
176. Please see <https://www.unrwa.org/resources/emergency-appeals/2017-gaza-emergency-appeal-mid-year-achievements> and <https://www.unrwa.org/resources/emergency-appeals/2017-west-bank-emergency-appeal-mid-year-achievements>.
177. As of February 2018. Based on the 2018 Humanitarian Needs Overview, Syrian Arab Republic, a hard to reach area is defined as: "an area not regularly accessible to humanitarian actors for the purpose of sustained humanitarian programming due to the denial of access, the continual need to secure access, or due to restrictions such as active conflict, multiple security checkpoints or failure of the authorities to provide timely approval. Some areas within the hard-to-reach category are subject to specific access constraints because they are militarily encircled. These areas are physically surrounded by single or multiple armed actors, with the effect of constraining access for both supplies and people to and from the area, such that sustained humanitarian programming is not possible." <https://hno-syria.org> at p. 5.
178. Additional information on the MVMS project can be found at <https://www.unrwa.org/myvoicemyschool>.
179. The legal representation of beneficiaries is referred to external partners funded by UNRWA.
180. Figures refer to funds received in 2017 and do not include carry forward from the previous year.
181. This figure refers to the highest number of beneficiaries reached during the year.
182. In May 2017, the initial target figure of 430,000 was revised to 418,000 based on the 2016 verification exercise.
183. This figure refers to beneficiaries receiving cash assistance during the 4th cash assistance distribution round.
184. In 2017, the Agency Education Department worked with Field Offices towards unified indicators for EiE across the five fields of operations. In this sense, the outcome indicator, number of conflict-affected students graduating from basic education, is the same for Syria, Lebanon and Jordan. At the output level, unified indicators related to the provision of educational and recreational materials, access to education through regular/catch-up classes and provision of psychosocial support, measure common outputs across Syria, Lebanon and Jordan. For Syria there is one additional output related to the evaluation of the self-learning materials, which is Syria-specific as the materials are based on the Syrian curriculum.
185. The EiE includes the following strands: safe and secure learning environment including both physical and emotional safety and PSS, teaching and learning through alternative ways, using safe learning spaces and the Self Learning Programme (self-learning materials, interactive learning games and UNRWA TV), and community, parental, and student engagement.
186. A small number of PRS students in Lebanon follow the Syrian curriculum and take Grade 9 exams in Damascus.
187. UNRWA was able to overachieve the target due to additional project funds and the implementation of group counselling sessions, allowing to reach more students.
188. Under the 2017 AOR/EA report, UNRWA is not reporting against the following indicators: percentage of individuals identified as experiencing a protection risk (GBV and general/child protection) provided with assistance (disaggregation by sex, age and disability), as internal Agency results reviews revealed data quality concerns owing to obstacles encountered in the operationalization of internal/external referral mechanisms and case management systems across

some fields of UNRWA operation. Into 2018, the Agency will revise protection indicators to better reflect Agency performance in this area. As the approach to case management is being revised as part of relief and social service reform, currently underway, UNRWA is also not in a position to report against the indicator, “percentage of UNRWA facilities that are part of a functioning referral system for protection cases”. Into 2018, this indicator will also be reviewed. Supra note 157

189. The original wording of this indicator was updated to better illustrate the provision of the service.
190. At the start of the year there were 2,157 IDPs in UNRWA collective shelters. This number declined over the course of the year as some of the IDPs managed to move to alternative accommodation.
191. Figures refer to last distribution round, December 2017.
192. The same group of PRS is targeted both for cash-for-food and multipurpose cash assistance. However, cash-for-food is provided per individual, while multipurpose cash assistance is provided per family.
193. The original target pertained to 570 PRL and 50 PRS (620 in total). To better represent PRS-relevant progress, PRL have been removed from the target. Moreover, due to a lack of funding, no PRL were provided with respective services under the 2017 EA.
194. In 2017, the Agency Education Department worked with Field Offices on unified indicators for EiE. For Lebanon, indicators relate to the provision of educational and recreational materials, access to education through regular/catch-up classes and provision of psychosocial support, as well as the number of schools hosting PRS and Syrians in Lebanon.
195. Please note that some students participated in a given activity on more than one occasion. In that sense, the actual result reflects the number of participants recorded under each activity.
196. The EiE includes the following strands: safe and secure learning environment including both physical and emotional safety and PSS, teaching and learning through alternative ways, using safe learning spaces and the Self Learning Programme (self-learning materials, interactive learning games and UNRWA TV), and community, parental, and student engagement.
197. Supra footnote 157.
198. In case of legal representation of beneficiaries, this is referred to external partners funded by UNRWA.
199. Includes legal counselling, representation and assistance.
200. Target updated from the Mid Year Review to better reflect the operational reality.
201. FHT approach, e-health and appointment system significantly reduced unnecessary consultation visits by all refugees, including PRS.
202. In 2017, UNRWA Education Department worked with the different fields of Agency operation on unified indicators, at the same time acknowledging the specific field realities. In the case of Jordan, the outcome indicator refers to the number of conflict-affected students graduating from basic education. At the output level, the indicators relate to provision of educational and recreational materials, access to education through regular/catch-up classes and provision of psychosocial support, and the number of schools hosting PRS and Syrians in Jordan.
203. The EiE includes the following strands: safe and secure learning environment including both physical and emotional safety and PSS, teaching and learning through alternative ways, using safe learning spaces and the Self Learning Programme (self-learning materials, interactive learning games and UNRWA TV), and community, parental, and student engagement.
204. Supra note 157.
205. Disaggregation of data for PRS and PRJ cases not available.
206. The Agency’s humanitarian response in Syria is reflected in the HRP, while activities in Jordan and Lebanon are covered in the 3RP.
207. Costs for this post are split between the Syria Regional Crisis Emergency Appeal and the oPt Emergency Appeal.
208. Diversified Sources refer to Regional Partners, Non-Traditional Donors, Emerging Markets and Private Partners.
209. As referenced in Chapter 1 of this document, Regional Partners include Algeria, Bahrain, Egypt, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, Palestine, Saudi Arabia, Syria, Tunisia, the UAE (incl. the Ruler of Sharjah), the Arab Authority for Agriculture and Investment Development and the Arab Fund for Economic and Social Development Kuwait.
210. Please note that “tracked” refers to recording changes as soon as they occur as opposed to recording on a monthly, quarterly or annual basis.
211. Ibid
212. In this context, diversified sources refers to all sources of income, excluding the traditional donor group.
213. Provisional target pending development of PPD strategy.
214. Ibid
215. Historically, UNRWA has recorded non-governmental institutions from Arab states like Dubai Cares, Kuwait Patient Helping Fund, and the United Arab Emirates Red Crescent under Regional or Arab partner income bracket.
216. <https://www.unrwa.org/our-partners/national-committees>.



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وكالة الأمم المتحدة لإغاثة وتشغيل
اللاجئين الفلسطينيين في الشرق الأدنى