



syria regional crisis  
emergency appeal  
2015





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#### About UNRWA

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

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## foreword by the commissioner-general



Throughout 2014, the conflict in Syria has continued to rage with indiscriminate ferocity. We have seen extreme violence and displacement, a further worsening of the humanitarian situation, and severe access problems. In the midst of the countless human tragedies unfolding in the country, the plight of the Palestine refugee community must not be underestimated or forgotten.

In that regard, Yarmouk remains an acute example of civilian suffering: 18,000 civilians are still trapped, living in hunger, cold and fear. There are, however, many other 'Yarmouks' and no refugee camp is untouched. The core of Palestinian life in Syria has been fractured; the fabric of stable communities is being shredded and families are torn apart every day.

The resilience built over 60 years is being quickly eroded. Refugees who have fled to Lebanon, Jordan, and Egypt live in despair, feeling trapped and vulnerable. Those who reach Europe or other countries suffer isolation and dislocation as they desperately try to keep their families together. The year 2015 will see increased suffering as the violence continues, and it is critical that UNRWA continues to actively engage and shore up the resilience of the Palestine refugees.

Despite the conflict and the constraints faced on a daily basis, UNRWA has achieved remarkable results and there is much that can be done. We recently inaugurated a rebuilt school in Qabr Essit camp, just south of Damascus. Soon after fighting stopped, UNRWA and the community started cleaning rubble and were then able to restore access to education.

This re-opening of a school was deeply significant: It was a renewal, a sign of hope and a crucial message for refugees and for their children about the strength of our commitment. Every day, our team in Syria continues to adapt its operations to the difficult conditions, including developing self-learning

materials for children who cannot reach school, and establishing health points to reach displaced refugees.

We are immensely grateful to our 4,000 staff members in Syria for the courage they have shown while facing the danger, deprivations and loss of living in conflict, but also for their perseverance in delivering much-needed services to Palestine refugees. This can truly not be taken for granted: the 14 colleagues we have lost to the conflict are always in our thoughts, as are the 26 currently detained or missing staff members. Our hearts and solidarity go out to their families.

Just as UNRWA depends on the dedication of its staff, we likewise cannot do without the support of our partners. We are grateful for the important assistance received from donors in 2014 and call for robust support in 2015 amid worrying signs of a downward trend in funding for operations in Syria.

Palestine refugees are defined by a combination of deep pride and acute need. Unique in their vulnerability, and buffeted by this raging conflict, this community awaits fulfilment of the promise to resolve the refugee issue and will in the meantime continue to require the engagement of all our partners.

At UNRWA, we commit to keeping alive our unwavering dedication to the defence of Palestine refugee rights and the effective delivery of services under these most dramatic circumstances.



**Pierre Krähenbühl**  
Commissioner-General  
UNRWA



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# executive summary



The photograph was taken within days of UNRWA receiving access to distribute food to besieged Palestine refugees in Yarmouk. Rama Street, Yarmouk, Damascus, February 2014. © UNRWA

## The Conflict

The conflict in Syria becomes ever more complex and deadly. All 12 Palestine refugee camps and all 560,000 registered Palestine refugees in the country have been profoundly affected. UNRWA has learned to adapt, to move as the conflict permits, and to innovate and find solutions that allow the Agency to continue to fulfil its mandate to assist Palestine refugees. However, violence is escalating, making movement and access more difficult and causing increasingly severe hardship. UNRWA estimates that 95 per cent of the 480,000 Palestine refugees remaining in Syria are in continuous need of humanitarian aid. UNRWA has repeatedly decried the futility of the pursuit of military solutions in Syria and has demanded parties to the conflict desist from conflict in Palestine refugee camps and other civilian areas. UNRWA appeals to the parties to the conflict to peacefully seek a negotiated solution.

## UNRWA Services

One third of UNRWA facilities in Syria have been rendered inoperable as a result of damage or active conflict. However, the depth and breadth of UNRWA operations in Syria, Jordan and Lebanon lends the Agency an extraordinary staying power and means it is ideally placed to ensure the resilience of these most vulnerable people. UNRWA more than ever is a critical life-line for Palestine refugees. By adaptation and innovation, the Agency has maintained the capacity to provide services and assistance to all Palestine refugees in Syria and those displaced to Lebanon, Jordan and Gaza.

## Protection

Throughout the crisis, UNRWA has taken every opportunity to stress to staff and refugees the imperative of maintaining their neutrality at all times. UNRWA has

consistently called on all parties to the conflict in Syria to comply with their obligations under international humanitarian and human rights law, condemning in particular the scant regard for the protection of civilians. The particular vulnerabilities of Palestine refugees and their sensitive status in the region compound the already stark and violent devastation they share with Syrians. Jordan effectively closed its borders to Palestinian refugees from Syria early in the conflict; Lebanon followed suit in May this year. When they do find relief from the conflict, they suffer marginalization and acute vulnerability. In Lebanon, Jordan and Egypt, many Palestine refugees from Syria do not have legal status and are unable to access civil registration procedures and basic social services. Their movement is limited and they live in constant fear of arrest and forced return to Syria. Palestine refugees speak of feeling trapped, singled out and unwelcome in the region. In increasing numbers, Palestine refugees are leaving Syria by unsafe routes to Turkey and often risk their lives by placing

themselves at the mercy of sea traffickers. The regional protection needs of Palestine refugees are acute and urgent and supporting them is an imperative of regional humanitarian, political and strategic importance.

## Funding

The 2014 UNRWA appeal was only 50 per cent funded. Only by substantially reducing individual assistance has UNRWA been able to continue serving all those in need. If funding levels continue to decline, critical efforts in emergency education and health care will cease, and cash assistance – the central pillar of the UNRWA humanitarian response – will be threatened. By focusing solely on staving off humanitarian disaster, decades of development gains made possible by the international community will be lost. UNRWA requires US\$ 415.4 million to meet minimum needs of Palestine refugees affected by the Syria crisis in the region.

Programme Interventions	Syria	Lebanon	Jordan	Regional	Total
Cash assistance for essential needs	197,245,322	37,878,874	12,894,276	1,200,000	249,218,472
Food assistance	58,177,926	-	-	-	58,177,926
Emergency education	19,653,400	10,692,657	2,310,000	400,000	33,056,057
Environmental health	13,532,143	3,442,095	-	-	16,974,238
Emergency health	6,660,000	8,874,470	410,827	600,000	16,545,297
Capacity and management support	13,238,476	536,000	665,151	2,100,000	16,539,627
Non-food items (NFIs)	11,703,667	-	-	-	11,703,667
Safety and security	1,554,000	264,000	47,960	1,600,000	3,465,960
Protection	1,110,000	1,857,590	170,907	300,000	3,438,497
Livelihoods	3,279,029	-	-	-	3,279,029
Emergency repair and maintenance	1,554,000	-	-	-	1,554,000
Shelter	1,221,000	-	-	200,000	1,421,000
<b>TOTAL (US\$)</b>	<b>328,928,963</b>	<b>63,545,686</b>	<b>16,499,121</b>	<b>6,400,00</b>	<b>415,373,770</b>



# syria



Hiam's son was killed two years ago and her daughter-in-law was imprisoned shortly thereafter. At 57, displaced from Husseineh, she is now raising yet a new generation of Palestine refugees, her grandchildren. Rama School collective shelter, Jaramana camp, Damascus, December 2014. © UNRWA/Taghrid Mohammad

## Syria Operational Context

In Syria, 2014 was defined by rapidly-weakening resilience and growing humanitarian need among Palestine refugees – the result of almost four years of intensive armed conflict throughout the country. All Palestine refugee camps and gatherings have been profoundly affected, with several areas, such as Yarmouk, Dera'a camp, Ein el Tal camp and Sbeineh camp, suffering extreme damage and almost total displacement of their residents. The conflict continued to be characterized by the indiscriminate use of heavy weapons, attacks on civilian areas and violations of international humanitarian and human rights law, with over 50 per cent of registered Palestine refugees, representing 280,000 individuals, remaining displaced within Syria as a result.

Moving into 2015, the humanitarian impact of the Syria crisis shows no sign of reducing in intensity. Coping mechanisms among Palestine refugees have been all but exhausted and, in the absence of a political solution, UNRWA estimates that 460,000

individuals will continue to require a broad range of humanitarian assistance to meet their minimum needs, including cash, food, non-food items, shelter, health, and water and sanitation (WASH). Many Palestine refugees now resort to negative coping mechanisms, such as reducing food intake. UNRWA has the broad operational capacity to respond to these needs, through 4,000 staff and 219 facilities across Syria; however, the Agency requires increased and continuous funding to do so.

UNRWA will maintain a comprehensive approach to its humanitarian response in 2015, providing food and material assistance, in addition to cash grants, to all Palestine refugees in need. UNRWA cash assistance, which provides recipients the flexibility and dignity to prioritize their own humanitarian expenditure, will remain the critical focus of humanitarian response in 2015, assisting 460,000 Palestine refugees in meeting their basic needs.

Looking beyond emergency response operations, health and education services will remain a central pillar of UNRWA support for Palestine refugee resilience in Syria. Currently, 46,385 children are enrolled in UNRWA schools, a significantly higher figure than in previous conflict years. This education provides children with a rare opportunity for normalcy and stability within a context of intensive armed conflict. Continued improvements and innovations in the provision of education services, through a

combination of direct service delivery and self-learning materials, have allowed students to continue learning despite the surrounding crisis. UNRWA health services in Syria also significantly expanded in 2014, with UNRWA medical staff delivering services through 14 health centres and 11 health points, in addition to a temporary health point in Yarmouk. UNRWA expects to provide approximately 750,000 consultations and treatments to Palestine refugees in 2014 alone.

## Syria Planning Assumptions

The armed conflict in Syria is dynamic, intensive and unpredictable in nature, producing significant challenges to the delivery of regular services and humanitarian assistance. In response to this volatile environment, UNRWA has embraced flexibility, mobility and innovation in service delivery. In 2015, these qualities will be more important than ever, given the following planning assumptions:

- **Continuing and intense armed conflict throughout Syria.** Although the geography of the conflict will continue to change, armed engagements will continue throughout the country in the short to medium term.
- **Ongoing displacement of Palestine refugees.** Mass displacement reduced in frequency during 2014; however, Palestine refugees remain exposed to armed conflict throughout Syria, with a high probability of further displacement in 2015. Exhausted coping mechanisms and lost livelihoods will sustain high levels of displacement to other countries. Moreover, instances where people can return to their homes are likely to be rare.
- **High levels of humanitarian need.** With over 50 per cent of the population internally displaced, a majority of Palestine refugees have lost their homes, assets and savings, requiring continuous humanitarian assistance to meet their minimum needs.
- **Economic contraction and rising cost of living.** The total economic loss since the start of the conflict is estimated at \$143.8 billion, equivalent to 276 per cent of the 2010 GDP. Unemployment in Syria is estimated at 54.3 per cent and the consumer price index has increased by 179 per cent since the beginning of the crisis (*'Squandering Humanity: Socioeconomic monitoring report on Syria'*, Syrian Center for Policy Research, UNRWA and UNDP, 2014).
- **Stabilization in some areas; destabilization in others.** In 2014, some areas, such as Qabr Essit camp in Rif Damascus Governorate, stabilized, allowing UNRWA to reconstruct schools and restore services. Other areas, such as Yarmouk and Dera'a camp, suffered continuous and intensive armed engagements. UNRWA must remain adaptive and flexible, responding rapidly to new humanitarian and security developments.

## Sector-Specific Interventions

### Strategic Priority 1: Preserve the resilience of the community through targeted relief

Outcome/Output	Indicators	Baseline	2015 Target
Palestine refugees are able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted Palestine refugees from Syria (PRS) receiving one or more UNRWA emergency assistance intervention	100%	100%
Palestine refugees provided with food assistance	Number of individuals receiving food assistance per quarter (cash for food and food parcels)	440,000	460,000
Palestine refugees provided with NFI assistance	Number of families receiving NFI assistance per quarter	112,600	117,610
	Number of families receiving shelter assistance	2,400	2,400
	Number of female-headed families receiving shelter assistance	150	150
Palestine refugees provided with shelter assistance	Number of families provided with winterization assistance	48,500	70,000
	Number of displaced refugees receiving shelter at UNRWA facilities	13,000	13,000

In 2015, **cash assistance will remain the most critical UNRWA emergency support** for Palestine refugees in Syria, offering beneficiaries the flexibility to respond to their own needs, while reducing administrative and distribution costs. UNRWA has established a network of outlets in Damascus, Aleppo, Dera'a, Homs, Hama and Latakia, comprising banks, private institutions and

UNRWA facilities, and allowing the Agency to distribute cash grants to over 460,000 Palestine refugees in six weeks or less. Combined with a dedicated cash assistance unit within the Syria Field Office, this structure allows UNRWA to distribute cash assistance throughout Syria with extremely low transaction costs and minimized financial risks.



UNRWA food distribution point for Palestine refugees under siege in Yarmouk. Yarmouk, Damascus, January 2014. © UNRWA

Food insecurity among Palestine refugees in Syria deepened in 2014, with **95 per cent of the remaining population dependent on UNRWA to meet their minimum food needs**. In-kind food assistance in 2015 will guarantee a minimum level of nutritional intake for Palestine refugees across Syria, and allow UNRWA to support families living in areas without functioning markets, such as Yarmouk.

Although food remains available in most urban centres across Syria, **prices have risen dramatically** over the course of the crisis. In-kind food assistance, combined with cash assistance, ensures Palestine refugees have the necessary resources to guarantee a minimum level of food security.

A 2014 UNRWA evaluation affirmed the critical importance of cash assistance and indicated that Palestine refugees were increasingly forced to choose between adequate nutrition and shelter.

UNRWA will continue to provide **in-kind NFIs to special vulnerable groups**, including people with disabilities, pregnant and nursing women, female-headed households, people in besieged areas (such as Yarmouk) and people living in collective shelters. Ongoing fuel scarcity and unemployment mean winterization materials, including thermal bedding and clothing, are of particular importance during the colder months. Palestine refugees in areas without functioning markets or freedom of movement, such as Yarmouk, rely on in-kind distributions to meet their minimum needs. UNRWA anticipates ongoing and very high levels of need in relation to critical NFIs throughout 2015, as economic contraction, high unemployment and rapid inflation prevent increasingly vulnerable Palestine refugees from meeting their minimum requirements on the open market. UNRWA will continue to manage collective shelters for over 13,000 displaced Palestine refugees and other civilians in 2015.

## Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

### Emergency Health

Outcome/Output	Indicators	Baseline	2015 Target
Palestine refugees are able to cover their primary, and life-saving secondary and tertiary health care needs through UNRWA services	Percentage of population accessing UNRWA primary, secondary and tertiary health care services (visits)	625,000	650,000
Palestine refugees have access to primary health care services	Number of visits by males to UNRWA health facilities	290,000	305,000
	Number of visits by females to UNRWA health facilities	335,000	345,000
	Number of operational UNRWA health centres and health points	21	26
Palestine refugees have access to hospital care (secondary and tertiary)	Total number of hospitalizations (secondary and tertiary)	16,600	15,000
Palestine refugees have improved access to essential drugs and medical supplies	Percentage of health centres with no 'stock outs' of 12 tracer items	100%	100%

The level of destruction sustained by the Syrian public health system has resulted in **UNRWA becoming the sole provider of healthcare for virtually all Palestine refugees in Syria**, adding further pressure to already strained services. The destruction of facilities and flight

of qualified health staff, combined with higher costs of medical supplies, hospital services and reduced referral options, continue to severely impact UNRWA capacity to provide adequate health services to the 480,000 Palestine refugees still residing in Syria.

In the face of ongoing external displacement, UNRWA will strive to ensure the health programme in Syria remains comprehensively staffed, seeking to expedite recruitment for medical vacancies and support functions. **UNRWA will also seek to strengthen the capacity of the 11 new health points established to serve displaced populations**, providing a larger range of services and guaranteed stocks of essential drugs and medicines. Additional funding will be required to maintain basic levels of services in a context of increased costs, in particular for medicines, medical supplies and

hospitalizations. UNRWA will also strengthen public outreach to Palestine refugees in regard to maternal and child health, non-communicable diseases and vaccination coverage – seeking to protect pre-crisis improvements in public health among Palestine refugees. The Agency will also explore possible implementation of the UNRWA health reform strategy in Syria, including the family health team approach and e-health, to improve the quality of services within the existing conditions.

## Emergency Education

Outcome/Output	Indicators	Baseline	2015 Target
Palestine refugees are able to continue their education despite conflict and displacement	Number of students completing basic education	3,974	4,000
	Number of students completing end-of-year exams (Grades 1-8)	37,263	38,000
	Number of schools provided with furniture, heating or other equipment	83	118
Palestine refugee students have access to formal and non-formal education	Number of children enrolled in regular classes in UNRWA schools	40,000	47,000
	Number of children receiving education from UNRWA in host government schools	22,750	20,000
	Number of children receiving non-formal learning from UNRWA in alternative learning places	0	1,000
	Number of education staff trained in delivering emergency education	50	150
Palestine refugee students provided with PSS support	Number of children attending UNRWA schools	17,832	20,000
	Number of children receiving psychosocial support	39,233	40,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of students provided with educational and recreational materials (including back-to-school kits)	1,120	50,000
	Number of students participating in summer and recreational activities	13,142	13,000
	Number of educational TV lessons produced targeting Palestine refugees in Syria	400	400
	Number of units developed for the interactive learning program targeting Palestine refugees (grades 1-9)	2	4
	Number of sets of self-learning text material developed for grades 1-9 (e.g. one set per subject/grade)	1,120	50,000
Palestine refugees receive vocational training and are supported in job placements	Number of youth who receive career guidance, short- or long-term vocational training	5,000	10,000

The priority for UNRWA in 2015 will be to continue to manage the education of **46,385 Palestine refugee students currently enrolled in UNRWA schools**. This includes the retention and training of over 1,700

education staff, the maintenance and repair of school buildings, and the timely provision of adequate education supplies.

UNRWA will also strengthen its 'education in emergencies' capacity through the **provision of self-learning materials** to areas that have experienced repeated school closures. The continued provision of adequate **psychosocial support to children enrolled in UNRWA schools is a major priority** as the majority of school-age students are exposed to repeated violence and stress. Identifying out-of-school Palestine refugee children will also be a critical priority: although enrolment figures are increasing, they remain far below pre-crisis levels.

A range of curricular adaptations in technical and vocational training have been implemented following an employment market survey and feedback from students. As a result, the employability of **technical/vocational training students increased from 20 per cent to 35 per cent in 2014**. Courses have been adapted and satellite centres are now open in **Dera'a and Homs, with a third centre planned in Latakia** to increase outreach to students in 2015.



UNRWA schools remain a critical source of stability for children and families. Education represents a source of hope for the future of Syria. Alliance Palestine Institute School, Alliance Quarter, Damascus, December 2014. © UNRWA/Taghrid Mohammad

## Protection

Outcome/Output	Indicators	Baseline	2015 Target
Enhanced protection of Palestine refugees	Percentage of protection cases tracked that are responded to	0%	100%
	Number of individuals provided with legal advice	0	200
Improved protection against violence, abuse, coercion and neglect	Percentage of survivors of sexual- and gender-based violence (SGBV) who are supported by UNRWA (through specialized services or referrals)	0%	100%
	Number of child protection cases that are responded to with targeted services	0	?
	Number of incidents of alleged human rights violations documented by UNRWA	0	?
	Number of staff receiving training in protection in emergencies and psychosocial support	227	500
Palestine refugees are accurately recorded on the UNRWA database	Number of records updated in the Refugee Registration Information System emergency system	25,000	25,000

Protection needs among Palestine refugees in Syria are expected to rise over the course 2015, as the conflict continues and civilians continue to be acutely affected. **Palestine refugee camps and gatherings, particularly in Damascus, Aleppo, Homs and Dera'a, remain at extreme risk** from armed conflict, leaving hundreds of thousands of individuals vulnerable to further displacement and violence. Social protection issues are also deepening, with a growing number **of families suffering the effects of gender-based violence, fragmentation, substance abuse and criminality.**

In a context of declining funding, UNRWA will seek to prioritize the following critical interventions:

- **Establishment of the Area Support Officer programme**, with international officers assigned to each area of UNRWA operation (North, Central, South and Damascus)

responsible for protection monitoring and case tracking and referral, programmatic response, capacity building and emergency support;

- **Ongoing protection activities managed through regular programmes**, focusing on high-risk groups, including: direct family monitoring through 72 social workers; three operational Family Support Offices; SGBV referral in UNRWA health facilities; legal assistance to SGBV survivors; human rights education in UNRWA schools;
- **Participation in global protection processes**, including the Monitoring and Reporting Mechanism on Children and Armed Conflict and the Special Rapporteur on the Human Rights of IDPs;
- **Intensified protection-of-civilians advocacy** with parties to the conflict.

## Environmental Health

Outcome/Output	Indicators	Baseline	2015 Target
Decrease public health threats to the affected population	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	460,000	460,000
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	Number of individuals with access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	460,000	460,000
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	122,400	280,000

WASH needs are expected to grow substantially in 2015 as the result of **ongoing water shortages, prevailing drought conditions**, damaged infrastructure, erosion of resilience and constrained funding for the humanitarian response. Within this context, UNRWA will continue to provide direct WASH services (solid waste and garbage collection, mains water supply, sewerage network, municipal cleaning) and maintenance in Palestine refugee camps and

UNRWA collective shelters. In addition, the Agency will continue to distribute hygiene items to vulnerable groups, including pregnant and nursing women, people with disabilities, elderly people and people living in besieged and hard-to-reach areas. In addition, UNRWA will distribute water treatment and storage equipment to areas affected by water shortages, including besieged and hard to reach areas.

## Microfinance

Outcome/Output	Indicators	Baseline	2015 Target
Palestine refugees have access to microenterprise and consumer loans for small businesses and households	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	20,000	39,750

Despite being severely affected by the collapse of the Syrian currency, the UNRWA **Microfinance Department has expanded its portfolio by 46 per cent**, with women comprising 33 per cent and youth 20 per cent. A survey published by UNRWA in 2014 revealed that 40 per cent of businesses financed by UNRWA had been looted and 31 per cent had permanently closed. Only 13 per cent of businesses continued to operate in 2014.

UNRWA will continue to provide loans to support enterprises and households in areas where the situation has stabilized and where regular economic

activities are continuing and developing, especially where there is movement of IDPs into such regions. Women and youth continue to be significant targets of the programme, with women accounting for one-third of clients and youth constituting one-fifth of clients. The programme opened three additional offices in Sweida, Tartous and Latakia in 2013 to replace some of the branches located in inaccessible areas, including Yarmouk. The programme is currently significantly undercapitalized and requires additional capitalization of \$3.5 million to meet its outreach capacity and targets for 2015.

### Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

#### Safety and Security

Outcome/Output	Indicators	Baseline	2015 Target
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security management plans in place	0%	100%
Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Percentage of security risk management plans updated and adhered to	0%	100%
	Number of staff detained	24	0
	Number of staff released	0	24

The security situation in Syria remained extremely volatile throughout 2014, with increasing fragmentation of armed groups and shifting front lines continuing to threaten UNRWA operations. UNRWA has made significant investments in staff, asset and infrastructural capacity, which will require ongoing financing over the course of 2015. Priorities include adequate international security

staffing; infrastructural improvements to UNRWA facilities, including security walls/fencing and installation of shatter resistant film; procurement of communications equipment, hazardous environment and first aid/trauma training; and purchase of armoured vehicles and personal protective equipment (body armour) for operations in high-risk areas.

#### Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicators	Baseline	2015 Target
UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services	Number of installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated	39	68

Emergency maintenance and repair of UNRWA installations will be critical in 2015. Many installations have been damaged by armed conflict, such as the elementary school of Dallata/Beit Jibreen in Qabr Essit, which will require extensive rehabilitation in order to reopen in September 2015. Other facilities, including 17 schools, continue to be used as collective shelters and have suffered damage from overutilization. In particular, the Damascus

Training Centre has hosted over 1,300 people for almost two years and will require significant works to remain open. All facilities used for residential purposes require constant maintenance, including WASH infrastructure, to ensure minimum standards of WASH services for the refugees, and mitigate the risks of communicable disease. Existing facilities will also require maintenance and upgrades in order to better respond to UNRWA operational needs.

### Capacity and Management Support

Outcome/Output	Indicators	Baseline	2015 Target
UNRWA is able to effectively and efficiently plan, manage and monitor humanitarian response activities under increasing demands and operational complexity	Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
Strengthened programme planning, management and monitoring of humanitarian response activities.	Number of periodic reviews of humanitarian response plans	1	4

Consolidation of humanitarian assistance operations in 2015 will require ongoing investment in emergency management and monitoring staff, emergency specialists and humanitarian field workers. UNRWA staff members remain exposed to severe risks as a result of the conflict, resulting in substantially increased staff turnover rates and increased recruitment challenges, for the full range of staffing needs.

While the bulk of posts will continue to be filled by Palestine refugees in Syria, UNRWA requires expanded international capacity, recruiting specialist staff in the areas of protection, logistics, shelter management and emergency response.

# Lebanon



Many Palestine refugees from Syria living in Lebanon suffer from the trauma of loss, injury, displacement and unemployment. Life is unaffordable, visas are tenuous. Abu Mohammed, who suffers from depression, has one wish: to return to Syria. Burj Barajneh camp, May 2014. © Kate Brooks for UNRWA

## Lebanon Operational Context

The Syria crisis and influx of refugees has exacerbated the complexity and volatility of the social, economic and political landscape of Lebanon. The 260,000 Palestine refugees living in Lebanon prior to the crisis (2010 American University of Beirut survey) were already highly marginalized, with two-thirds considered poor or extremely poor. UNRWA services were already stretched, and infrastructure long overdue for maintenance and rehabilitation. The pre-crisis refugee population has limited rights and limited access to public services and employment. With the influx of Palestine refugees from Syria, UNRWA must address the growing needs of an almost 20 per cent increase in the Palestinian population in Lebanon.

The 44,000 Palestinians from Syria in Lebanon are particularly vulnerable given their frequently irregular legal status and the extremely limited social protection services and livelihood opportunities

available to them. They are highly dependent on host communities and UNRWA for basic services, emergency assistance and shelter. Since May 2014, entry of Palestine refugees from Syria into Lebanon has been severely restricted with only rare exceptions allowed entry. Therefore, UNRWA expects the number of Palestine refugees from Syria in Lebanon to remain relatively constant, at an estimated 45,000 by the end of 2015. Until the end of 2014, Palestinians from Syria will be eligible to regularize their status for a three-month period, but without possibility of further renewal. This means almost all Palestine refugees from Syria are expected to have expired legal status by April 2015, which will greatly aggravate their vulnerability and further restrict their movement.

A July 2014 UNRWA needs assessment, conducted with the World Food Programme, led to improved understanding of the growing needs of beneficiaries

from Syria, over 90 per cent of whom are extremely vulnerable and in need of continued support for food and shelter. The assessment found that 10 per cent of families include a person with a disability, 47 per cent have at least one member suffering from a chronic illness, and 26 per cent of families are female-headed. UNRWA will collaborate with American University in Beirut on a new study of the socio-economic conditions of Palestine refugees in Lebanon, including those from Syria, which will further increase insight for future programming when it is published mid-2015.

UNRWA support to Palestine refugees from Syria in Lebanon remains two-fold: humanitarian relief and the provision of regular services. It is important to note that existing UNRWA capacity in Lebanon means that Palestine refugees from Syria do not represent a burden on the host government. For UNRWA, however, the high cost of operating in Lebanon means that its already strained operations will need to be maintained and strengthened. Also, a large number of Syrian refugees in Palestine refugee camps create an enormous strain on already decrepit camp infrastructure.

UNRWA will continue to provide health services to Palestine refugees from Syria through its network of health clinics and referrals to contracted hospitals for life-saving hospitalization. But the cost of these largely privatized services is extremely high and increasing, vastly out-pacing UNRWA capacity. Similarly, education requirements continue to grow, as many Palestine refugee children from Syria have been in Lebanon for over two years. UNRWA will include up to 7,300 Palestine refugee children from Syria in its regular classes in Lebanon, giving them remedial tuition to allow them to adapt to the Lebanese curriculum. The Agency will also offer vocational training to a number of Palestine refugees from Syria, which will prepare them for future careers. Recreational activities for students will provide much-needed relief from the overcrowded and often desperate circumstances in which they live.

An important aspect of the UNRWA response is mitigating as much as possible the social and economic tensions that arise when resources are scarce, by ensuring support to Palestinian host communities and camps. Water and infrastructure improvements will benefit both groups, as will educational and recreational activities.

## Lebanon Planning Assumptions

- The number of Palestine refugees from Syria in Lebanon is unlikely to change significantly from the current 44,000 due to border restrictions and the unlikelihood of return. The UNRWA planning figure for end 2015 is 45,000.
- The legal status of Palestinians from Syria will remain problematic and will continue to be the priority for UNRWA advocacy and protection efforts.
- Many Palestine refugees from Syria in Lebanon will have been in the country for almost two years, with increasing requirements for expensive treatment of life-threatening and chronic health conditions.
- Infrastructure in the Palestine refugee camps will continue to deteriorate due to overcrowding.
- Tensions will rise between Palestine refugees from Syria and Palestinian host communities, particularly if funding levels are not sustained.

## Sector-Specific Interventions

### Strategic Priority 1: Preserve the resilience of the community through targeted relief

Outcome/Output	Indicators	Baseline	2015 Target
<b>Palestine refugees able to meet their essential life-saving household needs and cope with sudden crisis</b>	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	90%	90%
<b>PRS provided with food assistance</b>	Number of individuals receiving food assistance per quarter	41,000	42,000
<b>PRS provided with shelter assistance</b>	Number families receiving shelter assistance	11,300	11,700
	Number of female-headed families receiving shelter assistance	3,350	3,400
	Number of families provided with winterization assistance	5,965	7,700

Cash assistance is vital to reducing the vulnerability of Palestine refugees from Syria in Lebanon. Since October 2013, UNRWA has been providing assistance through **ATM transfer** to support food, housing and winterization needs. Unaccompanied and separated minors are the only beneficiaries who receive assistance in hard cash, rather than by ATM, following an assessment by the UNRWA protection team.

**Food assistance is allocated on the basis of US\$ 30 per person per month**, based on United Nations standards for Lebanon, and subject to availability of funds. More than a quarter of Palestine refugees from Syria live in unfinished shelters, most without insulation, and garages, work-sites or warehouses.

UNRWA provides monthly shelter assistance to Palestine Refugees from Syria to help address their **housing needs: US\$ 100 per family per month**.

Winter is harsh, especially in the high elevations of the Beqaa Valley and other mountainous areas of Lebanon, where 18 per cent of Palestine refugees from Syria in Lebanon live. Fifty per cent of Palestine refugees from Syria have reported having no income during the winter period and are forced to spend what resources they have on food and shelter. The **UNRWA winterization programme for the winter of 2014 has been implemented in coordination with ICRC and UNICEF** to provide specific winter support to Palestine refugee families from Syria.

### Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

#### Emergency Health

Outcome/Output	Indicators	Baseline	2015 Target
<b>PRS able to cover their primary, and life-saving secondary and tertiary health care needs through UNRWA services</b>	Percentage of population accessing UNRWA primary, secondary and tertiary health care services	75%	75%
<b>PRS have access to primary health care services</b>	Number of visits by males to UNRWA health facilities	110,000	110,000
	Number of visits by females to UNRWA health facilities	150,000	150,000
	Number of operational UNRWA health centres and mobile health points	27	27
<b>PRS have access to hospital care (secondary and tertiary)</b>	Number of hospitalizations (secondary and tertiary)	6,679	6,672
	Number receiving secondary health care	6,540	6,072
	Number receiving tertiary health care	139	600
<b>PRS have access to essential drugs and medical supplies</b>	Percentage of health centres with no 'stock outs' of 12 tracer items	100%	100%

UNRWA primary health care, provided free of charge to all Palestine refugees in Lebanon at 27 health centres throughout the country, is crucial given that Palestine refugees have **no access to public health services**. UNRWA subsidizes life-saving care for Palestine refugees and covers 50 per cent of hospitalization costs, provided by contracted private and public hospitals. The exorbitant cost of Lebanese health

care means adequate treatment is often beyond the reach of refugees, especially for health conditions not subsidized by UNRWA. In 2015, UNRWA plans to provide care for dire, chronic cases for Palestine refugees patients from Syria. Lack of treatment often severely restricts the quality of life and ability of these patients, whose conditions have worsened as they stay longer in Lebanon without treatment.

## Emergency Education

Outcome/Output	Indicators	Baseline	2015 Target
<b>PRS able to continue their education despite conflict and displacement</b>	Number of students completing basic education	364	365
	Number of students completing end-of-year exams (Grades 1-8)	5,804 (June)	5,600
	Number of UNRWA schools hosting PRS	60	60
	Number of UNRWA double-shift schools hosting PRS	8 (Oct)	8
	Number of schools provided with furniture, heating, equipment	60	60
<b>PRS students have access to education through regular/special classes and alternative learning modalities</b>	Number of children enrolled in regular classes in UNRWA schools	6,600 (Nov)	7,300
	Number of education staff trained in delivering emergency education based on INEE standards	230	300
<b>PRS students provided with psychosocial support</b>	Number of children receiving psychosocial support	361	3,000
	Number of education staff trained in delivering psychosocial support	72	72
<b>PRS students provided with educational and recreational materials and activities</b>	Number of PRS students provided with back-to-school kits, psychosocial/recreational kits and stationary	6,600 (Nov)	7,300
		7,252	7,300

Despite the current challenges and the difficult circumstances in which UNRWA operates, the Agency is committed to providing all Palestine refugee children with quality, equitable and inclusive education. As of November 2014, **6,600 Palestine refugee children from Syria have been integrated with approximately 40,000 Palestinian children in 67 schools across Lebanon**. To absorb the additional

students, the number of pupils per class section has been increased, new class sections have been created and as a result, eight schools will be working in double shift. The large number of additional students, who in many cases are struggling with a new curriculum and present behavioural and learning difficulties, has brought additional work and pressure to the schools and to staff.

## Protection

Outcome/Output	Indicators	Baseline	2015 Target
<b>Enhanced protection of PRS</b>	Percentage of protection cases tracked that are responded to	100%	100%
	Number of individuals provided with legal advice	1,660	1,660
<b>Improved protection against refoulement, SGBV, violence</b>	Number of GBV survivors detected accessing services	32	60
	Number of child protection cases responded to with targeted services	60	60
	Number of UNRWA staff receiving training in protection in emergencies and psychosocial support	388	350
<b>PRS are accurately recorded on the UNRWA database</b>	Number of records updated in the Refugee Registration Information System emergency system	44,000	45,000

Since May 2014, the entry of Palestine refugees from Syria into Lebanon has been restricted to pre-approved and exceptional cases, and their ability to maintain their legal status has also been severely restricted. Until end of 2014, Palestine refugees from Syria will be able to renew their legal status for a three-month period, without further renewal. This means that almost all Palestine refugees from Syria will have expired legal

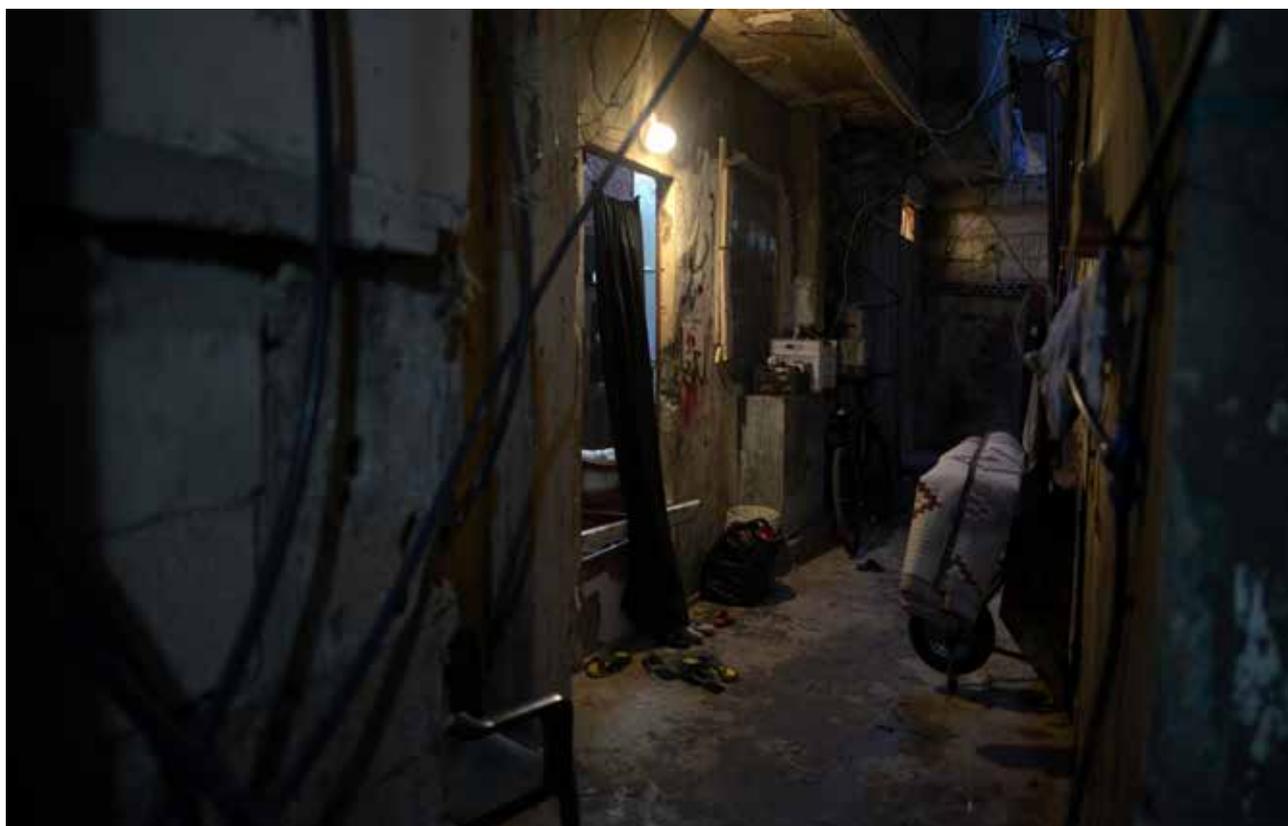
status by April 2015, exacerbating their vulnerability and further restricting their movement. Continued protection services and monitoring will be required, including the provision of legal advice. Access to SGBV services for Palestine refugees from Syria remains limited inside Palestinian refugee camps and UNRWA has established a referral system for SGBV survivors.

### Environmental Health

Outcome/Output	Indicators	Baseline	2015 Target
Decreased public health threats to the affected population	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	22,000	22,500
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	Number of individuals with access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	22,000	22,500
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	22,000	22,500

Services related to water supply, wastewater treatment and solid waste collection are among the most important that UNRWA provides. Sewerage systems in camps have reached capacity due to the pressure of

additional users and illegal connections, and require urgent upgrading. Besides increased health risks, deteriorating environmental health conditions can lead to social tensions.



Over 50 per cent of the 44,000 Palestine refugees from Syria in Lebanon take shelter in the 12 Palestine refugee camps, adding substantial pressure on camp infrastructure. Palestine refugee shelter in Shatila camp, May 2014. © Kate Brooks for UNRWA

### Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

#### Safety and Security

Outcome/Output	Indicators	Baseline	2015 Target
UNRWA is able to provide services to PRS with appropriate security arrangements	Percentage of security management plans in place	80%	90%
	Percentage of security risk management plans updated and adhered to	80%	90%

UNRWA continuously monitors the security situation in Lebanon, in coordination with other United Nations agencies and the Lebanese government, to identify possible deteriorations that could have an adverse impact on the population and the Agency's operations and programmes.

#### Capacity and Management Support

Outcome/Output	Indicators	Baseline	2015 Target
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans	1	1

Coordination is needed to ensure a timely and effective response to the needs of Palestine refugees who have fled Syria. In addition to being the main provider of assistance to Palestine refugees from Syria in Lebanon, UNRWA coordinates emergency assistance with partners.

# jordan



A Palestine refugee girl from Syria seen through the gate of UNRWA Amir Hassan School for Girls, Amman, Jordan, February 2014. © UNRWA/Alaa Ghosheh

## Jordan Operational Context

Jordan's policy of non-admission for Palestine refugees from Syria, officially announced in January 2013, continues to define the UNRWA response to the Syria crisis in the country. This policy effectively permits only Palestinians who hold Jordanian national documents to enter Jordan from Syria. Nevertheless, small numbers of Palestine refugees fleeing the conflict in Syria continue to cross into the country, many through irregular and unsafe routes. Palestinians who have made it to Jordan from Syria, unlike Syrian refugees, face an ongoing risk of refoulement and live in great uncertainty. UNRWA assessed 111 cases in 2014 as refoulement, including many women and children. It is expected that the actual number is much higher, as many deportations are unreported. UNRWA continues to urge the Government of Jordan to grant temporary access and protection to Palestinians fleeing the violence in Syria and to uphold the humanitarian principles of non-refoulement and non-discrimination.

Close to 15,000 Palestine refugees from Syria have now approached UNRWA for assistance in Jordan, including 51 per cent female and 49 per cent male. This number is expected to reach 17,000 by the end of 2015. Just under half of the Palestine refugees from Syria are children and 10 per cent are aged over 50. Female-headed households make up more than 30 per cent of families. The majority of Palestine refugees from Syria are living in host communities, mainly around the urban centres of Amman, Irbid and Zarqa.

Palestinians from Syria are a highly marginalized group in Jordan, and according to the 2014 UNRWA multi-sectoral needs assessment, the majority struggle with limited income and livelihood opportunities. A significant number are in psychological need due to the trauma of conflict and displacement, as well as the ongoing risk of deportation. UNRWA will conduct a more in-depth follow-up of the vulnerability assessment in 2015.

Overall, UNRWA priorities remain to ensure access to basic services and prevent Palestine refugees from falling further into extreme vulnerability. The UNRWA strategy in Jordan is designed to meet the most essential needs through three key components: cash assistance, education and health. Cash assistance is targeted at the most vulnerable refugees, while essential health and education services are available to all Palestine refugee families. In order to maximize efficiency, the emergency response is now being mainstreamed into regular programming – where possible harmonizing assistance to Palestine refugees from Syria with assistance to other Palestine refugees in Jordan.

Vulnerability-based targeting criteria introduced in 2014 has enabled UNRWA to better understand the vulnerability of the population and to identify those

most in need. A team of social workers assessed every family in household visits. Approximately 80 per cent qualified for regular cash assistance, based on their vulnerability status; 10 percentage points higher than anticipated. It is likely that the vulnerability of Palestine refugees from Syria will continue to worsen as a result of the protracted crisis in Syria. Families have depleted their savings. Their lack of legal status in Jordan means they have limited mobility and access to employment, services and legal processes, and live in constant fear of deportation. Moreover, the majority of Palestine refugees from Syria receive no assistance from any other organization, and are therefore reliant on UNRWA to meet their basic needs. As families struggle to cope, UNRWA appeals to the international community to increase its assistance to Jordan to mitigate further deterioration in the situation.

## Jordan Planning Assumptions

- Jordan will continue to enforce a policy of non-admission for Palestinians from Syria; risk of refoulement will remain acute; and access to employment, services and legal processes will remain restricted.
- The number of Palestinians from Syria approaching UNRWA will continue to slow, reaching approximately 17,000 by the end of 2015.
- Eighty per cent of Palestine refugees from Syria will remain reliant on UNRWA; 40 per cent will remain extremely vulnerable.
- Palestine refugees from Syria will continue to rely heavily on UNRWA due to limited operating space for other agencies and NGOs to provide services to them. Where possible, UNRWA will seek partnerships with other organizations with a comparative advantage in delivering comprehensive and specialized psychosocial support or legal services.

## Sector-Specific Interventions

### Strategic Priority 1: Preserve the resilience of the PRS community through targeted relief

Outcome/Output	Indicators	Baseline	2015 Target
<b>Palestine refugees are able to meet their essential needs and to cope with sudden crisis</b>	Percentage of targeted PRS receiving one or more UNRWA emergency intervention	100%	100%
<b>PRS provided with food assistance</b>	Number of individuals receiving cash for food per quarter	11,680	13,600
<b>PRS provided with NFI assistance</b>	Number of families receiving cash for NFIs per quarter	2,920	3,400
<b>PRS provided with shelter assistance</b>	Number of families receiving cash for shelter	0	3,400
	Number of female-headed families receiving shelter assistance	0	1,224
	Number of families provided with winterization assistance	3,650	4,250
<b>PRS provided with one-time emergency cash grants</b>	Number of families receiving one-time cash grants	730	850

**Cash assistance** offers beneficiaries dignity and flexibility, and is cost-effective. In 2014, UNRWA initiated vulnerability targeting and a new ATM-based delivery modality, which augmented accountability and security. In 2015, UNRWA will deliver regular cash assistance to meet the basic food and material needs of the most vulnerable 80 per cent of the Palestine refugees from Syria recorded with UNRWA in Jordan. **One-off emergency cash grants** will shore up the

resilience of families experiencing a major crisis. While winter conditions create a significant added need for heating fuel and rental costs are on the rise, funding shortfalls have meant UNRWA has been **unable to deliver shelter assistance** in 2014. In 2015, UNRWA will **discontinue the distribution of in-kind NFIs**, including new-arrival kits and winterization materials. In-kind food aid has been suspended, in favour of the more effective regular cash assistance.

### Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

#### Emergency Health

Outcome/Output	Indicators	Baseline	2015 Target
<b>PRS are able to cover primary and life-saving secondary and tertiary health care needs through UNRWA services</b>	Number of visits to UNRWA clinics; referrals to secondary and tertiary services	22,410	26,093
<b>PRS have access to primary health care services</b>	Number of visits by males to UNRWA health facilities	7,920	9,061
	Number of visits by males to UNRWA health facilities	7,920	9,061
	Number visits by females to UNRWA health facilities	11,556	13,039
	Number of operational UNRWA health centres and mobile health points	28	28
<b>PRS have access to essential drugs and medical supplies</b>	Number of secondary and tertiary referrals	102	119
<b>PRS provided with one-time emergency cash grants</b>	Percentage of health centres with no 'stock outs' of 12 tracer items	100	100

The tenuous legal status of most Palestine refugees from Syria prevents them from using national health services, but all have **access to the 23 UNRWA health centres**, one health point and four mobile dental clinics throughout Jordan. UNRWA also fully covers the cost of **hospital referrals for emergency**

**and life-saving care** for Palestine refugees from Syria. The 2014 needs assessment highlighted a **dire need for psychosocial support** and it is expected that this need will become even more acute in 2015. UNRWA has added four regional counsellors to focus on the psychosocial needs of children, and

they have in turn trained 173 teacher counsellors in identifying psychosocial issues and delivering psychosocial support. Without means to address more comprehensively this growing trauma crisis, UNRWA will continue to work with its partners to explore opportunities for referral.

For the 180 Palestinians held in Cyber City, alongside 200 Syrians, UNRWA operates a dental clinic and provides primary health care in partnership with Jordan Health Aid Society.

## Emergency Education

Outcome/Output	Indicators	Baseline	2015 Target
<b>PRS able to continue their education despite conflict and displacement</b>	Number of students completing basic education	44	69
	Number of UNRWA schools hosting PRS	136	146
	Number of UNRWA double-shift schools hosting PRS	125	135
	Number of schools provided with furniture, heating, equipment	10	40
<b>PRS students have access to education through regular/special classes and alternative learning modalities</b>	Number of students enrolled in regular classes in UNRWA schools	1,483	2,500
	Number of education staff trained in delivering emergency education based on INEE standards	25	100
<b>PRS students provided with psychosocial support</b>	Number of students receiving psychosocial support	988	1,550
	Number of education staff trained in delivering psychosocial support	25	150
<b>PRS students provided with educational and recreational materials and activities</b>	Number of students provided with back-to-school kits, recreational kits and stationary	1,483	2,500

UNRWA operates 173 schools across Jordan, covering grades 1 to 10. In 2015, UNRWA will serve approximately **2,500 children** from Syria, providing them and their families a **critical measure of normalcy**. Despite a concerted UNRWA **'back-to-school' campaign** of 2014, approximately 500 Palestine refugee children from Syria are still not enrolled in school. Further outreach to families will be necessary in 2015. An

estimated 800 Syrian children living in Palestine refugee camps are not enrolled in UNRWA schools for the 2014-2015 academic year due to lack of space and funding. Palestine refugee youth from Syria have to access to UNRWA technical/vocational training centres and while they are not admitted to Jordanian technical/vocational training centres, they may enrol in Jordanian universities.

## Protection

Outcome/Output	Indicators	Baseline	2015 Target
<b>Enhanced protection of PRS</b>	Percentage of protection cases tracked that are responded to	60	65
	Number of GBV survivors detected accessing services	N/A	50
	Number of child protection cases that are responded to with targeted services	N/A	80
<b>Improved protection against re-foulement, SGBV, violence</b>	Number of protection incidents of alleged HR violations documented by UNRWA	N/A	200
	Number staff receiving training in protection SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	70	100
<b>PRS are accurately recorded on the UNRWA database</b>	Number of PRS records updated in the Refugee Registration Information System emergency system	N/A	200

The lack of protection for Palestine refugees from Syria remains a significant challenge in Jordan. Of particular concern is the **increase in 2014 of the number of cases of refoulement**, including of women and children. UNRWA and partner agencies will continue to engage with authorities on deportation cases, and to advocate for Jordan to grant temporary access and protection to Palestinians fleeing violence in Syria. UNRWA in Jordan continues to improve upon systems to identify and respond to protection issues and incidents, including through regular service delivery. In 2015, **further community outreach and awareness-raising among staff** members will be a priority. **SGBV is a central concern**, including forced and early marriage, domestic violence (including physical assault, psychological abuse, denial of resources, opportunities, or services) and rape, sexual abuse and/or exploitation. In the overwhelming majority of cases reported to UNRWA,

the perpetrators of violence are family members, suggesting troubling intra-household dynamics exacerbated by the distress of displacement. In terms of prevention, UNRWA has held community-awareness seminars on SGBV and has also trained GBV focal points across its programmes, who are now equipped to identify at-risk cases. On the response side, UNRWA will continue to provide a range of critical services to Palestine refugee SGBV survivors, such as emergency cash grants and hospitalization, and partner with external service providers to deliver other specialised services such as psychosocial support, safe shelter and legal services. UNRWA has **strong partnerships** with a range of national and international NGOs, and actively participates in the United Nations protection sector working group to expand the range and depth of response, particularly in psychosocial and legal assistance.

### Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

#### Safety and Security

Outcome/Output	Indicators	Baseline	2015 Target
<b>UNRWA is able to provide services to PRS with appropriate security arrangements</b>	Percentage of security management plans in place	100	100
<b>Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian aid to PRS</b>	Percentage of security risk management plans updated and adhered to	N/A	100

The UNRWA ability to respond effectively to security concerns will be enhanced by **training the front-line**

**staff** working most closely with Palestine refugees from Syria.

#### Capacity and Management Support

Outcome/Output	Indicators	Baseline	2015 Target
<b>Strengthened programme planning, management and monitoring of the regional humanitarian response through increased humanitarian capacity and coordination</b>	Number of internal periodic reviews of the regional humanitarian response plan	2	2

Since 2013, an emergency coordination unit has strengthened the Jordan Field Office humanitarian response by responding to needs for surge capacity in times of crisis, overseeing the implementation of response plans, incorporating minimum standards into service delivery and supporting the roll-out of

Agency-wide tools and systems to improve the overall efficiency of the regional response. A key priority in 2015 will be the integration and mainstreaming of the emergency response into the regular programmes in order to adapt to lower funding levels, with associated **reductions in the emergency coordination unit.**

# regional response



UNRWA provides a coordinated response for Palestine refugees in Syria, and those from Syria now in Lebanon and Jordan. This includes critical emergency assistance and sustained core services such as education and health care. Rama School, Jaramana camp, December 2013. © UNRWA/Carole Al Farah

With the regional situation becoming increasingly difficult for Palestine refugees, having a regional team is critical. The Agency's regional coordination of the Syria crisis response is managed by a small team in the Executive Office at UNRWA headquarters in Amman, led by the Deputy Commissioner-General. A committee of directors meets regularly to discuss cross-field policy and ensure the support of headquarters departments for the regional UNRWA response. A regional coordinator has day-to-day oversight of the UNRWA response to the crisis, and dedicated capacity is on hand for political advice, protection and communications.

Support provided by UNRWA Gaza Field Office to the less than 1,000 Palestinian refugees who have fled Syria to Gaza is covered financially by the regional portion of this appeal. When Palestine refugees from Syria are reported outside of UNRWA fields of operation, the Agency liaises with and refers cases to UNHCR and other partners, to ensure these refugees receive the support

and protection they are entitled to. UNRWA has a small liaison office in Egypt, which liaises on behalf of some 4,000 Palestinians from Syria who have found their way there. With the support of United Nations agencies and local partners, these refugees receive food vouchers and health assistance. As many as 40,000 Palestine refugees from Syria have been reported in Turkey and Europe.

Another crucial role of the regional team is coordination with other United Nations agencies and NGOs, including on key programmatic concerns and the production of key documents and appeals. UNRWA takes an active part in the Strategic Response Plan (SRP) for the whole of Syria and the Refugee Resilience Response Plan (3RP). The former covers the UNRWA response in Syria and the latter the UNRWA response in Lebanon and Jordan. The UNRWA Jordan response does not appear in the 3RP Jordan chapter, but its budget is included in the 3RP regional budget.

## Communications

UNRWA assistance for Palestine refugees affected by the Syria crisis would not be possible without the support of key donor governments and their people. UNRWA is therefore proud to work with donors to showcase their commitment and increase understanding of why support is desperately needed. By generating compelling news about the Palestine refugee situation, which also illustrates the greater humanitarian crisis in Syria, UNRWA has become one of the main narrators of the crisis. This culminated in 2014 with the release of an iconic photo of destitute Palestine refugees from Yarmouk queuing for food in a war-ravaged street and the #LetUsIn campaign for access to Yarmouk.

Launched in late 2014, in partnership with Digital Explorer and Skype, one of this year's communication projects is centred around education. #MyVoiceMySchool connects Palestinian refugee children from Syria in UNRWA schools in Jordan, Lebanon and Syria with their peers in the United Kingdom. Through video conversations and a specially-developed curriculum, children will build a sense of solidarity across borders and develop the skills needed to advocate for their education and future. UNRWA will build an advocacy campaign to amplify student messages of hope. Pilots of the project have already been covered on BBC radio and website.

## Education

The UNRWA education in emergencies programme for Palestine refugee students in Syria and those displaced to Lebanon and Jordan includes support for field initiatives such as self-learning materials, to enable students to keep up with the curriculum when schools are closed, damaged or not accessible. The programme also includes psychosocial support for students. Other interventions to ensure children can continue going to school include:

- Back-to-school kits;
- An SMS teacher notification system;

- Safe learning spaces, teaching facilities in IDP centres, learning resource centres and supplies;
- School-student committees;
- Social and recreational activities and summer education;
- Transportation for students living far from schools; and
- Hostile environment awareness training for school principals and managers.

## Health

Medicines in Syria and in the region are increasingly scarce, due to the collapse of internal production and increased needs. Security instability has also seriously affected medicine logistics. An UNRWA headquarters medical supply management expert would ensure a regional regular supply of quality

medicines. Headquarters would also provide, with an emergency health expert, technical assistance on emergency health and coordination of emergency health interventions, bringing on Agency-wide expertise and lessons learned.

## Infrastructure and Camp Improvement

Headquarters support for field responses will consist of structured preparations for emergency interventions, assistance in preparing construction claims, and training and workshops related to emergency operations. Special attention will be

given to WASH interventions. These activities assume a continuation of the crisis; if reconstruction starts, the involvement of the infrastructure and camp improvement department will be dramatically increased.

## Planning

As part of the Agency's continuous efforts to improve monitoring and planning, a results-based monitoring (RBM) framework has been tailored to the Syria crisis response. The framework has been revised to strengthen the 2015 appeal after in-depth discussions with field offices and headquarters departments, to reinforce coherence and synergy within the Agency. This synergy also shows in the RBM system, where the Syria response is embedded within overall monitoring

for the Agency. The three field offices will be collecting data on a daily basis and reporting to the RBM on a quarterly basis. Progress of the anticipated results will be reviewed both at field and agency level on a quarterly and semi-annual basis respectively. External reporting will provide stakeholders an update on results achieved twice a year through a semi-annual and annual report.

## Safety and Security

Mainstreaming security and risk management and support remains a challenge across the three affected fields. The priority for headquarters support to the fields is the establishment of a mobile training team, to help prepare and professionalize staff to respond to crises and situations of danger without relying

on field-based capacity. This will facilitate cross-field learning and train staff in vital skills, such as rapid needs assessments. Another serious gap is in information management, which for safety and security includes GIS capabilities as an integral part of technical support, advice and reporting.

## General Support

Headquarters provides office space in Amman for staff relocated from Damascus, and an investment is needed to ensure they are provided with adequate working conditions to support the programmes and activities in Syria. Two other significant gaps Agency-wide are in communications equipment and transport. Mobile handsets and satellite phones are

invaluable to support emergency trips for missions to unsafe and border areas, as is expansion of the vehicle fleet with armoured cars. Efficiency would also be greatly improved with strengthened emergency procurement procedures and transaction processes, as well as training for staff engaged in emergency procurement



Working with WHO and UNICEF, UNRWA has ensured systematic vaccination for all Palestine refugees in Syria and those in Lebanon and Jordan. Alliance Health Center, Damascus, December 2014. © UNRWA/Taghrid Mohammad





دائرة العلاقات الخارجية والاتصال  
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هـ: القدس: ٥٨٩٠٢٢٤ (+٩٧٢ ٢) ف: ٥٨٩٠٢٧٤ (+٩٧٢ ٢)  
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وكالة الأمم المتحدة لإغاثة وتشغيل  
اللاجئين الفلسطينيين في الشرق الأدنى