



annual operational report 2016

for the reporting period, 1 january - 31 december 2016



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About UNRWA

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

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Cover Photo: Food distribution at the Sahnaya Distribution Centre, Damascus, Syria. © 2016 UNRWA Photo by Taghrid Mohammad

table of contents

acronyms and abbreviations	iv
executive summary	1
report overview	3
chapter one: context	4
1.1. political, economic and security developments and field priorities	5
1.2. operational and organizational developments	9
1.3. legal matters	12
1.4. financial overview	16
chapter two: annual reporting under the unrwa programme budget	18
2.1. strategic outcome 1 results analysis: refugees' rights under international law are protected and promoted	19
2.2. strategic outcome 2 results analysis: refugees' health is protected and the disease burden is reduced	24
2.3. strategic outcome 3 results analysis: school-age children complete quality, equitable and inclusive basic education	28
2.4. strategic outcome 4 results analysis: refugee capabilities are strengthened for increased livelihood opportunities	35
2.5. strategic outcome 5 results analysis: refugees are able to meet their basic human needs of food, shelter and environmental health	42
2.6. management and operational effectiveness	46
2.7. accountability to affected populations	49
chapter three: annual reporting under the 2016 oPt emergency appeal	50
3.1. funding summary: 2016 oPt emergency appeal	51
3.2. gaza: sector-specific interventions	52
3.3. west bank: sector-specific interventions	63
chapter four: annual reporting under the 2016 syria regional crisis emergency appeal	70
4.1. funding summary: 2016 syria regional crisis emergency appeal	71
4.2. syria: sector-specific interventions	72
4.3. lebanon: sector-specific interventions	80
4.4. jordan: sector-specific interventions	87
4.5. regional response	92
chapter five: annual reporting under the 2016-2018 resource mobilization strategy	93
5.1. results analysis: resource mobilization strategy goals 1-5	93
5.2. rms goal 1: more effective and efficient resource mobilization that provides requisite funding	94
5.3. rms goal 2: traditional donor partnerships are strengthened	95
5.4. rms goal 3: a diversified donor base that increasingly contributes to resource needs	96
5.5. rms goal 4: an enabling environment is established that supports donor relationship management	97
5.6. rms goal 5: working capital and staff safety and security are resourced	98
annex 1: list of contributors	99
annex 2: syria regional crisis response results framework	100
annex 3: status-updated syria regional crisis response ea risk register	106
annex 4: oPt emergency appeal results framework	110
annex 5: status updated oPt ea risk register	115
annex 6: unrwa statistics bulletin 2016	122
endnotes	140

acronyms and abbreviations

AAP	Accountability to affected populations	LFO	Lebanon Field Office
AAAID	Arab Authority for Agriculture and Investment Development	MCH	Maternal and child health
AFESD	Arab Fund for Economic and Social Development	MHF	Medical Hardship Fund
AOR	Annual Operational Report	MTS	Medium Term Strategy
CfW	Cash-for-Work	MHPSS	Mental health and psychosocial support
CSO	Civil society organizations	MD	Microfinance Department
CMM	Common Monitoring Matrix	MLA	Monitoring of Learning Achievement
CwC	Communications with Communities	NBC	Nahr el-Bared refugee camp
CBO	Community-based organizations	NFIs	Non-food items
CMHP	Community Mental Health Programme	oPt	occupied Palestinian territory
DIOS	Department of Internal Oversight Services	OCHA	Office for the Coordination of Humanitarian Affairs
DM	Diabetes mellitus	ODA	Official Development Assistance
EiE	Education in Emergencies	OSO	Operations Support Office/Officers
ERfKE	Education Reform for Knowledge Economy	PRJ	Palestine refugees registered in Jordan
ESF	Education Science Faculty	PRL	Palestine refugees registered in Lebanon
EA	Emergency Appeal	PCBS	Palestinian Central Bureau of Statistics
EPS	Employer Perceptual Survey	PRS	Palestinian refugees from Syria
EPI	Expanded programme of immunization	PS	Perceptual Survey
ERCD	UNRWA External Relations and Communications Department	PPE	Personal protection equipment kits
FESA	Faculty of Educational Sciences and Arts	PAS	Poverty assessment system
FHT	Family Health Team	PHC	Primary health care
FSRM	Field Security Risk Management	PCM	Project Cycle Management
FTE	Full-time equivalent	PMTF	Proxy-means testing formula
GFO	Gaza Field Office	PSS	Psychosocial support
GRM	Gaza Reconstruction Mechanism	QMR	Quarterly Management Reviews
GBV	Gender-based violence	RMS	Resource Mobilization Strategy
GDP	Gross Domestic Product	RBM	Results-based monitoring
GoL	Government of Lebanon	SSAFE	Safe and Secure Approaches in Field Environments
HC	Health centre	SSD	Safety and Security Department
HP	Health point	SIMS	Security Information Management System
HOTS	Higher-Order Thinking Skills	SSNP	Social Safety Net Programme
HRCRT	Human Rights, Conflict Resolution and Tolerance	SCSN	Special Children, Special Needs
HCT	UN Humanitarian Country Team	SOPs	Standard operating procedures
ICID	Infrastructure and Camp Improvement Department	SSU	Strategic Support Units
ICIP	Infrastructure and camp improvement programme	SFW	Summer Fun Weeks
IDP	Internally displaced persons	SFO	Syria Field Office
IHRL	International human rights law	SYP	Syrian Pound
IHRS	International human rights system	TVET	Technical and vocational education and training
IHL	International humanitarian law	TSCA	Transitional Shelter Cash Assistance
INEE	Inter-Agency Network of Education in Emergencies	UN	United Nations
INGO	International non-governmental organizations	UNICEF	United Nations Children's Fund
IPSAS	International Public Sector Accounting Standards	UNBOI	United Nations Headquarters Board of Inquiry
ISF	Israeli security forces	VAT	Value-added tax
JCP	Job Creation Programme	VTC	Vocational training centres
JFO	Jordan Field Office	WASH	Water, sanitation and hygiene
JHAS	Jordan Health Aid Society	WBFO	West Bank Field Office
JRP	Jordan Response Plan	WFP	World Food Programme
LAF	Lebanese Armed Forces	WHO	World Health Organization

executive summary

In 2016, 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. The Agency succeeded in providing education to 515,260 children in 2016/17, over 8.5 million primary health-care consultations, social safety net assistance (including cash and food) to over 254,000 individuals, learning and skills training for 6,677 youth, and microfinance loans to over 39,000 people, including 14,125 refugees. In addition, 5,859 families benefited from shelter rehabilitation or construction assistance. Humanitarian assistance was provided to more than 1.4 million refugees, primarily in the occupied Palestinian territory (oPt) and Syria.

The new Medium Term Strategy 2016-2021 (MTS) was introduced at the beginning of the reporting period as presenting the Agency's statement of intent for UNRWA operations during the 2016-2021 period. Operationalized through 2016-2021 strategic plans and annual operational plans for each field of operations, these texts reflect the growing and evolving needs of Palestine refugees and outline the Agency response. UNRWA also continued to embed protection and gender equality in its core work through the inclusion of protection as one of the five strategic outcomes of the MTS, the development of a new Gender Equality Strategy for 2016-2021, and the establishment of a new Protection Division within the Agency that provides strategic direction and coordinates the implementation of diverse protection and gender equality activities across the Agency. In addition, a Child Protection Framework was developed that outlines the Agency's commitment to protect Palestine refugee children through a comprehensive approach involving all relevant services. Throughout 2016, significant advances were made in both strengthening the Agency protection response and mainstreaming protection standards across UNRWA programming.

In 2016, UNRWA transitioned from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and the West Bank. Regarded as a more effective way to extend basic assistance, this new distribution modality reduces administrative and distribution costs associated with the delivery of in-kind assistance and provides recipients with greater freedom of choice and access to a wider range of healthy food options.

In Gaza, the Agency continued to support reconstruction efforts owing to the hostilities in July and August 2014. As of the end of the reporting period, over 81,000 families had completed or were in the process of completing repairs to their damaged homes. Through these efforts, the number of families still displaced as a result of the hostilities continued

to decline, from 16,000 at the end of 2015 to 6,500 families at the end of 2016.

UNRWA continued to support the food and nutritional needs of vulnerable Palestine refugees in Gaza, providing assistance to over 970,000 people in Q4 2016 through both Programme Budget and emergency activities. As informed by refugee inputs, a more diversified and nutritious food basket was introduced for all food assistance beneficiaries, a reform that was based on: (i) health and nutritional values; (ii) public acceptance and local food habits; and (iii) content availability and logistical practicalities. The Agency continued to invest in education by providing access for over 260,000 students through 267 schools in Gaza, of which 71.2 per cent operated on a double-shift basis. Furthermore, over 4.1 million primary health-care consultations were provided. Additional support was extended to Palestine refugees in Gaza through short-term Cash for Work (CfW) opportunities that benefited over 86,000 labourers and their families. Psychosocial support and awareness-raising was extended to well over 1 million individuals.

In the West Bank, UNRWA provided basic education to 48,884 children and vocational and technical training to an additional 1,675 students. The Agency successfully introduced e-card cash-based transfers for over 36,000 Social Safety Net Programme (SSNP) beneficiaries in place of food aid and cash, giving refugees greater choice and flexibility. Further social safety net support was provided through food voucher assistance and CfW opportunities that were extended to more than 16,000 refugee households (over 91,000 beneficiaries). In partnership with the World Food Programme (WFP), the Agency also furnished in-kind food assistance to more than 35,000 Bedouin and herders vulnerable to various protection threats. In addition, 43 health centres (HCs) and health points (HPs), along with six emergency mobile health clinics, provided 1.28 million medical consultations throughout the West Bank.

In Syria, UNRWA maintained health, education, vocational training, microfinance, youth support and social services, adapting these efforts to the constrained circumstances of armed conflict by utilizing its network of staff, facilities and resources. Education was provided to more than 45,000 Palestine refugee students through a network of 101 schools and the support of more than 1,800 teachers. Health care continued to be provided through 26 HCs and a mobile clinic. 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. The Agency's Technical and Vocational Education and Training (TVET) services continued to be provided to youth in the form of long-term courses for 575 students. Short-term courses were extended to more

than 2,000 trainees at 10 training centres across the country. UNRWA microfinance services provided loans to those in need, with demand outstripping supply. UNRWA also continued to supply potable water, maintain sewage works and provide solid waste management in accessible refugee camps.

Cash and food assistance remained priority humanitarian interventions for the Agency in Syria, targeting 430,000 refugees. Due to funding limitations, only three rounds of cash assistance and five rounds of food assistance were implemented against the six rounds originally planned for 2016. Non-food items (NFIs), comprising hygiene kits and other basic items, were provided to up to 280,000 internally displaced Palestine refugees, including up to 3,700 internally displaced persons living in UNRWA-managed collective shelters.

In 2016, Agency operations in Lebanon delivered critical basic services to Palestine refugees, including the provision of basic education to 31,645 children; secondary education for 4,443 students; primary health-care services through 27 HCs; and referrals to child protection, GBV and psychosocial support services. Hospitalization support for the most vulnerable was extended through the creation of the Medical Hardship Fund. Furthermore, social safety net assistance was provided to 61,705 refugees through cash-based transfer assistance, which replaced the direct provision of food assistance. UNRWA also supported refugee livelihoods through targeted vocational training for 1,346 students and access to microcredit initiatives for 224 start-ups or existing businesses. Further support was extended through the provision of potable water for camp

inhabitants and the rehabilitation of 275 shelters. Palestinian refugees from Syria (PRS) in Lebanon were assisted through access to UNRWA health and education services and direct humanitarian assistance in the form of cash grants for the food, housing and winterization needs of over 32,000 beneficiaries. In addition PRS and Palestine refugees registered in Lebanon (PRL) benefited from dedicated psychosocial support (PSS) and the provision of legal advice in response to a range of protection concerns.

In Jordan, UNRWA continued to contribute to the human development of refugees in 2016 through the provision of basic education to 121,368 children and technical and vocational training for 3,594 youth. In addition, 25 HCs provided 1,552,936 primary health care (PHC) consultations. A major policy change saw a shift in SSNP assistance provision modalities from food and cash package distributions to a 100 per cent cash-based transfer that was provided to 58,899 refugees. Cash assistance – for food and NFIs – was provided to meet the critical needs of over 14,500 PRS. Finally, access to microcredit initiatives was provided to 6,888 refugees.

With regard to resource mobilization efforts, during the reporting period, the Agency launched its 2016-2018 Resource Mobilization Strategy (RMS), designed to ensure that UNRWA has the necessary resources to deliver on its mandate and realize MTS strategic outcomes across its five fields of operations. Against ambitious 2016 fundraising targets, performance did not fully meet expectations, especially with regard to overall resource mobilization, deepening partnerships and the diversification of the donor base.

report overview

The 2016 Annual Operational Report (AOR) describes progress made by UNRWA towards the attainment of the strategic outcomes set out in the Agency's MTS. Building on efforts to harmonize results reporting and consistent with principles enshrined within the 2005 Paris Declaration on Aid Effectiveness, the AOR provides a holistic view of UNRWA operations by consolidating the 2016 Commissioner-General's Report to the General Assembly and the Agency's annual reports with regard to the 2016 oPt Emergency Appeal (EA) and the 2016 Syria Regional Crisis EA. It also contains an analysis of progress achieved against programmatic and resource mobilization targets set out in the MTS common monitoring matrix (CMM) and the UNRWA RMS 2016-2018. The AOR also details both achievements and areas where targets have not been met. Annexed to the report are a series of detailed annexures including risk registers and key statistics.

Results reporting is derived from the UNRWA Results-Based Monitoring (RBM) system, which enables data collection and analysis against strategic outcomes set out in the MTS. The system also hosts monitoring structures for EAs, projects and other frameworks employed 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.

UNRWA continues to strengthen its monitoring and analytical capacity, including in relation to the development of a

better understanding of vulnerability to poverty and social marginalization and how Agency programmes and partners can provide a more effective response.

The AOR is the final report on operations carried out pursuant to the MTS for 2016. It was developed through inputs received from UNRWA Field Offices, Headquarters departments, and the harmonized reporting working group, comprising representatives of the Agency's hosts and donors. Agreed principles upon which the AOR is based are as follows:

- AOR reporting takes place once per calendar year during the second quarter of the year.¹
- Indicators, baselines and targets are based on Agency-wide internal monitoring arrangements (i.e. the CMM) and EAs.
- 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 and EA strategic objectives and priorities.
- Results are disaggregated by field office and, where relevant, by gender, poor/non-poor according to the Agency-wide definition, disability according to the UNRWA guidelines to defining disability, spatial distribution (camp, non-camp, urban, rural), and key age groups (e.g. youth).



Destruction in Aleppo, Syria. © 2017 UNRWA Photo

chapter one: context

1.1. political, economic and security developments and field priorities

1.1.1. Overview

Within a volatile regional environment in 2016, violence and marginalization continued to affect Palestine refugees registered across all five fields of UNRWA operations: 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 2016, the armed conflict in Syria remained intense, volatile and unpredictable. While several efforts were supported by the international community to end the violence, notably through the cessation of hostilities in February and September 2016, success has proven elusive. As in previous years, the conflict has been characterized by the use of indiscriminate violence, including in civilian areas; restrictions on the free movement of people and goods; and violations of international humanitarian law (IHL) and international human rights law (IHRL). The dynamics and unpredictability of the crisis continued to severely constrain the regular delivery of life-saving humanitarian assistance by UNRWA and other aid agencies. Intense conflict and violence took place in Palestinian gatherings and unofficial and official camps, especially in Aleppo and Rural Damascus. There were many incidents in which Palestine refugees were killed or injured. In 2016 alone, four UNRWA staff were killed in explosions or as a result of intense shelling in Qabr Essit, Khan Eshieh and Aleppo. As of December 2016, 17 UNRWA staff had been killed as a result of hostilities or in circumstances that are otherwise related to the conflict, and, subject to verification, 26 are missing, detained, kidnapped or presumed to have been detained since the beginning of the crisis.

Six years into the conflict, Palestine refugee coping mechanisms have been all but exhausted by prolonged displacement, unchecked inflation, rising unemployment rates and the loss of property. As a result, Palestine refugees continue to heavily rely on UNRWA to meet their basic needs and enjoy a measure of protection: 95 per cent of Palestine refugees are dependent on Agency assistance to survive.

Based on the results of a 2015 verification exercise,² UNRWA estimates that 450,000 Palestine refugees currently reside in Syria. Of these, almost 60 per cent (280,000 persons) are internally displaced – with some having been displaced multiple times – and just under 10 per cent (approximately

43,000 people) are located in hard-to-reach and besieged areas. This includes locations such as Yarmouk and Khan Eshieh in Damascus, as well as in the villages of Muzeirib and Jillin in the Dera'a governorate in southern Syria, where there are high concentrations of Palestine refugees. In general, humanitarian access remained a major issue in Syria throughout 2016 and access to besieged and hard-to-reach areas served as the greatest challenge. The location of Palestine refugee camps in urban areas, particularly in Damascus, has exposed inhabitants to disproportionately high levels of armed conflict. As to Agency installations including schools and health centres (HCs), in September 2016, one UNRWA school was destroyed, while in November 2016, two further facilities were damaged. In addition, since 2012, 8 of 23 Agency HCs have been rendered unusable or inaccessible as a result of the crisis.

UNRWA continued to call on all parties to respect the privileges and immunities of the UN, its officials and premises in accordance with international law; to advocate for full and unhindered humanitarian access for the delivery of life-saving assistance to Palestine refugees trapped in areas of active conflict; and participated in inter-agency convoys when possible.

1.1.3. Lebanon

At the end of 2016, the Government of Lebanon estimated that the country was host to 1.5 million Syrians that had fled the conflict, including 1,017 million registered as refugees with UNHCR and 32,042 PRS. In addition to PRS, there are an estimated 450,000 PRL, out of which an estimated 270,000 are in country.

The ongoing Syria crisis has had a negative impact on Lebanon's socioeconomic climate, affecting public service delivery, finances and the environment. It is expected that the conflict will also contribute to higher poverty and unemployment rates and place further pressure on the economy's already weak public finances and infrastructure. In this regard, an additional 220,000 to 320,000 Lebanese citizens are estimated to have become unemployed since the Syria crisis began, and some 200,000 have been pushed into poverty, in addition to the 1 million already living below the poverty line (World Bank, 2016). The PRL unemployment rate has risen from 8 per cent in 2010 to an estimated 23 per cent in 2016; by comparison, an estimated 52.5 per cent of PRS were unemployed in 2015. In addition, PRL face difficulties in securing their livelihoods as a result of administrative restrictions that limit access to the national labour market. Poverty and food insecurity among PRL and PRS also remains high. Twenty-four and 63 per cent of PRL and PRS, respectively, are severely food insecure.³

Despite these challenges, 2016 ended on a positive note with notable developments in the political arena following the election of Michel Aoun as President on 31 October 2016. President Aoun's election ended a 29-month political vacuum and enabled the formation of a new cabinet, with Saad Hariri being nominated as Prime Minister on 18 December.

Overall, the security situation in 2016 was relatively calm due to the ongoing presence of the Lebanese Armed Forces (LAF) along the Syrian border and security operations being implemented throughout the country; however, the situation in border areas remained fragile. The situation in Palestine refugee camps also remained generally calm, except in Ein El Hilweh camp, where the impact of recurrent violence on the civilian population and UNRWA staff remains a cause for serious concern. Armed violence also impacts safe access to Agency services, including schools and vital health services.

PRL and PRS continue to face serious challenges with respect to access to and affordability of health services. UNRWA revised its hospitalization policy in order to ensure greater efficiency in health care service delivery, however, changes were met with resistance from beneficiaries and resulted in a large number of demonstrations which ultimately forced the closure of a number of Agency installations for four months. Installations inside camps bore the brunt of the demonstrations, however, area offices and the UNRWA field office in Beirut were also affected. The policy was further reviewed through a consultative process which ensured that the most vulnerable refugees have access to advanced care. The terms of these revisions were agreed with the community's full involvement and served to avoid further demonstrations.

As of December 2016, there were 32,042 PRS residing in Lebanon, representing a decrease from the previous year due to onward movement and persons returning to Syria. The number of PRS in Lebanon will likely continue to fluctuate due to the ongoing hostilities, natural population growth and onward movement. PRS face difficulties in renewing and maintaining valid residency in Lebanon, which increases vulnerability on a variety of fronts.

The reconstruction of Nahr el-Bared refugee camp (NBC) in northern Lebanon, which was destroyed in 2006, continued. Despite funding shortfalls and complex legal, logistical and engineering challenges, as a result of intensive resource mobilization efforts, around 71 per cent of the total estimated cost of reconstruction has been successfully raised. Donations will enable further pre-reconstruction works in various sections of the camp and the reconstruction of numerous housing units. The completion of these works will enable the return of another 692 families (2,854 residents) and the reconstruction of 149 retail units. To date, 8,858 residents (2,193 families) have returned to newly reconstructed apartments in NBC and 569 shops have been provided to traders, helping to rejuvenate the camp's economy and social fabric. Notwithstanding this success, UNRWA still faces a shortfall of over US\$ 100 million and will continue the required resource mobilization efforts to further rebuild.

1.1.4. Jordan

The Hashemite Kingdom of Jordan hosts approximately 2.2 million Palestine refugees registered with UNRWA. A sub-set of approximately 158,000 Palestine refugees who fled Gaza in 1967, face restricted rights and access to public services. While the country has remained stable in an increasingly insecure region, successive waves of refugees, most recently from Syria and earlier from Iraq, have placed considerable pressure on the nation's economy and infrastructure. In response, the government and the international community have jointly launched the rolling Jordan Response Plan for the development of a comprehensive refugee, resilience-strengthening and development response to the impact of the Syria crisis inside the country. UNRWA has not been included in the JRP.

Jordan is also host to almost 17,000 PRS. While the number of new arrivals slowed in 2016, owing in part to a government policy of non-admission of PRS introduced in 2013, those who are able to enter Jordan typically have Jordanian travel documents. Meanwhile, PRS continue to face similar socioeconomic conditions to the Syrian refugee population in Jordan, in addition to the looming possibilities of refoulement and detention for those without legal status. By the end of the year, approximately 87 per cent of PRS had been categorized as vulnerable or extremely vulnerable, with those without Jordanian documentation typically facing difficulties in accessing courts and civil status and registration processes, including the issuance of birth certificates, due to their lack of legal status. PRS are referred to UNRWA, their main provider of health, education and emergency assistance services in Jordan. The Agency continued to appeal to the Government of Jordan to uphold the principle of non-refoulement and equal treatment for all refugees, in accordance with international law, and to consider temporary access for Palestine refugees fleeing the conflict, for humanitarian reasons. A total of eight identified cases of deportation raising concerns of refoulement were documented during 2016.

The crisis in the region continued to have a negative impact on Jordan's socioeconomic situation as a result of the influx of refugees, disruptions in trade, a reduction in investments and a drop in tourism. High unemployment has become a major challenge, with the level of joblessness rising from 13.8 per cent in January 2016 to 15.8 per cent by the end of the year; youth have been particularly affected. The economy has also slowed down: gross domestic product (GDP) growth in 2016 was estimated at 1.8 per cent,⁴ compared to 2.6 per cent in the previous year.⁵ Jordan remained highly reliant on grants and remittances from Gulf economies and faced continued pressure on natural resources. The government is planning to introduce measures such as sales tax increases on non-essential items, the imposition of a 9 per cent sales tax on commodities in Aqaba, and the introduction of additional taxes in the telecommunications sector to increase revenue. Such measures directly and indirectly affect refugees, including PRS, through consequential increases in the cost

of living. Despite these challenges, the country's political and economic outlook remains better than some of its neighbours.

The Jordanian Government embarked on major educational reforms in 2016 with the launch of Education for Prosperity: Delivering Results – A National Strategy for Human Resource Development 2016-2025. The Strategy aims to enhance effectiveness in the delivery of elementary, higher and technical education and vocational training to equip the workforce with the skills, qualifications, capabilities and behaviours necessary to achieve national goals, as well as to create healthy, empowered and active citizens. The Ministry of Education also made changes to the curriculum to promote greater understanding of the values of tolerance, diversity and inclusion, but this met with opposition in the form of protests on the streets and on social media.

The World Bank continues to emphasize the need for Jordan to diversify its energy supply to reduce macroeconomic vulnerabilities, adopt sound economic policies and growth-enhancing reforms, improve conditions to encourage increased private investment, and improve competitiveness in order to stimulate job-creating growth.

1.1.5. Gaza

Within a highly unstable political, security and socio-economic field of operation, UNRWA met the needs of 1,348,536 registered Palestine refugees in the Gaza Strip. Security remained volatile in 2016 with recurring incidents including Israeli military action, the firing of rockets by militants from Gaza and frequent unrest, including demonstrations connected to tensions in the West Bank including East Jerusalem. In the course of approaching the border area and the resulting use of live fire by the Israeli Security Forces (ISF), at least nine Palestinians were killed and an additional 210 were injured.⁶

Civil servants employed by the local authorities continue to receive only partial salaries, a state of affairs that undermined public service delivery and created political tensions. The last receipt of a full salary was October 2013. Municipal elections, scheduled to take place in October 2016, were postponed.

According to the Palestinian Central Bureau of Statistics (PCBS), real GDP in Gaza remained relatively stable in 2016 (US\$ 489.2 million in Q3 2016) while quarterly real GDP per capita stood at US\$ 259 (approximately US\$ 2.8 per person per day), equal to less than half of the GDP per capita in the West Bank.⁷ The average 2016 unemployment rate in Gaza increased to 41.7 per cent, compared to 41 per cent in 2015, remaining one of the highest rates worldwide.⁸ The unemployment rate of vulnerable groups such as Palestine refugees (44 per cent), youth (63.8 per cent), women (68.6 per cent) and young refugee women (88.4 per cent) remained especially high.⁹

The population of Gaza continues to suffer under the effects of blockade law that imposes wide-ranging import (including medical and humanitarian items), export and movement restrictions. The continued imposition of the blockade

constitutes a form of collective punishment on the civilian population in Gaza contrary to international law.¹⁰ The impact of the Israeli-imposed blockade on the civilian population in Gaza, including Palestine refugees, is exacerbated by restricted access to Egypt and the consequences associated with the hostilities in July and August 2014, the third escalation in the conflict in seven years. The limited easing of movement restrictions that followed the 2014 hostilities was reversed in 2016, as travel permits to obtain medical treatment and conduct business were increasingly rejected or revoked. Access to Gaza for humanitarian staff also deteriorated.¹¹ In addition, following significant delays in the approval of 'dual-use' items¹² the import of raw materials and equipment continued to be severely restricted and subject to cumbersome procedures under the Gaza Reconstruction Mechanism (GRM), negatively affecting industrial production and public infrastructure. To a limited extent, commercial transfers from Gaza to the West Bank resumed in November 2014 and export restrictions to Israel were slightly eased in March 2015, both for the first time since 2007. These moves, however, had little tangible impact on the local economy. In total, 2,137 truckloads exited Gaza in 2016. This corresponds to a monthly average of 178 truckloads, equal to only 16.2 per cent of the monthly average in the first quarter of 2007 (1,099 truckloads), prior to the blockade. Only one commercial crossing point remained open in 2016, not all industries were allowed to export, and exported commodities added little value to the economy (mainly vegetables).¹³ These conditions have contributed to further deterioration in the political, social and economic environment in the occupied Palestinian territory (oPt) and renewed cycles of violence.¹⁴

1.1.6. West Bank

In 2016, many of the 809,738 registered Palestine refugees in the West Bank continued to endure difficult socioeconomic conditions. Economic stagnation and restricted access to land, services and markets, particularly for those living or owning land in Area C and the 'Seam Zone' (areas between the Green Line and the Barrier), stifled Palestinian livelihoods, eroding purchasing power and prolonging reliance on humanitarian assistance.

Mounting frustration at the lack of political progress towards a negotiated solution to the question of Palestine and continued settlement expansion is contributing to a volatile security environment. In this regard, while the wave of violence that commenced in the last quarter of 2015 receded in 2016, attacks and clashes claimed the lives of 102 Palestinians (including 31 refugees)¹⁵ and 13 Israelis, with more than half of Palestinian fatalities recorded during the first quarter of the year. OCHA recorded 3,209 Palestinians and 205 Israeli injuries in 2016,¹⁶ while UNRWA recorded 415 refugees injured inside camps.¹⁷

Israel continued to advance plans for the transfer of 46 Bedouin communities, the majority of whom are Palestine refugees, from the central West Bank to three centralized townships. Subsequent to the completion of one of the three townships in 2015, the Israeli authorities intensified their actions in

2016, further contributing to an environment that negatively affected communities at risk of forcible transfer through the following actions: (i) increased home demolitions under the current restrictive planning regime operating in the West Bank, including in the Bedouin communities of Abu Nwar, Jabal al-Baba and Khan al-Ahmar, all located within areas designated for settlement expansion within the Adumim bloc and the controversial E-1 settlement area; and (ii) multiple instances where post-demolition humanitarian assistance was reportedly confiscated, including the dismantling and confiscation of (the donor-funded) Abu Nwar Primary School in February 2016.¹⁸ There are increasing concerns that the existence of a coercive environment is forcing affected Palestinians to leave their homes and their land.

During the reporting period, 1,094 Palestinian-owned structures in the West Bank were demolished by the Israeli authorities due to the absence of building permits, in the context of the current restrictive and discriminatory planning regime. As a result of these demolitions, 1,628 Palestinians were displaced, with refugees accounting for approximately 38 per

cent of this number. This is a drastic increase from 2015, when 526 structures were demolished and 629 people (including 237 refugees) were displaced, and represents the highest number displaced since 2009, when OCHA and UNRWA started recording demolition cases. In addition, the Government of Israel continued its policy of punitive demolition,¹⁹ a practice that targets the family homes of alleged perpetrators of violent attacks against Israeli civilians and security forces and which is illegal under international law as a form of collective punishment. At least 146 Palestinians, including 35 refugees, were displaced as a result of these demolitions. While a number of movement obstacles from 2015 were removed in the first few months of 2016, checkpoints and roadblocks were subsequently redeployed, especially in the Hebron area, impacting residents in the UNRWA Fawwar camp in particular.

In 2016, unemployment rates in the West Bank were higher for Palestine refugees (19.17 per cent compared to 17.8 per cent for non-refugees) and women (30.67 per cent) in comparison with men (16.15 per cent).²⁰ Joblessness for those resident in Palestine refugee camps was 21.8 per cent.²¹

1.2. operational and organizational developments

1.2.1. Overview

In 2016, 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, the Agency succeeded in providing education for 515,260 children, more than 8.5 million primary health care consultations, social safety net assistance (including cash and food) to over 254,000 persons, learning and skills training to 6,677 youth, and microfinance loans to more than 39,000 people. In addition, 5,859 families benefited from shelter rehabilitation or construction assistance. Emergency humanitarian assistance was provided to more than 1.4 million refugees, primarily in the oPt and in Syria.

In 2016, UNRWA transitioned from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and the West Bank. Regarded as a more effective way to extend basic assistance, this new distribution modality reduces administrative and distribution costs associated with the delivery of in-kind assistance and provides recipients with greater freedom of choice and access to a wider range of healthy food options. With regard to the provision of education, the 2015/16 school year was marked by a decrease in the Agency-wide cumulative dropout rate and overall student improvements in the Monitoring of Learning Achievement (MLA) Tests. In the area of health services, the Agency-wide adoption of the Family Health Team (FHT) approach in all 117 HCs across four fields of UNRWA operations (excluding Syria) and the implementation of the health management information system 'e-Health' contributed to improvements in health care.²² Significant progress was also realized with regard to strengthening the Agency's protection response and mainstreaming protection standards across UNRWA programming. In 2016, the Agency identified 7,076 individuals experiencing a general protection risk, 6,074 survivors of gender-based violence (GBV) and 2,541 children experiencing a protection risk. In January 2016, a new Protection Division was established at UNRWA Headquarters to provide strategic direction of, and coordination to, the implementation of the diverse protection activities across the Agency. In addition, UNRWA continued to embed gender equality in its core programming, as reflected in the new UNRWA Gender Equality Strategy (GES) 2016-2021 that commits the Agency to a twin-track approach of gender mainstreaming in both UNRWA programming and managerial practice.

1.2.2. Syrian Arab Republic

In 2016, in Syria, UNRWA maintained the provision of health, 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.

Cash and food assistance remained priority humanitarian interventions for the Agency in Syria, targeting 430,000 refugees. Due to funding limitations, only three rounds of cash assistance and five rounds of food assistance were implemented against the six distribution rounds originally planned for 2016. Non-food items (NFIs), comprising hygiene kits and other basic items, were provided to up to 280,000 internally displaced Palestine refugees, including up to 3,700 internally displaced persons (IDPs) living in UNRWA-managed collective shelters who received a full package of humanitarian assistance (cash, NFIs), in addition to shelter and daily hot meals. During the year, UNRWA continued to adapt the provision of education and health services to challenging circumstances. The Agency provided education to more than 45,000 Palestine refugee students through a network of 101 schools and the support of more than 1,800 teachers. Health care and emergency health care continued to be provided through 26 health installations and a mobile health clinic deployed in cross-line missions, such as in the Yalda/Yarmouk area. In addition, the Agency's five Family Support Offices throughout Syria facilitated legal aid and psychosocial support through a network of community development social workers and volunteer lawyers for GBV survivors and refugees seeking legal aid related to civil registration and documentation.

UNRWA Technical and Vocational Education and Training (TVET) Programme services continued to be provided to youth in the form of long-term courses for 575 students at the Damascus Training Centre and its satellites in Homs and Dera'a. Short-term courses were also provided to more than 2,000 trainees at 10 training centres across the country through the Engaging Youth project. Agency microfinance services provided loans to those in need, with demand outstripping supply to the point where an urgent injection of new funds was required. UNRWA also continued to supply potable water, maintain sewage works and provide solid waste management in accessible refugee camps, i.e. 7 out of 12 camps across the country.

1.2.3. Lebanon

Palestine refugees in Lebanon face substantial day-to-day challenges, including limitations on the right to work (due to bureaucratic procedures in accessing work permits and restrictions on access to work in 36 syndicated professions) and the right to adequate housing, including as a result of laws preventing Palestinian real-estate ownership. The most significant additional challenge has been the arrival of over 32,000 PRS in Lebanon seeking refuge from the conflict in neighbouring Syria. The presence of PRS exacerbates the precarious condition of the 'host community' of Palestine refugees, placing already-limited resources, infrastructure and services under additional strain. In addition to these hardships, PRS in Lebanon face specific challenges related to the legality of their stay, as well as access to employment with decent work conditions, making them particularly vulnerable to multiple protection threats. These factors render nearly all PRS almost fully reliant on the life-saving assistance and protection services provided by UNRWA.

In 2016, UNRWA operations in Lebanon provided critical basic services to Palestine refugees, including the provision of: (i) basic education for 31,645 students; (ii) secondary education to an additional 4,443 students; (iii) primary health care through 27 health centres; and (iv) referrals to child protection, GBV and psychosocial support services. Support for hospitalization was strengthened through the creation of the Medical Hardship Fund (MHF), foreseen to continue in 2017. In addition, social safety net support was provided to 61,705 refugees with US\$ 30 assistance per quarter – a newly instituted cash-based transfer assistance that replaced the earlier direct provision of food assistance. The transition went relatively smoothly and there was no community movement in response to the change. UNRWA also supported refugee employability by providing quality vocational training services for 1,346 students and access to microcredit initiatives. During 2016, 224 business loans were issued for start-ups or existing businesses and another 26 loans for housing improvement. Areas for the promotion of an entrepreneurial culture and skills among youth and enhancing access to financial services were identified and activities in these areas will be implemented in 2017. A total of 275 shelters were rehabilitated, which encompassed various water supply improvement projects in order to ensure a steady supply of potable water for camp inhabitants. The provision of food assistance for PRS continued at the rate of US\$ 27 per person per month, and in March 2016, multipurpose cash assistance of US\$ 100 per family per month was reinstated following an eight-month suspension necessitated by underfunding. In addition, 9,214 PRS and PRL families received four months of winterization assistance. Through its Legal Aid Unit in Lebanon, UNRWA provides legal counselling, representation and awareness on family, property and labour law (for PRL) and on visa renewals and civil registration (for PRS). In 2016, assistance in this regard was provided to almost 8,000 individuals.

1.2.4. Jordan

In 2016, the FHT approach was introduced in all 25 UNRWA HCs, while the FHT e-Health system was operationalized in 20 HCs. In addition, hospitalization services were provided to 12,490 Palestine refugees registered with UNRWA in Jordan and 507 PRS. The Education Reform continued to be embedded through the establishment of the following three technical units: (i) the Assessment Unit, (ii) the Professional Development and Curriculum Unit, and (iii) the School Quality Assurance Unit. A fourth unit, Technical Support, has yet to be established due to funding constraints.²³ A total of 2,495 teachers completed the Level 1 School-Based Teacher Development Training programme, with some 150 enrolled in this course at the end of the year. In addition, 258 teachers completed the Level II training, with an additional 545 still studying. In total, 120,016 Palestine refugees and 1,352 PRS and Syrian refugee children were enrolled in UNRWA schools at the beginning of the 2016/17 scholastic year. Livelihood opportunities were provided to 3,594 Palestine youths through two vocational training centres (VTCs), the Faculty of Educational Sciences and Arts (FESA), and the provision of 6,888 microfinance loans to Palestine refugees. As of September 2016, a total 94.7 per cent of UNRWA TVET graduates from 2015 were engaged in gainful employment.²⁴

A major 2016 policy change saw a shift in Social Safety Net Programme (SSNP) assistance provision modalities from food/cash package distribution to a 100 per cent cash-based transfer that was provided to 58,899 refugees. Cash assistance – for food and NFIs – was provided to meet critical PRS needs. The relief and social services programme in Jordan also rolled out a child and family protection service through a 'case management approach' in the North Amman and South Amman areas. The approach is a new way of working with families and children who experience a mix of complex family, social and economic circumstances, including issues related to child and family protection.

In 2016, 24 Palestine refugee families benefited from shelter rehabilitation assistance, while five administrative schools operating from three rented premises were replaced with a purpose-built double-shift school. In addition, the Department of Infrastructure and Camp Improvement (ICID) was established in the Jordan Field Office (JFO) by merging functionally similar units of the Field Engineering and Construction Services Unit and the Camp Improvement Programme.

1.2.5. Gaza

In 2016, UNRWA continued to provide humanitarian assistance to Palestine refugees in Gaza, many of whom were displaced by the 2014 hostilities. Reconstruction efforts were advanced over the course of the year, despite a temporary block on cement imports that slowed progress between April and May 2016. As of the end of 2016, through support provided by the

Agency, more than 1,300 refugee families had completed or were in the process of completing the reconstruction of their totally destroyed homes. Furthermore, over 81,000 families had completed or were in the process of completing repairs to their damaged homes.²⁵ Through these efforts, the number of families still displaced as a result of the 2014 hostilities continued to decline, from 16,000 families at the end of 2015 to 6,500 families at the end of 2016.

UNRWA continued to support the food and nutritional needs of vulnerable Palestine refugees in Gaza, providing assistance to over 970,000 during the last quarter of 2016 through both Programme Budget and emergency programming.²⁶ Through a community engagement approach, a more diversified and nutritious food basket was successfully introduced for all beneficiaries of food assistance in Gaza, a reform that was based on: (i) health and nutritional values; (ii) public acceptance and local food habits; and (iii) content availability and logistical practicalities. An extensive community outreach campaign both preceded and accompanied the introduction of new food baskets to ensure that all beneficiaries were informed about the changes and were able to have their questions and concerns addressed.

The Agency continued to invest in education by providing access to over 260,000 students through 267 schools in Gaza, of which 190 (71.2 per cent) operated on a double-shift basis. Further, over 4.1 million primary health-care consultations were provided. The UNRWA Gaza Field Office (GFO) was the Agency's first field of operations to fully enact the Health Reform, transitioning all HCs to use the FHT approach and e-Health. Together, these reforms will modernize health-care provision in Gaza, increase the efficiency and quality of services, and more adequately address the shifting burden of disease among the Palestine refugee population.

1.2.6. West Bank

In the West Bank, UNRWA provided basic education to 48,884 children and vocational and technical training to 1,675 students. The Agency successfully introduced e-cards for over

36,000 Palestine refugee SSNP beneficiaries in place of food aid and cash, giving refugees greater choice and flexibility. In addition, emergency food voucher assistance and CfW opportunities were extended to more than 16,000 refugee households (over 91,000 refugee beneficiaries) residing both inside and outside refugee camps. In partnership with the WFP, UNRWA also furnished in-kind food assistance to more than 35,000 Bedouin and herders vulnerable to various protection threats. In addition, 43 HCs and health points (HPs), along with six emergency mobile health clinics, provided 1.28 million medical consultations throughout the West Bank. In 2016, the number of health consultations provided through the Agency's health services decreased by over 10 per cent as compared to 2015, which reflects the positive impact of the Health Reform, including the FHT approach, the appointment system and the e-Health system. The Field Office also made all efforts to implement cost control measures to reduce hospitalization costs.

The UNRWA West Bank Field Office (WBFO) continues to undertake a range of activities related to the protection and promotion of refugee rights under international law (international protection). These include the documentation of protection incidents, presenting these to the authorities, soliciting responses, and providing briefings to third parties to advocate for the rights of refugees. With respect to providing assistance to protection cases, a number of individuals affected by protection incidents have been identified, and the WBFO has taken measures to protect and promote the rights of refugees through both public and private advocacy, direct service provision and/or referrals to external service providers.

The WBFO microfinance programme went through a 2016 internal reform process that included the further development of loan products and loan officer capacity to assist in the achievement of all microfinance targets in 2016, while increasing revenues and decreasing expenses.

Khan Eshieh convoy. 2016 Photo by Rami Nader Courtesy of UNICEF



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 closures of the West Bank and Gaza; the prohibition of local staff, not resident in Jerusalem, to travel in UN vehicles across the Erez crossing or Allenby Bridge, or to drive in Israel and East Jerusalem; and 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 per cent (100 individuals) of Agency personnel who needed them.

Israeli procedures at 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 United Nations immunity. Those procedures particularly restricted the movement of international staff based at UNRWA Headquarters in Amman, to whom the

Ministry does not issue such cards. On one occasion, the Agency vehicle normally assigned to the Commissioner-General was searched by Israeli authorities at Allenby Bridge on suspicion of contraband being transported, which proved to be unfounded. The Agency protested the search as being contrary to the immunity of UN vehicles from search as provided for under the 1946 Convention on the Privileges and Immunities of the UN (1946 Convention).

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 United Nations immunity. In 2016, new procedures for the inspection of personal luggage of staff members not enjoying diplomatic privileges and immunities were introduced. Opening hours at the Erez crossing remained restricted.

On 23 occasions at various checkpoints in the West Bank, including for entry into East Jerusalem, Israeli authorities demanded to search Agency vehicles. While the majority of searches were avoided through Agency interventions,

rerouting or turning back, on eight occasions searches were carried out. UNRWA protested those searches as a violation of the 1946 Convention.

The restrictions mentioned above are inconsistent with the Charter of the United Nations, the 1946 Convention, relevant United Nations resolutions and the Comay-Micheltmore 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. UNRWA 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 Israel 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 2016, movement restrictions in the West Bank resulted in the loss of at least 160 staff days. It remained difficult to deliver Agency services in the 'Seam Zone'. 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 2016, of 823 applications, 340 permits (41 per cent) were granted. Compared with 2015, the number of permits applied for decreased by approximately 16 per cent, while the overall percentage of rejected permit applications increased from 16 per cent to 59 per cent, impacting the Agency's operations. The Agency has not received a substantive justification as to the reasons for this significant increase despite repeated requests.

In 2016, the Rafah crossing between Egypt and Gaza was open for public use for 46 days. The ban imposed by the United Nations on duty travel for staff members travelling through Rafah remained in place, owing to the security situation in the Sinai. Two staff members were allowed to cross in 2016.

In Lebanon, the volatile security situation in Palestine refugee camps in the Saida and north Lebanon area resulted at times in movement restrictions that affected Agency staff and operations. During 2016, no significant movement restrictions were imposed on UNRWA staff by the Governments of Jordan or Palestine. However, in 2016, the Jordanian authorities applied a pre-approval requirement relating to the issuance of residency permits for new incoming international staff. Despite concerted efforts to address the issue with the authorities, as of 31 December 2016 the issue was not resolved, and four residency permits for international staff remained pending.

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

seriously affected free movement and humanitarian access. Four staff members were killed and seven personnel were reported as injured by gunfire or as a result of shelling in 2016. Numerous checkpoints remained in place, including in and around Damascus. Agency vehicles were searched at some checkpoints contrary to United Nations immunity. Out of the 149 visas (residency and visit) the Agency applied for international personnel, including renewals, five visas were not granted.

At the end of 2016, 35 UNRWA staff were missing, detained, kidnapped or presumed to be detained: subject to verification, 26 were believed to be missing, detained or kidnapped in Syria either by the Syrian authorities or other parties, four detained by the Israeli authorities, three by the de facto authorities in Gaza, one by the Jordanian authorities, and one by the Palestinian authorities. Despite Agency requests in accordance with GA resolution 36/232, in 2016, the Syrian authorities did not provide UNRWA with access, but provided reasons for the detention of two staff members who were still detained at the end of 2016. The Israeli authorities did not provide any information about or access to Agency staff detained throughout the reporting period. While the Jordanian authorities previously provided information with respect to the staff member detained in Jordan at the end of the reporting period, they did not respond to a request for access to this staff member. The Palestinian authorities provided information and access in respect of the detained staff member. The de facto authorities in Gaza provided information and granted access to two staff members.

The Israeli authorities continued to impose transit charges on shipments entering the Gaza Strip, forcing UNRWA to pay US\$ 1.02 million in 2016. In the view of the Agency, those charges constitute 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, Agency 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 14 of 261 scheduled operating days (5.4 per cent). The continued closure of the Karni crossing and the prohibition of containerized imports which has been in place since 2006 contributed to increased expenditure, resulting from storage, palletisation, sterilization, extra mileage, and additional staff, amounting to some US\$ 7.99 million, in addition to transit charges levied at the Kerem Shalom or, in respect of vehicles only, Erez crossings. Israeli approval for the importation of eight armoured vehicles to Gaza sought in November 2015 was still pending as of the end of the reporting period.

The conditions relating to UNRWA construction projects in Gaza, as reported previously, remained in place. In 2016, in addition to the requirement of project approvals, the Israeli authorities required separate approval of contractors for the implementation of projects. In five cases, contractors were not cleared for approved projects during the reporting period, in some cases despite being cleared under the GRM. Separate

procedures and requirements continued to be in place for the Agency's importation of cement, aggregate and steel reinforcement bars, and other materials designated by the Israeli authorities as 'dual use'. Delays in approvals have affected the implementation of projects, including 54 per cent of the Agency's emergency preparedness projects. In December 2016, the Israeli authorities introduced a new requirement whereby UNRWA project approval remains valid for only one year, necessitating renewal of approval after that period.

Throughout 2016, the Agency continued to employ an additional international staff member (in addition to using existing international staff), local staff engineers and security guards to meet the daily monitoring and coordination requirements previously introduced by the Israeli authorities, amounting to almost US\$ 1.4 million in extra staffing costs for the Agency. UNRWA also continued to provide Israeli authorities with written confirmation of the monitoring by the Agency of each project, in addition to requirements predating 2016 for documentary material to facilitate the monitoring by Israel of construction projects.

Overall, in 2016 alone, additional staffing, transit and logistical costs resulting from Israeli requirements regarding access and monitoring of all Agency imports into the Gaza Strip amounted to US\$ 10.38 million. This does not include similar access costs that private contractors incurred to ship construction materials into Gaza through Kerem Shalom under the GRM.

1.3.2. Agency Services and Premises

Israeli authorities continued to require standards testing for educational, electronic, medical and other items for official use. UNRWA imports goods for official use that conform to international standards and the United Nations 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 of the end of 2016, 15 consignments destined for the West Bank were still detained, with the duration of detainment ranging between four and six years for each consignment. The total storage costs for consignments delayed during the year exceeded US\$ 194,300.

Arrears of US\$ 90.9 million due to the Agency for services and goods procured for the West Bank and Gaza are outstanding for the reimbursement of value added tax (VAT) accrued before arrangements were agreed in 2013 with Palestine's Ministry of Finance. Outstanding VAT reimbursement in relation to the 2016 financial year amounted to US\$ 1.27 million, with the cumulative outstanding total amounting to approximately US\$ 100.69 million as of 31 December 2016.²⁷

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 2016, fees and charges totalling US\$ 208,402 were paid.

UNRWA continued to face difficulties in obtaining exemptions from customs and other governmental fees from the Customs Department of the Ministry of Finance of Jordan for the import of vehicles for official use. As at the end of the reporting period, the Agency was unable to 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 the Agency'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. Since 2012, the Drivers and Vehicles Licensing Department of the Ministry of Finance has requested payment for the inspection of and registration cards for official UNRWA vehicles, which the Agency protested as constituting a direct tax from which it is exempt. In 2016, UNRWA paid these fees under protest.

The Operations Support Office teams remained in place in the West Bank, Lebanon, Gaza, and Jordan while an Area Support Office team operated in Syria; playing an invaluable role in upholding the neutrality of the United Nations, including through the inspection of Agency installations and conducting training for staff. In the West Bank, the programme also facilitated access for UNRWA 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 United Nations shall be inviolable. Contrary to this, Israeli military and security forces entered UNRWA premises in the West Bank without authorization on six occasions. On at least 48 occasions, tear gas canisters, stun grenades, plastic-coated metal bullets or live ammunition used by the Israeli security forces (ISF) landed in Agency compounds or damaged UNRWA installations, resulting in one injured staff and personnel and beneficiaries suffering from tear gas inhalation. In Gaza, an Israeli airstrike in the vicinity of an Agency installation caused material damage.

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.

Further to previous reports, as of the end of the reporting period, according to publicly available information, Israeli criminal investigations into two of the seven incidents that occurred in Gaza during the hostilities from 8 July 2014 to 26 August 2014 and were the subject of the UNBOI, were ongoing. While UNRWA cooperated with these investigations, it did not receive information on their progress. Israeli investigations relating to a third incident, subject of the UNBOI, were closed in August 2016 without referral to criminal investigations. 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 as well as civilians sheltering in them were killed as a result.

In the West Bank, there were five incursions by armed Palestinians, including three incidents during which UNRWA installations were entered and two incidents during which live ammunition deployed by armed Palestinians landed in or hit Agency installations. There were six incidents of misuses of UNRWA installations for unauthorized political or other events involving Palestinian factions, camp services committee members or other actors. Members of camp service committees prevented Agency installations from operating for 34 days. There were also closures of installations due to industrial actions. There were 83 protests regarding class formations which impacted the continuing provision of service. In Gaza, there were two incursions by the de facto authorities and one involving armed actors, as well as one incident of installation misuse for political activities. Among other incidents, there were at least 30 demonstrations or sit-ins. The Agency protested incursions with the relevant authorities, as appropriate.

In Syria, UNRWA has sustained conflict-related property losses in the millions of dollars since hostilities began in 2011 including in relation to at least 58 of 180 Agency facilities that were either damaged or destroyed and 22 vehicles that were damaged, destroyed or stolen. During 2016, at least seven incidents of shelling affected UNRWA premises, causing damage to six premises and the destruction of one Agency school. Damage to and the lack of safe access to Agency facilities made it more difficult for Palestine refugees to obtain essential services. Intensified armed violence around Khan Eshieh camp during the reporting period compromised humanitarian access and the delivery of services in the camp. The Agency remained unable to verify reports regarding the military use of certain UNRWA installations due to insecurity and the presence of armed groups in the areas concerned. Despite protests, the Agency Sanitation Office in Khan Dunoun continued to be used by military personnel at the adjacent checkpoint.

In 2016, there were closures of UNRWA installations on at least 227 days in Lebanon, with an average of 7 installations closed per day. Closures were mostly the result of changes introduced to hospitalization coverage, but also due to violent actions by beneficiaries and the lack of security more broadly due to civil unrest and armed factions. Armed clashes between factions in Ein El Hilweh refugee camp led to a total of at least 12 days of closures of Agency installations throughout the reporting period. On at least four occasions, armed factions entered UNRWA installations in Lebanon without authorization.

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 UNRWA installations in camps in Lebanon.

In 2016, the Agency reached an agreement with the Jordanian authorities whereby US\$ 74,000 seized by the Jordanian Execution Office in 2012, as reported previously, would be offset against payments owed by UNRWA to the Jordanian Ministry of Education for the provision of school textbooks.

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 the reporting period, the Tribunal issued 39 judgments and 106 orders, disposing of 60 cases. As of the end of 2016, 50 cases were pending, including one case on remand, of which 46 were filed by area staff and four were filed by international staff. An additional case was on remand. There were also six appeals pending before the UN Appeals Tribunal.

1.3.4. Legal Status of Palestine Refugees in the Agency's 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 overview²⁸

With the exception of 155 international staff posts funded by the General Assembly through the UN Regular Budget, UNRWA operations are funded by 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 with a view to improving services without increasing recurrent costs; and (c) EAs for humanitarian interventions.

In 2016, Agency resource mobilization efforts yielded a total pledged amount of US\$ 1.24 billion, the same level of funding secured in 2015. Traditional donors²⁹ contributed a total of US\$ 950 million (76.69 per cent) across all portals, of which US\$ 525.1 million (84 per cent) was for the Programme Budget. Contributions from the governments of Regional Partner³⁰ Member States totaled US\$ 179.4 million and amounted to 7.6 per cent (US\$ 47.7 million out of US\$ 625.1 million) of total contributions to the Programme Budget. When including non-governmental institutions, total contributions from Regional Partners amounted to US\$ 215.4 million (17.39 per cent), including US\$ 51.1 million (8.2 per cent) for the Programme Budget. Traditional Donors and Arab Donors combined made up US\$ 1.165 billion, or 94.08 per cent, of total contributions to UNRWA in 2016. Emergent and Emerging Donors,³¹ Non-Traditional Donors³² and Private Partnerships made up the remaining donor contributions to the Agency.³³ Emerging Markets made up 0.44 per cent (US\$ 5.4 million) of total contributions across all portals, out of which US\$ 3 million, or 0.48 per cent, was for the Programme Budget. Non-Traditional Donors made up 0.91 per cent (US\$ 11.2 million) of total contributions across all portals, out of which US\$ 10.2 million was for the Programme Budget. Private partnerships made up 1.22 per cent (US\$ 15.16 million) of total contributions across all portals, out of which US\$ 5 million was for the Programme Budget.

In 2016, the approved Programme Budget (cash view³⁴) income was US\$ 587 million against expenditure of US\$ 669 million and a deficit approaching US\$ 82 million, peaking at US\$ 96.5 million. The actual end-of-year income was US\$ 660 million

against expenditure of US\$ 653 million and a cash surplus of US\$ 7 million. The actual income included surplus cash of US\$ 1.8 million from 2015. Additional income in 2016 was the result of concerted efforts to close the deficit and staff costs that resulted in a favourable variance of US\$ 31.5 million. An additional US\$ 20 million was realized through commitments for hospitalization and other services not settled in 2016 and savings reflecting management actions related to expenditure monitoring and control.

Through its 2016 Syria Regional Crisis EA, UNRWA sought US\$ 414 million. Many donors responded generously, although only 56.7 per cent (US\$ 235.0 million out of US\$ 413.9 million) of funding needs were met. In the oPt, the Agency continued to provide basic humanitarian assistance through a 2016 EA for US\$ 403 million, 37.7 per cent (US\$ 152.0 million out of US\$ 403.1 million) of which had been funded by the end of the year, significantly down from 2015 when funding levels reached 48.7 per cent (US\$ 202 million out of US\$ 403.1 million).

According to unaudited financial statements, in 2016 the Agency spent US\$ 1.36 billion.³⁵ The largest expenditure was US\$ 713.9 million, under the unrestricted regular budget,³⁶ accounting for 52.4 per cent of total expenditure. Emergency activities and projects (including restricted fund activities) accounted for 27.4 per cent and 20.2 per cent respectively. Education remained the largest programme funded through the Programme Budget, with an expenditure of US\$ 411.5 million, or 57.6 per cent of the total unrestricted Programme Budget.³⁷

Once again, the Agency was confronted with a structural deficit that seriously challenged its ability to meet the requirements of its mandate while creating uncertainty and instability among refugees. The shortfall would have been considerably larger had it not been for cost-containment measures that translated into a zero-growth budget for 2016. By way of responding to perpetual financial shortfalls, the UN Secretary-General's office led a consultative process with Member States to explore all potential ways and means, including through voluntary and assessed contributions, to ensure that Agency funding is sufficient, predictable and sustained for the duration of its mandate.³⁸

Actual expenditure by field of operations and programme, 2016 (Thousands of US\$)

Programme Budget	Gaza	Jordan	Lebanon	Syrian Arab Republic	West Bank	HQ	Total							
Education	191,147	26.78%	96,421	13.51%	44,173	6.19%	16,828	2.36%	60,692	8.50%	2,215	0.31%	411,476	57.64%
Health	32,434	4.54%	20,061	2.81%	23,118	3.24%	6,957	0.97%	26,471	3.71%	821	0.12%	109,863	15.39%
Infrastructure	10,526	1.47%	5,306	0.74%	5,639	0.79%	1,465	0.21%	6,564	0.92%	1,379	0.19%	30,878	4.33%
Relief and social services	11,438	1.60%	9,199	1.29%	9,189	1.29%	1,640	0.23%	8,763	1.23%	1,063	0.15%	41,291	5.78%
Executive and support	18,354	2.57%	8,577	1.20%	10,514	1.47%	6,125	0.86%	16,336	2.29%	60,463	8.47%	120,369	16.86%
Grand Total	263,900	36.97%	139,565	19.55%	92,633	12.98%	33,015	4.62%	118,825	16.65%	65,942	9.24%	713,879	100.00%

All Funding Streams	Gaza	Jordan	Lebanon	Syrian Arab Republic	West Bank	HQ	Total							
Education	235,207	17.25%	104,218	7.64%	60,622	4.45%	35,657	2.62%	66,470	4.88%	3,189	0.23%	505,363	37.06%
Health	48,659	3.57%	22,418	1.64%	31,746	2.33%	10,973	0.80%	32,050	2.35%	1,836	0.13%	147,683	10.83%
Infrastructure	27,926	2.05%	5,399	0.40%	32,895	2.41%	1,711	0.13%	8,139	0.60%	1,478	0.11%	77,547	5.69%
Relief and social services	227,660	16.70%	21,643	1.59%	43,079	3.16%	116,577	8.55%	28,352	2.08%	1,451	0.11%	438,761	32.18%
Executive and support	56,220	4.12%	10,432	0.77%	16,320	1.20%	21,843	1.60%	22,505	1.65%	66,806	4.90%	194,126	14.24%
Grand Total	595,673	43.69%	164,109	12.04%	184,661	13.54%	186,759	13.70%	157,517	11.55%	74,760	5.48%	1,363,480	100.00%



Distribution in Yalda, Syria. © 2016
UNRWA Photo by Irina Prentice

chapter two: annual reporting under the unrwa programme budget

2.1. strategic outcome 1 results analysis: refugees' rights under international law are protected and promoted

Throughout 2016, significant advances were made in both strengthening the UNRWA protection response and mainstreaming protection standards across Agency programming. In this regard, the formal establishment of the UNRWA Headquarters Protection Division at the beginning of the year coupled with the continued institution of dedicated protection teams across all of the Agency's fields of operations served as important milestones.

Results against the indicator targets reported below were generally on track, with the exception of two indicators. The results of the first, 'percentage of UNRWA facilities that are part of a functioning referral system for protection cases', were negatively affected by the absence of fully-fledged referral and case management systems in most field offices; this gap

is being addressed through the roll-out of case management guidelines in 2017 that will include the development of relevant standard operating procedures (SOPs) in each field office and the provision of staff training. The results of the second, 'number of protection advocacy interventions targeting external actors', were dependent on the external security and protection environment within which UNRWA operates and unexpected internal capacity deficits. By way of response, protection training was extended to 2,767 Agency personnel in 2016, while front-line staff are currently benefiting from the development of data collection tools and capacity development efforts in the area of data collection, including the collection of disaggregated data.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Number of protection (advocacy) interventions targeting external actors ³⁹	WBFO	30	100	76	150
	SFO	N/A	N/A	21	N/A
	GFO	37	40	23	40
	LFO	285	134	109	232
	JFO	30	45	20	45
	UNRWA	382 (excl. SFO)	319	228 (excl. SFO) 249 (incl. SFO)	467
<i>Source: Protection database (where available) and/or formal and informal UNRWA reports and public information reports.</i>					
<i>Frequency: Quarterly</i>					

Throughout 2016, UNRWA continued to advocate for the rights of Palestine refugees and raise awareness of protection issues with relevant authorities and other duty bearers. These efforts should be viewed in the context of fragile protection environments in the Agency's fields of operations, with the ongoing blockade in Gaza, occupation in the West Bank, rights restrictions for Palestine refugees in Lebanon, the Syria conflict and the vulnerability of PRS in neighbouring countries. During the reporting period, 249 protection (advocacy) interventions were implemented Agency-wide, including by Protection/Operations Support Office (OSO) teams, on a range of issues that included humanitarian access, physical security, labour rights and accountability for alleged violations of international law.

In total, 78 per cent of the Agency-wide target for this indicator was reached. However, it should be noted that results in this area are principally dependent on contextual

factors that give rise to protection concerns rather than the Agency's ability to carry out advocacy efforts. In particular, there is variation across the field offices regarding the number of interventions because of a range of factors, including the nature of the issues raised and the level of engagement with relevant authorities, as well as the security environment and the capacity of each field office to undertake such activities. UNRWA will seek to progressively strengthen staff capacity in monitoring, reporting and advocacy, which is uneven across the Agency's field offices.

In accordance with the advocacy priority, safeguarding the right to education, in 2016 UNRWA issued the report *Schools on the Front Line* that documented the impact of armed conflict and violence in recent years on Agency schools and education services. This report demonstrated how quality education supports physical and psychosocial protection that can sustain and save lives while providing a sense of

routine, stability, structure and hope. It received extensive coverage in the international media and was published to coincide with the World Humanitarian Summit in May 2016. In addition, as part of its advocacy work, UNRWA effectively engaged with the international human rights system (IHRS) as a strategic avenue to advance the protection of the human rights of Palestine refugees. In 2016, the Agency, through its

Department of Legal Affairs, made a total of 18 submissions and briefings to Special Rapporteurs and inputs to reports on international human rights instruments. UNRWA also provided information on Agency services contributing to the enjoyment of rights in relation to the initial State party reports of the State of Palestine.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of individuals identified as experiencing a protection risk (general protection) provided with assistance (disaggregation by sex, age and disability)	LFO	92	100	99.55	100
	SFO	50	60	73.11	100
	JFO	59	100	81.51	100
	WBFO	76	100	87.50	100
	GFO	New	100	97.65	100
	UNRWA	69	92	87.86	100
	Source: Protection database (Agency and field level)				
	Frequency: Quarterly				

General protection refers to violations and abuses that affect women, girls, boys and men that are not categorized under the rubrics of child protection and/or GBV. In 2016, 7,076 individuals were identified as experiencing a general protection risk, of whom 87.9 per cent (6,220 individuals) were provided with assistance through UNRWA programming and/or referral to external service providers. Due to an enhanced understanding of protection concerns across the Agency and more effective reporting systems, in comparison with 2015, there was a significant increase in reporting on the identification of protection cases. Assistance was not extended to all identified cases for a variety of reasons, including the absence of consent by the concerned individuals to be referred to services or because the case is still pending in search of a solution. The remaining cases continue to be followed until they are formally closed. The percentage of individuals provided with assistance also very much depends on the protection environment and the capacity of UNRWA and other actors to intervene.

Of the 76 per cent (5,371 individuals) caseload against which UNRWA is able to report disaggregated data,⁴⁰ 37.0 per cent (1,986 individuals) were women, 32.1 per cent (1,730 individuals) were men, 15.6 per cent (839 individuals) were girls and 15.2 per cent (816 individuals) were boys, suggesting that

general protection cases have impacted all groups. An overall 4.2 per cent (224 individuals) were persons with disabilities. The principal general protection issues that UNRWA dealt with in 2016 included physical violence, refoulement, barriers in accessing services and issues related to legal status, although the Agency does not yet have a breakdown of the number of these different cases.

Throughout 2016, the Agency focused on the development of a systematized response to protection cases across UNRWA fields of operations while also addressing coordination and service provision gaps. As an important step in this regard, the UNRWA Guidelines for Addressing Protection Cases were developed that set out an Agency-wide approach to ensure appropriate and coherent engagement in protection matters and the provision of quality services in response to these cases. To be issued in 2017, the guidelines are part of a broader approach involving all programmes to strengthen protection case management and referral systems, which also includes the roll-out of a protection information management system (database) that is strengthening the quality of data collection and analysis. This process will also support the relief and social services (RSS) priority of the professionalization of its social workers.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of individuals identified as experiencing a protection risk (GBV) provided with assistance (disaggregation by sex, age and disability)	LFO	New	100	88.37	100
	SFO	70	80	83.34	100
	JFO	32	100	88.26	100
	WBFO	New	100	95.06	100
	GFO	New	100	91.12	100
	UNRWA	51	96	89.23	100
	Source: Protection database (Agency and field level)				
	Frequency: Quarterly				

In 2016, the Agency identified a total of 6,074 survivors of GBV. While this figure marks a significant increase from the 3,411 cases identified in 2015, it does not necessarily imply an increase in the prevalence of GBV, but rather (i) the enhanced capacity of UNRWA personnel to identify and respond to these cases and (ii) increased reporting of GBV by survivors. Through the direct provision of Agency services and/or referrals to external service providers, 89.2 per cent (5,420 individuals) of identified survivors were provided with assistance that included medical, legal and/or psychosocial counselling and services. The main reason that remaining cases were not assisted was because the concerned individuals did not provide consent to receive assistance.

Of the 89.4 per cent (5,431 individuals) caseload against which UNRWA is able to report disaggregated data,⁴¹ 66.7 per cent (3,620 individuals) were women, 7.8 per cent (425 individuals)

were men, 17.7 per cent (959 individuals) were girls and 7.9 per cent (427 individuals) were boys. An overall 2.7 per cent (144 individuals) of GBV survivors were persons with disabilities.

In 2016, the Agency continued to implement the two-year project-funded initiative 'Building Safety: Mainstreaming GBV Interventions into Emergency Preparedness, Prevention and Response' across all fields of operations. Through the implementation of project components including: (i) SOPs for GBV in emergencies; (ii) e-learning; and (iii) GBV prevention and community engagement, UNRWA has been able to assume a more systematic and multifaceted approach in addressing GBV in emergencies through a focus on prevention, mitigation and response. As a result of this initiative, GBV identification and referral systems across the Agency have been strengthened, as demonstrated through the results achieved in 2016.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of individuals identified as experiencing a protection risk (child protection) provided with assistance (disaggregation by sex, age and disability)	LFO	New	100	63.46	100
	SFO	50	57	86.4	90
	JFO	39	100	88	100
	WBFO	New	100	97.62	100
	GFO	New	100	95.53	100
	UNRWA	44.5	91.4	86.20	100
<i>Source: Protection database (Agency and field level)</i>					
<i>Frequency: Quarterly</i>					

In 2016, UNRWA identified 2,541 children experiencing a child protection risk. Of these, assistance was extended to 86.2 per cent (2,190 children) through either the direct provision of services or referrals to external service providers. The remaining cases either did not provide consent to receive assistance or remain open. Of the 85.6 per cent (2,175 children) caseload against which the Agency is able to report disaggregated data, 49.9 per cent (1,086 children) were girls and 50.1 per cent (1,089 children) were boys. An overall 6.0 per cent (131 children) were persons with disabilities. Across the five UNRWA fields of operations, the types of identified risk cases included child marriage, violence at home, neglect, child abuse, corporal punishment, and child labour and birth registration issues. UNRWA will work towards having a break-down of the different types of cases and an analysis of these in 2017.

During the reporting period, the Agency focused on standardizing the UNRWA approach to child protection. In this regard and with the support of the United Nations Children's Fund (UNICEF), a Child Protection Framework was

finalized in 2016 that outlines the Agency's commitment to protect Palestine refugee children through a comprehensive approach involving all relevant Agency services. The Protection Division is currently engaged with UNRWA field offices to ensure that functioning referral mechanisms exist to address child protection cases. Such mechanisms will build on the experience of those already established for GBV and mental health and psychosocial support (MHPSS) and should be part of an overall referral system dealing with all protection cases. Key elements of child protection referral mechanisms include a holistic and intersectoral approach focusing on both prevention and response to abuse, neglect, exploitation and violence affecting children. In 2017, the ability of front-line staff to effectively engage in the area of child protection will be further enhanced through the provision of trainings on a range of child protection concepts, systems and procedures. These trainings will further enhance the ability of front-line personnel to effectively identify and respond to child protection cases in a safe and timely manner.



NFI distribution at the Alliance Distribution Centre, Damascus, Syria. ©2016 UNRWA Photo by Taghrid Mohammad

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of protection mainstreaming recommendations from internal protection audits implemented	LFO	70	72	68	80
	SFO	New	60	66	100
	JFO	83	90	80	90
	WBFO	58	66.7	69	80
	GFO	85	90	85	90
	UNRWA	74	75.4	74	88
	Source: Protection database (Agency and field level)				
	Frequency: Quarterly				

Protection Audits are used to measure the degree of Agency programme alignment with UNRWA protection standards. Audits conducted for 2016 across the five fields of UNRWA operations found that, by the end of the year, 74 per cent of issued recommendations from the previous audits had been either partially or fully implemented, a result that is in line with the 2016 Agency-wide target and results from the previous year. Challenges that limited the implementation of all audit recommendations included funding shortages, capacity gaps and the precarious protection situation of Palestine refugees in many fields of UNRWA operations.

By the end of 2016, following Agency-wide consultations with all UNRWA field offices and programme departments, the protection audit methodology was revised. The new methodology,⁴² which was used to conduct Protection Audits in 2016, aims to provide a qualitative measurement of the degree of alignment of Agency programmes with

UNRWA standards for the mainstreaming of protection across all aspects of programming and service delivery through installation inspections, beneficiary focus groups and review workshops. Through installation assessments, Protection Audits assessed that the degree of alignment with Agency protection standards across all aspects of programming is 56 per cent.

Throughout the course of 2016, UNRWA enhanced protection mainstreaming efforts by engaging programme departments to embed protection in relevant strategies and guidelines. In this regard, progress was registered through the incorporation of protection standards into the Agency's: (i) Infrastructure and Camp Improvement Strategy 2016-2021; (ii) Camp Improvement Manual; and (iii) MHPSS technical instructions. In this regard, protection will play a key part in the rollout of MHPSS across Agency HCs through the inclusion of protection case identification and response procedures.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of UNRWA facilities that are part of a functioning referral system for protection cases	LFO	50	57.4	39	100
	SFO	29	50	0	100
	JFO	New	10	39.8	100
	WBFO	New	50	8.6	100
	GFO	New	50	0	100
	UNRWA	39.5	43.5	17	100
<i>Source: Protection database (Agency and field level)</i>					
<i>Frequency: Quarterly</i>					

The 2016 Agency-wide target for the percentage of facilities that are part of a functioning referral system for protection cases was not met due to a number of interrelated factors that include: (i) the absence of a comprehensive case management and referral system, although UNRWA has initiated steps to strengthen this at the field level; (ii) the need for SOPs that govern referral and case management systems across all Agency programming; (iii) capacity gaps of UNRWA staff involved in the case management of protection cases; and (iv) existing referral mechanisms in Syria that were dismantled due to the conflict. While an enhanced system is currently under

development, this will not be a simple process to conclude. In light of the above gaps, indicator targets will be revised during the first half of 2017. In order to strengthen case management and referral systems across the Agency, in 2017 UNRWA plans to roll out the UNRWA Guidelines for Addressing Protection Cases across all five fields of operations, which will be used to support ongoing programmatic reforms and also each field office in developing and/or strengthening SOPs for protection cases. SOPs will define the structures, roles and responsibilities of all programmes in providing an effective response to identified protection cases.



UNRWA providing support to Bedouin families in the West Bank. © 2016 UNRWA Photo by Tala Zeitawi

2.2. strategic outcome 2 results analysis: refugees' health is protected and the disease burden is reduced

In 2016, UNRWA continued to deliver comprehensive PHC services, both preventive and curative, 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 package focused on the provision of comprehensive and holistic 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, especially for NCDs, which represents one of the greatest threats to health in the region. By the end of 2016, all 117 HCs across four fields of Agency operations (excluding Syria) were implementing the FHT approach. The transition to this approach has begun in Syria, with a projected completion timeframe of mid-2017.

In response to the increasing incidence of NCDs among the Palestine refugee population, UNRWA has introduced 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 places a considerable burden on the provision of health care, overall, Agency-wide targets for the listed set of indicators below were fully met during the reporting period.

Supporting the psychosocial well-being of populations exposed to violence, abuse and poverty is fundamental to an effective protection response. In Gaza, persistent insecurity, occasional outbreaks of violence, and restrictions on the movement of persons and goods has resulted in deep poverty and distress among the resident population. Currently, an innovative pilot project has introduced MHPSS into an HC in Gaza. Allowing medical staff to address patient care in a more holistic manner, these services are projected to expand within Gaza and to other fields in 2017.

In 2016, 15 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, 26 per cent of all Agency HCs now meet enhanced quality care standards.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Average daily medical consultation per doctor	WBFO	86	85.7	78	84
	SFO	80	79.2	82	75
	GFO	87	85.8	82	80
	LFO	98	95.8	100	85
	JFO	81	80.8	82	80
	UNRWA	86	85.1	85	80.8
	<i>Source: UNRWA Department of Health routine reports</i>				
	<i>Frequency: Quarterly</i>				

The average daily medical consultations per doctor declined across two UNRWA fields of operations in 2016. The largest drop was in the West Bank, where the average decreased from 86 in 2015 to 78 in 2016, followed by Gaza (from 87 to 82). Key to these achievements was the transition of HCs to the FHT model. This reform has led to a more efficient reorganization of duties among staff, an easing of the client flow through the adoption of e-Health, a patient appointment mechanism that contributes to a more streamlined workload for doctors, and improved service coverage and quality. There was a slight increase in the average number of daily medical consultations per doctor in Syria (from 80 to 82), due to a decrease in the

number of Agency doctors (from 52 in 2015 to 45 in 2016), and in Lebanon (from 98 to 100), attributable to a decrease in the number of working days (from 241 in 2015 to 232 in 2016) due to strikes/HC closures.

In total, 8,852,253 PHC consultations were conducted by UNRWA doctors in 2016, including 1,552,936 consultations in Jordan for Palestine refugees and PRS; 927,913 in Syria; 1,157,173 in the West Bank; and 4,109,525 in Gaza. A further 1,104,705 consultations were provided in Lebanon, of which 17.6 per cent (194,569) were provided to PRS. Almost 61 per cent (5,199,305) of all medical consultations were provided

to females. Overall, the total number of PHC consultations decreased year on year⁴³ in comparison with 2015. 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 2016	Target 2016	Actual 2016	Target 2021
Number of health centres fully implementing e-Health system	WBFO	28	36	42	43
	SFO	0	6	3	26
	GFO	20	22	22	22
	LFO	27	27	27	27
	JFO	16	19	20	25
	UNRWA	91	110	114	143
	Source: UNRWA Department of Health routine reports				
	Frequency: Quarterly				

Introduced in 2011, 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 by mid-2017. 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 three HCs. Expansion to further HCs in Syria is expected in 2017 as the security situation, infrastructure and connectivity allow.

Throughout the reporting period, e-Health system flaws were remedied and training was provided to health teams and

supervisors⁴⁴ towards the development of super-users in each field of operations who now provide ongoing business and IT backstopping for health staff at the service delivery level. Currently operational across 79.7 per cent of all UNRWA 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. Ultimately, the system will reduce staff workloads and result in better patient care.⁴⁵

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021 ⁴⁶
Percentage of HCs ⁴⁷ meeting UNRWA facilities protection design standards	WBFO	0.00	3.0	33.33	18.0
	SFO	N/A	N/A	N/A	N/A
	GFO	0.00	3.00	70.59 ⁴⁸	18.0
	LFO	0.00	3.0	3.70	18.0
	JFO	0.00	3.0	16.00	18.0
	UNRWA	0.00 (excl. SFO)	3.0 (excl. SFO)	26.67 (excl. SFO)	18.0 (excl. SFO)
	Source: Infrastructure and camp improvement programme (ICIP) documents and reports				
	Frequency: Annual				

UNRWA recognizes the importance of ensuring that its health facilities are accessible to enable persons with disabilities to fully realize their right to health. To this end, the Agency has established a plan that will facilitate the implementation of measures to ensure a physically accessible environment for all UNRWA HCs. New facilities will be designed and constructed in accordance with accessibility guidelines, while all HCs that existed on or before 1 January 2017 shall be upgraded gradually through works to be carried out in a phased manner. Contingent on available funds, it is envisioned that this process will be completed by 2030.

The physical design of health facilities can play an important role in improving the quality of patient care while reducing

staff stress and fatigue. In this regard, UNRWA either upgraded or reconstructed 14 HCs in 2016 – seven in the West Bank, four in Jordan, two in Gaza and one in Lebanon – to meet Agency protection and safety standards. No HCs were upgraded/reconstructed in Syria due to the ongoing conflict. In addition, work to upgrade or reconstruct a further 11 HCs – six in Jordan and five in Gaza – is ongoing. Overall, 2016 targets were exceeded due to the receipt of unexpected project funding. Key HC interventions include the installation of: (i) fire exits to facilitate rapid emergency evacuations; (ii) ramps and elevators to assist persons with disabilities; (iii) wider corridors to ease the movement of medical personnel and patients; and (iv) where possible, more spacious rooms. In addition

to physical renovations, systems to keep electronic medical records (e-Health) were introduced, improving the quality of collected data, alongside an automated queuing system that streamlines the handling of medical appointments.

The above-listed physical interventions to improve environmental health in UNRWA HC's will reduce the transmission of infections and the disease burden. In addition,

increased adherence to protection standards will further ensure a comfortable and safe environment for the speedy recovery of patients and the effectiveness of medical staff. As HC's also provide educational opportunities to promote safe environments that are relevant to the population at large, new/refurbished HC's will also contribute to safe environments at home and in community settings such as schools.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	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	1	0	0	0
	JFO	0	0	0	0
	UNRWA	1	0	0	0
	Source: UNRWA Department of Health routine reports				
	Frequency: Quarterly				

In coordination with the expanded programme of immunization (EPI),⁴⁹ high levels of immunization coverage across the five fields of UNRWA operations ensured that 2016 targets under this indicator were fully met.⁵⁰ During the reporting period, a total of 346,376 children under 60 months of age were registered at Agency PHC facilities. Of these, 85,630 were newly registered infants. In 2016, immunization coverage for 12- and 18-month-old children registered with UNRWA was 99.7 per cent⁵¹ and 99.3 per cent,⁵² respectively, a coverage rate 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 will continue to partner with domestic and international agencies, the Ministries of Health, WHO and UNICEF in host countries to ensure 'herd immunity'⁵³ among all children living in each Agency field of operations. In 2016, UNRWA also continued to participate in host country national vaccination campaigns to improve vaccination rates for Palestine refugee children.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of targeted population screened for diabetes mellitus (aged 40 years and above)	WBFO	37.8	38.2	39.1	40.0
	SFO	8.4	9.5	13.95	15.0
	GFO	21.1	21.3	25.5	22.0
	LFO	10.0	10.8	13.06	15.0
	JFO	8.2	8.3	8.4	9.0
	UNRWA	15.9	16.6	20.01	20.2
	Source: UNRWA Department of Health routine reports				
Frequency: Quarterly					

An increasing prevalence of NCDs such as diabetes mellitus (DM), hypertension, and cardiovascular and chronic respiratory diseases are being registered among Palestine refugees. Accounting for these outcomes are an ageing population and sedentary and unhealthy lifestyles. NCDs are a main cause of death in all of the Agency's areas of operations, accounting for 86 per cent of deaths in Lebanon, 76 per cent in Jordan, 46 per cent in Syria and 86 per cent in the oPt. 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, as it is important to detect DM early to prevent or delay the onset of the disease. In 2016, the Agency-wide target under this indicator was exceeded. It is speculated that a certain

percentage of refugees are screened for DM in governmental and non-governmental health-care facilities.

In 2016, a total of 168,737 Palestine refugees above 40 years of age were screened for DM, an increase of 8.9 per cent compared with the previous year. Of this number, 9,898 patients were diagnosed with this NCD and placed under care. A total of

141,694 diabetic patients are now receiving care from UNRWA HCs, including 1,547 PRS in Lebanon. Almost 61 per cent of all registered diabetic patients are females.

In order to improve early detection rates in 2017, Agency HCs will reinforce screening and refugee outreach. Once the DM prevalence rate is established, this indicator may be revised.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of UNRWA hospitalization accessed by SSNP ⁵⁴	WBFO	3.0	3.5	3.4	4.0
	SFO	11.0	12.5	24.3	20.0
	GFO	14.0	14.3	16.4	16.0
	LFO	18.0	19.0	18.4	24.0
	JFO	15	15.3	15.2	17.0
	UNRWA	12.2	12.9	14.3	16.2
	<i>Source: UNRWA Department of Health routine reports</i>				
	<i>Frequency: Quarterly</i>				

UNRWA assists Palestine refugees obtain 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. Agency hospitalization support differs from field to field, depending on local circumstances.

In 2016, UNRWA met the Agency-wide target under this indicator given considerable overachievement of the field-specific target in Syria and target overachievement in Gaza. In the West Bank, Jordan and Lebanon, field-specific targets were not met; however, the underachievement was marginal.

The Agency-wide strategy to ensure that hospital care is available for the most vulnerable segment of the refugee population continued in all five fields. Priority was afforded to families registered under the SSNP in order to prevent prohibitive health-care expenditures and facilitate access to life-saving treatment. In total, 101,990 patients were admitted for hospital care in 2016, including 27,795 patients in the West Bank (27.3 per cent of all Agency-wide admissions), 20,737 in Syria (20.3 per cent), 13,079 in Gaza (12.8 per cent), 28,475 in Lebanon (27.9 per cent) and 11,904 in Jordan (11.7 per cent). Females accounted for 66.1 per cent of all admissions (67,397 females).

In January 2016, UNRWA introduced adjustments to its hospitalization policy in Lebanon in order to achieve greater sustainability in the Agency's support for Palestine refugees. The announcement of the new policy led to strongly voiced refugee concerns about the cost-sharing element that was presented for secondary hospitalization support. Palestine refugees highlighted that, in particular, the poorest members of their community would not be in a position to contribute to the costs of hospitalization and would therefore unfairly suffer as a result of this policy adjustment. The Agency took these concerns very seriously and, as a result, developed and implemented a refined hospitalization policy according to which the percentage of

the Agency's coverage for secondary care was adjusted to 90 per cent for government hospitals, 90 per cent for some private hospitals and 100 per cent for Palestine Red Crescent hospitals.⁵⁵ The Agency maintained the increased 60 per cent coverage for tertiary care with an increased ceiling of US\$ 5,000 to help Palestine refugees cope with the trend of growing catastrophic health expenditures. Finally, UNRWA operationalized the MHF in line with the Agency's pro-poor approach contained in its MTS 2016-2021. This fund subsidizes secondary care co-payment for those living in abject poverty to give them 100 per cent coverage for: (i) secondary care in governmental and private hospitals; (ii) tertiary care; and (iii) medications related to treatment for chronic conditions, including cancer, multiple sclerosis and thalassemia.



Child vaccination during immunization week, Alliance Health Centre, Damascus, Syria.
© 2016 UNRWA photo by Taghrid Mohammad

2.3. strategic outcome 3 results analysis: school-age children complete quality, equitable and inclusive basic education

The 2015/16 school year was marked by a decrease in the Agency-wide cumulative dropout rates, overall improvement in student achievement in MLA Tests, and a strengthened textbook review. These accomplishments were achieved despite challenges faced at the start of the 2015/16 school year, when schools nearly did not open due to UNRWA funding gaps. The ongoing blockade in Gaza, war in Syria and its effects in Lebanon and Jordan, and the continued occupation in the West Bank also continued to impact the overall external school environment. AOR results also show that some of the Agency's fields of operations need more support, as there were some increases in field dropout rates and students did not do so well in specific elements of the MLA tests. However, the overall success of the education programme across UNRWA one year since the Education Reform officially 'ended' shows that efforts

at embedding, building upon and sustaining the work of the last five years are beginning to bear fruit.

Of particular note are the achievements in Syria, which were measured against Agency-wide indicators for the first time in four years. Syria achieved some of the lowest dropout rates among all of the fields of operations and showed strong achievement in the MLA (more detailed analysis will be forthcoming in the full MLA report). Factors contributing to this positive outcome are the combined approach of system strengthening, through the implementation of the Reform; innovation through alternative learning spaces; UNRWA TV; self-learning materials; additional psychosocial support; and summer learning and catch-up classes.

Indicator	Location		Baseline 2016		Target 2016		Actual 2016		Target 2021			
Cumulative dropout rate (elementary)	WBFO		0.57		0.56		0.64		0.52			
	SFO		N/A		N/A		0.38		N/A			
	GFO		2.69		2.66		1.07		2.59			
	LFO		4.87		4.80		1.87		4.55			
	JFO		2.64		2.52		2.13		1.90			
	UNRWA		2.55 (excl. SFO)		2.47 (excl. SFO)		1.25 (incl. SFO) 1.33 (excl. SFO)		2.28 (excl. SFO)			
Indicator	Location		Baseline 2016		Actual 2015		Target 2016		Actual 2016		Target 2021	
Cumulative dropout rate (elementary) - male	WBFO		1.02		0.60		0.92		1.29		0.92	
	SFO		N/A		N/A		N/A		0.52		N/A	
	GFO		3.81		2.15		3.77		1.75		3.67	
	LFO		4.78		3.50		4.73		2.31		4.53	
	JFO		2.80		1.53		2.73		2.17		2.40	
	UNRWA		3.38 (excl. SFO)		1.95 (excl. SFO)		3.32 (excl. SFO)		1.72 (incl. SFO) 1.84 (excl. SFO)		3.17 (excl. SFO)	
Cumulative dropout rate (elementary) - female	WBFO		0.25		0.43		0.25		0.19		0.25	
	SFO		N/A		N/A		N/A		0.23		N/A	
	GFO		1.47		0.39		1.45		0.35		1.40	
	LFO		5.01		1.64		4.92		1.45		4.56	
	JFO		2.48		2.38		2.30		2.09		1.40	
	UNRWA		1.78 (excl. SFO)		0.96 (excl. SFO)		1.71 (excl. SFO)		0.78 (incl. SFO) 0.83(excl. SFO)		1.52 (excl. SFO)	
Source: Education Management Information System (EMIS)												
Frequency: Annual												

Note: In 2015/16, dropout and repeater data was collected for Syria for the first time since 2011/12 and will serve as a baseline for Syria during the 2016-2021 period. For the purposes of the current report, Agency-wide results both including and excluding data from Syria are provided.

During the reporting period (2015/16 school year), UNRWA exceeded Agency-wide targets for cumulative dropout rates in the elementary cycle for both girls and boys. All fields of operations achieved targets for female students, while targets for males were met in all fields except the West Bank.⁵⁶ For male students, and excluding Syria, Agency-wide dropout rates decreased from the previous year, i.e. **1.84 per cent**, compared to **1.95 per cent** in 2014/15. Agency-wide trends masked wider variations at the field level. Rates increased in Jordan (from **1.53 per cent** in 2014/15 to **2.17 per cent** in 2015/16) and in the West Bank (from **0.60 per cent** in 2014/15 to **1.29 per cent** in 2015/16). Despite the increase in male dropouts in the West Bank, this field still has one of the lowest dropout rates of all five areas of UNRWA operations. Conversely, in Gaza, male cumulative dropout rates decreased from **2.15 per cent** in 2014/15 to **1.75 per cent** in 2015/16. Given that Gaza accounts for nearly half of registered UNRWA students, Agency-wide, this has offset increases in other fields. Syria has the lowest cumulative elementary male dropout rate in the Agency – **0.52 per cent**. Factors contributing to this positive outcome are felt to be the holistic work of the Education Reform from 2011-2015, which has embedded and emphasised the importance of inclusive education. In addition, the Education in Emergencies (EiE) Programme, which builds on the regular Education Programme, has enabled alternative learning spaces, self-learning materials,

additional psychosocial support, and summer learning and catch-up classes.⁵⁷

For elementary girls, all fields achieved their respective targets and improvements were seen in four fields. In Gaza, the female dropout rate decreased from **0.39 per cent** in 2014/15 to **0.35 per cent** in 2015/16. Similarly, in the West Bank, the female dropout rate decreased from **0.43 per cent** in 2014/15 to **0.19 per cent** in 2015/16. In Lebanon, the female dropout rate decreased from **1.64 per cent** in 2014/15 to **1.45 per cent** in 2015/16 and in Jordan, there was also an improvement, with the female dropout rate decreasing from **2.38 per cent** in 2014/15 to **2.09 per cent** in 2015/16. A recently finalized (January 2017) qualitative study in Jordan on 'dropout' looked at factors such as school-level interventions that seek to prevent at-risk students from dropping out. It is envisioned that during the rest of the current school year and into the next, the findings from this study will be integrated into the type of support provided at the school level and help to enhance the field-level understanding of factors possibly leading to dropout.

The baseline for Syria with regard to the cumulative dropout rate for elementary girls for the 2016/17 school year is the second lowest in the Agency, at **0.23 per cent**. The same contributing factors described above are seen to be relevant here and also to the preparatory rates (see below).

Indicator	Location		Baseline 2016		Target 2016		Actual 2016		Target 2021	
Cumulative dropout rate (preparatory)	WBFO		2.56		2.56		2.82		2.56	
	SFO		N/A		N/A		0.73		N/A	
	GFO		2.46		2.44		1.83		2.39	
	LFO		5.67		5.22		3.72		3.48	
	JFO		10.42		9.53		8.83		5.07	
	UNRWA		3.83 (excl. SFO)		3.45 (excl. SFO)		2.84 (incl. SFO) 3.04 (excl. SFO)		2.50 (excl. SFO)	
Indicator	Location	Baseline 2016		Actual 2015	Target 2016	Actual 2016		Target 2021		
Cumulative dropout rate (preparatory) - male	WBFO	4.37		3.28	4.37	3.72		4.37		
	SFO	N/A		N/A	N/A	1.21		N/A		
	GFO	3.55		2.65	3.51	2.65		3.41		
	LFO	6.89		3.42	6.49	4.25		4.89		
	JFO	9.83		9.01	9.11	7.54		5.50		
	UNRWA	4.75 (excl. SFO)		3.55 (excl. SFO)	4.28 (excl. SFO)	3.27 (incl. SFO) 3.47 (excl. SFO)		3.10 (excl. SFO)		
Cumulative dropout rate (preparatory) - female	WBFO	1.23		1.20	1.23	2.16		1.23		
	SFO	N/A		N/A	N/A	0.27		N/A		
	GFO	1.36		1.04	1.36	0.97		1.36		
	LFO	4.56		4.24	4.06	3.27		2.06		
	JFO	11.06		11.85	10.00	10.32		4.70		
	UNRWA	2.99 (excl. SFO)		2.92 (excl. SFO)	2.70 (excl. SFO)	2.41 (incl. SFO) 2.62 (excl. SFO)		1.99 (excl. SFO)		
	Source: EMIS									
Frequency: Annual										

During the reporting period, UNRWA met Agency-wide targets with regard to cumulative dropout rates in the preparatory cycle for both girls and boys. Field-specific targets⁵⁸ were also met for male preparatory cumulative dropout rates in all fields, but only two out of four fields (Gaza and Lebanon) achieved their targets for girls.

The largest decrease in the male cumulative dropout rate was in Jordan, where the percentage of males dropping out before reaching the tenth grade decreased from **9.01 per cent** in 2014/15 to **7.54 per cent** in 2015/16. This decrease is considered to be attributable to Education Reform efforts and additional school support visits, combined with specific attention to supporting 'at-risk' students. The dropout rate in Gaza Field remained at **2.65 per cent** with no fluctuation. The two fields that experienced increases in cumulative preparatory dropout rates for boys were the West Bank and Lebanon. The dropout rate for males in the preparatory cycle in the West Bank increased from **3.28 per cent** in 2014/15 to **3.72 per cent** in 2015/16, and in Lebanon the rate increased from **3.42 per cent** in 2014/15 to **4.25 per cent** in 2015/16. One contributing factor for the increase in the male preparatory cumulative dropout rate is the increase in the male preparatory cycle repetition rate by over 1 percentage point in Lebanon. Lebanon will investigate reasons behind this increase in repetition, as it is highly discouraged in the Agency, and it has been shown that a student who repeats one grade is 10 times more likely to drop out. The 2013 Agency-wide Dropout Study⁵⁹ also highlighted that dropouts who

had repeated at least one grade were more likely to report that they dropped out of school for academic engagement reasons than those dropouts who did not repeat a grade. The difference was most notable in Lebanon.⁶⁰ The baseline for Syria for male cumulative dropouts in the preparatory cycle was **1.21 per cent**, the lowest in UNRWA. Taken as a whole, the Agency-wide male preparatory cumulative dropout rate has decreased from **3.55 per cent** in 2014/15 to **3.47 per cent** in 2015/16 (excluding Syria). When Syria is included in the Agency-wide rate, a decrease to **3.27 per cent** is seen.

With regard to female preparatory cumulative dropout rates, two out of four fields (West Bank and Jordan) did not achieve their respective targets, although there was considerable progress in Gaza, Lebanon and Jordan. Agency-wide, the female cumulative dropout rate decreased from **2.92 per cent** in 2014/15 to **2.62 per cent** in 2015/16 (excluding Syria) and to **2.41 per cent** when Syria data is included. In Lebanon, the dropout rate decreased from **4.24 per cent** to **3.27 per cent** and in Gaza, the rate decreased from **1.04 per cent** to **0.97 per cent**. Syria had the lowest female preparatory cumulative dropout rate at **0.27 per cent**. For the first time in four years, the cumulative dropout rate among preparatory girls decreased in Jordan, from **11.85 per cent** in 2014/15 to 10.32 per cent in 2015/16. Although this still remains the highest rate in the preparatory cycle across all fields, it is a considerable improvement attributable to Education Reform efforts and more school support visits, combined with specific attention to supporting 'at-risk' students.



Recreational space at the Palestine School, Damascus, Syria. © 2016 UNRWA Photo by Taghrid Mohammad

SO 3: Children complete quality, equitable and inclusive basic education								
Indicator	Field	Original Baseline (2013)	Revised Baseline (2013)	Original Target (2016)	Revised Target (2016)	Actual (2016)	Revised Target (2019)	Revised Target (2021)
a. Students meeting required levels in MLA tests (Grade 4 Arabic Male)	UNRWA	26	41.7	26.9	43.1	49.4	46.7	50.8
b. Students meeting required levels in MLA tests (Grade 4 Arabic Female)	UNRWA	50	67.2	51.5	69.3	75.6	74.8	81.0
c. Students meeting required levels in MLA tests (Grade 4 Mathematics Male)	UNRWA	24.3	22.4	24.6	22.7	24.8	23.5	24.3
d. Students meeting required levels in MLA tests (Grade 4 Mathematics Female)	UNRWA	38.8	35.2	39.3	35.6	34.1	36.6	37.9
e. Students meeting required levels in MLA tests (Grade 8 Arabic Male)	UNRWA	44.3	39	45.3	39.9	37.7	42.3	45.0
f. Students meeting required levels in MLA tests (Grade 8 Arabic Female)	UNRWA	76.1	71.4	77.6	72.8	74.5	76.6	80.8
g. Students meeting required levels in MLA tests (Grade 8 Mathematics Male)	UNRWA	27.8	34.1	28.1	34.5	50	35.5	36.7
j. Students meeting required levels in MLA tests (Grade 8 Mathematics Female)	UNRWA	43.6	50.5	44.0	51.0	64.8	52.3	53.7
Output 3.1: Quality Education Ensured								
a. Mean Score in HOTS (Grade 4 Arabic Male)	UNRWA	28.1	38.1	28.5	38.7	43.3	40.3	42.2
b. Mean Score in HOTS (Grade 4 Arabic Female)	UNRWA	42.8	59.9	43.3	60.5	60.4	62.2	64.1
c. Mean Score in HOTS (Grade 4 Mathematics Male)	UNRWA	18.4	28.0	18.8	28.7	24.3	30.5	32.6
d. Mean Score in HOTS (Grade 4 Mathematics Female)	UNRWA	23.5	34.3	24.0	35.0	29.6	36.7	38.7
e. Mean Score in HOTS (Grade 8 Arabic Male)	UNRWA	34.3	31.3	34.7	31.7	35	32.8	34.0
f. Mean Score in HOTS (Grade 8 Arabic Female)	UNRWA	55.8	52.2	56.3	52.6	57.1	53.7	55.0
g. Mean Score in HOTS (Grade 8 Mathematics Male)	UNRWA	15.8	22.0	16.2	22.6	30.9	24.3	26.2
j. Mean Score in HOTS (Grade 8 Mathematics Female)	UNRWA	21.3	30.2	21.8	30.8	37.5	32.5	34.5
Output 3.3: Equitable Education Ensured								
a. Gap in student performance between performance levels reduced (Grade 4 Arabic Male)	UNRWA	31	23.7	30.1	23.0	20.7	21.2	19.1
b. Gap in student performance between performance levels reduced (Grade 4 Arabic Female)	UNRWA	11	7.6	10.6	7.3	6.1	6.6	5.7
c. Gap in student performance between performance levels reduced (Grade 4 Mathematics Male)	UNRWA	27.4	26.4	26.3	25.3	26.7	22.5	19.3
d. Gap in student performance between performance levels reduced (Grade 4 Mathematics Female)	UNRWA	13.2	13.5	12.6	12.9	12.9	11.3	9.5
e. Gap in student performance between performance levels reduced (Grade 8 Arabic Male)	UNRWA	15.7	16.2	15.1	15.6	22	14.1	12.4
f. Gap in student performance between performance levels reduced (Grade 8 Arabic Female)	UNRWA	3	3	2.8	2.8	3.2	2.3	1.8
g. Gap in student performance between performance levels reduced (Grade 8 Mathematics Male)	UNRWA	16.1	10.6	15.6	10.3	5	9.4	8.4
j. Gap in student performance between performance levels reduced (Grade 8 Mathematics Female)	UNRWA	6.6	4.4	6.3	4.2	1.7	3.7	3.1

Students Meeting Required Levels in MLA Tests (Percentage of students at the Achieved and Advanced performance levels)

In the 2016 MLA results, the proportion of students meeting the required levels (those at the Achieved and Advanced levels) has generally increased since 2013.⁶¹ There are a few key outcomes: the mean scores for Arabic MLA tests were higher than those of mathematics; particularly good progress with regard to the proportion of students meeting the required levels was seen in Grade 4 Arabic (males: increase from 41.7 per cent to 49.4 per cent; females: increase from 67.2 per cent to 75.6 per cent) and also in Grade 8 mathematics (males: increase from 34.1 per cent to 50 per cent; females: increase from 50.5 per cent to 64.8 per cent). There was also progress in student achievement with regard to almost all content and cognitive domains; however, further attention is required with regard to reading and writing in Arabic (both grades) and to numbers and algebra in grade 4 mathematics. Six of the eight targets⁶² regarding students meeting the required levels in MLA tests have been met – with the exceptions being grade 4 mathematics for female students and grade 8 Arabic for male students. The level of achievement has very slightly gone down (by 1 percentage point) in grade 4 Mathematics for female students and grade 8 Arabic for male students.

Mean Score in Higher-Order Thinking Skills

There has also been general improvement with regard to mean scores in Higher-Order Thinking Skills (HOTS) since the 2013 baseline, with the exception of Grade 4 mathematics (both sexes). There has been particularly good progress in grade 8 mathematics for both males and females (males: mean score increase from 22.0 per cent to 30.9 per cent; females: mean score increase from 30.2 per cent to 37.5 per cent). Overall, there has been progress with regard to HOTS, with five out of eight targets being met in 2016. More support is needed in the areas of grade 4 Mathematics (both sexes) and grade 4 Arabic (female), and though there has been overall improvement in the mean scores since 2013, the 2016 targets with regard to HOTS in these cases were not met.

Gap in Student Performance (Percentage of students at the 'Not Achieved' performance level)

With regard to equity of learning outcomes, in other words reducing the percentage of students who are at the 'Not Achieved' level, there was noticeable improvement from 2013, namely in grade 4 Arabic (both sexes), grade 8 mathematics (both sexes) and grade 4 mathematics (female); here the respective 2016 targets were met. Considerable progress was also seen in grade 8 mathematics where the percentage of students at the Not Achieved level reduced from 10.6 per cent to 5 per cent (for males) and from 4.4 per cent to 1.7 per cent (for females). There was a slight increase in the percentage of students at the Not Achieved level among grade 4 males in mathematics (increase of 0.3 percentage points) and grade 8 females in Arabic (increase of 0.2 percentage points) and a notable increase in Grade 8 male students in Arabic (from 16.2 per cent to 22 per cent).

Additional Remarks

Unfortunately, a wide gender gap persists in all fields, with a higher percentage of female students achieving required levels in the MLA than their male peers in both mathematics and Arabic. The smallest gap was seen in grade 4 mathematics, where 24.8 per cent males were at the Achieved and Advanced levels, while 34.1 per cent females were at the same levels. The largest gap was seen in grade 8 Arabic, where 37.7 per cent of males were at the Achieved and Advanced levels compared to 74.5 per cent of females. The only exceptions where males achieved higher performance levels than females were in grade 4 mathematics in Syria and grade 8 mathematics in Lebanon.

Field-specific data highlights the achievement of Syria, for which the 2016 MLA serves as its baseline; the overall good progress of Lebanon; the improvement, although to a lesser extent, of Jordan; and some challenges in the West Bank.

Indicator	Baseline 2016	Target 2016	Actual 2016	Target 2021
Number of textbooks reviewed using UNRWA framework	272	134	384	34
Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students	29.1(>40)	38(>40)	38.88(>40)	38(>40)
	7.2(≤25)	6.0(≤25)	5.97(≤25)	6.0(≤25)
Degree to which schools are violence-free	New	TBD	2.14	TBD

Number of Textbooks Reviewed Using the UNRWA Curriculum Framework

An original Agency-wide target of 134 textbooks were to be reviewed against the Curriculum Framework during the period 1 January 1 through 30 September 2016; however, with new textbooks being issued by Palestine's Ministry of Education in October, an intense process of rapid textbook

review, led by UNRWA Headquarters, began. To capture the work accomplished during the 2016 AOR reporting period, the number of textbooks reviewed during the period 1 October through 31 December 2016 was addressed through the below narrative.

In 2016, 384 textbooks were reviewed (against the UNRWA Curriculum Framework), of which 215 were reviewed at the

field level (48 in Lebanon, 109 in Syria, and 58 in the West Bank and Gaza). Following the release of the new Palestinian textbooks for grades 1 to 4 for the first semester in October 2016, UNRWA Headquarters reviewed all 18 new textbooks, with a particular focus on the issues of UN values, bias, gender and aggressiveness. Between October and December 2016, UNRWA Headquarters also reviewed 151 textbooks from the Ministry of Education in Jordan, published between 2014 and 2016 as part the Education Reform for Knowledge Economy (ERfKE).

UNRWA continues to enhance its review of textbooks and reporting mechanisms, but decided that developing an indicator for the number of self-learning and enrichment materials reviewed against the Curriculum Framework would not be feasible. These materials are developed on an 'as-needed' basis, whereas MTS 2016-2021 CMM indicators need meaningful baselines and targets.

Degree to Which Schools Are Violence-Free

In May 2016, nearly 29,000 students, teachers and school principals completed a questionnaire that was distributed as part of the MLA Tests. The questionnaire aligned with the 2013 Perceptual Survey and explored various aspects of the UNRWA education programme. There were 10 questions in the survey that related to perceptions of safety and security (while at school). The resulting overall 'mean score' of these 10 questions on violence will serve as a baseline for the 2016-2021 period and will complement reporting on other initiatives with regard to violence, child protection and psychosocial well-being at schools.

The overall Agency-wide score on perceptions on the degree to which Agency schools are violence free was 2.14 (for all three stakeholder groups: students, teachers and school principals), calculated on a scale between 0 (strongly disagree) and 3 (strongly agree).⁶³ A score of 2 therefore generally indicates positive agreement with a given statement. Responses to the questions on violence-free schools were mixed; however, overall perceptions were moderately positive. The mean score related to safety in the classroom ("I feel safe in my classroom") was 2.35, and on whether teachers intervened to prevent disrespectful or violent acts in the classroom ("Teachers stop any disrespectful or violent act") the mean score was 2.32.

More negative responses were received in relation to verbal or physical abuse, such as shouting ("I have [not] been shouted at by a teacher or a School Principal," scale inverted, 1.94), hitting ("I have [not] been hit by a teacher or a school principal," scale inverted, 2.08), or threats ("I have [not] been threatened by a teacher or a school principal with being beaten or having marks deducted from my work," scale inverted, 2.01). Teachers and school principals appear to have had little experience of such 'abuse', but students are much less positive about all items related to physical and verbal abuse. A further point of concern – despite perceptions of safety generally being quite high – relates to feeling safe when going to the school toilet. The mean score of 2.02 was distinctly lower than for other safety-related items.

Perceptions among respondents differ across the Agency's fields of operation with items related to the concept of violence-free schools rated decidedly lower in Lebanon and the West Bank than in other fields. The overall mean scores for these two fields were 1.89 and 1.69 respectively, while all other fields have mean scores above 2. A more in-depth analysis on the violence-free school subscale will be available in the upcoming 2016 Perceptual Survey Report, which is scheduled for publication in May 2017. In 2016, the Department of Education at UNRWA Headquarters, jointly with the Protection Division, launched an initiative to address violence affecting and involving children in Agency installations and services. Activities in this regard are ongoing and will continue throughout 2017.

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

In comparison to the 2014/15 school year, it is notable that although the percentage of class sections with 25 students or less has remained relatively stable (from 5.98 per cent in 2014/15 to 5.97 per cent in 2015/16), the percentage of sections with more than 40 students has increased (from 21.26 per cent to 38.88 per cent in the 2015/16 school year, slightly over the target to remain at 38 per cent). This increase in large class sections is due to the class formation planning ceiling of 50 students per class (for purpose-built schools) adopted for the 2015/16 school year due to austerity measures.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021 ⁶⁴
Percentage of schools ⁶⁵ meeting UNRWA facilities protection design standards	WBFO	0	3.00	10.59	18.00
	SFO	N/A	N/A	N/A	N/A
	GFO ⁶⁶	15.00	18.00	40.68	33.00
	LFO	0	3.00	2.99	18.00
	JFO	0	3.00	6.19	18.00
	UNRWA	4.00 (excl. SFO)	7.00 (excl. SFO)	20.89 (excl. SFO)	22.00⁶⁷ (excl. SFO)
	Source: ICIP documents and reports				
Frequency: Annual					

The design of educational facilities can have a profound impact on student and educator outcomes. With respect to students, school design affects health; access, for those with disabilities; behaviour; and overall learning. For educators, the physical environment affects commitment, effort and retention rates. In order to enhance the physical environment within UNRWA schools, the Agency either upgraded or reconstructed 41 schools in 2016 – 24 in Gaza, 9 in the West Bank, 6 in Jordan and 2 in Lebanon – to meet Agency Education Reform, protection and safety requirements. No schools were upgraded/reconstructed in Syria due to the ongoing conflict.

Overall, 2016 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 special education needs and disabilities.

UNRWA recognizes the importance of ensuring that its schools are accessible to enable persons with special education needs and disabilities to fully realize their right to education and take advantage of the services and opportunities provided through these facilities. To this end, the Agency has established a plan that will facilitate the implementation of measures to ensure a physically accessible environment for all UNRWA schools. In this regard, new facilities will be designed and constructed in accordance with accessibility guidelines, while all schools that existed on or before 1 January 2017 shall be upgraded gradually through works to be carried out in a phased manner. Contingent on available funds, it is envisioned that this process will be completed by 2030.

Inauguration of the Dallata-Beit Jibreen School, Qabr Essit, Syria. © 2016 UNRWA Photo by Taghrid Mohammad



2.4. strategic outcome 4 results analysis: refugee capabilities are strengthened for increased livelihood opportunities

The UNRWA Department of Education led in conducting a second Perceptual Survey (PS) that focuses on employer satisfaction of UNRWA TVET graduates to enable comparison with results from the 2013/14 PS. Although results from all fields are not yet available (Syria data still has to be collected), in general, positive improvement in employer perceptions is noted (mean score of 2.07 out of 3). In the 2016/17 survey, findings were disaggregated for a more nuanced analysis of the impact of the different types of training (vocational and technical training).

With regard to facilitating the enrolment of students who are recipients of SSNP assistance, the TVET programme has increased efforts over the years to reserve VTC spaces (annually) for this group of students. In 2016/17, the UNRWA Department of Education worked to disaggregate data for SSNP and other field-specific vulnerable groups. Agency-wide, TVET SSNP first-year enrolment stands at 24.88 per cent, under the target of 30.39 per cent; however, when other vulnerable groups are included, the Agency-wide first-year enrolment increases to 51.1 per cent.

Through a series of internal reforms focused on enhanced sustainability and operational efficiency, the UNRWA microfinance programme achieved a milestone in generating a net income (profit) of US\$ 2,263,992 in 2016. Specific measures leading to this positive outcome included: (i) re-engineered product delivery towards multiproduct lending in the West Bank coupled with on-the-job training to enhance loan officer capacity; (ii) in Gaza, enhanced programme productivity management, reflected in the higher number and value of loans disbursed; and (iii) efforts that started to address staff retention issues in Jordan. Unfortunately, due to the ongoing conflict in Syria, an expansion of the microfinance programme in this field of operations was not possible. The displacement of families and the loss of personal capital, coupled with the depreciation of the

Syrian Pound (SYP), continued to cause losses. These factors also contributed to donor reluctance to provide additional funding to the microfinance programme in Syria.

The UNRWA infrastructure and camp improvement programme works positively to 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 over 3,310 jobs were created in 2016 for Palestine refugees, exceeding the annual target (2,773 FTEs) by 19 per cent. In total, short-term camp improvement job opportunities directly benefited thousands of daily paid refugee 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 a combination of valuable but 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 serve to temper these vulnerabilities. In addition, as part of the Agency's response to poverty and unemployment across all fields of UNRWA operations and in accordance with the UNRWA partnership framework,⁶⁸ a series of partnership agreements were concluded in 2016 to increase refugee livelihood opportunities. Specific emphasis in this regard extended to youth empowerment, as this group faces specific barriers in the labour market; their unemployment rate is significantly higher and their employment and working conditions are worse than those of their elders.

Indicator	Location	Baseline 2016/17 ⁶⁹	Target 2016/17	Actual 2016/17	Target 2019/20 ⁷⁰
Degree of employer satisfaction with UNRWA TVET (VTC) graduates	WBFO	N/A	TBD	2.10	TBD
	SFO	2.07	2.20	N/A ⁷¹	2.40
	GFO	1.96	1.97	2.04	1.99
	LFO	1.88	1.90	2.00	1.92
	JFO	1.99	2.00	2.11	2.02
	UNRWA	1.99 (excl. WBFO)	2.00	2.07 (excl. SFO)	2.02
	Source: EMIS				
Frequency: Annual					

Reconstruction works in the Nahr el-Bared refugee camp, north Lebanon. © 2017 UNRWA Photo by Maysoun Mustafa



In the autumn of 2016 and into early 2017, across Gaza, the West Bank, Jordan and Lebanon, over 400 employers of graduates from the UNRWA TVET programme completed a written Employer Perceptual Survey (EPS).⁷² The findings of the EPS will serve to: (i) identify the employers' perceptions of the quality of UNRWA technical and vocational graduates;⁷³ (ii) discern ways of improving the TVET graduate employability rate, particularly through the modification of training courses; and (iii) measure changes in perceptions against the 2013/14 PS.

The 2016/17 EPS was aligned with the 2013/14 PS that incorporated questions on employer satisfaction. Results under the PS form the baseline for the measurement of this indicator (please see the above table). In 2016/17, the overall Agency-wide (excluding Syria) mean score for employer satisfaction was 2.07, a figure that was calculated on a scale between 0 and 3. A score of 2, therefore, generally indicates positive agreement with a given statement. Please note that the actual achievement for 2016 for the West Bank (2.10) will serve as the baseline for 2019 as, due to industrial action, WBFO was unable to participate in the 2013 PS.

With regard to the degree of employer satisfaction with TVET, the actual achievement for 2016/17 of 2.07 was above the 2016/17 target of 2.00 and an improvement from the 2013/14 results of 1.99. All individual field-office targets for 2016/17 were also exceeded. The 2016/17 Agency-wide actual achievement also exceeded the 2019/20 Agency-wide target of 2.02.

Minor variations between employer perceptions across the four fields were noted, with the highest overall mean score of 2.11 being achieved in Jordan and the lowest score of 2.00 being recorded in Lebanon. In addition, there were scoring variations in response to different EPS statements, with the three highest rated statements being: (i) 'demonstration of good work ethic' (mean score of 2.34); (ii) 'employers would recommend UNRWA graduates to other employers' (mean score of 2.33); and (iii) 'good personal hygiene and appearance of UNRWA graduates' (mean score of 2.31). The three lowest rated EPS statements were: (i) 'capacity of UNRWA graduates to read English-language instructions' (mean score of 1.53); (ii) 'applying mathematics skills to solve problems' (mean score of 1.79); and (iii) 'problem-solving skills using both quantitative and qualitative information' (mean score of 1.86).

There were also variations in relation to employer perceptions of technical and vocational graduates. In this regard, technical graduates were rated considerably higher (mean score of 2.14) than vocational graduates (mean score of 1.98). As profiled through the below table, at the field level, West Bank employers had the highest perception of both graduate categories – technical and vocational – with mean scores of 2.17 and 2.04, respectively. The lowest mean score results for both technical and vocational graduates were recorded in Gaza (2.14 and 1.92) and Lebanon (2.07 and 1.95). A more in-depth analysis and comparisons between the 2013/14 PS and the 2016/17 EPS, in addition to recommendations stemming from the findings, will be available in the upcoming 2016/17 EPS Report.

Table: Overall mean scores of employers' perceptions, by field and category

Category	Gaza	West Bank	Lebanon	Jordan	Total
Vocational	1.92	2.04	1.95	2.03	1.98
Technical	2.14	2.17	2.07	2.16	2.14
Total	2.04	2.10	2.00	2.11	2.07

Indicator	Location	Baseline 2016 (%)	Target 2016 (%)	Actual 2016 (%)	Target 2021 (%)
Percentage of SSNP students enrolled* in VTC, ESF/FESA ⁷⁴	WBFO	9	10	9.6	10
	SFO	N/A	N/A	8.81	N/A
	GFO	78	78	59.21	78
	LFO	35.3	36	36.93	36
	JFO	14.4	14.4	7.99	14.4
	UNRWA	TVET: 29.4	TVET: 30.39	24.88	TVET: 35
		FESA: 13.7	FESA: 14.0	14.65	FESA: 14
		ESF: 7.6	ESF: 8.0	14.63	ESF: 8
	Source: EMIS				
	Frequency: Annual				
	*The data here is the percentage enrolled in the first year only.				

Note: Each year, UNRWA allocates a certain number of places in its VTCs to students who are beneficiaries of SSNP assistance and also tries to accommodate other 'vulnerable groups', with definitions of vulnerable varying by field (for example, ex-Gazans in Jordan or Bedouin in the West Bank). During 2016/17, an exercise was conducted to disaggregate the first-year enrollment of VTC, FESA and ESF students into two categories: the first category comprised SSNP students, while the second category included other vulnerable groups.⁷⁵

Overall, Agency-wide TVET SSNP enrolment was slightly below the target, with a decrease from the 2014/15 baseline. It should be noted that in previous scholastic years, disaggregated data pertaining to SSNP beneficiaries and the other 'vulnerable groups' was not collected. The apparent decrease in 2016/17 SSNP enrolment is most likely a result of the disaggregation between the two aforementioned groups that was introduced during the current reporting period, with only SSNP being reported here.

All fields have made concerted efforts to support other vulnerable groups, specific to their contexts. When data on these other vulnerable groups is considered, performance is well above the targets set for SSNP alone. In Jordan, the percentage of vulnerable groups enrolled, including SSNP, increases to 31.08 per cent; in Lebanon to 41.46 per cent; in the West Bank to 38.5 per cent; in Syria to 65.8 per cent; and in

Gaza to 82.76 per cent, bringing the Agency-wide enrolment percentage increase to 51.07 per cent.

With the planned roll-out of the electronic student registration system (e-SRS) for the TVET programme (beginning in September 2017 in Jordan, with full Agency-wide roll-out expected in 2018), the accuracy of this data, in addition to the indicator calculation, will be centralized and more easily accessible.



Students at the Homs Vocational Training Centre, Engaging Youth Project, Syria.

© 2016 UNRWA Photo by Taghrid Mohammad

Indicator	Location ⁷⁶	Baseline 2016	Target 2016	Actual 2016	Target 2021
Total number of clients with loans	WBFO	11,888	13,259	11,841	15,008
	SFO	9,334	9,097	9,520	18,060
	GFO	3,678	4,696	4,989	4,696
	JFO	13,293	17,657	12,811	18,335
	UNRWA	38,193	44,709	39,161	56,099
	Source: UNRWA Microfinance Loan Management Information System (LMIS)				
	Frequency: Biannually reported, monitored monthly				

In 2016, the UNRWA microfinance programme achieved 88 per cent of its annual Agency-wide target, extending loans to 39,161 clients with a total value of US\$ 39,780,417 across Gaza, the West Bank, Jordan and Syria. Programme performance varied, with the greatest achievements being registered in Gaza, where 4,989 loans, valued at US\$ 7,373,630, were disbursed, a 36 per cent increase on results achieved in 2015. Likewise, modest gains were realized in Syria through the granting of 9,520 loans. This, however, has to be tempered against a continued devaluation in the SYP against the US Dollar, which resulted in a 26 per cent drop in the overall value of loans (US\$ 1,932,360) against the value of all loans in 2015 (US\$ 2,599,002). Performance remained constant in the West Bank, while in Jordan, despite improvements, staff

turnover, due to strong competition in the sector, continued to negatively affect programme expansion. In total 12,811 loans, valued at US\$ 14,177,044, were disbursed in Jordan, reaching 73 per cent of the 2016 target.

By the end of the reporting period, the microfinance programme maintained an aggregate portfolio of 41,983 active loans, with an overall outstanding balance of US\$ 28,046,698. Annual loan repayment rates across the four fields of UNRWA operations ranged from 93 to 114 per cent during 2016, with Syria achieving the highest repayment rate of 114 per cent,⁷⁷ followed by Gaza (98 per cent), Jordan (94 per cent) and the West Bank (93 per cent).

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Total number of microfinance loans to refugees	WBFO	2,743	3,050	2,638	3,452
	SFO	160	273	265	542
	GFO	3,221	4,132	4,334	4,132
	JFO	7,065	9,182	6,888	9,534
	UNRWA	13,189	16,637	14,125	17,660
	Source: UNRWA Microfinance LMIS				
	Frequency: Biannually reported, monitored monthly				

In 2016, 14,125 loans, valued at US\$ 18,872,790, were extended to Palestine refugees. This corresponds to 36 per cent of the total number of clients (39,161) with loans and almost 50 per cent of the total disbursed value (US\$ 39,780,417) in 2016. Outreach to Palestine refugees increased by 7.1 per cent over the number of loans in 2015 (13,189) and by 9.9 per cent over the total disbursed value (US\$ 17,173,599).

The majority of microfinance products extended to refugees were used to support informal businesses and/or to cover essential household, education and health-care expenses. Consistent with overall programme performance patterns, outreach varied across fields, with the greatest achievements being registered in Gaza, where 90 per cent of the total value of loans (US\$ 6,640,720 out of a total US\$ 7,373,630) was dedicated to refugees. Significantly, microfinance efforts expanded in Syria after facing heavy constraints in 2015 due to continued insecurity and population displacement. In this regard, while relatively modest, 265 loans against a planned target of 273 loans were extended to Palestine refugees, meeting 97 per cent of the target and representing a 66 per

cent increase on results achieved in 2015. Outreach efforts in the West Bank remained relatively consistent with results achieved in 2015; a total of 2,638 loans were extended to Palestine refugees, achieving 86 per cent of the 2016 target. In Jordan, only 75 per cent (6,888 loans) of the annual target was met due to restricted human resource capacity. By the end of the year, the microfinance programme maintained an aggregate portfolio of 15,334 active loans to refugees, with an overall outstanding balance of US\$ 14,227,020.⁷⁸

In 2016, the microfinance programme continued to prioritize women as loan recipients given limited employment opportunities and what is often their status as primary caregivers. Overall, a total of 15,926 loans (valued at US\$ 12,956,227) were disbursed to women during the reporting period, of which 5,954 loans were extended to women refugees (valued at US\$ 5,790,138). This marked a 7.2 per cent increase in outreach to women compared to 2015. In addition, a total of 11,337 loans were disbursed to young borrowers (valued at US\$ 11,590,634), of which 4,041 loans (US\$ 4,761,650) or 36 per cent were extended to Palestine refugee youth.



West Bank thyme (za'atar) producer.
© 2016 UNRWA Photo by Nabil Darwish

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Number of full time equivalents (FTEs) created from ICIP interventions ⁷⁹	WBFO	345	362	488.9	2,464
	SFO	N/A	N/A	92.0	N/A
	GFO	1,303	2,000	2,264.8	13,560
	LFO	271	290	440.9	1,820
	JFO	121	121	23.6 ⁸⁰	823
	UNRWA	2,065 (excl. SFO)	2,773 (excl. SFO)	3,218.2 (excl. SFO) 3,310.2 (incl. SFO)	18,667 (excl. SFO)
<i>Source: Project documents and reports</i>					
<i>Frequency: Annual</i>					

In 2016, camp improvement works provided by UNRWA were valued at US\$ 67 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. Camp improvement works support community economies, driving demand for construction materials from local suppliers and providing seasonal and/or daily employment for thousands of refugees across all fields of UNRWA operations. In 2016, UNRWA camp improvement works created 3,310 FTE⁸¹ job opportunities, exceeding the target of 2,773 by 19 per cent.

The greatest number of FTE positions were created in Gaza (2,264.8), the West Bank (488.9) and Lebanon (440.9), all of which exceeded targets by 13, 35 and 52 per cent respectively. With positions concentrated in the construction sector, skilled and unskilled opportunities were primarily provided to men.

There are obvious benefits associated with the provision of job opportunities to Palestine refugees. For example, the blockade on Gaza, now in its tenth year, has contributed to extremely high unemployment and aid dependency rates. According to the PCBS, at the end of the third quarter of the year, unemployment in Gaza stood at 43.2 per cent, with

youth unemployment at 63.8 per cent. 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 the over 32,000 PRS that have been temporarily uprooted to Lebanon in search of safety. These numbers add to the 270,000 PRL already living in the country who, prior to the onset of the crisis in Syria, figured among its poorest and most marginalized. Within this context, the creation of short-

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

Apart from financial constraints (project funding), obstacles in generating additional FTEs relate to the blockade in Gaza and obtaining military permission to import materials into camps in Lebanon. Despite the ability of camp improvement works to improve refugee conditions, the scaling-up of this assistance is also constrained by persistent underfunding.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees	WBFO	0	4	3	10
	SFO	N/A	N/A	N/A	N/A
	GFO	0	0	0	20
	LFO	15	11	11	25
	JFO	0	1	1	6
	UNRWA	15 (excl. SFO)	16 (excl. SFO)	15 (excl. SFO)	61 (excl. SFO)
	Source: Field RSS reports				
	Frequency: Annual				

In 2016, UNRWA established 15 formal partnerships in support of livelihood activities for Palestine refugees. Through these agreements, assistance was extended to 4,440 individuals across Lebanon, the West Bank and Jordan. Partnership agreements particularly focused on youth and women who, in general terms, suffer high unemployment and low labour force participation rates across all Agency fields of operations.

Partnerships in Lebanon accounted for 73 per cent of the total number of established partnerships in 2016. These arrangements included eight partnerships with local community-based organizations (CBOs) and three with the UN and international non-governmental organizations (INGOs): UNICEF, Handicap International and Right to Play. These partnerships focused on the provision of livelihood trainings for women, youth and persons with disabilities and formal guidance for community-level workers to improve service provision to these vulnerable groups.

While 94 per cent of the 2016 Agency target for this indicator was met, the conclusion of new partnership agreements encountered two primary challenges. The first related to the formalization and strengthening of partnerships under the Agency partnership framework, a particular challenge faced by UNRWA operations in Gaza. In this regard, while no partnerships were formalized in Gaza during the reporting period, individual memoranda of understanding are currently being negotiated, and it is expected that agreements will be concluded in 2017. The second challenge related to the security situation in Syria, as many organisations have either closed or revised the nature of their activities from development to the provision of humanitarian relief. For this reason, Syria will not be in a position to report results against this indicator until conditions improve.

Indicator	Location	Baseline 2016 (%)	Target 2016 (%)	Actual 2016 (%)	Target 2021 (%)
Percentage of signed partnerships involving the Youth Initiative ⁸²	WBFO	New	75	100	70
	SFO	N/A	N/A	N/A	N/A
	GFO	New	0	0	100
	LFO	0	9.09	9.09	24
	JFO	0	0	100	50
	UNRWA	New	28.57 (excl. SFO)	33.33 (excl. SFO)	61 (excl. SFO)
	Source: Field-specific information systems				
	Frequency: Annual				

As of 2016, over 1 million young people between the ages of 15 and 24 were registered with UNRWA, representing 18.5 per cent of the total registered population. This group confronts a number of unique challenges around civic engagement and livelihoods, including a lack of support systems and structures to promote participation, insufficient work experience and financial resources, and high rates of unemployment. The Agency is seeking to respond to these challenges through the conclusion of youth empowerment partnerships with regional and local organizations. In this regard, of the 15 partnerships established in 2016, 33 per cent (five agreements) specifically targeted Palestine refugee youth in Lebanon, Jordan and the West Bank. Of note are promising results in both the West Bank and Jordan, where 100 per cent of new partnerships

involve youth initiatives. In the West Bank, three partnerships focus on the civic engagement of youth. Here, through a series of capacity-development initiatives concerning volunteerism, the law on associations and the media and public speaking, young people are able to recognize their role as agents of change in their communities. In Jordan, an agreement with Talal Abu Ghazaleh provided information technology skills to young people with the aim of improving employability rates in the modern work environment. In Lebanon, UNRWA partnered with Right to Play to train 270 Palestine refugee youth on leadership, team building and methods of identifying community needs in order to facilitate civic engagement through community service projects.

Student at the Homs Vocational Training Centre, Engaging Youth Project, Syria. © 2016 UNRWA Photo by Taghrid Mohammad



2.5. strategic outcome 5 results analysis: refugees are able to meet their basic human needs of food, shelter⁸³ and environmental health

The UNRWA SSNP aims to mitigate the poverty and food insecurity faced by Palestine refugees across the five fields of Agency operations, with priority focus on the abject poor.⁸⁴ 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, UNRWA 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, this new distribution modality reduces administrative and distribution costs associated with the delivery of in-kind assistance and provides recipients with greater freedom of choice and access to a wider range of healthy food options. Currently, e-card assistance serves a caseload of over 156,000 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 the poor. In keeping with an enhanced focus on healthy living, the Agency conducted a review of food basket provisions in 2016. Following a widely consultative process, UNRWA revised basket contents to better respond to health and nutritional values, product availability and logistical practicalities, while being mindful of local food habits and public acceptance. The new baskets contain a decreased amount of sugar due to its low nutritional value; in exchange, lentils, chickpeas and sardines have been added. The distribution of more varied and nutritious food baskets in Gaza began during the second quarter of the year for 98,000 SSNP beneficiaries. Due to the protracted emergency situation, the blockade and restrictions imposed on the economy, Gaza was not considered in the pilot transition to the e-card assistance distribution modality. Social transfer selection in such conditions will require a multidisciplinary analysis of humanitarian stabilization options covering the sectors of food security, micro- and macro-economies, humanitarian access, and space, while assessing

the risks, costs and benefits of applying a new modality within the political economy conditions of Gaza. Under the current crisis conditions in Syria, poverty-based targeting through the SSNP cannot be implemented. The previous status-based Special Hardship caseload is maintained as part of the universal coverage provided through emergency assistance.

Overcrowded conditions and makeshift shelters are just some of the challenges facing the 58 official UNRWA Palestine refugee camps that hosted a registered population of over 1.34 million in 2016. Evolving from temporary 'tent cities' several decades ago, 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. Camp residents also suffer conditions of often extreme deprivation in homes that do not conform to minimum protection and security standards. In 2016, progress towards the development of a healthy urban environment through camp improvement proceeded at a slow pace, with achievements coming in well below target. Limited funding and/or, as in the case of Gaza and Lebanon, lengthy government approvals and restrictions on the entry of construction materials severely hampered the implementation of planned activities. During the reporting period, the Agency received sufficient project funding to complete only 6.2 per cent of houses targeted for rehabilitation. 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 45,000 substandard shelters (excluding Syria) in need of rehabilitation, at an approximate value of US\$ 550 million, and this number is expected to increase. In 2017, the Agency plans to target 2,500 shelters for rehabilitation that will require an estimated US\$ 35 million.

Indicator	Location	Baseline 2016 (%)	Target 2016 (%)	Actual 2016 (%)	Target 2021 (%)
Percentage of SSNP beneficiaries who are abject poor	WBFO	37.7	65	63.49	100
	SFO ⁸⁵	N/A	N/A	N/A	N/A
	GFO	73.8	73.8	75.2	100
	LFO	5.22	5.22	5.79	13.06
	JFO	97.3	100	99.5	100
	UNRWA	57.58 (excl. SFO)	62.04 (excl. SFO)	62.42 (excl. SFO)	67.96 (excl. SFO)
Source: EMIS					
Frequency: Annual					

In 2016, the UNRWA SSNP reached 254,520 persons across Gaza, the West Bank, Lebanon and Jordan, 62 per cent (158,862 individuals) of whom were identified as abject poor through the Agency's proxy-means test formula (PMTF). Of the identified abject poor receiving SSNP assistance, 42 per cent (65,931 individuals) were women and 10 per cent (15,968 individuals) 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 operations. At a minimum, UNRWA assesses the eligibility of refugee families receiving or requesting assistance every two years so as to maintain confidence in its caseload. While the SSNP would ideally assist all refugees living in poverty, this identification process allows the Agency to prioritize its limited food and cash assistance support towards the abject poor.

In 2016, significant progress was made in increasing the percentage of SSNP recipients who are abject poor in the West Bank, from 37.7 per cent to 63.5 per cent of the total caseload. An assessment of the poverty levels of those receiving or waitlisted to receive SSNP assistance allowed the Agency to further prioritize the poorest of the poor. In 2017, a similar assessment will be conducted in Lebanon and Gaza.⁸⁶

Through the SSNP, UNRWA reached 3,565 abject-poor individuals or 44 per cent of the estimated 8,060 abject poor in Lebanon, a number that would amount to 13 per cent of the SSNP caseload if they were all extended assistance under the programme. Through the 2017 assessment, the programme will seek to remove all remaining non-poor cases, replacing them with abject-poor families from the waitlist. In Lebanon, Palestine refugees face a number of unique vulnerabilities, including exclusion from national assistance programmes and restrictive employment policies, putting them at risk of falling into more extreme poverty. These socioeconomic conditions and exclusion policies account for the modest yet realistic field-specific baselines and targets for this indicator.



A Palestine refugee in Gaza prepares a meal for her family using the contents of the quarterly food basket she receives from UNRWA. © 2015 UNRWA
Photo by Tamer Hamam

Indicator	Location	Baseline 2016 (%)	Estimate 2016 (%)	Actual 2016 (%)	Estimate 2021 (%)
Percentage of SSN individuals that received social transfers ⁸⁷ (out of the total poor refugee population) (disaggregation by sex and disability)	WBFO	14.37	14.03	14.02	12.28
	SFO ⁸⁸	N/A	N/A	N/A	N/A
	GFO	10.67	10.83	10.06	9.33
	LFO	29.58	29.26	29.26	27.55
	JFO	17.73	17.11	17.88	15.34
	UNRWA	14.81 (excl. SFO)	14.47 (excl. SFO)	14.62 (excl. SFO)	12.75 (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 its fields in 2016. Of the 254,520 persons extended assistance, 129,608 were women and 35,364 were individuals with an identified disability.

Funding constraints continue to limit programme effectiveness in terms of covering the basic needs of the absolute and abject poor. To maximize SSNP impact within these constraints, the Agency has taken steps to review and reform the provision of assistance across all fields. In this regard, the most significant change in 2016 was the roll-out of the SSNP transition from food to e-cards across Lebanon, Jordan and West Bank, as referenced above. The transition included an initial four-month capacity development initiative with UNRWA personnel and a communication and awareness-raising campaign for beneficiaries. Operational arrangements in Jordan and the West Bank include joining the WFP cash-based

transfer platforms that entail agreements with MasterCard banks and points of sale across the fields. In Lebanon, the Agency works directly with Bankmed Sal to provide transfers to SSNP beneficiaries. By the end of the reporting period, three rounds of cash-based social transfers were provided to SSNP beneficiaries in Lebanon, Jordan and West Bank.

In Gaza, UNRWA provides quarterly food rations to over 900,000 Palestine refugees, or all registered individuals assessed as living below the poverty line. The provision of this assistance is divided between the regular SSNP and the Emergency Programme, with harmonized targeting and assistance levels to ensure that refugees receive assistance based on their poverty levels, regardless of the source of funding. As the above indicator accounts for only the SSNP population and not the Emergency-Programme-assisted population, reported results do not provide the full picture that is further explained under the 2016 oPt EA annual report below.



An SSNP beneficiary uses her e-card to purchase food items at a pre-qualified local supermarket. © 2016 UNRWA Photo by Sahem Al Rabayaa' Anwwar



Palestinian labourers building the UNRWA Rafah Distribution Centre that provides assistance to Palestine refugees in Gaza.
© 2017 UNRWA Photo by Khalil Adwan

Indicator	Location	Baseline 2016 (%)	Target 2016 (%)	Actual 2016 (%)	Target 2021 (%)
Percentage of substandard shelters rehabilitated out of total substandard shelters identified for poor	WBFO	9.5	16.2	11.18	49.5
	SFO	N/A	N/A	N/A	N/A
	GFO	1.5	6.5	1.57	28.5
	LFO	18.4	28.4	22.93	78.4
	JFO	1.8	6.8	1.97	32.6
	UNRWA	5.2 (excl. SFO)	11.1 (excl. SFO)	6.13 (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 operations.⁸⁹ These constraints accounted for achievements that fell well below the 2016 targets. Notwithstanding, available resources were optimized and substandard shelters were rehabilitated for 449 families during the course of the year. Interventions prioritized those families classified as (or eligible to be classified as) recipients of SSNP assistance through a two-stage assessment process that evaluated families' socioeconomic conditions, physical safety and environmental health issues related to the structures they inhabited. Due to the receipt of project funds, 275 shelters were rehabilitated in Lebanon. A further 131 shelters were rehabilitated in the West

Bank, while only 24 shelters were rehabilitated in Jordan and 19 shelters in Gaza.

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 a 10 to 15 per cent cost reduction in the rehabilitation of each structure and encourages beneficiaries to voluntarily contribute with additional resources for the betterment of their homes. In 2016, the majority of the shelters in the West Bank and Lebanon were rehabilitated through 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.

2.6. management and operational effectiveness

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of priority projects funded (value)	UNRWA	New	New	11.826%	TBD
Source: Regular reporting by ERCD					
Frequency: Quarterly					

In UNRWA, project funding is resourced by 100 per cent voluntary earmarked contributions for specific, time-bound activities with a view to improving services without increasing recurrent costs. This includes, for example, interventions such as building facilities and the continuation of reform-related activity implementation. In light of the possible inherent, long-term financial risks associated with certain projects, the Agency has developed a project prioritization process broken down by department and field that ranks potential projects based on need, MTS alignment and cost. This process has informed the set of priority projects that was elaborated in

2016. These projects are integral to achieving strategic results that cannot be achieved under Programme Budget resources.

In 2016, across all programmes and field offices, UNRWA raised a total of US\$ 189.8 million in project funding, including for reconstruction in Gaza and NBC in Lebanon, for which the Agency secured US\$ 34.6 million and US\$ 15.9 million, respectively. Now that the priority projects list has been finalized, the UNRWA External Relations and Communications Department (ERCD) will be able to adopt a more focused approach with partners to guide project funding towards strategic priority projects in 2017.

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Implementation rate of DIOS audit, evaluation and investigation recommendations	UNRWA	50	65	63	90
Source: DIOS reports and RBM Action Tracking System (ATS)					
Frequency: Annual					

The 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 the Agency's operational efficiency to fulfil its mandate. The DIOS audit, evaluation and investigation functions are discharged through regular reporting on measurable results and by assessing 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.

Between 2012 and 2016, there were 307 recommendations issued by DIOS, out of which 193 were implemented within the prescribed time frame. This is partly due to a strengthened process that DIOS implemented on recommendation follow-up after a review conducted in 2016.⁹⁰

Indicator	Location	Baseline 2016	Target 2016	Actual 2016	Target 2021
Percentage of DIOS investigations issued within prescribed timeframe	UNRWA	50	60	69	85
Source: DIOS reports and RBM ATS					
Frequency: Annual					

This new performance indicator tracks the length of time that it takes to complete cases, noting that ideally, all cases should be closed within six months of their initiation. In 2016, 38 out of 55 cases were closed within six months⁹¹ of being opened, reflecting strengthened capacity within the UNRWA investigation function to deliver its reports within the prescribed time frame. 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 is serious in addressing complaints.⁹² Discussions are currently underway to further enhance the DIOS investigation function in order to further promote efficiencies in this regard.

Indicator	Location	Baseline 2016 ⁹³ (%)	Target 2016 (%)	Actual 2016 (%)	Target 2021 (%)
Percentage of UNRWA installations receiving four or more neutrality inspections annually	WBFO	New	100	100	100
	SFO	New	0	0	0
	GFO	New	100	100	100
	LFO	New	100	100	100
	JFO	New	100	100	100
	UNRWA	New	100 (excl. SFO)	100 (excl. SFO)	100 (excl. SFO)
	Source : OSO project records				
	Frequency: Annual				

Neutrality is a core principle governing the way humanitarian response is carried out. Including humanity, neutrality, 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 humanitarian principle of neutrality as it is essential for the Agency to protect and serve Palestine refugees. With the aim of further embedding this principle throughout the Agency's fields of operations, in 2016, the UNRWA Neutrality Framework – designed to ensure a consistent and coherent Agency-wide approach to key issues relating to the neutrality of UNRWA operations – was endorsed by the Agency's Executive Decision-Making Platform.⁹⁴

Capacity development for UNRWA staff was facilitated in 2016 through the development and testing of an intensive two-day in-person interactive training on social media and neutrality, together with comprehensive written materials. To operationalize this training: (i) 35 area staff were selected to be trained as trainers; (ii) in August 2016, six social media and neutrality trainers from the Gaza Field Office delivered in-person pilot training in Arabic on social media and neutrality to 450 Gaza-based staff and other personnel; and (iii) lessons learned from this pilot were then fed into the development of the Agency-wide in-person training that is slated for Q1 2017 delivery to some 3,000 area staff serving in supervisory capacities. This activity is supported through project funding.

An additional 796 UNRWA staff in Lebanon, 358 staff in the West Bank⁹⁵ and 193 staff in Gaza⁹⁶ (for a total of 1,347) received training on neutrality, including on the appropriate use of social media, through the OSO programme.⁹⁷

In conjunction with the Neutrality Framework, a SOP was developed⁹⁸ to harmonize and ensuring coherence in neutrality inspections across the Agency's Headquarters and five fields of operations. Principle users of this instrument are UNRWA operations support officers (OSOs), who are responsible for conducting the installation inspections. It is also applicable to other UNRWA 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 (1,100 inspections across 273⁹⁹ installations), Jordan (816 inspections across 204 installations), Lebanon (679 inspections across 170¹⁰⁰ installations), and the West Bank (990 inspections across 245 installations). Given security conditions in Syria, the inspection programme has yet to be activated, although other neutrality-related activities are in progress.

In both Gaza and Lebanon, neutrality inspections were facilitated through the introduction of a tablet-based data collection system and companion database that improved the quality of reporting and enhanced the monitoring response of UNRWA staff. Through the use of tablets, staff are now able to more rapidly record data from site inspections on the neutrality database. In turn, this system facilitates the collection and analysis of data by maintaining records of follow-up actions and tracking the degree of compliance with neutrality recommendations issued following inspections.

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	Actual 2016
Percentage of education specialists and strategic unit staff (fully recruited cadre) that received HRCRT training	UNRWA	100%
	<i>Source : Department of Education regular reporting</i>	
	<i>Frequency: Ongoing</i>	

In line with the Human Rights, Conflict Resolution and Tolerance (HRCRT) Policy (2012), training in this area started in 2013 and reached 18,769 education staff (including all UNRWA teachers) by the end of 2015. In order to assess the effectiveness of HRCRT training, teachers completed evaluation questionnaires,¹⁰¹ with more than 90 per cent providing positive feedback about the quality of the training. During the 2015/16 academic year, school-level planning and top-up training workshops took place in all schools to reinforce the initial training (a total of 17,466 education staff received top-up trainings during this period).

During the 2015/16 school year, new Strategic Support Units (SSU) were established in line with the UNRWA

Teacher Policy¹⁰² and the need for HRCRT training for unit coordinators and new education specialists was identified. Due to limited resources, it was decided to conduct the training only when the structures were fully capacitated (this is reflected in the reference to 'fully recruited cadre' in the above indicator). During the reporting period, the SSUs became fully operational in Gaza and Jordan and training was conducted in these fields. The training focused on roles and responsibilities with regard to the quality assurance, monitoring and sustainability of the HRCRT Programme. In addition, newly recruited education specialists in Gaza were trained on the HRCRT Toolkit and their role in supporting teachers in implementing the HRCRT Programme.

Indicator	Location	Baseline 2016 (%)	Target 2016 ¹⁰³ (%)	Actual 2016 (%)	Target 2021 ¹⁰⁴ (%)
Percentage of senior positions held by women (area staff)	UNRWA	26.3	New	26.3	35
Percentage of senior positions held by women (international staff)	UNRWA	36.8	New	37.8	45
	<i>Source: REACH</i>				
	<i>Frequency: Annual</i>				

Please note that this indicator did not initially disaggregate between senior area and international personnel; however, for monitoring purposes, this distinction has merit given considerable gender representation differences between the two groups. As a result of the now revised indicator, new/separate gender representation targets for area and international personnel will be established in 2017.

The Agency'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 that is implemented in tandem with the MTS 2016-2021.

Increasing the representation of women within the ranks of senior area staff faces a number of obstacles, including high retention rates for area personnel (i.e. limited vacancies) and a narrow pool of women that currently occupy middle management positions; the majority of female area staff representation rests at area grade levels 9-12.¹⁰⁵ For international staff, a considerable challenge rests in the limited female applicant pool that presents itself for senior-level positions in hardship duty stations – including high-risk living conditions – where UNRWA operates, a factor that impacts the overall average number of women that occupy senior-level positions Agency-wide.

By way of addressing the above-referenced obstacles to the representation of women in senior positions, the Agency is enhancing its overall external profile to attract female candidates through: (i) redesigned vacancy announcements that open with an invitation to women candidates (rather than as a by-line at the end); (ii) the development and roll-out of an UNRWA leadership training initiative with women's empowerment components delivered only to female participants; (iii) staff selection policies that mandate that candidates from the underrepresented gender in the hiring unit must be given priority when there are equally qualified female and male candidates; (iv) the requirement to have at least one woman on each interview panel; (v) the development of a specific human resources action plan in support of the Agency's Gender Equality Strategy; and (vi) revised recruitment reporting that analyses the gender profile of each selection exercise. In addition, the performance of UNRWA senior management will be assessed on gender components in their annual compact and work plans, holding them responsible for their role in achieving gender equality.

2.7. accountability to affected populations

2.7.1. Overview

UNRWA considers accountability to affected populations (AAP) to be a cornerstone of quality service provision to meet changing refugee needs and deliver more sustainable development outcomes. As elaborated below, a number of formal and informal mechanisms, standards and practices are in place at the field and programme level to ensure the meaningful participation of Palestine refugees at various stages in the programming cycle. The form this participation takes varies depending on operational and programmatic circumstances. In all cases, it is grounded in the unique platforms provided by the Agency's: (i) workforce of over 30,000 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, health centres and other installations. This ensures that refugees have direct and regular access to UNRWA staff.

As part of the MTS, UNRWA has committed to strengthen its feedback mechanisms and processes, for beneficiaries and staff, by building on existing practices. In this regard, the Agency will continue to engage refugees at different stages of the programme cycle and will strengthen mechanisms to facilitate – and respond to – feedback, petitions and complaints. Through a series of reforms planned under the MTS, UNRWA will also improve communications with beneficiaries and staff, including through annual reporting to refugees on MTS implementation. These reforms reflect a commitment by the Agency to make refugees core partners in achieving strategic objectives, as UNRWA continues to build on sound management practices and programme reform efforts so that refugees benefit to the maximum extent possible.

In 2016, UNRWA strengthened the Agency-wide approach to AAP through the development of a governing framework that outlines its AAP commitments and how they are delivered. It further summarizes the measures and processes that UNRWA plans to introduce under the MTS to strengthen and deepen engagement with Palestine refugees. In addition, Agency AAP commitments were published on the UNRWA website

and the development of an online AAP training package for Agency personnel was initiated. Also in 2016, UNRWA completed a refugee participation stock take, which found that good practice exists with regard to refugee engagement. For example, a Communications with Communities (CwC) approach is being implemented in Gaza that enhances accountability and transparency with stakeholders and assists in meeting the information and communications needs of crisis-affected people. Through CwC, Palestine refugees are provided with enhanced access to the information and are better situated to have their voices taken into account in decision-making processes related to the provision of humanitarian services. AAP good practice is also evident through communication, appeals and complaints mechanisms for SSNP, emergency food and cash distribution, and shelter assistance and through 2016 protection audits where Agency personnel assessed the level of refugee access, safety, dignity, participation and accountability in UNRWA service delivery. Furthermore, the transition from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and West Bank serves as a good example of consulting refugees, including the most vulnerable, to ensure community-level input in programmatic design, review and adjustment. Despite these successes, there remains room for improvement in the area of direct refugee engagement across the UNRWA programming cycle.

AAP compliance will be monitored in various ways, including through management compacts with senior staff; monitoring of and reporting against results, including in the Agency's AOR; formal programme evaluations; and biennial protection audits in all fields. The participation of and accountability to Palestine refugees are two of the Agency's protection mainstreaming principles, including the proactive involvement of more vulnerable groups, such as women, children, the elderly and persons with disabilities. Over time, protection audits have identified an increasing understanding of and alignment with UNRWA protection standards; they have also highlighted the scope for further improvements in the area of participation and accountability that UNRWA seeks to address through this framework.



Food voucher beneficiary purchasing food items with an UNRWA electronic voucher card. Beir Nabala, West Bank
© 2016 UNRWA Photo by Tala Zeitawi

chapter three: annual reporting under the 2016 oPt emergency appeal

3.1. funding summary: 2016 oPt emergency appeal

oPt emergency appeal funding summary by field, 1 January – 31 December 2016 (US\$)

Programme Interventions	Amount	Total	Gaza Strip ¹⁰⁶ Allocation	West Bank ¹⁰⁷ Allocation	Headquarters Allocation
Emergency food assistance	<i>required</i>	133,047,251	109,782,925	23,264,326	0
	<i>received</i>	72,506,941	66,443,202	6,063,739	0
	<i>difference</i>	60,540,310	43,339,723	17,200,587	0
Emergency cash assistance	<i>required</i>	10,000,000	10,000,000	0	0
	<i>received</i>	0	0	0	0
	<i>difference</i>	10,000,000	10,000,000	0	0
Emergency Cash-for-Work (CfW)	<i>required</i>	76,414,993	60,444,588	15,970,405	0
	<i>received</i>	21,049,300	13,268,649	7,780,651	0
	<i>difference</i>	55,365,693	47,175,939	8,189,754	0
Livelihoods	<i>required</i>	599,994	599,994	0	0
	<i>received</i>	0	0	0	0
	<i>difference</i>	599,994	599,994	0	0
Emergency health/mobile health clinics	<i>required</i>	5,734,452	4,470,324	1,264,128	0
	<i>received</i>	2,244,717	1,460,268	784,449	0
	<i>difference</i>	3,489,735	3,010,056	479,679	0
Education in Emergencies	<i>required</i>	3,189,088	3,189,088	0	0
	<i>received</i>	2,967,032	2,967,032	0	0
	<i>difference</i>	222,056	222,056	0	0
Emergency environmental health	<i>required</i>	4,708,620	4,708,620	0	0
	<i>received</i>	4,280,215	4,280,215	0	0
	<i>difference</i>	428,405	428,405	0	0
Emergency shelter and shelter repair	<i>required</i>	142,396,350	142,396,350	0	0
	<i>received</i>	22,175,057	22,175,057	0	0
	<i>difference</i>	120,221,293	120,221,293	0	0
Operations support officers	<i>required</i>	4,369,128	1,669,234	2,699,894	0
	<i>received</i>	2,950,914	1,503,572	1,447,342	0
	<i>difference</i>	1,418,214	165,662	1,252,552	0
Community mental health	<i>required</i>	7,836,777	7,399,999	436,778	0
	<i>received</i>	5,267,857	4,790,261	477,596	0
	<i>difference</i>	2,568,920	2,609,738	(-40,818)	0
Protection	<i>required</i>	1,948,945	499,651	1,449,294	0
	<i>received</i>	2,331,468	929,087	1,402,381	0
	<i>difference</i>	(-382,523)	(-429,436)	46,913	0
Explosive remnants of war education	<i>required</i>	122,582	122,582	0	0
	<i>received</i>	0	0	0	0
	<i>difference</i>	122,582	122,582	0	0
Gaza Summer Fun Weeks	<i>required</i>	3,830,125	3,830,125	0	0
	<i>received</i>	269,180	269,180	0	0
	<i>difference</i>	3,560,945	3,560,945	0	0
Coordination and management	<i>required</i>	8,390,578	6,277,386	1,455,405	657,787
	<i>received</i>	5,824,075	4,363,605	719,233	741,237
	<i>difference</i>	2,566,503	1,913,781	736,172	(-83,450)
Safety and security	<i>required</i>	560,339	560,339	0	0
	<i>received</i>	560,339	560,339	0	0
	<i>difference</i>	0	0	0	0
To be allocated	received	140,594	140,594	0	0
Total	<i>required</i>	403,149,222	355,951,205	46,540,230	657,787
	<i>received</i>	142,567,689	123,151,062	18,675,390	741,237
	<i>difference</i>	260,581,533	232,800,143	27,864,840	(-83,450)

3.2. gaza: sector-specific interventions

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

	Indicator	Actual	Target (2016)
Emergency Food Assistance			
Food-insecure households meet their most basic food requirements through food assistance	Percentage of caloric needs of refugees living beneath the poverty line of US\$ 1.74 met through food distribution (on average per quarter)	79%	80%
	Percentage of caloric needs of refugees living beneath the poverty line of US\$ 3.87 met through food distribution (on average per quarter)	42.95%	40%
	Percentage of UNRWA students receiving a daily nutritious school snack	0%	100%
	Percentage of pregnant refugee women and children < 24 months with access to complementary nutrition inputs	0%	100%
The severity of refugee food insecurity is tempered	Number of food-insecure refugees receiving food assistance	874,726	830,000
	Number of students receiving a daily nutritious school snack	0	250,000
	Number of pregnant, breastfeeding refugee women receiving complementary nutrition inputs	0	160,000

UNRWA continued to provide emergency food assistance throughout 2016, reaching 874,726 beneficiaries (163,800 households) with EA funding in the last quarter of the year, including 16,437 female-headed households. Overall, 463,079 refugees living below the poverty line of US\$ 1.74 per person per day received 80 per cent of their required daily caloric needs, while 411,647 refugees living on less than US\$ 3.87 per person per day received 43 per cent of their caloric requirements. Emergency food assistance beneficiaries increased from 828,516 in the first quarter of 2016 due to additional families who qualified for assistance under the UNRWA poverty assessment system (PAS). The revised PAS was launched in May 2015 to enable rapid, fair and accurate identification of those eligible for food assistance. From the restart of the PAS until December 2016, 142 social workers assessed a total of 108,355 families. The remaining caseload will be assessed in 2017.

UNRWA identified a need to improve the nutritional content of the food basket it distributes to refugees, particularly given high instances of nutritional deficiencies in Gaza and the rising incidence of NCDs. To this end, during the first quarter of 2016, UNRWA initiated a communications campaign on the new food basket. As of April 2016, the Agency started to distribute healthier, more diversified and nutritionally improved food rations. Canned meat was replaced with more nutritious items (lentils, chickpeas, sardines). The amount of sugar was reduced due to low nutritional values and health concerns and the difference in the caloric intake was covered through other items. Flour, rice and sunflower oil remained unchanged, as they are meaningful in terms of nutritional values and local utilization.

Due to funding constraints, the school feeding programme was not implemented and complementary food assistance could not be provided for pregnant women and children under the age of 2.

	Indicator	Actual	Target (2016)
Emergency Cash Assistance			
Enabling abject-poor households to close their 'post-food-assistance' poverty gap and protecting vulnerable households from food consumption shocks through complementary unconditional cash transfers	Percentage of households receiving cash assistance that have exhausted coping mechanisms following material loss	0%	100%
Families living below the poverty line of less than US\$ 1.74 per person/day close their 'post-food-assistance' poverty gap	Percentage of eligible abject-poor families receiving family income supplement	0%	100%
	Total value of unconditional cash transfers to eligible families	0	US\$ 10,000,000

Due to funding constraints, UNRWA was unable to implement the emergency cash assistance programme in Gaza. This intervention was meant to help abject-poor refugees bridge

the 'post-assistance' gap in essential food needs and to support 'back-to-school' costs.



JCP workers at the Karni UNRWA store in the Gaza Strip. © 2016 UNRWA
Photo by Tamer Hamam

	Indicator	Actual	Target (2016)
Emergency Cash-for-Work			
Food-insecure refugee households have increased economic access to cover basic food needs through Cash-for-Work	Percentage of CfW beneficiaries using earnings to cover basic food needs	79%	80%
	Percentage of CfW beneficiaries using earnings to pay debts	50%	40%
Men and women earn wages, short-term, to cover their basic food needs and restore their coping capacities	Number of refugees benefiting from short-term CfW	14,903	45,870
	Total value provided to CfW beneficiaries	US\$ 9,694,271	US\$ 54,000,000
	Percentage of skilled contacts awarded to women	52%	35%

The UNRWA Job Creation Programme (JCP) created 859,767 working days in 2016, equaling 2,985 FTEs. This translated into short-term opportunities for 14,903 refugees, benefiting a total of 86,437 individuals (workers and their families) and injecting US\$ 9,694,271 into the local economy.¹⁰⁸ The vast majority of beneficiaries were unskilled workers (11,833 individuals, or 79.4 per cent of the total), followed by 2,862 skilled workers (19.2 per cent), and 208 individuals hired under the professional category (1.4 per cent). Unskilled contracts have a duration of three to four months, while skilled and professional contracts are six to twelve months in duration. The large majority of beneficiaries (79 per cent) spent their earnings to purchase basic food stuffs, while 50 per cent used these funds to pay off accumulated debts.¹⁰⁹

Overall, 3,466 women received job opportunities, of whom 1,598 were given skilled or professional positions. Skilled

female applicants received 52 per cent of the total number of skilled jobs, a significant increase compared to 2015 (32 per cent). More than 90 per cent of these skilled female contactors were positioned in UNRWA installations, half of which belonged to the education programme, while unskilled women were hired for atypical positions such as school attendants, guards, packers and agricultural workers. Of the 263,000 applicants registered in the JCP database, about 29,000 were registered in 2016. As a result, JCP was forced to: (i) limit recipient numbers, resulting in a waiting list that is now over four years long;¹¹⁰ (ii) prioritize roles that respond to the provision of critical services to refugees; and (iii) limit its ability to relieve economic hardship for poor refugees in the context of extremely high and increasing rates of unemployment.



Marwan al-Adham's family is one of 578 Palestine refugee families who accepted a temporary employment opportunity through the UNRWA Early Recovery Project.
© 2015 UNRWA Photo Tamer Hamam

	Indicator	Actual	Target (2016)
Support for Resilient Livelihoods			
Livelihoods for women and youth are supported	Number of employment opportunities for youth and women created	298	225
	Percentage of youth and women who received trainings are employed (including self-employment)	NC	80%
Employment opportunities leading to sustainable livelihoods for women and youth are created	Number of young graduates receiving training and income opportunities through G-Gateway	0	25
	Number of self-employment opportunities for skilled women through Sulafa	298	200

The Sulafa Embroidery Centre provides income for female-headed refugee households, working in embroidery and tailoring to create artisan pieces. During 2016, 298 women directly benefited from working with Sulafa, allowing approximately 1,967 persons to benefit indirectly. In 2016, Sulafa achieved a 7.6 per cent increase in sales (US\$ 149,213, compared to US\$ 138,605 in 2015), which covered 64.8 per cent of its total annual budget. As a result of the increase in product demand and sales, Sulafa was able to provide income-generation opportunities for 298 women, i.e. an additional 98

women compared to the annual target. During the past year, Sulafa participated in five international and local trade fairs, with exports representing 11 per cent of Sulafa's total sales.

The Gaza Gateway social enterprise became fully independent from UNRWA at the beginning of 2016. Although not directly funded through the EA, Gaza Gateway will continue to provide services solicited by the Agency to assist in addressing refugee needs.

3.2.2. Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services

	Indicator	Actual	Target (2016)
Emergency Health			
The impact of the crisis on health services for refugees is mitigated	Number of poor refugees among total beneficiaries having their secondary or tertiary health care covered	0 ¹¹¹	750
The crisis-affected refugee population is able to access primary health care, and the poorest are given minimal financial support to access secondary or tertiary health care	Percentage of health centres with no 'stock-out' of one tracer item	100%	100%
	Number of poor refugee patients receiving secondary or tertiary health care	0 ¹¹²	750
Students with special needs are able to participate in educational activities	Number of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination	8,150 ¹¹³	11,300
	Percentage of children identified with special needs who receive relevant support	98%	100%

UNRWA continued to provide essential and quality health care for Palestine refugees through 21 HCs. In 2016, EA-funded school health teams performed 89,265 medical assessments and screenings (48 per cent girls) for students in grades 1, 4 and 7. In 2016, 8,342 new entrants and students were identified with generalized learning difficulties under the 'Special Children, Special Needs' (SCSN) initiative, and 98 per cent (8,150) of them completed a comprehensive medical examination. This assessment, aimed at investigating the reasons behind their learning difficulties, was performed by teams of doctors and relief and social service staff. Seventy-one per cent of these students (5,800) received more in-depth

assessments and those found in need of medical assistance (e.g. visual and hearing aid, etc.) received this support.

In 2016, the GFO health programme provided 13,053 refugees with secondary and tertiary care under the Programme Budget, either through referral to contracted hospitals or through the reimbursement of claims. A total of 2,134 of these cases were classified under the SSNP as abject poor (16.7 per cent). To ensure that poor refugees were able to access secondary and tertiary care, UNRWA offered subsidies to support treatment at non-UNRWA facilities. Poor refugees were supported with subsidies of 95 per cent, as opposed to 75 per cent for non-poor refugees.



A doctor examining a baby at the UNRWA Saftawi Health Centre in Gaza City. © 2016 UNRWA Photo by Khalil Adwan

	Indicator	Actual	Target (2016)
Education in Emergencies			
The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment	Percentage of students unable to participate in class due to lack of learning materials	0%	0%
	Percentage of summer-learning students who pass their end-of-summer learning exam	87.82%	81%
Students have the essential materials to participate in learning to the fullest extent	Number of students at UNRWA schools provided with essential materials	263,229 ¹¹⁴	250,000
Students whose learning abilities are undermined by their environment fulfil their educational potential	Percentage of students failing key subjects who enrol in summer learning	100%	100%

During the first semester of the 2016/17 academic school year, under Programme Budget funding, 262,112 students attended UNRWA schools – an increase of approximately 12,000 students from the previous school year. Through EA funding, all students received a stationery package at the start of the school year that contained essential grade-appropriate learning materials to relieve families of an additional economic burden. Coupled with a safe school environment, these materials equipped students to fully participate and assisted in offsetting an environment characterized by siege, hostilities, poverty and power outages.

Summer learning was made available to 36,497 children (an increase of approximately 11,000 students from 2015), of whom 35 per cent were girls. This initiative provided an opportunity for students who did not pass Arabic, mathematics or both subjects to enhance their learning, qualify for passage into the next grade and thus reduce dropouts. In total, 32,050 students (87.82 per cent) passed the final summer learning examination and transitioned to the next grade level in the 2016/17 school year.



Class in session at an UNRWA school in Gaza. © 2016 UNRWA
Photo by Tamer Hamam



UNRWA sanitation workers in Jabalia camp, northern Gaza. © 2016 UNRWA Photo by Khalil Adwan

	Indicator	Actual	Target (2016)
Emergency Water and Sanitation			
A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions	Percentage of diarrhoea cases among children below 5 years of age	10.46%	< 13%
Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented	Number of WASH facilities supported by UNRWA	289	290
	Total litres of fuel provided to support WASH facilities	3,554,159	4,200,000
	Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported	NC	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	60,035	50,000

In support of environmental health, UNRWA continued to ensure a functioning water supply, wastewater treatment and solid waste management services in the Gaza Strip and reduced the risk of water-borne diseases and public health emergencies through the provision of fuel. In this regard, 1,954,787 litres of fuel were provided to ensure the functioning of municipal water, sanitation and hygiene (WASH) facilities, in addition to 1,599,372 litres of fuel for solid waste management, for a total

of 3,554,159 litres of fuel. No emergency repairs of water and sanitation networks were conducted during the reporting period due to funding shortfalls. A total of 60,035 tons of solid waste and debris were removed from unofficial temporary dumping sites in the Gaza Strip in 2016. This intervention, alongside the purchase of mosquito control equipment, contributed to ensuring a healthy environment and mitigating the spread of diseases and other public health hazards.

		Indicator	Actual	Target (2016)
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	2.53%	100%
Displaced refugee families have increased means to access a temporary housing solution		Number of refugee families receiving TSCA	8,508	9,500
		Percentage of housing cost coverage by TSCA	86%	80%
Refugee families affected by military operations or natural disaster are able to return to their homes		Number of families receiving shelter repairs assistance	5,410	53,276
		Number of refugee families in need of winterization items provided with required materials	9,938	10,000

In 2016, UNRWA exerted considerable effort to assist refugee families whose homes were affected during the 2014 hostilities through the provision of repair assistance, rental subsidies and essential NFIs. As soon as funding became available in 2016, a total of 5,410 families (10.15 per cent of the 2016 target) received cash assistance in instalments to undertake minor or major repairs.

In addition, displaced families with uninhabitable shelters 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. During the reporting period, 8,508 refugee families whose homes were rendered uninhabitable were provided with TSCA. Thanks to the progress made in 2016 on the reconstruction of uninhabitable homes, the caseload of refugee families receiving TSCA dropped from 8,078 in Q1 to 5,395 in Q4. In addition, UNRWA supported almost 10,000 families who were particularly vulnerable to harsh winter conditions due to poor

or non-rehabilitated homes. These families received tarpaulins and nylon sheets, among other items.

As of December 2016, UNRWA had provided assistance to allow over 81,000 families to complete the repair of their homes, while more than 1,300 families had completed or were in the process of rebuilding their totally destroyed homes with support from the Agency. Families received 100 per cent of the cost of repairs. UNRWA continues to face a significant funding shortfall in this area – an additional US\$ 100 million is still needed to complete the remaining repair caseload. While the Agency has funding to reconstruct around 2,000 totally destroyed houses, it still needs around US\$ 140 million to complete the reconstruction caseload. UNRWA is also trying to secure funding to cover 2017 TSCA for an estimated 4,000 families, or approximately 24,000 people. Due to the lack of funds for this type of assistance, the Q4 2016 round of TSCA was only paid in January 2017.

An UNRWA engineer monitoring reconstruction work in Shujaiya, eastern Gaza. © 2016 UNRWA Photo by Khalil Adwan



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

	Indicator	Actual	Target (2016)
Operations Support Office			
Agency access and neutrality is safeguarded, and respect for human rights and international humanitarian law is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation	Percentage of protection incidents of alleged violations of international law documented by UNRWA	NC ¹¹⁵	100%
Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections	100%	100%
	Number of staff members being trained to respect UN principles of neutrality	193 ¹¹⁶	800
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)	23	36
Refugees' rights to access UNRWA services protected	Percentage of cases where a breach in access to services, identified by OSO, received a response	NC	100%

All UNRWA installations were inspected four times by the OSO team over 2016. The number of installations that were inspected from January to June 2016 was 265, plus nine Agency schools temporarily located in public school buildings of the State of Palestine; the number of installations that were inspected from July to December 2016 was 273, plus three schools in State of Palestine facilities. This brings the total number of inspections to 1,100.

Neutrality issues identified during inspection visits were immediately addressed by the OSO team and/or reported to senior management, if necessary. Issues addressed included inappropriate posters, graffiti and stickers. A few instances of encroachment of private land and buildings on the external boundaries of UNRWA schools were also addressed.

OSOs tested the use of tablets in their installation visits, in view of the launch of the new neutrality database. The team provided input and feedback to the developers to achieve the

necessary modifications and improvements to the database, which became fully functional at the end of the year. The introduction of tablets for inspections, replacing the previous paper-based reporting system, enhanced the efficiency of OSO neutrality work by allowing considerable time savings and facilitating follow-up of identified neutrality issues. The new system, which supports ad hoc reports and allows for the exporting of data for further analysis, also enhanced the quality of reporting.

In addition, although not directly funded through the EA, the OSO observed 6 of the 19 neutrality and social media training sessions that were piloted in GFO between August and September 2016. Delays in the hiring process of new staff, and in particular teachers, to whom the OSO delivers neutrality training resulted in low achievement of the related target. Target achievement for stakeholder-awareness initiatives was contingent on the number of visits/delegations received by the field office and OSO.

	Indicator	Actual	Target (2016)
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	61.18%	70%
Psychosocial well-being in targeted vulnerable communities is increased	Number of children benefiting from structured psychosocial interventions	12,142	15,200
	Number of children at UNRWA schools receiving individual counselling and case management support	13,941	13,100
	Number of adults benefiting from psychosocial and protection interventions at UNRWA health facilities	14,589	17,150
	Number of Palestine refugees benefiting from public awareness sessions in UNRWA schools, health centres and other facilities	1,168,312	215,000

The residual psychosocial impacts of the 2014 conflict, compounded by socioeconomic consequences of the blockade, continue to have significant repercussions on the psychosocial well-being of Palestine refugees in Gaza. In response, by the end of 2016, the Community Mental Health Programme (CMHP) employed 285 full- or part-time counsellors and 82 psychosocial facilitators in UNRWA schools, as well as a counsellor in each of UNRWA's 21 HCs. In addition, five legal counsellors worked between HCs to support identified GBV cases.

During 2016, CMHP provided individual counselling to 13,941 at-risk children (49 per cent girls) and structured group counselling to 12,142 children (46.8 per cent girls) attending UNRWA schools. This is in addition to supporting 224,000 students participating in structured psychosocial activities aimed at strengthening their coping and life skills. School counsellors also conducted 6,000 public awareness sessions to

support parents, caregivers, and other community members that play an important role in raising and educating children. A total of 111,117 parents and teachers (75 per cent female) attended these sessions. Through its HCs, UNRWA provided psychosocial and protection interventions to 14,589 new clients (92 per cent female), primarily in the form of individual and group counselling interventions. Some 1,179 individuals (94 per cent female) received individual support from legal counsellors. The legal counsellors also conducted 188 awareness-raising sessions that reached 3,937 beneficiaries (95 per cent female). The total number of participants who received public awareness sessions in 2016 was 1,168,312, which includes 111,117 parents and teachers, 14,375 adults who visited UNRWA HCs, and 1,042,820 students who received group guidance and life skills. CMHP data on group guidance and life skills are collected based on sessions and groups, meaning that the same student may have been counted twice.



Developing external water and sanitation systems for an UNRWA school to act as an emergency shelter. © 2016 UNRWA Photo by Khalil Adwan



A student from the Al-Rimal Preparatory Girls School enjoying the Colours Festival at the Gaza Training Centre in Gaza City.
© 2016 UNRWA Photo by Tamer Hamam

	Indicator	Actual	Target (2016)
Protection			
Protection of vulnerable and at-risk Palestine refugees is strengthened	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	94.77%	100%
Strengthened prevention and protection response for Palestine refugees	Number of individuals identified as experiencing a protection risk (women, girls, boys and men)	2,345	1,441
	Number of UNRWA staff members trained on protection	67	1,000

During 2016, GFO programmes identified 2,345 protection cases, namely 1,612 women, 307 girls, 112 men and 314 boys. The majority of identified cases concerned GBV (1,726 individuals) and child neglect and abuse (534 individuals experiencing child protection issues). UNRWA provided a response in 94.77 per cent of these cases. The higher number of cases detected (2,345) compared to the initial target can be attributed to an improved understanding of protection concerns and more effective reporting.

With the purpose of improving protection coordination and capacity at the area level and in particular with front-line staff, the OSO established Area Protection Committees in all five areas of Gaza, which have been operational since mid-2016. In addition, the OSO convened GFO Protection Committees, comprising programme chiefs and other senior staff and tasked with facilitating the operationalization of the Agency's protection strategy and supporting protection mainstreaming. The roll-out of a GFO-wide protection training

was delayed as the necessary preparatory work was more complex and time-consuming than expected. This included the establishment, in cooperation and coordination with Agency programmes, of an adequate protection structure; the finalization of SOPs; and the drafting of training materials tailored to the specific operational context. Protection training activities were initiated with key area staff and will continue to include all front-line staff, in particular those from critical protection response programmes such as the relief and social services programme and CMHP.

As part of ongoing emergency response preparedness efforts, OSOs contributed to the development of simulation materials and participated in desk simulations for protection and other response functions. OSOs also participated in relevant inter-agency coordination mechanisms on protection matters, including the Protection Cluster and working groups on child protection, GBV and other issues.

	Indicator	Actual	Target (2016)
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	1,260
<i>No funding was received against this intervention under the 2016 oPt Emergency Appeal.</i>			

	Indicator	Actual	Target (2016)
Gaza Summer Fun Weeks			
The physical and emotional well-being of children, both girls and boys, is supported	Number of children participating in Summer Fun Weeks	130,710	120,000
	Percentage of children indicating a positive effect in their well-being from participating in Summer Fun Weeks	86%	85%

To mitigate the impact of conflict and poverty on Palestine refugee children's physical and mental health and on their learning and development, UNRWA held Summer Fun Weeks (SFW) for 130,710 children (64,659 boys and 66,051 girls) from 23 July to 11 August 2016. In this regard, the Agency offered structured activities, including sports, games and arts, in safe, supervised spaces that furthered coping strategies and allowed children to share experiences, build friendships and develop support networks. For the first time, each area of the Gaza Strip focused on a special theme. In the northern area, one of the areas most affected by the 2014 hostilities, the focus was on mental health and children's overall well-being. Gaza City's theme was 'Reduce, Reuse, Recycle' to raise awareness about the value of natural resources. In the middle area, the spotlight was on democracy, UN modelling and child

parliaments, aimed at helping children to acquire negotiation, leadership and communication skills. Khan Younis explored Palestinian cultural roots, traditional food and dabkah (traditional dance), while in Rafah, children celebrated their summer fun activities in English.

SFW activities were adjusted to the special needs of children, including children from the UNRWA Rehabilitation Centre for the Visually Impaired and children with disabilities. Implementing SFW activities provided short-term employment opportunities for 2,313 Palestine refugees living below the poverty line, particularly for young people, through the CfW programme. According to a representative evaluation survey conducted by GFO, 86 per cent of children indicated that the SFW was a positive experience.

3.3. west bank: sector-specific interventions

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



Food voucher beneficiary purchasing items with an UNRWA electronic voucher card. Bethlehem area. © 2016 UNRWA Photo by Tala Zeitawi

	Indicator	Actual	Target (2016)
Emergency Food Assistance			
The severity of refugee food insecurity is tempered	Number of food-insecure refugee households receiving voucher food assistance	7,767	25,833
	Number of food-insecure refugees receiving food assistance	46,296	155,000
	Total value of electronic vouchers provided to food-insecure refugees	US\$ 5,619,660	US\$ 19,158,000
	Number of individuals benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder communities in Area C	35,251 ¹¹⁷	32,000
	Number of Bedouin and herder communities benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder community households in Area C	82 ¹¹⁸	85

Throughout 2016, UNRWA provided emergency food assistance through the use of electronic food vouchers, in partnership with WFP, targeting Palestine refugees living outside of refugee camps. Through this intervention, UNRWA provided monthly electronic food vouchers, with an average value of US\$ 10 per person, each month for refugee households identified as needy and vulnerable according to the Agency's PMTF, improving their access to a range of fresh foods, including dairy products, eggs, cooking oil and pulses. The monthly electronic food voucher meets approximately 60 per cent of the beneficiaries' basic daily food needs. In 2016, a total of 46,296 individuals (7,767 households) were supported, of whom 22,764 were females. In 2016, UNRWA did not receive the necessary funding to support all of the 155,000 targeted individuals identified through the PMTF as food insecure. The 46,296 individuals assisted were those most in need of humanitarian support.

In partnership with WFP, UNRWA distributed in-kind food assistance to Bedouin and herder communities assessed to be food insecure or experiencing protection threats due to various external factors. A total of 35,251 individuals within 82 Bedouin and herder communities benefited from joint WFP-UNRWA food distributions. The number of individuals assisted exceeded the target due to an increased need for humanitarian support, as well as increases in the size of assisted families. In 2016, many Bedouin and herder communities suffered multiple demolitions of their private property, diminishing their livelihood opportunities. Despite a difficult funding environment, UNRWA and WFP managed to provide food assistance to the targeted beneficiaries as planned.

	Indicator	Actual	Target (2016)
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 refugees engaged in short-term Cash-for-Work	8,526	10,000
	Total number of refugees benefiting from Cash-for-Work assistance	45,688	60,000
	Total value provided to Cash-for-Work beneficiaries	US\$ 10,284,526	US\$ 12,600,000
	Number of Cash-for-Work projects realized in the camps	19	19



CfW labourers constructing a multi-use public park. Ein el-Sultan.
© 2016 UNRWA Photo by Tala Zeitawi

Through EA CfW, UNRWA aimed to promote improved economic access for beneficiaries identified as in need of food assistance through the PMTF. To this end, short-term CfW opportunities were provided to vulnerable Palestine refugees residing in camps. In total, UNRWA supported 8,526 households (45,688 individuals). Of the CfW beneficiaries, 41 per cent (3,512) were female, 9 per cent (768) were youth aged 18-24 years, and 6 per cent (511) were people with disabilities. The Agency provided more short-term CfW opportunities to females than originally planned (35 per cent), as most of the served households had a female as the primary wage earner. Each beneficiary received US\$ 420 per month for an average of three months to cover their most immediate food needs in exchange for work performed under the supervision of partner CBOs and civil society organizations (CSOs). In total, US\$ 10,284,526 was distributed during 2016.

In addition to work opportunities in partnership with CBOs and CSOs, 19 specific projects were implemented, one in each refugee camp, promoting the overall well-being of camp residents. Projects included the rehabilitation of infrastructure and multi-use installations, such as the Jalazone multi-use sports pitch, enabling youth and children to play sports.

UNRWA did not receive the necessary funding to provide CfW opportunities to all of the 10,000 households initially targeted as in need of food support. The 8,526 supported households were those identified as the most vulnerable.

3.3.2. Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services

	Indicator	Actual	Target (2016)
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	190%	100%
Access to health services for the vulnerable in remote areas is ensured	Number of people provided with improved access to health services through mobile health clinics	128,554	132,766
	Number of patient consultations provided in mobile health clinics	127,489	108,000

In 2016, UNRWA mobile health clinics provided PHC in communities facing significant obstacles in accessing such services in Area C, including the East Jerusalem periphery and the Seam Zone. In this regard, PHC was provided to 66 locations through six mobile health teams. The Agency initially identified 69 localities to be supported; however, some locations were clustered together to ensure a more efficient response, reaching more than 128,000 people. This reorganization led to a slight underachievement of the number of people provided with access to mobile health clinics. However, UNRWA service delivery has been continuously discussed and coordinated within the Health Cluster to ensure sufficient service delivery to people assessed in need of emergency health services.

Mobile health clinic teams exceeded the target for planned visits to communities by conducting 190 per cent of planned visits. The team also exceeded targets for patient consultations, which totaled 127,489 by the end of 2016. Given the importance of the needs among the targeted vulnerable population, mobile health clinic teams decided to increase the frequency of visits to targeted localities and visit more localities than initially anticipated during a given day. Of the patient consultations, 60 per cent (77,769 consultations) were provided to women and 19 per cent (24,614 consultations) to children below 5 years of age. During 2016, the Agency continued to monitor beneficiary needs with partners and the Health Cluster to ensure an efficient humanitarian response to the ongoing need for PHC in targeted communities.



Medical consultation provided through a mobile health clinic in Ein Samia in the West Bank. @ 2016 UNRWA Photo by Tala Zeitawi



CMHP counsellors providing recreational activities for children in Bedouin communities in Ein Samia in the West Bank. © 2016 UNRWA Photo by Tala Zeitawi

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

	Indicator	Actual	Target (2016)
Community Mental Health			
The psychosocial well-being of vulnerable refugees, households and in 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	629	660
	Number of individual, group or family counselling sessions	1,280	600
	Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)	9,913	9,913
	Number of community members trained in prevention and response to crises and psychosocial emergencies	497	400

The CMHP provided services to 55 Bedouin communities in Area C, providing 9,913 Bedouin, the majority of whom are refugees, with access to psychosocial support. The targeted communities face multiple protection threats, including the risk of forced displacement due to demolition, settler violence and loss of traditional lifestyles due to land annexation by the Israeli authorities.

In 2016, the West Bank witnessed an increase in demolitions, especially around Bedouin communities in the so-called Jerusalem periphery part of Area C. CMHP beneficiaries communicated the need for continued and increased support, resulting in the programme exceeding many of its targets – the total number of individual, group or family counselling sessions reached 1,280 during 2016, against a target of 600. Psychosocial counsellors identified an increased need for individual and family sessions and therefore prioritized

such sessions over group counselling sessions (hence the underachievement for this indicator).

In 2016, the Agency secured additional earmarked funding for summer psychosocial activities for children and youth, during which UNRWA social workers identified further needs of individual, family and/or group counselling sessions. Of the 2,565 refugees attending these counselling sessions, approximately 62 per cent (1,600) were female and 19.5 per cent (500) were children under 12 years old. In addition to the provision of psychosocial activities and counselling sessions, the programme trained 497 community members on practices related to crisis prevention and response and psychosocial emergencies. The number of trainees exceeded the target as community members specifically requested further support in managing the growing violence that was witnessed at the end of 2015 and beginning of 2016.

	Indicator	Actual	Target (2016)
Operations Support Office			
Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation	Percentage of cases where OSO intervention resulted in the safe passage of UNRWA staff, goods, services	50%	60%
Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections	100%	100%
	Number of staff members being trained to respect UN principles of neutrality	358 ¹¹⁹	600
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 were dispatched	10.5%	10%

In 2016, the OSO conducted regular field visits, inspections and trainings and undertook interventions to safeguard the Agency's humanitarian access and neutrality. In this regard, the OSO carried out unannounced formal neutrality inspections on four or more occasions in all of the Agency's operating installations. On 237 occasions, the OSO identified neutrality issues at UNRWA installations, the vast majority of which involved political graffiti or posters on outside walls. Neutrality violations of UNRWA installations by outside actors, including security forces, were raised with the relevant authorities. In 2016, the OSO provided training on UN neutrality principles to a total of 358 UNRWA staff members. Training addressed UN

neutrality principles and their application to the conduct of UN personnel and how staff should apply these in their official and personal capacities, including personal and official use of social media. Due to industrial action, it was not possible to provide all of the training as planned.

The OSO intervened in 109 incidents where access was denied to UN vehicles, staff or goods, securing safe passage in 50 per cent of the incidents, which is slightly below the target of 60 per cent (54 cases). All 161 reported access incidents were raised with the relevant authorities during the reporting period.



A member of the OSO team conducts a field briefing in Aida in the West Bank. © 2016 UNRWA Photo by Yahia Maswadeh

	Indicator	Actual	Target (2016)
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	37%	20%
Enhanced systematic follow-up of authorities responsible for IHL violations	Percentage of documented incidents/issues presented to the relevant authorities	59%	100%
	Number ¹⁵⁰ of protection incidents of alleged violations of international law documented by UNRWA	133	100
Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in the West Bank	Number of protection (advocacy) interventions targeting external actors	76	65
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	62%	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	1	12

Through its international protection programme, UNRWA raises protection concerns with the authorities, including on possible violations of IHL and IHRL, in order to advocate for accountability and corrective measures. In 2016, the international protection programme presented 59 per cent of the documented protection issues/incidents (78 out of 133) to the relevant authorities. UNRWA did not reach the target because in many instances the affected person(s) and/or witnesses to the protection incidents did not wish for the Agency to raise their incident with the relevant authorities. It is estimated that 37 per cent (29) of UNRWA protection interventions prompted a positive response from authorities.

Through the Department of Legal Affairs, the Agency engages with the International Human Rights System (IHRS), addressing key protection issues resulting from violations or issues of concern under international human rights and humanitarian law, in accordance with the UNRWA framework for effective engagement with the IHRS (eight oPt-specific engagements in 2016 and input to three State of Palestine initial report processes in relation to services provided by UNRWA supporting the rights of Palestine refugees). The Department of Legal Affairs, notably through the EA-funded Legal Officer (Protection) role, also provided other protection-related legal support to EA operations and activities, including advocacy.

As part of the UNRWA protection programme, the Crisis Intervention Model provided emergency support to refugee

families affected by home demolitions and damage to private property sustained during ISF operations or by Israeli settlers. Support includes cash subsidies to enable emergency accommodation to displaced refugees following demolitions and to repair substantial damages to the private properties of those affected by military incursions and/or attacks by Israeli settlers. In total, 100 per cent (136) of refugee families, comprising 785 individuals, affected by demolitions were supported with cash subsidies. In the case of violence and damage to private property, the Agency provided cash support to 62 per cent (685) of all affected refugee families. This is above the initial target due to the high number of military incursions witnessed during 2016 in refugee camps. Another element of the response under the Crisis Intervention Model is referrals to other programmes within UNRWA and externally. In this regard, the Agency provided 1,228 referrals for individuals (of whom 639 were male and 589 were female), both internally within UNRWA and to specialized external organizations.

During 2016 UNRWA had planned to support 12 vulnerable communities through small-scale community-driven protection projects to address protection threats. However, due to lack of funding, the Agency could only implement one project related to olive harvesting.

3.3.4. Strategic Objective 4: Effective management and coordination of emergency response (Gaza and West Bank)

	Indicator	Actual	Target (2016)
Coordination, Safety, Security and Management			
The Agency has adequate response capacity for protracted crisis and sudden onset emergencies	Degree to which planned results/targets are met	77.87%	100%
The response, as funded, is effectively implemented and managed	Emergency response and preparedness plans updated	1	2
	Periodic review of emergency response and preparedness plans	2	2
	Percentage of trained staff who demonstrate increased knowledge in emergency preparedness and response	100%	100%

Within UNRWA Headquarters, the Department of Planning continued to be responsible for the planning and coordination of emergency response activities. Under the 2016 EA, a senior emergency officer was recruited to oversee the monitoring and reporting of emergency activities and to support the development of an Agency-wide emergency management framework, which aims to enhance the Agency's readiness to respond to humanitarian emergencies. Reporting against EA activities has been facilitated through an online results-based monitoring (RBM) system, which allows the Agency to track actual results against planned objectives on a quarterly basis, facilitating regular consolidated reporting. UNRWA has also maintained other Headquarters functions in support of emergency operations, including procurement, external relations and legal services.

Throughout 2016, the UNRWA WBFO continued to coordinate with relevant stakeholders, both within the Humanitarian Country Team and its respective clusters, as well as internally among different departments, to ensure an effective and efficient humanitarian response. The WBFO has also worked closely with the Palestinian Red Crescent Society (PRCS) on emergency response during extreme weather conditions (especially at the start and end of the year). During the reporting period, the WBFO reviewed and updated its 'Winter Response Plan', which is to be activated in cases of extreme weather conditions. This was conducted as per agreed procedures within UNRWA WBFO to ensure an efficient response for people affected by extreme weather, including damage to houses or personal property. Due to capacity gaps, WBFO was unable to update a field emergency preparedness and response plan. The WBFO planned to conduct trainings for staff on emergency preparedness and response, but was unable to implement these activities due to funding shortfalls and industrial action during 2016.

The UNRWA Gaza Field Office (GFO) actively participated in humanitarian coordination efforts through representation in the UN Humanitarian Country Team (HCT), thematic clusters, and other formal and informal structures, including the Food Security Analysis Unit. GFO has continued to strengthen its emergency preparedness capacity, updating contingency

planning scenarios, improving systems for warehousing, and maintaining a buffer quantity of food to ensure continuity in its supply pipeline and to allow the Agency to respond to sudden onset needs. Emergency preparedness workshops and simulations were conducted at the central and area level, enhancing staff knowledge, capacity and coordination skills.

UNRWA strives to implement its humanitarian response effectively and in coordination with relevant stakeholders. In 2016, 77.87 per cent of all targets/results were achieved for the West Bank and Gaza. The underachievement is mainly related to the budget shortfall experienced in the emergency food assistance programme in the West Bank

Protection Social Workers visit a family who had their home demolished. Khan al-Khmar.
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chapter four: annual reporting under the 2016 syria regional crisis emergency appeal

4.1. funding summary: 2016 syria regional crisis emergency appeal

Syria Regional Crisis Emergency Appeal funding summary by field, 1 January-31 December 2016 (US\$)

Programme Interventions	Amount	Total	Allocation Syria ¹²⁰	Allocation Lebanon ¹²¹	Allocation Jordan ¹²²	Allocation Regional
Cash assistance for essential needs, including food, shelter and NFIs	<i>required</i>	254,215,291	200,371,045	38,366,555	14,477,691	1,000,000
	<i>received</i>	115,728,471	90,902,694	17,171,267	7,249,915	404,595
	<i>difference</i>	138,486,820	109,468,351	21,195,288	7,227,776	595,405
Non-food items	<i>required</i>	11,703,667	11,703,667	0	0	0
	<i>received</i>	9,888,392	9,888,392	0	0	0
	<i>difference</i>	1,815,275	1,815,275	0	0	0
Food assistance	<i>required</i>	58,448,438	58,448,438	0	0	0
	<i>received</i>	31,656,270	31,656,270	0	0	0
	<i>difference</i>	26,792,168	26,792,168	0	0	0
Livelihoods (including social cohesion for Lebanon)	<i>required</i>	6,715,287	3,279,029	3,436,258	0	0
	<i>received</i>	0	0	0	0	0
	<i>difference</i>	6,715,287	3,279,029	3,436,258	0	0
Emergency health	<i>required</i>	13,675,839	6,225,652	6,547,557	502,630	400,000
	<i>received</i>	8,262,946	3,484,007	4,311,367	409,179	58,393
	<i>difference</i>	5,412,893	2,741,645	2,236,190	93,451	341,607
Emergency education	<i>required</i>	26,253,894	16,057,000	8,137,444	1,659,450	400,000
	<i>received</i>	27,631,829	17,056,280	7,011,378	3,564,172	0
	<i>difference</i>	(- 1,377,936)	(-999,280)	1,126,066	(-1,904,722)	400,000
Shelter	<i>required</i>	200,000	0	0	0	200,000
	<i>received</i>	0	0	0	0	0
	<i>difference</i>	200,000	0	0	0	200,000
Protection	<i>required</i>	3,415,765	1,037,609	1,779,055	299,101	300,000
	<i>received</i>	333,799	138,750	106,227	88,822	0
	<i>difference</i>	3,081,966	898,859	1,672,828	210,279	300,000
Environmental health	<i>required</i>	17,418,360	13,532,143	3,886,217	0	0
	<i>received</i>	3,706,938	3,372,490	334,448	0	0
	<i>difference</i>	13,711,422	10,159,653	3,551,769	0	0
Safety and security	<i>required</i>	2,823,814	1,554,000	350,000	19,814	900,000
	<i>received</i>	690,703	450,277	240,426	0	0
	<i>difference</i>	2,133,111	1,103,723	109,574	19,814	900,000
Capacity and management support	<i>required</i>	16,255,427	13,969,189	578,437	207,801	1,500,000
	<i>received</i>	19,365,351	16,331,079	517,300	1,899,822	617,150
	<i>difference</i>	(-3,109,924)	(-2,361,890)	61,137	(-1,682,021)	882,850
Emergency repair and maintenance of UNRWA installations	<i>required</i>	2,775,000	2,775,000	0	0	0
	<i>received</i>	115,822	115,822	0	0	0
	<i>difference</i>	1,659,178	2,659,178	0	0	0
To be allocated		2,187,286	2,176,999	10,288	0	0
TOTAL	required	413,900,782	328,952,772	63,081,523	17,166,487	4,700,000
	received	219,567,808	175,573,059	29,702,701	13,211,910	1,080,138
	difference	194,332,974	153,379,713	33,378,822	3,954,577	3,619,862

4.2. syria: sector-specific interventions

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

Outcome/Output	Indicator	Actual	Target (2016)
Cash Assistance, NFIs and Food Aid			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
Palestine refugees in Syria are provided with relief assistance (food assistance, NFI and shelter assistance)	Average number of individuals receiving cash assistance for food and NFI per round (gender disaggregated)	412,062 (214,927 female, 197,135 male)	430,000
	Average number of PRS individuals receiving in-kind food assistance per round	397,681 ¹²³	430,000
	Number of PRS individuals receiving NFIs	242,079	280,000
	Average duration of cash distribution rounds	9.5 weeks	8 weeks
	Total amount of cash distributed	US\$ 78,297,250	US\$ 200,371,045
UNRWA temporary collective shelters contribute to the protection, health and well-being of displaced refugees	Percentage of temporary UNRWA collective shelters meeting UNRWA emergency shelter standards (including protection standards)	100%	100%
	Number of displaced refugees receiving shelter at UNRWA facilities	3,687 ¹²⁴	7,000

Cash and food assistance are the largest humanitarian interventions delivered by UNRWA in Syria, providing critical, adaptive and immediate support to conflict-affected Palestine refugees who rely on UNRWA assistance to meet their basic needs. Food insecurity remains one of the most critical humanitarian concerns for Palestine refugees in Syria. While food remained available in most markets in 2016, inflation, including for basic commodities; the continued collapse of livelihoods; and restricted access made Agency-provided food assistance a lifeline for Palestine refugees throughout the year. In addition to food, cash assistance enabled Palestine refugee families to cover basic needs, allowing them greater flexibility and independence in purchasing decisions and in the management of expenditure. With extremely low distribution costs, cash assistance allows UNRWA to reach multiple locations in Syria through a network of banks and financial institutions with outlets in Damascus, Aleppo, Latakia, Homs, Hama, Dera'a, Sweyda and Qamishli.

In 2016, through EA funds, the Agency distributed cash, on average, to 412,062 (214,972 females 197,135 males) individuals in need (including SSNP beneficiaries) over three out of six planned distribution rounds. The number of individuals provided with assistance in each 2016 distribution was as follows: 412,810 in round one (total of US\$ 25,285,846 distributed), 415,274 in round two (US\$ 24,242,486 distributed) and 408,102 in round three (US\$ 28,727,156 distributed).¹²⁵ A higher number of females than males benefited from cash

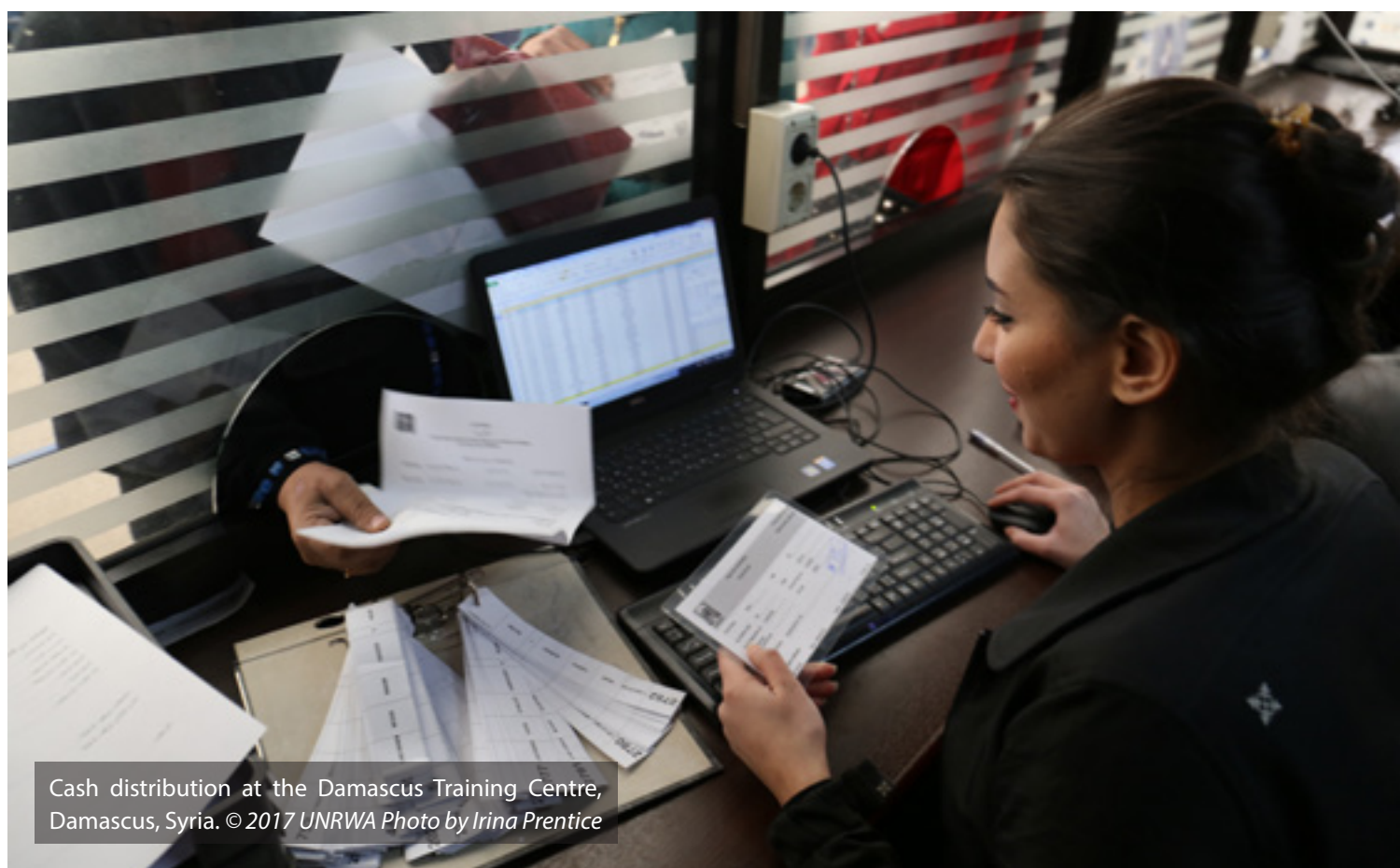
distributions – 214,288 females compared to 193,814 males in the third round, for example. Anecdotal evidence suggests that this may be due to a higher proportion of males departing Syria for refuge in other countries. Cash assistance distributed in round three provided an opportunity for UNRWA to conduct a verification exercise following a similar methodology utilized in the 2015 verification. As a consequence, the third round took longer to implement (12 weeks against 8 weeks for each of the first two rounds) and increased the average duration of cash distribution rounds during the year to 9.5 weeks, i.e. higher than the eight-week target. The results of the 2016 verification will be communicated in Q2 2017, along with updated planning figures.

In a context of dysfunctional and sometimes hard-to-reach markets, combined with rising prices for staple commodities, in-kind food assistance remains a priority operation for the Agency in Syria. UNRWA now distributes food parcels in four sizes, depending on family size. Parcels are designed to meet approximately one third of daily caloric needs (700 kcals of food per person per day for one month). UNRWA procures bulk quantities of each food item contained in standard food parcels in order to maximize efficiency savings. In 2016, 609,157 food parcels were delivered via 17 distribution points over four rounds of assistance, while the fifth round commenced in December 2016 and will be completed in February 2017. In round one, the Agency distributed food parcels to 427,952 individuals, in round two to 384,541, in round three to 391,834,

in round four to 386,395 and in the first month of round five to 174,896 beneficiaries.

In 2016, the Agency also provided approximately 141,159 blankets, 68,195 mattresses, 3,295 baby kits, 17,375 packs of adult diapers, 13,100 packs of baby diapers, 451,832 hygiene kits and 29,788 sanitary products via distribution centres and

to refugees living in UNRWA-managed collective centres. Hygiene kits were distributed on a monthly basis. At the end of 2016, 2,354 individuals were sheltered in Agency installations. The number of shelters was also reduced from 13 in January 2016 to nine UNRWA facilities in Damascus at the end of 2016.



Cash distribution at the Damascus Training Centre, Damascus, Syria. © 2017 UNRWA Photo by Irina Prentice

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

Outcome/Output	Indicator	Actual	Target (2016)
Livelihoods (Microfinance)			
Palestine refugees in Syria receive microenterprise and consumer loans for small businesses and households	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	N/A	39,750
<i>Funding was not received towards this assistance measure under the 2016 EA.</i>			

Outcome/Output	Indicator	Actual	Target (2016)
Livelihoods (Vocational Training)			
Young Palestine refugees in Syria receive vocational training and are supported with job placements	Number of Palestine refugee youth who complete short- or long-term vocational courses through UNRWA	N/A	2,066
	Number of Palestine refugee youth who receive career guidance through UNRWA	N/A	2,900
<i>Funding was not received towards this assistance measure under the 2016 EA.</i>			

Outcome/Output	Indicator	Actual	Target (2016)
Emergency Health			
The impact of the crisis on health services for refugees is reduced	Number of consultations supported by UNRWA (primary, secondary and tertiary health care)	998,139	960,000
Palestine refugees have access to primary health-care services	Number of Palestine refugee consultations in UNRWA health facilities (disaggregated by gender)	422,213 male; 575,926 female	440,000 male; 520,000 female
	Number of operational Agency health centres and mobile health points	27	26
Palestine refugees in Syria have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	11,996 ¹²⁶	17,000
Palestine refugees in Syria have access to essential drugs and medical supplies	Percentage of HCs with no stock-out of 12 tracer items	89.74% ¹²⁷	100%

During 2016, supported through Programme Budget, EA and regular project funds, UNRWA provided almost 1 million primary, secondary and tertiary health-care consultations in Syria, surpassing the target of 960,000 consultations.

Health services, including referrals to secondary and tertiary care, were delivered through 27 facilities, including 15 fully-equipped HCs, 11 HPs and 1 mobile clinic in Yalda, with an additional HC inside the UNRWA compound, the construction of which began at the end of 2016. The mobile HP in Yalda, established to meet the needs of refugees who fled Yarmouk in April 2015, continued to be intermittently operational depending on access – due to deteriorating security conditions, the Agency has been unable to provide health services in Yalda since 25 May 2016.

The Agency continued to face significant challenges in gaining humanitarian access to some of its health facilities, particularly in Khan Eshieh, Ramadan and Muzeirib. As a result, shortages of specific antibiotics resulted in an average of 12

per cent of fixed health facilities that reported shortages of at least 1 of the 12 core drugs on one occasion or more. It is worth noting, however, that following a truce between armed groups and the Government of Syria, an UNRWA humanitarian convoy managed to reach the HC in Khan Eshieh and resupply essential medicines on 16 December 2016. Despite those challenges, the majority of UNRWA HCs and HPs did not report any stock ruptures in 2016.

The roll-out of the Agency e-Health system in Syria was successfully completed in three of the six targeted health facilities, while the remaining HCs will be targeted throughout 2017. This will enhance and better facilitate the management of information and decision-making.

The Agency continued to provide referrals to secondary and tertiary care, subsidizing between 75 and 95 per cent of hospitalization services. A total of 11,996 patients were referred to 17 contracted hospitals across Syria, reaching over 80 per cent of the annual target.



Al-Amin HC, Damascus, Syria. © 2016 UNRWA Photo by Taghrid Mohammad



Outcome/Output	Indicator	Actual	Target (2016)
Emergency Education			
Palestine refugees in Syria are able to continue their education despite conflict and displacement	Number of Palestine refugee students graduating from basic education	2,961	3,900
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	39,422	39,900
Palestine refugee students have access to education through regular/catch-up classes	Percentage of schools with adequate equipment (furniture, heating, other equipment)	100%	100%
	Number of school-age children enrolled in regular classes in UNRWA schools	46,733	43,000
Palestine refugee students are provided with PSS	Average number of school-age children receiving psychosocial support per month	9,532	7,000
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)	46,733	43,000
	Number of Palestine refugee students participating in recreational/catch-up learning activities	12,750	10,000

In Syria, UNRWA provides education to Palestine refugee students in 45 Agency schools and 56 non-Agency schools provided by the Ministry of Education to compensate for the loss of school buildings due to the conflict (academic year 2016/17). The total number of UNRWA schools increased from 99 in 2015/16 to 101 in 2016/17, suggesting an increasing demand for education services. Most schools are still operating on double shifts, and in 2016, one school in Khan Dunoun operated on a triple-shift basis.

During the reporting period, enrolment in Agency-managed schools in Syria remained relatively stable at approximately 46,733 pupils enrolled, surpassing the target of 43,000. Of the 3,705 students enrolled in the ninth grade, 3,672 sat the final exam and 2,961 graduated from basic education, with a pass rate of over 80 per cent. This included students from Yarmouk and Lebanon who managed to travel to Damascus to take their exams through UNRWA support and the facilitation of the Lebanese and Syrian authorities.

The provision of quality education in Syria remains considerably challenged by access issues, particularly for an estimated 5,933 children who remain trapped in besieged

or otherwise hard-to-reach areas, including Yarmouk, Khan Eshieh, Muzeirib, Jilin, Douma and Jober. Other areas such as Adra, Ramadan and Dera'a also face access issues. The multidimensional UNRWA Agency-wide EiE approach of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth continued to build on the existing education system while introducing innovations to sustain the delivery of quality education. Also in 2016, 46,733 Palestine refugee students were provided with educational and/or recreational materials, including back-to-school kits, self-learning materials and recreational kits.

During the reporting period, the Agency trained and stationed 61 PSS counsellors in active schools in support of the well-being of 9,532 students. In the summer of 2016, the education programme in Syria provided recreational activities and catch-up classes to 12,750 students. In May, 144 UNRWA teaching staff received training on a variety of subjects, including basic group and individual PSS counselling, basic PSS training for art and sports teachers, and quality assurance for teachers and principals organized by the Inter-Agency Network for Education in Emergencies (INEE).

Outcome/Output	Indicator	Actual	Target (2016)
Protection			
Protection of vulnerable and at-risk Palestine refugees is strengthened	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	95.35%	100%
Strengthened prevention and protection response for Palestine refugees (physical security and violence, in particular GBV)	Number of Palestine refugees provided with legal advice	1,078	200
	Number of UNRWA staff members trained on protection	744	450

In 2016, UNRWA focused on developing its protection mainstreaming programme and improving case management in Syria. It is interesting to note that the 5,072 documented protection cases identified by the different programmes and area support offices exceeded year-end targets due to: (i) the expansion of the protection response into general and child protection; (ii) the enhanced capacity of front-line staff to identify protection cases; and (iii) protection mainstreaming efforts within the Agency that enabled staff to become more involved in the identification of protection cases.

In 2016, the Agency GBV protection response in Syria was expanded to include general and child protection. During this period, 2,860 individuals (1,666 women, 251 men, 628 girls, 315 boys and 93 persons with disabilities) were identified as having GBV protection needs, out of whom 95.4 per cent received assistance through the provision of UNRWA assistance and/or referrals to external service providers. In addition, the Agency focused on front-line staff training, strengthening the general understanding of protection and improving the identification

and referral of cases. UNRWA exceeded its target and trained 744 staff during the reporting period.

Also during the reporting period, Palestine refugees were able to seek advice through the Agency's five Family Support Offices in Alliance, Dera'a, Homs, Latakia and Neirab camp. Staffed by volunteer lawyers, social workers and counsellors, UNRWA Family Support Offices provided assistance to women on family issues, particularly those related to law, as well as psychosocial support for family members and sufferers of conflict-related trauma. During the year, Family Support Officers assessed 5,074 legal, social and psychosocial cases. This new system will facilitate enhanced data collection and analysis of indicator baselines and targets. Furthermore, 1,078 individuals (843 females and 235 males) received legal assistance, with court interventions registered in 150 cases relating to civil status and birth registration. Finally, for a more effective and efficient response to protection cases, a protection incident tracking and case management system is currently being developed by the Protection Unit that will be finalized in 2017.



Alliance Distribution Centre,
Damascus, Syria. © 2016 UNRWA
Photo by Taghrid Mohammad



Jaramana Collective Shelter,
Damascus, Syria. © 2016 UNRWA
Photo by Taghrid Mohammad

Outcome/Output	Indicator	Actual	Target (2016)
Environmental Health			
Public health needs of the affected population are met	Percentage of accessible Palestine refugee camps receiving repair, rehabilitation or reconstruction of water and sanitation networks by UNRWA	100%	100%
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	Percentage of IDPs receiving adequate potable water during displacement in UNRWA shelters	100%	100%
Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis	Number of Palestine refugees (women, men and children) with access to hygiene items to maintain health, dignity and well-being	280,000	280,000

The conflict in Syria has resulted in the deterioration of WASH services, in particular with regard to water supply and sewage networks. In 2016, UNRWA remained the primary WASH service provider in official and accessible Palestine refugee camps and collective shelters (where 2,354 displaced Palestine refugees and Syrians were residing at the end of the year). During the reporting period, all targets were fully achieved as the Agency continued to deliver potable water; maintain the sewerage network; and provide solid waste management, municipal cleaning and maintenance services to Palestine refugee camps and UNRWA collective shelters in Syria. In this regard, all seven accessible camps (out of 12) benefited

from the repair, rehabilitation or reconstruction of their water and sanitation networks, while IDPs in UNRWA collective shelters were guaranteed potable water through public water distribution systems or water trucking. In addition to the delivery of potable water, UNRWA extended support to Palestine refugees affected by water shortages through the provision of water treatment and storage equipment. Finally, as referenced above, the Agency provided a wide range of hygiene items, including 17,375 packs of adult diapers, 13,100 packs of baby diapers, 451,832 hygiene kits and 29,788 sanitary products.



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

Outcome/Output	Indicator	Actual	Target (2016)
Safety and Security			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of Security Risk Assessments completed for programmes and projects at the field level	100%	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%	100%

During 2016, UNRWA continued to provide assistance to Palestine refugees within a volatile security environment. This required the Agency to sustain substantial investments in security infrastructure, personnel and equipment, reducing the risk faced by staff and beneficiaries while maintaining operational integrity. UNRWA also continued to ensure that organizational security practices and procedures are responsive to the context, based on acceptance models known to staff. During the reporting period, the Agency recruited two international Security Officers and local positions to strengthen its coordination capacity. Other international positions will be recruited in 2017.

Throughout 2016, the UNRWA Safety and Security Department (SSD) continued to issue daily situational reports and monthly mission and staff movement reports to both internal and external partners. In addition, SSD maintained regular safety

and security briefings to staff and visitors to the field and facilitated Safe and Secure Approaches in Field Environments (SSAFE) training courses to recently recruited staff.

UNRWA works under the umbrella of the inter-agency country security plan for Syria. The Agency is an active member of the UN Security Management Team and works with the UN Department of Safety and Security (UNDSS) to ensure missions are undertaken in strict accordance with security processes. The UNRWA SSD also provides security for all staff, activities and installations through the use of armoured vehicles, personal protective equipment kits (PPEs), radio equipment, the issuance of regular security advisories and mission briefs. In addition, three operations rooms (in Damascus, the Central Area and the Northern Area) monitor staff movement, receive incident briefs, disseminate advisories, and track vehicles and personnel.

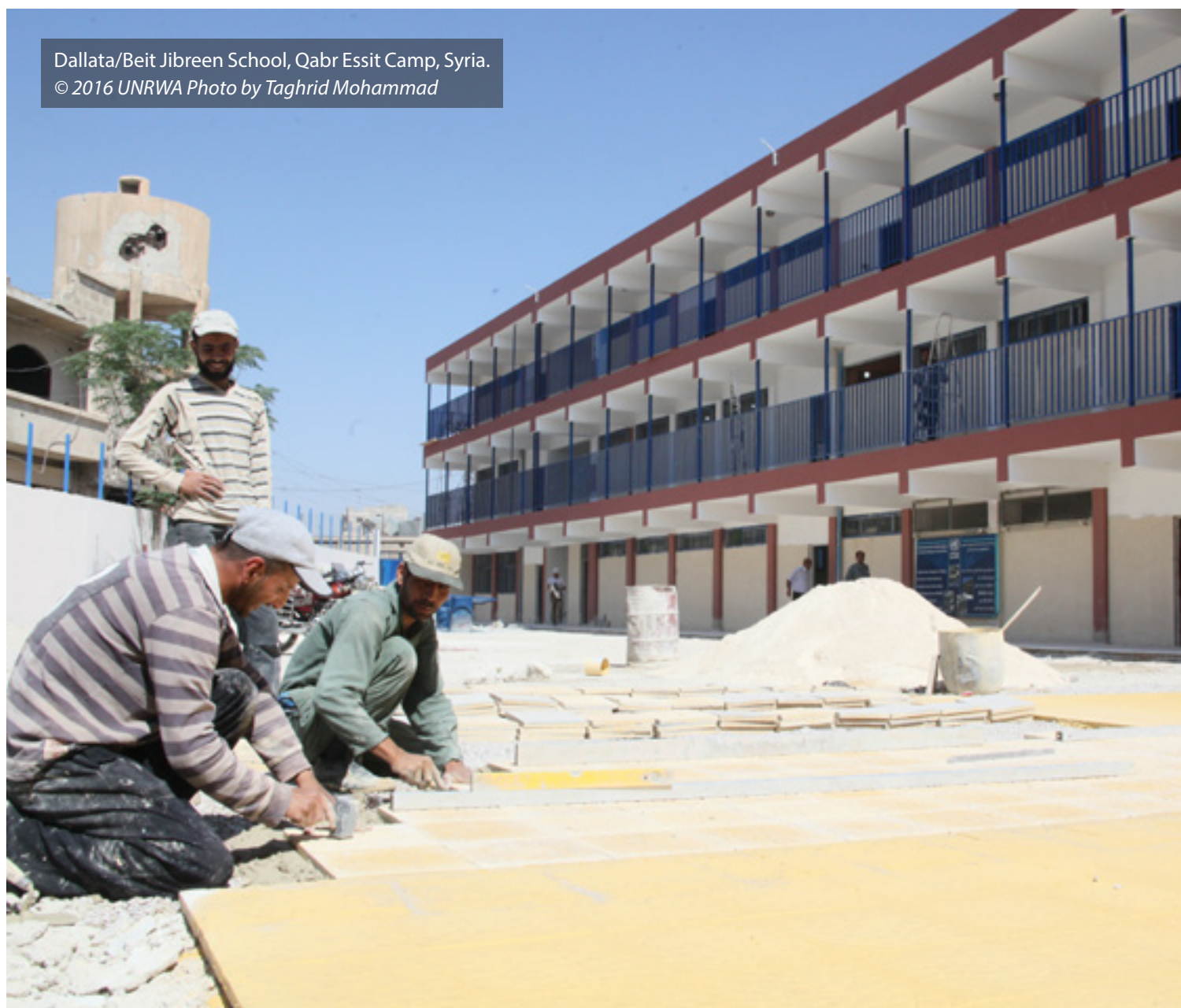
Outcome/Output	Indicator	Actual	Target (2016)
Emergency Repair and Maintenance of UNRWA Installations			
UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services	Percentage of operational installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated	100%	100%

In 2016, UNRWA premises, as well as Palestine refugee camps and Agency collective shelters, required regular maintenance and emergency rehabilitation to facilitate the delivery of humanitarian assistance to Palestine refugees, granting them access to basic services within a protective environment. Many installations have been damaged or destroyed by the conflict, with ongoing armed violence and indirect fire serving as a continuous threat to dozens of facilities.

During the reporting period, UNRWA undertook a range of maintenance and repair activities in all of its 112 accessible

facilities, including schools and HCs. In spite of these efforts, conditions within the nine Agency installations that serve as collective shelters have deteriorated due to overutilization. All facilities used for shelter purposes require constant maintenance to ensure that minimum WASH standards are applied in order to mitigate the risks of communicable diseases. These buildings will require complete renovation should shelter activities cease. Numerous other UNRWA facilities also require maintenance and upgrades in order to better respond to operational needs.

Dallata/Beit Jibreen School, Qabr Essit Camp, Syria.
© 2016 UNRWA Photo by Taghrid Mohammad



4.3. lebanon: sector-specific interventions

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

Outcome/Output	Indicator	Actual	Target (2016)
Cash Assistance for Essential Needs, Including Food, Shelter and NFIs			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	97%
PRS are provided with relief assistance (food, NFI and shelter assistance)	Average number of individuals receiving cash assistance for food, NFIs and shelter per round (gender disaggregated)	32,042	42,000
	Number of families provided with winterization assistance (cash and in-kind)	9,214	12,000 (11,200 PRS and 800 PRL)
	Total amount of cash distributed per round	US\$ 1,748,066	US\$ 1,134,000

During 2016, humanitarian support in the form of cash grants was provided towards the food, housing and winterization needs of 32,042 PRS, including 16,770 females and 15,272 males in Lebanon. During the year, the number of PRS beneficiaries declined, as indicated by a headcount exercise conducted in July 2016 that was followed by a household assessment of every PRS family residing in Lebanon. The purpose of the headcount and survey were to verify the physical presence of PRS and to update the profile of each household. Through 12 distribution rounds (with each covering needs for one month), US\$ 20,976,788 (US\$ 1,748,066 per round) was disbursed in

instalments of US\$ 100 per family for housing assistance and US\$ 27 per person for food assistance.

As part of the UNRWA winter support programme, cash grants were also extended to PRS families exposed to particularly harsh winter weather conditions. The value of assistance provided varied with elevation, with those living more than 500 m above sea level receiving US\$ 147 per month for a four-month period and those residing below this level receiving US\$ 100 per month over the same timeframe. A total of 9,214¹²⁸ PRS families received winterization assistance valued at US\$ 3,996,404.



Palestine refugee from Syria receiving cash assistance, Beirut, Lebanon. © 2016 UNRWA
Photo by Firas Abo Aloul

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

Outcome/Output	Indicator	Actual	Target (2016)
Livelihoods and Social Cohesion			
Enhanced livelihoods of PRS	Percentage of applications by vulnerable PRS accepted at UNRWA training centres	0	100%
Improved access to employment opportunities for PRS and PRL	Number of training opportunities provided to PRS and PRL	0	632
	Numbers of local businesses receiving business grants from UNRWA	0	300
<i>No funding was received against this intervention under the 2016 Syria Regional Crisis Emergency Appeal.</i>			

Outcome/Output	Indicator	Actual	Target (2016)
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)	234,985	155,000
PRS have access to primary health-care services	Number of PRS visits to UNRWA health facilities (disaggregated by gender)	Male (94,882) Female (140,103)	150,000 (40% male, 60% female)
	Percentage of Agency health centres and mobile health points operational	100%	100%
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	4,540 (secondary/tertiary); 1,862 patients received emergency room and outpatient services	5,000
PRS have access to essential drugs and medical supplies	Percentage of HCs with no stock-out of 12 tracer items	100%	100%

UNRWA has adopted the strategy of equal treatment and equal access for PRS with regard to both hospitalization (secondary and tertiary care) and all PHC services at 27 UNRWA HCs in Lebanon. Any PRS who approaches the Agency for PHC is provided with assistance, even if she/he is not recorded in the UNRWA database as living in Lebanon.

Over the course of 2016, PRS benefited from 234,985 consultations encompassing all three levels of health care, including repeat visits by the same patient (94,882 visits by male patients and 140,103 visits by female patients), indicating that more than 96 per cent (30,958 out of 32,042 PRS) attended an UNRWA clinic. Services included the provision of medical consultations; essential laboratory tests; oral health, including specialist consultations; and medication. The respective target was considerably exceeded, as PRS continue to face poor socioeconomic conditions, which encompass relatively higher poverty and food insecurity rates than their PRL counterparts. Moreover, PRS also grapple with poor dwelling conditions due to significant overcrowding in camps and gatherings, as well as improper sewage networks, and are less able to access potable water. These conditions tend to exacerbate chronic health issues and give rise to the spread of communicable diseases

in PRS gatherings, thereby contributing to a greater need for health-care services.

The presence of PRS in Lebanon continues to place a considerable strain on existing UNRWA health-care services. In 2016, UNRWA recruited 30 additional health staff (six Family Health Teams composed of doctors, nurses, pharmacists and health assistants) in all areas to provide the additional quality care needed by PRS.

Over the course of 2016, 4,540 patients received inpatient care (secondary/tertiary), 36 per cent fewer than in 2015 – largely due to the notable decrease in the number of PRS in Lebanon – while 1,862 patients received emergency room and outpatient services. These achievements indicate that 91 per cent of the target for the year has been reached. In total, 232 patients received tertiary health care, 24 per cent more than 2015. Moreover, there were no stock-outs of 12 tracer items (i.e. essential medical items) in HCs during 2016.

In the second half of 2016, a revised hospitalization policy was introduced in order to improve efficiency in health-care service delivery. As per the new policy, UNRWA now provides 100 per cent coverage for inpatient admission at Palestine

Red Crescent Society hospitals and 90 per cent coverage at governmental and private hospitals, with the exception of additional expensive medication and prosthetic devices, in which case UNRWA covers 30 per cent of the total cost up to US\$ 500. Under the new policy, 2,375 hospitalization cases were accessed, out of a total of 4,540 for the whole year. Moreover, UNRWA has developed mechanisms to ensure that the most vulnerable patients are able to meet their hospitalization needs through the MHF. The MHF fully covers secondary hospitalization care for patients considered most vulnerable (PRL under the UNRWA SSNP and PRS). For tertiary level care, the MHF also provides financial support to patients suffering

from catastrophic conditions and whose cost of admission for inpatient treatment is US\$ 8,000 and above. The percentage of support depends on the total value per admission. Thus far, five commitment letters were provided to PRS patients, which guarantee financial support for hospitalization expenses, depending on the level of care (secondary vs. tertiary), the total cost of admission and the type of treatment required. In 2016, one PRS patient received MHF assistance for tertiary-level care. In addition, a new hospitalization e-Health database was rolled out to improve the monitoring, reporting and assessment of trends related to health-care services.



PRS patient at an UNRWA HC in Beqaa, Lebanon. © 2016 UNRWA
Photo by Christien van den Brink

Outcome/Output	Indicator	Actual	Target (2016)
Emergency Education			
PRS are able to continue their education despite conflict and displacement	Number of PRS students graduating from basic education	152	193
PRS students have access to education through regular/ special classes and alternative learning modalities	Number of UNRWA schools hosting PRS	64	65
	Number of UNRWA double-shift schools hosting PRS	2	3
	Number of schools provided with equipment (furniture, heating, other equipment)	18	15
	Number of PRS school-age children enrolled in regular classes in UNRWA schools	5,251	6,000
	Number of schools rehabilitated	7	5
PRS students are provided with psychosocial support	Number of school-age children receiving psychosocial support	4,060	2,650
	Number of education staff trained in delivering psychosocial support	75	76
Palestine refugee 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)	5,318 (2015/16) 5,251 (2016/17)	6,000
	Number of PRS students participating in recreational/catch-up learning activities	5,318 (2015/16) 5,251 (2016/17)	6,000

In 2016, 95.39 per cent of PRS students attended classes with their PRL counterparts, while only 4.60 per cent attended separate afternoon (double) shifts at two schools. In total, 5,318 PRS students were enrolled during the 2015/16 school year, with the caseload dropping to 5,251 at the start of the 2016/17 school year. All students were provided with back-to-school kits and textbooks. In order to promote the integration of PRS into the Lebanese school system while facilitating academic performance and social cohesion, UNRWA continued its integrated education response mechanism that includes: (i) learning support activities; (ii) comprehensive recreational/ extracurricular activities (targeting both PRL and PRS); (iii) health education activities; and (iv) advocacy with the Ministry of Education to allow ninth-grade PRS students to sit for official exams and receive official certification. Thanks to the advocacy effort, during the 2015/16 school year, 152 ninth-grade PRS students were able to sit for the official exams.

During the reporting period, UNRWA provided support for the psychosocial needs of all students (PRS and PRL) through the provision of (i) individual PSS for 4,060 students, including 3,153 PRL (2,482 males and 671 females) and 907 PRS (678 males and 229 females); (ii) group PSS for 6,230 students, including 3,955 PRL (2,220 males and 1,735 females) and 2,275 PRS students (630 males and 1,645 females); (iii) recreational activities for 8,604 male and 7,833 female PRS and 31,533 male and 17,754 female PRL students; and (iv) PSS awareness sessions (392 group sessions and 1,532 individual sessions) during which counsellors provided parents with enhanced knowledge to deal more effectively with their children's needs and feelings. Finally, quality learning was facilitated through remedial classes in 48 schools for the 2015/16 school year to support students with special needs and those struggling to keep pace.

With regard to the number of PRS students graduating from basic education, of the 160 students who were enrolled in grade 9 by June 2016, 156 students (62 males and 94 females) registered for the end-of-year Brevet examinations and 152 sat the exam. Out of this group of PRS students, 94 passed and 58 failed (61.2 per cent in comparison to 42.36 per cent in the previous year). Onward movement and return to Syria are thought to be the primary reasons for the decrease in the number of grade 9 PRS students (160 students enrolled in the 2015/16 school year, as opposed to 175 in the previous year).



Palestine refugee students at Wadi El Hawareth School, Beqaa, Lebanon. © 2016 UNRWA Photo by Christien van den Brink

PRS in Beqaa, Lebanon. © 2016 UNRWA
Photo by Christien van den Brink



Outcome/Output	Indicator	Actual	Target (2016)
Protection			
Protection of vulnerable and at-risk PRS individuals is strengthened	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	93%	97%
Strengthened prevention and protection response for PRS (refoulement; physical security; violence, in particular GBV)	Number of Palestine refugees provided with legal advice	6,606	9,346 ¹²⁹ (8,662 PRS; 684 PRL)
	Percentage of children (boys/girls) identified as experiencing a protection risk	53%	45%
	Number of UNRWA staff members trained on protection	773	960

Protection staff responded to the needs of 696 Palestine refugees during 2016, of whom 54 per cent were PRS, 54 per cent were women and 53 per cent were children. Most PRS reported incidents of violence, exploitation and abuse, such as GBV and child protection, often a direct result of heightened vulnerability and displacement. While UNRWA was able to respond to most protection concerns, including through referrals to specialized services, the situation of some individuals was particularly complex, and the Agency faced difficulties in providing adequate response services. Specific problems were encountered in responding to child protection cases where specialized services in Lebanon remain limited, including case management and alternative care arrangements for high-risk cases.

In 2016, UNRWA provided legal counselling to 6,606 Palestine refugees, in addition to other forms of legal assistance, awareness and representation, with over 8,000 reached, of

whom more than 66 per cent were PRS and 35 per cent were women. PRS counselling and assistance mostly focused on legal status, civil registration and documentation in Lebanon, as well as migration and cross-border movements; for PRL, the main focus was on family law, labour law, housing land and property matters, and civil registration. These trends were consistent with the main protection and human-rights-related concerns facing the Palestine refugee community in Lebanon. The Agency addressed these protection challenges through systematic coordination and advocacy efforts with protection partners and stakeholders, including the Lebanese authorities and the donor community.

During 2016, UNRWA continued to work on building the capacity of its front-line staff through various training activities to understand and adhere to core guiding principles for the safe identification and referral of individuals confronted with a protection risk, with 773 front-line staff reached.

Outcome/Output	Indicator	Actual	Target (2016)
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	89%	90%
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 PRS with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	89%	90%
Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis	Percentage of PRS (women, men and children) with access to hygiene items to maintain health, dignity and well-being	78%	80%

UNRWA is committed to providing equivalent environmental health services to both PRS and PRL. In 2016, efforts were put in place to meet the public health needs of the affected population, and the Agency provided safe and equitable access to WASH resources and facilities to 89 per cent of PRS in the camps. During the reporting period, UNRWA focused on the extension and rehabilitation of existing water, sewerage and rainwater supply networks. Palestine refugee camps in Lebanon are struggling to cope with overcrowding, water supply shortages, and malfunctioning sewage and waste disposal networks, factors that heighten the risk of disease among an already-vulnerable population. During the year, 89 per cent of PRS were provided with sufficient quantity of water for drinking, cooking, and personal and domestic hygiene. In order to reduce risk of

WASH-related diseases, hygiene items were provided to 78 per cent of PRS (women, men and children).

UNRWA activities during 2016 also focused on repairing damaged road and alleyways and the rehabilitation of boreholes to improve living conditions in camps and assure that a sufficient quality and quantity of water was available. Additional sanitation labourers were employed to meet the growing needs for garbage collection, and solid waste vehicles, tools, fogging machines and insecticides were acquired. In addition, the Agency also launched an environmental health strategy to help identify the precise needs and interventions required to further improve conditions in the camps.



Infrastructure works in Ein El Hilweh refugee camp, Lebanon. © 2016 UNRWA Photo by Ali Hashisho

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

Outcome/Output	Indicator	Actual	Target (2016)
Safety and Security/Capacity and Management Support			
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	25%	100%
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%

Through SSD in Lebanon, the Agency continuously monitors the country's security situation and strives to facilitate programme delivery by actively identifying potential deteriorations that could negatively impact the safety and security of the population and/or the Agency's programmes and operations. In 2016, UNRWA encountered security challenges related to decreasing community acceptance due to reforms to the hospitalization programme. This resulted in multiple demonstrations and, ultimately, the temporary closure of various Agency installations within Palestine refugee camps, area offices and the UNRWA Field Office in Beirut. During 2016, there were 10 recorded incidents of vandalism of Agency installations, along with other ongoing safety and security

concerns within the camps. In Ein El Hilweh Camp, armed conflict remains a major threat to UNRWA staff and assets, while in Shatila, the drug trade is contributing to high crime rates and a deteriorating operating environment.

In 2016, UNRWA continued to enhance staff capacity to manage conflict situations. Trainings in 2016 included: (i) SSAFE training for 35 international staff and 17 front-line senior area staff; (ii) guard force management training; (iii) fire evacuation drills; (iv) crisis management refresher trainings; and (v) driver training. Austerity measures impacted the capacity of SSD, leaving it with fewer professional security officers covering Agency operations at a time when protests against UNRWA intensified.

4.4. jordan: sector-specific interventions

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

Outcome/Output	Indicator	Actual	Target (2016)
Cash Assistance for Essential Needs, Including Food, Shelter and NFIs			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
PRS are provided with relief assistance (food assistance, NFI and shelter assistance)	Average number of individuals receiving cash assistance per round (disaggregated by type of cash assistance and by gender)	14,425 (7,630 males, 6,795 females)	14,000
	Number of PRS families receiving one-time cash assistance	1,157	900
	Amount of cash distributed per month (for basic food and NFI needs)	US\$ 581,916	US\$ 560,000
	Number of PRS families provided with winterization assistance	3,422	4,500

During 2016, UNRWA provided emergency cash assistance to all PRS in Jordan categorized as vulnerable and extremely vulnerable on the UNRWA emergency database, i.e. 14,425 persons (7,630 males and 6,795 females) out of the total caseload of 16,814 PRS recorded at the end of December 2016. This corresponded to 87 per cent of the total PRS caseload. Each vulnerable individual received US\$ 40 per month, with assistance distributed on a quarterly basis throughout the year. Distributions in the second and third quarters were delayed by almost a month and a half due to a lack of funds. A total of US\$ 6,982,987 was distributed in 2016 under this programme.

Due to funding constraints, winterization support to cover the costs of heating, fuel and clothing during the winter season was provided to 3,422 of a total of 4,066 eligible families, with priority being given to the most vulnerable. The value of assistance ranged from US\$ 277 to US\$ 453, depending on family size, replacing the flat rate of US\$ 340 per family that was distributed in previous years. This approach is consistent with that used by other agencies that support non-PRS.

During 2016, one-off emergency cash grants were distributed to 1,157 (656 female-headed and 501 male-headed households) extremely vulnerable PRS families to help absorb shocks and respond to specific protection concerns, including documentation issues, households with adolescent females at risk of early marriage, elderly people living alone, households lacking basic furniture, costs associated with deaths/funerals, and emergency support for GBV victims and evictions. The

target was exceeded due to pointed interventions to provide emergency cash to female-headed households with adolescent females at risk of early marriage and for vulnerable single elderly persons living alone, with the former being carried out with the support of the Danish Refugee Council.



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

Outcome/Output	Indicator	Actual	Target (2016)
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)	17,465	20,000 ¹³¹
PRS have access to primary health-care services	Number of PRS visits to UNRWA health facilities (disaggregated by gender)	7,097 male 9,861 female	10,490 male 15,734 female
	Number of Agency health centres and mobile health points operational	29	29
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	507	775 ¹³²
PRS have access to essential drugs and medical supplies	Percentage of HCs with no stock-out of 12 tracer items	74%	100%

In 2016, UNRWA provided health care for PRS residing in Jordan. On the whole, the continuity of care remained consistent, with PRS being able to access the same quality of services they enjoyed in the previous year with full access to 25 UNRWA HCs and four UNRWA mobile clinics and full support for secondary and tertiary care.

Seasonal illnesses, such as respiratory tract infections, are common among both PRS and the registered Palestine refugee population in Jordan (PRJ). There is also a relatively high rate of digestive system diseases and musculoskeletal illnesses among PRS at Cybercity/King Abdullah Park. These could be stress induced.

During 2016, there were 17,465 PRS patient consultations. Gender-disaggregated data demonstrates that patterns of attendance (42 per cent male and 58 per cent female) are similar to those of PRJ. An ongoing partnership with the Jordan

Health Aid Society has allowed UNRWA to provide ongoing primary health services to the PRS and Syrian populations residing in Cyber City who were moved to King Abdullah Park in October. The Agency continued to support the health costs of PRS with secondary and tertiary health care, supporting 507 patients (501 secondary/six tertiary). Hospitalizations were conducted on a needs basis and all cases that were referred were responded to.

A stock rupture during Q3 2016 was observed in 11 HCs due to late delivery from UNRWA-contracted suppliers. In Q4, 12 HCs experienced stock rupture due to the late delivery of some medicines from suppliers. This affected 14 of the 25 HCs. There were no epidemics or disease outbreaks during 2016.

The 2016 consultation and hospitalization targets were adjusted mid-year to better reflect realities on the ground.



Patients provided with the prescribed treatment in Kraymeh HC, Jordan Valley. © 2017 UNRWA Photo by Mohd Horani

Outcome/Output	Indicator	Actual	Target (2016)
Emergency Education			
PRS are able to continue their education despite conflict and displacement	Number of PRS and Syrian students graduating from basic education	48	1,477 ¹³³
PRS students have access to education through regular / special classes and alternative learning modalities	Number of UNRWA schools hosting PRS and Syrians	127	141
	Number of UNRWA double-shift schools hosting PRS and Syrians	114	140
	Number of schools provided with equipment (furniture, heating, other equipment)	86	17
	Number of PRS and Syrian school-age children enrolled in regular classes in UNRWA schools	1,352	1,800
	Number of education staff trained in delivering emergency education based on INEE standards	46	40
PRS students are provided with PSS support	Number of school-age children receiving psychosocial support	1,396	1,477
	Number of education staff trained in delivering psychosocial support	40	176
PRS students are provided with educational and recreational materials and activities	Number of PRS and Syrian students provided with educational/recreational materials (back-to-school kits, PSS/recreational kit, stationery)	1,352	1,800
	Number of PRS and Syrian students participating in recreational/catch-up learning activities	984	400

Out of the 171 UNRWA elementary and preparatory schools in Jordan, 127 facilities provided education to 1,352 PRS and Syrian students enrolled at the beginning of the 2016/17 school year. Over the course of 2016, some families left the country and some moved their children to government schools. In addition, by the end of the year, a recount revealed that the number of school-age children enrolled in regular classes had reduced by 15 to 1,337.

During the reporting period, 86 schools were provided with equipment, including sports equipment and furniture such as chairs and cupboards. This is above the target set in the EA due to additional funding secured for this activity. In addition, work is ongoing to equip rooms to support psychosocial support in 80 UNRWA schools hosting PRS. After the participation of 584 PRS in a 'fun day' event on 5 April 2016, recreational activities were implemented at a number of schools, increasing the results achieved to 984.

Measures initiated to accommodate the specific educational and emotional needs of PRS in the first half of 2016 continued during the second half of the year, including: (i) the continued employment of an additional 107 teachers to support PRS with special-learning needs; (ii) the continued implementation of the 'I DEAL' programme, designed to help PRS students strengthen coping skills, deal with trauma and access psychosocial support; and (iii) the provision of recreational kits, school bags and textbooks. These back-to-school kits were distributed at the start of the first semester of 2016.

Counselling services were provided to all PRS students who were enrolled. By the end of the 2015/16 scholastic year, all 1,396 students enrolled in UNRWA schools had received PSS.



PRS student at Amir Hassan School. © 2016 UNRWA Photo by Viola Bruttomesso

During the reporting period, 40 education staff were trained in the provision of PSS. This was lower than anticipated due to programmatic changes introduced by JFO and a shift away from teacher counsellors to full-time school counsellors. Of the 52 school counsellors who were in post, 40 had been trained on how to deliver psychosocial assistance by the

end of the year. These changes resulted in an increase in the amount of exposure time between school counsellors and students. Finally, the target concerning INEE capacity-building of a group of Professional Development Unit Coordinators was achieved with the training of 46 school principals and education specialists.

Outcome/Output	Indicator	Actual	Target (2016)
Protection			
Protection of vulnerable and at-risk PRS individuals is strengthened	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	99%	95%
Strengthened prevention and protection response for PRS (refoulement; physical security; violence, in particular GBV)	Number of Palestine refugees referred to legal advice	113	150
	Number of protection incidents of alleged violations of international law documented by UNRWA	9	35
	Number of UNRWA staff members trained on protection	781	500

During 2016, the UNRWA Protection Unit continued to provide individual advice, consultations, referrals and follow-up to vulnerable PRS. In this regard, UNRWA identified 120 international protection cases, 14 GBV cases, 33 child protection cases and 26 cases of barriers to accessing services that involved PRS.

During the reporting period, 113 PRS were referred for legal counselling (57 related to the risk of refoulement, legal status and civil documentation issues; 11 GBV cases; 38 child protection cases and 7 related to barriers to accessing services). Among the 113 cases that were referred, there were 59 females and 54 males. In some cases, the Agency was unable to refer cases for legal counselling as the beneficiaries did not give their consent.

There were nine reported incidents of alleged violations of international law, of which eight were refoulement cases and one was an incident of arbitrary detention that, because of the length of the detention period, was reported as an alleged violation of international law.

UNRWA provided assistance to 99 per cent of all individuals identified as experiencing a protection risk through referrals

to UNRWA programmes, referrals to external organizations and service providers, or the provision of counselling and information. In three protection cases, no assistance was provided (with four PRS forcibly returned to Syria; the Agency was made aware of these cases after the refoulement had already taken place and was therefore unable to provide assistance). Protest letters were sent to the Ministry of Foreign Affairs, and there was communication with the International Committee of the Red Cross, the United Nations High Commissioner for Refugees (UNHCR) and the Syrian Refugee Assistance Directorate to advocate for the rights of PRS.

From July to September 2016, UNRWA provided protection training for 631 front-line staff in schools, HCs and other Agency installations. This training covered protection indicators and how to report against them, in addition to Agency-wide definitions related to general protection, GBV and child protection. Other trainings were provided on database management, case management, protection information management systems, GBV detection, and basic and advanced psychological first aid. The total number of staff trained on protection in 2016 was 781.

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

Outcome/Output	Indicator	Actual	Target (2016)
Safety and Security/Capacity and Management Support			
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	38%	100%
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	98%	100%

The security situation in Jordan remained stable, although a number of isolated incidents were reported. Through a 98 per cent compliance rate of updating and adhering to security risk management plans during the reporting period, the Agency continued to operate in accordance with UNDSS guidelines in

Jordan and maintained a solid relationship with government security organs. The target was not met with regard to security risk assessments for programmes and projects at the field level due to a combination of both funding and human resources gaps.



Protection cases in Zarqa.
© 2016 UNRWA Photo by
Hisham Shahroury

4.5. regional response

Outcome/Output	Indicator	Actual	Target (2016)
Regional Response			
UNRWA is able to effectively and efficiently plan, communicate, manage and monitor humanitarian response activities under increasing demands and operational complexity	Degree to which planned results/ targets are on track	NC ¹³⁵	100%
	Degree to which the communication plan for the Syria crisis is achieved	100%	100%
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of internal periodic reviews of regional humanitarian response plans	2	2
	Timely reporting of emergency interventions	2 reports	2 reports

In 2016, the Agency's regional coordination of the Syria crisis response continued to be managed by a small team within the Department of Planning and the Executive Office at UNRWA Headquarters in Amman, led by the Deputy Commissioner-General. The Deputy Director of the Department of Planning had day-to-day oversight of the UNRWA response to the crisis and capacity was on hand for political advice, protection and communications. Other departments, including the Department of Legal Affairs, also provided support. The importance of the regional component of the Syria EA has grown as coordination among UN agencies and other partners has been strengthened. During 2016, UNRWA has played an active part in the Syria Humanitarian Response Plan and the Regional Refugee and Resilience Plan. The former covers the UNRWA response in Syria and the latter concerns the Agency response in Lebanon and Jordan.

Support from the UNRWA Gaza Field Office for around 800 Palestinian refugees from Syria (PRS) who have fled to Gaza is being financially covered by the regional portion of this Appeal. When PRS are reported outside of the five UNRWA fields of operations, the Agency liaises with and refers cases to UNHCR and other partners to ensure that these cases receive adequate support and protection. UNRWA also has a small office in Cairo that liaises on behalf of some 2,800 PRS who have fled to Egypt. With the support of the United Nations and local partners, these refugees receive food vouchers and health assistance. Many PRS have been reported in Turkey and Europe, as well as further afield.

During 2016, UNRWA updated the Syria communications strategy, with an underlying vision that highlights the Palestine refugee narrative within the wider narrative of the Syria crisis. The Syria communications team worked on four main areas: media monitoring and messaging, campaigns development,

production of communication products, and donor visibility. Throughout the reporting period, daily social media/news monitoring of the situation on the ground was maintained. Media messaging revolved around the loss of Palestine refugee lives and the negative impact of escalating violence in Yarmouk, Qabr Essit, Khan Eshieh and Aleppo. The Syria communications team designed and led four Syria campaigns: #RememberUs, #GiftOfHope, 'My Voice-My School', and #ShareYourWarmth. This content contributed to raising almost US\$ 350,000. 'My Voice-My School' ran for a third successive year and continued to serve as a key advocacy tool for education and Palestine refugee youth, featuring on CNN International and BBC World Service, among others. In addition, the team contributed to Agency- and UN-wide campaigns, including #SupportSyrians, #Syria5Years, the World Humanitarian Summit, International Youth Day, #Back2School, and No Lost Generation.

Content for regular communications purposes included 76 print pieces, 32 photo essays, 18 short films, two music tracks and 181 social media posts. This ensured Syria messaging featured almost daily on UNRWA channels. Furthermore, the content produced was systematically shared with both the UNCT in Syria and regional partners. During this period, an online photo archive of over 35,000 photos and videos of PRS from the last four years was launched. Donor visibility materials for the European Union, UK Aid Direct, Japan, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), Qatar, the United States, the United Arab Emirates, Saudi Arabia, Kuwait, MBC Amal, World Federation, UNICEF, OCHA and Islamic Relief were also produced.

In addition to conducting two internal reviews of each plan during 2016 and monitoring performance and implementation rates, the regional team supported proposal-writing, advocacy, donor relations and communications.

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

5.1. results analysis: resource mobilization strategy goals 1-5

In 2016, UNRWA launched its 2016-2018 Resource Mobilization Strategy, which is designed to ensure that the Agency has the necessary resources to deliver on its mandate and implement MTS strategic outcomes across the five fields of operations. Against ambitious fundraising targets for 2016, performance did not fully meet expectations, especially with regard to overall resource mobilization, deepening partnerships and diversification of the donor base.

During 2016, the UNRWA External Relations and Communications Department (ERCD) led Agency efforts to successfully raise US\$ 1.238 billion across Programme Budget, Emergency Appeal and project funding portals that delivered core services and humanitarian assistance to 5.3 million refugees. The funding environment confronted by the Agency during the course of the year proved difficult, as UNRWA and its partners struggled to keep the plight of Palestine refugees on the agendas of governments whose finite political and financial resources were stretched across the region's numerous crises. The absence of any meaningful political horizon and the number of other conflicts in the region has made it all the more difficult to secure sufficient, predictable and sustained funding. Against this backdrop, the Agency adopted a range of measures to contain costs while ensuring continuity in the scale and quality of service delivery. In this regard, stringent fiscal controls involving all UNRWA programmes and departments were maintained. These measures resulted in a zero-growth budget for 2016 despite increased need due to population growth, annual inflation, and continuing emergencies across the oPt and Syria. At the beginning of the year, the Agency forecast a deficit of US\$ 131 million; however, austerity measures reduced this figure to US\$ 74 million. Unfortunately, due to a significant drop in expected income resulting from a decrease in contributions from some individual Member States, the budget shortfall stood at US\$ 96.5 million at the time of an extraordinary session of the Advisory Commission in September. The extraordinary session was called for UNRWA and its partners to consider how the Agency could secure the needed funds. UNRWA redoubled its resource mobilization efforts with existing partners, re-engaged former partners and attempted to further diversify the contributions base. Through this considerable effort, the Agency and its partners once again

closed the deficit; however, this was not achieved within the parameters established by the RMS.

The central groupings of UNRWA donors are the Traditional Donor¹³⁶ group and the diversified sources that make up all other donor groups. Traditional Donors have continuously made up the majority of contributions to the Agency, although in recent years, UNRWA has successfully worked to increase contributions from a diversified base. One of the themes running through the RMS is to see the broad Member State support for the UNRWA mandate, which is derived from the UN General Assembly, better and more evenly reflected in its contributions. This translates into increasing the share of income from diversified sources. In 2016, the Traditional Donor share of Programme Budget income increased by 1 per cent, making up 84 per cent (US\$ 525.1 million) of contributions to this funding portal, against a target of 82 per cent. This, however, should be understood in the context of the deficit and the broadly successful strategy that was implemented to close it. In this regard, the increase of the shortfall during the reporting period precipitated Agency efforts to approach other long-standing partners, specifically within the Traditional Donor and Regional Partner groups, to cover the shortfall. Fortunately, the generosity of both groups provided the Agency with additional assistance.

During the reporting period, the collective contributions of diversified sources to UNRWA was below RMS targets. For many Member States in the diversified sources group, weak global economic growth impacted government expenditure. These macro-level economic trends translated into downgraded contributions for the Agency. This also highlights deficiencies within the UNRWA funding model, where the relatively predictable needs of Palestine refugees are met by the relatively unpredictable nature of the voluntary-contributions funding model. This imbalance creates significant problems on an annual basis for the Agency, its partners and the Palestine refugee population. Internally, it forces UNRWA to spend a disproportionate amount of time, energy and political capital to secure a significant yet proportionally small sum against total income; for 2016, the deficit represented 7.79 per cent (US\$ 96.5 million deficit) of total income and yet it dominated much of the Agency's communications with partners. Externally,

uncertainty linked to the sustainability of UNRWA operations creates humanitarian, political and security tensions in a region already wrought by division and instability.

In recognition of the role played by the Agency towards maintaining regional stability and the well-being of Palestine refugees, while confronting a perilous financial situation on an annual basis, funding modes beyond the voluntary contribution model are now being explored. To this end, in 2016 Member States requested the UN Secretary-General “to facilitate broad

consultations with host governments, members of the UNRWA Advisory Commission, Member States and other donors including international financial institutions. Here, the mandate is to explore all potential ways and means, including through voluntary and assessed contributions, to ensure that Agency funding is sufficient, predictable and sustained for the duration of its mandate.”¹³⁷ In the meantime, UNRWA will continue efforts to deepen its relations with existing donors and further diversify the donor base among the diversified sources group.

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

Indicator	Baseline 2016 (%)	Target 2016 (%)	Actual 2016 (%)	Target 2018 (%)
Share of Programme Budget (PB) income pledged by second quarter	78	79	62 (US\$ 388.05 m/ US\$ 625.11 m)	83
Share of total Emergency Appeal (EA) ¹³⁸ income pledged by second quarter, against total annual income	90	90	66.8 (US\$ 258.5 m/ US\$ 386.9 m)	90
EA ¹³⁹ contribution level	49	50	47.4 (US\$ 386.9 m/ US\$ 817.05 m)	52
Nahr el-Bared funding gap closed over the period of the RMS	60% ¹⁴⁰ funded	Tracked ¹⁴¹	4.6 (US\$ 15.9 m/ US\$ 345m)	Tracked
Gaza Reconstruction funding gap closed over the period of the MTS	49% ¹⁴² funded	Tracked	4.8 (US\$ 34.6 m/ US\$ 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 Programme Budget, emergency and project funding by securing all pledges by the end of the second quarter. In turn, fund predictability allows the Agency to more effectively plan expenditure against budgeted requirements. In 2016, performance did not meet Goal 1 targets, with the Agency receiving fewer pledges and a lower total dollar amount across all funding portals by the end of the second quarter, compared to 2015. In addition, where 2016 results were comparable to the previous year, there was regression against the baseline. The share of Programme Budget – for core UNRWA service provision – received at the end of the second quarter of 2016 was 62 per cent (US\$ 388 million), 17 per cent below the target and 15 per cent below the 78 per cent baseline from 2015 (a US\$ 96 million reduction in year-on-year pledges secured by the end of the second quarter). This was not due to increased Agency expenditure, as UNRWA held a zero-growth budget in 2016. On the supply side, by mid-year, the Agency

revised donor income forecasts downwards, compounding an already-anticipated sizable deficit. By way of response, UNRWA engaged key partners to close the shortfall. The successful impact of these efforts materialized after the second quarter of the year, outside of the reporting parameters established through the above-listed indicators.

With regard to UNRWA emergency programming, the overall combined total contributions to the 2016 Syria Regional Crisis and oPt EAs reached 44.3 per cent (US\$ 362.1 million against the required US\$ 817 million), 5.7 per cent below the target of 50 per cent. The 2016 Syria Regional Crisis EA was 53.0 per cent (US\$ 219,567,808) funded, with the oPt EA funded to a level of 35.3 per cent (US\$ 142,567,698). 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\$ 34.6 million and US\$ 15.9 million, respectively.

5.3. rms goal 2: traditional donor partnerships are strengthened

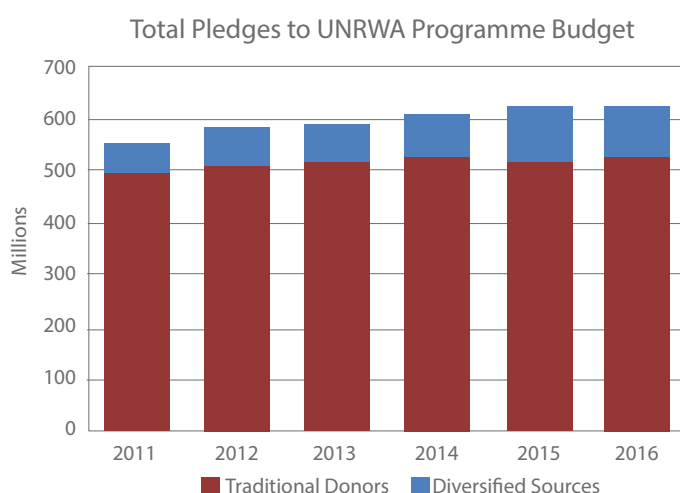
Indicator	Baseline 2016 (%)	Target 2016 (%)	Actual 2016 (%)	Target 2018 (%)
Traditional Donors' share of PB	83	82	84 (US\$ 525.1m / US\$ 625.11m)	80
Signed PB multi-year framework agreements	9	10	12 (7 new agreements in 2016)	12
Traditional Donors subscribing to AOR to reduce contribution-specific reporting requirements	9	10	18	12
<i>Source: ERCD/Contributions Office records and database</i>				
<i>Frequency: Tracked</i>				

Despite efforts to securing a larger portion of income from diversified sources, UNRWA continues to primarily rely on the commitment of a core group of Traditional Donors that allow the Agency to conduct its day-to-day operations and respond to both rapid-onset and more chronic crises in its areas of operations. The 2016 target for the Traditional Donor share of the Programme Budget was 82 per cent, a target that was underachieved by 2 per cent (US\$ 10.5 million), breaking a trend under the previous RMS that saw a gradual decline in the share of the Programme Budget funded by Traditional Donors. While Programme Budget contributions from some Traditional Donors declined in 2016, the re-emergence of former donors, coupled with substantial contributions from other Member States, allowed UNRWA to address a US\$ 96.5 million shortfall. It should be noted that while the share of the Programme Budget funded by Traditional Donors increased in 2016, it still remains the second-lowest share of Programme Budget contributions from Traditional Donors on record.

Further to the core 'Financing: Investing in Humanity' commitment made during the 2016 World Humanitarian Summit, the extension of multi-year funding for UNRWA has the potential for numerous benefits that lead to not only a more efficient response, but also better outcomes for beneficiaries through: (i) lower operational costs – multi-year funding can result in decreased costs of assistance through, for example, reduced procurement and staff costs, savings on proposal-writing and reduced currency risks; (ii) flexibility for early response – the Agency can react more appropriately and quickly to changing conditions, resulting in reduced caseloads, levels of need and loss of life; and (iii) predictability of funding that facilitates more strategic partnerships and better planning that can allow for the pre-positioning of stocks, pooling orders, the leverage of additional funds/cost-

savings to make long-term investments, and greater choice with regard to the most appropriate interventions. Seven multi-year agreements were signed in 2016, bringing the total number of multi-year agreements currently in place to 12. This is a welcome development in line with the 2016 Grand Bargain commitment to increase collaborative humanitarian multi-year planning and funding.

The AOR reflects a holistic approach towards the reporting of both regular and emergency programming against the results frameworks contained within the MTS 2016-2021, the 2016 Syria Regional Crisis and oPt EAs, and the RMS. This reporting framework was developed under guidance offered by the Harmonized Results Working Group, with the collective aim of enhancing transparency and reducing transaction costs. At the end of 2016, 18 donors subscribed to the AOR. The Agency will continue to work with donors to increase the number subscribing to the current reporting framework.



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

Indicator	Baseline 2016 (%)	Target 2016 (%)	Actual 2016 (%)	Target 2018 (%)
Overall PB contribution from diversified sources ¹⁴³	17	18	16 (US\$ 99.99 m/US\$ 625.11 m)	20
Share of overall income from diversified sources	24.4	24.6	23.3 (US\$ 288.8 m/US\$ 1,238.8m)	25
Regional Member States' share of PB income	9	12	7.6 (US\$ 47.7 m/US\$ 625.1 m)	13
Regional Member States' share of overall income	16.4	16.8	14.5 (US\$ 179.4 m/US\$ 1,238.8 m)	18
Emergent Donors' (ED) share of PB income	0.9	1.3	0.5 (US\$ 3.01 m/US\$ 625.1 m)	2
ED share of overall income	0.8	1.2	0.4 (US\$ 5.4 m/US\$ 1,238.8 m)	2
Non-Traditional Donor (NTD) share of PB income	1.7	2	1.6 (US\$ 10.02 m/US\$ 625.1 m)	3
NTD share of overall income	1.25	1.3	0.9 (US\$ 11.2 m/US\$ 1,238.8 m)	2
Private Partnerships' (PP) share of PB income ¹⁴⁴	0.9	0.9	0.8 (US\$ 5.09 m/US\$ 625.1 m)	2
PPs' share of overall income ¹⁴⁵	1.7	1.8	1.2 (US\$ 15.16 m/US\$ 1,238.8 m)	3
Source: ERCDC/Contributions Office records and database				
Frequency: Tracked				

Regional Member States continue to be the second-largest contributor to UNRWA among donor groups and serve as the largest contributor among the diversified sources. In 2016, Regional Member States provided 7.6 per cent of the Programme Budget, a figure that rises to 8.18 per cent if contributions from non-governmental institutions are included.¹⁴⁶ This fell short of the ambitious target of 12 per cent and largely explains why the whole of the diversified sources donor group came in below target for overall contributions to the Programme Budget. This noted, the contributions of Regional Member States are in line with an Arab League commitment for its members to provide 7.8 per cent of the UNRWA Programme Budget for the second year in a row, a commitment that sets the Agency's relationship with regional partners on a positive trajectory.

By the end of 2016, the share of overall UNRWA income provided by Regional Member States, across all funding portals, stood at 14.5 per cent (US\$ 179.4 million), against a target of 16.8 per cent. Again, if contributions from non-governmental

institutions are included, 17.39 per cent (US\$ 215.4 million) of all Agency funding came from regional partners, which is 0.6 per cent above target. The majority of the funding from regional partners was for projects; they provided a full 65.8 per cent (US\$ 147.8 million) of total project funding in 2016.

During the reporting period, the share of Programme Budget income provided by Emergent and Emerging Donors¹⁴⁷ was 0.5 per cent (US\$ 3 million), 0.8 per cent below the 2016 target of 1.3 per cent and down US\$ 1.4 million on funds received in 2015. This decline in revenue is explained by weak global economic growth and deflated commodity prices, coupled with relatively new and less institutionalized relationships – frequently under no formal cooperation framework, policy guidance or legislation that specifically concerns UNRWA. Oftentimes, relations with Emerging and Emergent Donors develop in tandem with their own official development assistance (ODA) institutions, many of which are comparatively recent in origin. UNRWA outreach and advocacy is key to ensuring that the issue of Palestine refugees is prioritized on

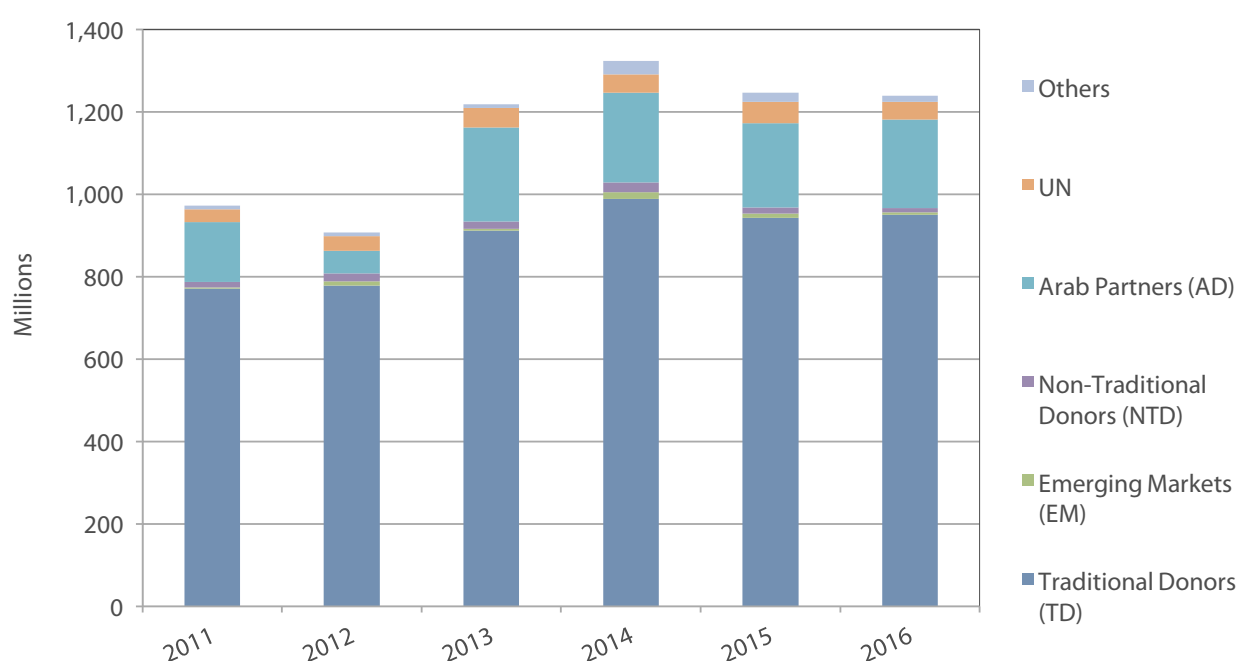
Emerging and Emergent Donors' agendas, and the Agency will continue to place significant importance on furthering cooperation with these Member States.

In 2016, Non-Traditional Donors¹⁴⁸ provided 1.6 per cent (US\$ 10 million) of the Programme Budget against a 2 per cent target, down 0.1 per cent on the 2015 baseline. Contributions from this group of donors have held relatively steady, with the same being true of overall (Programme Budget, emergency and project) Non-Traditional Donor contributions to the Agency, which amounted to 0.9 per cent (US\$ 11.2 million) by the end of the year.

During the reporting period, for the first time, ERCD developed a Private Sector Partnerships and Growth Strategy, which

looks at systems and capacity-building to grow leadership and individual giving income to US\$ 35 million by 2022. Although ERCD would have liked to be more ambitious in setting targets (more than 2 per cent of overall income), a series of internal assessments and evidence-based market studies conducted in 2016 indicated that UNRWA lacks key building blocks for private-sector growth, gaps that have led to ad hoc donor stewardship, declining private-sector income and diminished brand credibility. To remedy this situation, the Agency will assume a more systematic, business-like approach, including professionalizing key functions, investing in the required architecture and systems, and setting aside adequate investment funding to increase revenue and further build brand equity.

Total Pledges by Donor Type



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

Indicator	Baseline 2016	Target 2016	Actual 2016	Target 2018
Annual corporate resource mobilization (RM) work-plans	In place	Tracked	Yes	Tracked
ACRA sets framework for RM priorities	In place	Tracked	Yes	Tracked
Annual communications workplan	In place	Tracked	Yes	Tracked
Publication of bi-weekly e-newsletter	26	26	26	26
Source: ERCD/Contributions Office records and database				
Frequency: Tracked				

During the reporting period, UNRWA put in place a series of operational measures to facilitate resource 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 workplans for ERCD. In addition, partnership and engagement

strategies have been established for each Member State. The bi-weekly newsletter, commonly referred to as the 'Donor Communiqué', was published 26 times in 2016. As aligned with specific events to increase relevance and reach, the 2016 target was fully reached, and the Communiqué is viewed as a useful tool to highlight the Agency's work and achievements to donors

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

Indicator	Target 2016	Actual 2016	Target 2018
Working capital ¹⁴⁹ restored (US\$ 165 million over six years)	Tracked	0	Tracked
Resources in place for adequate staff safety and security	TBD	0	TBD
Source: ERCD			
Frequency: Annual			

UNRWA is committed to the restoration of working capital and the provision of resources necessary for adequate staff safety and security. Internal consultations are ongoing to establish the most effective means of raising the necessary capital for both initiatives, while maintaining that the priority for the Agency will remain a fully-funded Programme Budget with Emergency Appeals and projects funded to the fullest extent possible.

In 2016, the funding priorities for UNRWA, as outlined above, were to ensure the Programme Budget was sufficiently funded. Given the scale of the funding shortfall, ERCD and the Agency's wider fundraising operations in 2016 were focused on securing the funds so that UNRWA could remain operational.

annex 1: list of contributors

UNRWA would like to thank the following Donors for their contributions to the Programme Budget, Projects, the Syria Regional Crisis Emergency Appeal and the oPt Emergency Appeal in 2016:

Al-Jazeera Media Network	Jordan	Queen Margaret University	Spain Meliana City Council
ANERA	Jordan Hashemite Charity Organization	Real Madrid Foundation	Spain, Navarra Government
Argentina	Kazakhstan	Results Japan	Spain, Oviedo City Council
Australia	Khalifa Bin Zayed Al Nahyan Foundation	RKK	Spain, Pamplona Local Council
Austria	King Salman Humanitarian Aid and Relief Centre	Romania	Spain, Siero City Council
Belgium	Korea	Saudi Arabia	Spain, Valencia Regional Government
Brazil	Kuwait	Slovenia	Spain, Valladolid Regional Government
Bulgaria	Kuwait Patients Helping Fund	South Africa	Spanish National Committee for UNRWA
Caja Navarra Foundation	Kuwaiti Fund for Arab Economic Development	Spain	Sweden
Canada	Lebanon	Spain, Abadiño City Council	Switzerland
Cesvi	Liechtenstein	Spain, Alcobendas City Council	Syria
Chile	Lithuania	Spain, Andalucía	Thailand
China	Luxembourg	Spain, Aragon	Tkiyet UM Ali
Croatia	Malta	Spain, Aretxabaleta City Council	TOMS Shoes
Cyprus	Medical Aid for Palestinians (MAP)	Spain, Astigarraga City Council	Turkey
Czech Republic	Mexico	Spain, Asturias Government	Turkish Red Crescent
Denmark	Morgan Foundation	Spain, Avilés City Council	UAE
Dubai Cares	National Committee for UNRWA in Switzerland	Spain, Balear Government	UAERCS
ECHO	Netherlands	Spain, Basque Government	UK
ESCWA	New Zealand	Spain, Beasain	UNESCO
Estonia	Norway	Spain, Berrioplano Local Council	UNFPA
European Union	Norwegian Refugee Council (NRC)	Spain, Bizkaia Regional Government	UNHCR
Fast Retailing Co. LTD	OCHA	Spain, Castilla la Mancha Government	UNICEF
Finland	Oman	Spain, Castilla y Leon Government	UNRWA USA National Committee
France	Padico	Spain, Castrillón City Council	USA
Germany	Pakistan	Spain, Catalonia Government	Various Private Donors
Government of Flanders	Palestine	Spain, Extremadura	Vitamin Angels
Human Appeal International (HAI)	Palestinian American Bridge (PAB)	Spain, Fons Català	Waldensian Evangelical Church
Hungary	Poland	Spain, Fons Valencia	WFP
Iceland	Porticus	Spain, Galicia Government	WHO
IDB	Portugal	Spain, Gipuzkoa Regional Government	World Diabetes Foundation
India	Probitas Foundation	Spain, Gran Canaria Government	World Federation of KSIMC
Indonesia	Qatar	Spain, Madrid Local Council	Zakat Foundation of America
Interpal	Qatar Red Crescent		
Ireland			
Islamic Relief USA			
Italian National Committee for UNRWA			
Italy			
Japan			

annex 2: syria regional crisis response results framework

Syria Sector-Specific Interventions Strategic Priority 1: Preserve resilience through provision of humanitarian assistance		
Outcome/ Output	Indicator	Target
Palestine refugees are able to meet their essential life-saving needs and to cope with sudden crisis.	Percentage of targeted Palestine refugees in Syria receiving one or more UNRWA emergency assistance interventions	100%
Palestine refugees in Syria are provided with relief assistance (food assistance, NFIs and shelter assistance).	Average number of individuals receiving cash assistance for food and NFIs per round (disaggregated gender)	430,000
	Average number of Palestine refugees in Syria receiving in-kind food assistance per round	430,000
	Number of Palestine refugees in Syria receiving NFIs	280,000
	Average duration of cash distribution rounds	8 weeks
UNRWA temporary collective shelters contribute to the protection, health and well-being of displaced refugees.	Total amount of cash distributed	US\$ 200,371,045
	Percentage of temporary UNRWA collective shelters meeting UNRWA emergency shelter standards (including protection standards)	100%
	Number of displaced refugees receiving shelter at UNRWA facilities	7,000
Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability		
Livelihoods (Microfinance and Vocational Training)		
Palestine refugees in Syria receive microenterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	39,750
Young Palestine refugees in Syria receive vocational training and are supported with job placements.	Number of Palestine refugee youth who complete short- or long-term vocational courses through UNRWA	2,066
	Number of Palestine refugee youth who receive career guidance through UNRWA	2,900
Emergency Health		
The impact of the crisis on health services for refugees is reduced.	Number of consultations supported by UNRWA (primary, secondary and tertiary health care)	960,000
Palestine refugees have access to primary health-care services.	Number of Palestine refugee consultations in UNRWA health facilities (disaggregated by gender)	440,000 male/520,000 female
	Number of Agency health centres and mobile health points operational	26
Palestine refugees in Syria have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	17,000
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	100%
Emergency Education		
Palestine refugees in Syria are able to continue their education despite conflict and displacement.	Number of Palestine refugee students graduating from basic education	3,900
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	39,900
Palestine refugee students have access to education through regular/catch-up classes.	Percentage of schools with adequate equipment (furniture, heating, other equipment)	100%
	Number of school-age children enrolled in regular classes in UNRWA schools	43,000

Palestine refugee students are provided with psychosocial support.	Average number of school-age children receiving psychosocial support	7,000
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)	43,000
	Number of Palestine refugee students participating in recreational/catch-up learning activities	10,000
Protection		
Protection of vulnerable and at-risk Palestine refugee individuals is strengthened.	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	100%
Strengthened prevention and protection response for Palestine refugees (physical security and violence, in particular GBV).	Number of Palestine refugees provided with legal advice	200
	Number of UNRWA staff members trained on protection	450
Environmental Health		
Public health needs of the affected population are met.	Percentage of accessible Palestine refugee camps receiving repair, rehabilitation or reconstruction of water and sanitation networks by UNRWA	100%
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of IDPs receiving adequate potable water during displacement in UNRWA shelters	100%
Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of Palestine refugees (women, men and children) with access to hygiene items to maintain health, dignity and well-being	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 Risk Assessments completed for programmes and projects at the field level	100%
Enhanced safety and security to 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	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	97%
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance).	Average number of individuals receiving cash assistance for food and NFIs per round (disaggregated gender)	42,000
	Number of families provided with winterization assistance (cash and in-kind)	12,000 (11,200 PRS and 800 PRL)
	Total amount of cash distributed per round	US\$1,134,000
Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability		
Livelihoods and Social Cohesion		
Enhanced livelihoods of PRS	Percentage of applications by vulnerable PRS accepted at UNRWA training centres	100%
Improved access to employment opportunities for PRS and PRL	Number of training opportunities provided to PRS and PRL	632
	Numbers of local businesses receiving business grants from UNRWA	300
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)	155,000
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by gender)	150,000 (40% Males, 60% Females)
	Percentage of Agency health centres and mobile health points operational	100%
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	5,000
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	100%
Emergency Education		
PRS are able to continue their education despite conflict and displacement.	Number of PRS students graduating from basic education	193
PRS students have access to education through regular/special classes and alternative learning modalities.	Number of UNRWA schools hosting PRS	65
	Number of UNRWA double-shift schools hosting PRS	3
	Number of schools provided with equipment (furniture, heating, other equipment)	15
	Number of school-age PRS children enrolled in regular classes in UNRWA schools	6,000
	Number of schools rehabilitated	5
PRS students are provided with PSS support	Number of school-age children receiving psychosocial support	2,650
	Number of education staff trained in delivering psychosocial support	76
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)	6,000
	Number of PRS students participating in recreational/catch-up learning activities	6,000

Protection		
Protection of vulnerable and at-risk PRS individuals is strengthened.	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	97%
Strengthened prevention and protection response for PRS (refoulement; physical security; and violence, in particular GBV)	Number of Palestine refugees provided with legal advice	9,150 (8,510 PRS; 680 PRL)
	Percentage of children (boys/girls) identified as experiencing a protection risk	45%
	Number of UNRWA staff members trained on protection	960
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	90%
Affected populations are ensured with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of PRS with access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	90%
Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Percentage of PRS (women, men and children) with access to hygiene items to maintain health, dignity and well-being	80%
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	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%

Jordan Sector-Specific Interventions			Target
Strategic Priority 1: Preserve resilience through provision of humanitarian assistance			
Outcome/Output	Indicator		
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		100%
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance).	Average number of individuals receiving cash assistance per round (disaggregated by type of cash assistance and by gender)		14,000
	Number of PRS families receiving one-time cash assistance		900
	Amount of cash distributed (for basic food and NFI needs)		US\$ 560,000
	Number of PRS families provided with winterization assistance		4,500
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)		27,116
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by gender)		Male 10,490 / Female 15,734
	Number of Agency health centres and mobile health points operational		29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients		891
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items		100%
Emergency Education			
PRS are able to continue their education despite conflict and displacement.	Number of PRS and Syrian students graduating from basic education		1477
PRS students have access to education through regular/special classes and alternative learning modalities.	Number of UNRWA schools hosting PRS and Syrians		141
	Number of UNRWA double-shift schools hosting PRS and Syrians		140
	Number of schools provided with equipment (furniture, heating, other equipment)		17
	Number of school-age PRS and Syrian children enrolled in regular classes in UNRWA schools		1,800
PRS students are provided with PSS support	Number of education staff trained in delivering emergency education based on INEE standards		40
	Number of school-age children receiving psychosocial support		1477
	Number of education staff trained in delivering psychosocial support		176
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)		1,800
	Number of PRS and Syrian students participating in recreational/catch-up learning activities		400
Protection			
Strengthened prevention and protection response for PRS (refoulement; physical security; and violence, in particular GBV)	Number of Palestine refugees referred to legal advice		150
	Number of protection incidents of alleged violations of international law documented by UNRWA		35
	Number of UNRWA staff members trained on protection		500

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		100%
	Percentage of security risk management plans updated and adhered to		100%
Capacity and Management Support			
UNRWA is able to effectively and efficiently plan, communicate, manage and monitor humanitarian response activities under increasing demands and operational complexity.	Degree to which planned results/targets are on track		100%
	Degree to which the communication plan for the Syria crisis is achieved		100%
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of internal periodic reviews of regional humanitarian response plans		2
	Timely reporting of emergency interventions		2

annex 3: status-updated syria regional crisis response ea risk register

Event	Causes	Consequences	Mitigation/ Coping Mechanisms	Risk Management Monitoring	Status Update		
					Syria	Lebanon	Jordan
Strategic/Programmatic							
<ul style="list-style-type: none">Continuous and unpredictable changes in the operating environmentProgrammatic and implementation targets partially achievedEffectiveness in management and governance declinesDelays in reform implementation	<ul style="list-style-type: none">Political and security realities of the protracted conflict in SyriaInadequate operational or programmatic capacity to implement plansLack of proper assessment, planning and/or monitoring of plansLack of ownership, inadequate accountability and resistance to targeted resultsInterference and weak capacityReferral service needs unmet qualitatively and/or quantitatively	<ul style="list-style-type: none">Higher risk of exposure to violence and an insecure environmentFailure to meet and demonstrate results to stakeholdersProgramme quality is compromisedPolicy decisions not based on evidence or reliable dataLegal cases against UNRWAStakeholder confidence in UNRWA declines	<ul style="list-style-type: none">Develop and utilize assessment and conflict analysis to inform management decisionsEnhance partnership with national and international organizations for efficiency and effectivenessStrengthen adherence to project cycle management (PCM) cycle (develop and utilize workplans and logical framework)Institutionalize humanitarian programme cycle management and periodic programme and financial monitoringStrengthen communication with key stakeholdersContinuous capacity-building provided to staff	<ul style="list-style-type: none">Monitoring security updatesPeriodic monitoring undertaken through Quarterly Management Reviews (QMR) and semi-annual Results ReviewsRegular programme and financial monitoring through monthly management meetingsRegular monitoring of reform strategies through annual workplans and reportingPeriodic review and updating of the UNRWA risk register	<ul style="list-style-type: none">QMRs continued to be implemented throughout 2016 and assisted in: (i) tracking and quality-assuring results, and (ii) improving programme management and decision-making. Four QMRs for each programme were conducted at the end of each quarter in 2016.Programme Monthly Meetings were carried out to support the monitoring of activities, reforms, budgets and programme-related issues.An Issue Log was maintained to assist the SFO Front Office and the Programme Support Office in tracking/solving identified problems (obstacles to programmes/project implementation)A Budget Expenditure Working Group was established to coordinate among departments on issues that cut across programme and support departments.	<ul style="list-style-type: none">Due to several demonstrations in Lebanon, a number of UNRWA installations were closed for a period of four months in 2016.Funds received for the Emergency Appeal were based on a population of 42,000 PRS registered with UNRWA in Lebanon. As these numbers have dropped significantly to approximately 32,000 PRS, the fund allocations have been revisited.Education and health targets have been adjusted to reflect the decreasing number of PRS registered with UNRWAPost-distribution monitoring reports were regularly conducted to track programme outputs and outcomes.Quarterly Result Reviews were conducted in line with programmatic reviewsOversight 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 and quarterly reviews were ongoing during 2016 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.All identified protection cases were supported by the JFO Protection Unit through the provision of legal information and referrals to other service providersThe Jordan data collection component of the vulnerability assessment was completed in 2016 and finalization of the report and targeting system is expected at the end of Q1 2017

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 de-prioritization of the humanitarian response in Syria• Humanitarian needs exceed the 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 contributions for Syria• Inability to respond adequately to the increased needs of PRS• Increase in staff dissatisfaction• Fiduciary risks in operational implementation	<ul style="list-style-type: none">• Intensive and regular engagement with donors and international stakeholders• Strategic approach to fundraising• Prioritization of key projects• Robust financial and management systems in place• Audit and oversight recommendations are implemented	<ul style="list-style-type: none">• Communication with donors (private/institutional) is more consistent and of higher quality• Audit and oversight monitored through UNRWA systems of review and response• Budget hearings and project prioritization processes held annually• Regular budget monitoring processes are held	<ul style="list-style-type: none">• SFO participated in the full range of budget monitoring activities, including budget hearings throughout 2016 (to prepare for 2017). The PMM and BEWG also support the monitoring of project and programme budget expenditure rates.• Over 100 projects were funded in 2016, the vast majority of which responded to priorities outlined in the Syria Humanitarian Assistance Response Plan.• Regular communication with donors is maintained by the PSO and Front Office through meetings, emails and the organization of visits, when feasible.	<ul style="list-style-type: none">• Fund allocations received under the EA have been revisited due to a significant reduction in the number of PRS registered with UNRWA in Lebanon, from approximately 42,000 to 32,000 beneficiaries.• The Agency has received US\$ 30 million out of the requested US\$ 63 million.• Additional donor funding allowed for cash assistance to be reinstated in March 2016, following an eight-month suspension.	<ul style="list-style-type: none">• The JFO Emergency Coordination Unit faced a financial shortfall of US\$ 838,200 that affected cash assistance distributions for 6,985 PRS in South Amman and Zarqa in Q2. This was addressed retroactively in Q3 when funds became available. Similarly, due to a lack of available funds, Q3 assistance was distributed later in Q4.• 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 the 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 the 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">• Regular use of security updates and the information management system• Ongoing analysis of security information• Close coordination with UN Security Management Team and other UN security teams	<ul style="list-style-type: none">• The Security Information Management System (SIMS) is fully operational in Syria. It is completed at the Field Office level by the SSD. All incidents affecting UNRWA staff, assets and installations that are reported to SSD are entered into SIMS as soon as a clear picture of the incident is available.• In 2016, two Safety Support Officers (P2) were recruited. The recruitment for the Field Safety Support Officer (P4) is ongoing.• SSAFE training is compulsory for all international staff working in Syria. Such trainings are convened on a regular basis.	<ul style="list-style-type: none">• Growing concerns exist over recurrent violence in Ein El Hilweh camp and its impact on the civilian population, UNRWA staff, and safe access to UNRWA services.• As per UNDSS guidelines and in line with the UNRWA security policy, safety training and measures were undertaken to mitigate risks, support preparedness response and ensure the safety of staff.	<ul style="list-style-type: none">• Through a 98 per cent compliance rate, JFO continues to operate in accordance with UNDSS guidelines.• 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.• Due to the prioritization of cash assistance, education, protection and health activities, no funds were allocated to cover the safety and security component of the 2016 Syria Regional Crisis EA.• Only 38 per cent of risk assessment were conducted for programmes and projects at the field level.

Event	Causes	Consequences	Mitigation/ Coping Mechanisms	Risk Management Monitoring	Status Update		
					Syria	Lebanon	Jordan
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 (ICT) services Procurement-related fiduciary risks Breach (real or perceived) in neutrality and staff code of conduct 	<ul style="list-style-type: none"> Displacement of staff families and destruction of homes Flight of technically qualified staff from Syria Lack of reliable markets combined with crippling impact of economic sanctions Expanding areas of insecurity and/or limited access in Syria Lack of adequate state and financial institutional capacity to support operations Lack of capacity and/or resources in ICT support functions Lapses in adherence to Agency policies and procedures Misuse of goods or assets for activities other than those intended 	<ul style="list-style-type: none"> Inability to respond adequately and timely to growing needs with quality services and assistance Constant feeling of insecurity and low morale and recruitment challenges Unstable local markets undermine the Agency's ability to procure goods and services locally Disruption to business continuity Poor systems in place to support service delivery, management and 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"> Emergency staff rosters regularly updated Regular review of business continuity plan of programme criticality and essential staff Periodic review of procurement contracts 	<ul style="list-style-type: none"> In 2016, SFO continued to face a range of staffing issues as turnover continued to increase and operations were impacted. As of the end of Q4 2016, 474 staff members were on special leave without pay. Among these were a number of senior and long-serving staff that have been replaced by junior colleagues. This has impacted the quality of service. Key technical staff, such as medical officers and teachers, are being replaced by daily paid workers. Daily paid workers remain the most common engagement mechanism to fill existing vacancies and new functions. There was no industrial action in 2016. 	<ul style="list-style-type: none"> Despite a number of protests in Lebanon and recurrent violence in Ein El Hilweh camp in 2016, the UNRWA humanitarian response was carried out without major disruption UNRWA facilities were closed on a needs basis to mitigate operational risks and ensure the safety of all relevant staff. 	<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. This resulted in several staff leaving their positions. Furthermore, the protection social workers who were originally seconded from RSSP returned to their original posts

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"> Assessments and informal survey of Palestine refugees' satisfaction Effective complaint and appeal mechanism Staff reporting on incidents and complaints 	<ul style="list-style-type: none"> SFO provided regular updates to the MCM and a range of other internal and external coordination bodies. Both RONY and ROEU offices are engaged on a very regular basis, particularly on advocacy issues. Engagement with RONY is particularly strong on issues related to regular reports to the UN Secretary-General on resolutions 2139/2165/2191. SFO engages with ROEU on issues related to EU-funded projects. A combination of international sanctions and strict government regulation continued to present a range of challenges to service delivery. International procurement, local insecurity, access issues and slow clearance procedures introduced regular delays. 	<ul style="list-style-type: none"> 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 complaints mechanism for cash assistance continued to be implemented 	<ul style="list-style-type: none"> On a continuous basis, UNRWA in Jordan receives feedback, including complaints from PRS, especially the most vulnerable that receive cash assistance. Complaints tend to concern: (i) inability of PRS to locate employment to enable them to purchase food and pay rent; (ii) the level of assistance offered by UNRWA; and (iii) the non-provision of assistance (a complaint received from the less vulnerable who were found to not qualify for assistance). SMIs were disseminated informing PRS of late distributions in addition to regular contact with social workers.
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Gaza Sector-Specific Interventions			
Strategic Objective 1: Food-insecure households and those facing acute shocks have increased economic access to food			
Specific Objectives	Outcomes	Indicator	Target
Emergency Food Assistance			
Food-insecure households and those facing acute shocks have increased economic access to food.	Food-insecure households meet their most basic food requirements through food assistance.	Percentage of caloric needs of refugees living beneath the poverty line of US\$ 1.74 met through food distribution (on average per quarter)	80%
		Percentage of caloric needs of refugees living beneath the poverty line of US \$3.87 met through food distribution (on average per quarter)	40%
		Percentage of UNRWA students receiving a daily nutritious school snack	100%
		Percentage of pregnant refugee women and children < 24 months with access to complementary nutrition inputs	100%
	The severity of refugee food insecurity is tempered.	Number of food-insecure refugees receiving food assistance	830,000
Number of students receiving a daily nutritious school snack		250,000	
Number of pregnant, breastfeeding refugee women receiving complementary nutrition inputs		160,000	
Emergency Cash Assistance			
Food-insecure households and those facing acute shocks have increased economic access to food.	Enabling abject-poor households to close their 'post-food-assistance' poverty gap and protecting vulnerable households from food consumption shocks through complementary unconditional cash transfers.	Percentage of households receiving cash assistance that have exhausted coping mechanisms following material loss	100%
		Percentage of eligible abject-poor families receiving family income supplement	100%
		The severity of refugee food insecurity is tempered.	Total value of unconditional cash transfers to eligible families
Emergency Cash-for-Work			
Food-insecure households and those facing acute shocks have increased economic access to food.	Food-insecure refugee households have increased economic access to cover basic food needs through Cash-for-Work.	Percentage of CFW beneficiaries using earnings to cover basic food needs	80%
		Percentage of CFW beneficiaries using earnings to pay debts	40%
		Number of refugees benefiting from short-term CFW	45,870
		Total value provided to CFW beneficiaries	US\$ 54,000,000
	Men and women earn wages, short-term, to cover their basic food needs and restore their coping capacities.	Percentage of skilled contracts awarded to women	35%
Support for Resilient Livelihoods			
Food-insecure households and those facing acute shocks have increased economic access to food.	Livelihoods for women and youth supported.	Number of employment opportunities for youth and women created	225
		Percentage of youth and women who received trainings are employed (including self-employment)	80%
	Employment opportunities leading to sustainable livelihoods for women and youth created.	Number of young graduates receiving training and income opportunities through G-Gateway	25
		Number of self-employment opportunities for skilled women through Sulafa	200

Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services
Emergency Health

Crisis-affected refugees enjoy their basic rights to services.	The impact of the crisis on health services for refugees is mitigated.	Number of poor refugees among total beneficiaries having their secondary or tertiary health care covered	260,000
	The crisis-affected refugee population is able to access primary health care, and the poorest are given minimal financial support to access secondary or tertiary health care.	Percentage of health centres with no 'stock-out' of one tracer item	0
	Students with special needs are able to participate in educational activities.	Number of poor refugee patients receiving secondary or tertiary health care	750
		Number of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination	11,300
		Percentage of children identified with special needs who receive relevant support	100%

Education in Emergencies

Crisis-affected refugees enjoy their basic rights to services.	The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment.	Percentage of students unable to participate in class due to lack of learning materials	0%
	Students have the essential materials to participate in learning to the fullest extent.	Percentage of summer-learning students who pass their end-of-summer learning exam	81%
	Students whose learning abilities are undermined by their environment fulfil their educational potential.	Number of students at UNRWA schools provided with essential materials	250,000
		Percentage of students failing key subjects who enrol in summer learning	100%

Emergency Water and Sanitation

Crisis-affected refugees enjoy their basic rights to services.	A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions.	Percentage of diarrhea cases among children below 5 years of age	< 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)	290
	Exposure of refugee population to disease transmitters and breeding grounds reduced.	Total litres of fuel provided to support WASH facilities	4,200,000
		Percentage of emergency repairs needed in the water and sanitation networks within refugee camps supported	100%
		Number of identified mosquito-breeding sites cleared	3
		Tons of waste removed from unofficial dumping sites	50,000

Emergency Shelter and Shelter Repair

Crisis-affected refugees enjoy their basic rights to services.	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	100%
	Displaced refugee families have increased means to access a temporary housing solution.	Number of refugee families receiving TSCA	9,500
	Refugee families affected by military operations or natural disaster are able to return to their homes.	Percentage of housing cost coverage by TSCA	80%
		Number of families receiving shelter repairs assistance	53,276
		Number of refugee families in need of winterization items provided with required materials	10,000

Strategic Objective 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy
Operations Support Office

Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	Agency access and neutrality is safeguarded, and respect for human rights and international humanitarian law is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation.	Percentage of protection incidents of alleged violations of international law documented by UNRWA	100%
	Agency neutrality and integrity is safeguarded.	Percentage of UNRWA installations receiving four or more neutrality inspections	100%
	Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza.	Number of staff members being trained to respect UN principles of neutrality	800
	Refugees' rights to access UNRWA services protected.	Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	36
		Percentage of cases where a breach in access to services, identified by OSO, received a response	100%
Community Mental Health Programme			
	The psychosocial well-being of vulnerable refugees, households and in vulnerable communities is promoted.	Percentage of cases showing improved psychosocial well-being, out of the total number of individual counselling cases	70%
	Psychosocial well-being in targeted vulnerable communities is increased.	Number of children benefiting from structured psychosocial interventions	15,200
		Number of children at UNRWA schools receiving individual counselling and case management support	13,100
		Number of adults benefiting from psychosocial and protection interventions at UNRWA health facilities	17,150
		Number of Palestine refugees benefiting from public awareness sessions in UNRWA schools, health Centres and other facilities	215,000
Protection			
Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	Protection of vulnerable and at-risk Palestine refugees is strengthened.	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	100%
	Strengthened prevention and protection response for Palestine refugees	Number of individuals identified as experiencing a protection risk (women, girls, boys and men)	1,200
		Number of UNRWA staff members trained on protection	1,000
Explosive Remnants of War Risk Education			
Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	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	1,260
Gaza Summer Fun Weeks			
Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	The physical and emotional well-being of children, both girls and boys, is supported.	Number of children participating in Summer Fun Weeks	120,000
		Percentage of children indicating a positive effect in their well-being from participating in Summer Fun Weeks	85%

West Bank Sector-Specific Interventions			
Strategic Objective 1: Food-insecure households and those facing acute shocks have increased economic access to food			
Specific Objectives	Outcomes	Indicator	Target
Emergency Food Assistance			
Food-insecure households and those facing acute shocks have increased economic access to food.	The severity of refugee food insecurity is tempered.	Number of food-insecure refugee households receiving voucher food assistance	25,833
		Number of food-insecure refugees receiving food assistance	155,000
		Total value of electronic vouchers provided to food-insecure refugees	US\$ 19,158,000
		Number of individuals benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder communities in Area C	32,000
		Number of Bedouin and herder communities benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder community households in Area C	85
Emergency Cash-for-Work			
Food-insecure households and those facing acute shocks have increased economic access to food.	Food-insecure refugees living in refugee camps earn wages, short-term, to cover their basic food needs and restore their coping capacities	Number of refugees engaged in short-term Cash-for-Work	10,000
		Total number of refugees benefiting from Cash-for-Work assistance	60,000
		Total value provided to Cash-for-Work beneficiaries	US\$ 12,600,000
		Number of Cash-for-Work projects realized in the camps	19
Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services			
Mobile Health Clinics			
Crisis-affected refugees enjoy their basic rights to services.	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	100%
	Access to health services for the vulnerable in remote areas is ensured.	Number of people provided with improved access to health services through mobile health clinics	132,766
		Number of patient consultations provided in mobile health clinics	108,000
Strategic Objective 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	The psychosocial well-being of vulnerable refugees, households and in vulnerable communities is promoted.	Percentage of targeted vulnerable communities provided with counselling or psychosocial activities	100%
		Number of group psychosocial activities/sessions	660
	Psychosocial well-being in targeted vulnerable communities is increased.	Number of individual, group or family counselling sessions	600
		Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)	9,913
		Number of community members trained in prevention and response to crises and psychosocial emergencies	400

Operations Support Office			
Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation.	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods, services	60%
	Agency neutrality and integrity is safeguarded.	Percentage of UNRWA installations receiving four or more neutrality inspections	100%
	Agency access is facilitated and infringements of humanitarian space countered.	Number of staff members being trained to respect UN principles of neutrality	600
		Percentage of reported access incidents raised with relevant authorities	100%
		Percentage of access incidents to which OSO teams dispatched	10%
Protection			
Protection of Palestine refugees from the effects of conflict and violence through access to services and advocacy	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	20%
	Enhanced systematic follow-up of authorities responsible for IHL violations	Percentage of documented incidents/issues presented to the relevant authorities	100%
	Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in West Bank.	Number ¹ of protection incidents of alleged violations of international law documented by UNRWA	100
	The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed.	Number of protection (advocacy) interventions targeting external actors	65
	The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	Percentage of refugee families suffering displacement due to demolition who received emergency cash assistance according to the Crisis Intervention Model	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	50%
		Number of at-risk communities supported through community-driven protection projects	12
Gaza, West Bank & Headquarters Strategic Objective 4: Effective management and coordination of emergency response			
Coordination, Safety, Security and Management			
Effective management and coordination of emergency response	The Agency has adequate response capacity for protracted crisis and sudden onset emergencies. The response, as funded, is effectively implemented and managed.	Degree to which planned results/targets are met	100%
		Emergency response and preparedness plans updated	2
		Periodic review of emergency response and preparedness plans	2
		Percentage of trained staff who demonstrate increased knowledge in emergency preparedness and response	100%

annex 5: status updated oPt ea risk register

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring	Status Update	
				Gaza Strip	West Bank
Hazards					
<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/assistanceAn increase in internal Palestinian division leading to greater instability in the oPt	<ul style="list-style-type: none">Increased humanitarian needs among Palestine refugeesProtection issues, violations of IHL/IHRL, fatalities and injuries due to law enforcement operations or armed conflictRestrictions 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 conflict 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.The UNWRA Safety and Security Division (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 behaviour 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 escalationRegular use of the SIMS, including ongoing collection and coordination of security data through the UN Security Management Team and UN Security CellDaily media reviews	<ul style="list-style-type: none">During 2016, GFO continued to monitor the political environment to detect possible increases in humanitarian needs. This was done in coordination with other UN agencies through the cluster systemThe GFO Field Security and Risk Management team trained 5,864 UNRWA employees in a variety of topics, including fire and evacuation, first aid, basic guard training, and SSAGEGFO rolled out emergency preparedness and response simulations both at the central operations room level and in the areas, strengthening integrated management and coordination in case of emergency.	<ul style="list-style-type: none">Throughout 2016, UNRWA WBFO has continued to monitor the political environment to detect possible increases in humanitarian needs. This has been conducted in coordination with other UN agencies through the cluster system.During the reporting period, UNRWA noted that the situation remains tense and violence has been prevalent during this period. UNRWA has noted that the number of IHL and IHRL violations remains high, including demolitions. UNRWA will continue to follow and monitor IHL and IHRL violations through international coordination and internal mechanisms.

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring	Status Update	
				Gaza Strip	West Bank
Strategic					
<ul style="list-style-type: none">Inadequate funding level to meet rising needs (donor fatigue)	<ul style="list-style-type: none">Service delivery to refugees interruptedNot meeting expected results due to the reduction in donor assistanceNegative impact on public perceptions of UNRWAThreats to staff/service delivery	<ul style="list-style-type: none">More effective resource mobilizationCommunity outreach/communicationResource rationalizationContingency planning	<ul style="list-style-type: none">Engagement with ERCD to track income/pledgesMonitoring of service interruptions and refugee satisfaction	<ul style="list-style-type: none">Full efforts were maintained by GFO on supporting resource mobilization and engagement with ERCD.GFO was in daily contact with beneficiaries, both through the OSO teams circulating on field visits and through the implementation of core programme activitiesThrough the Communications with Communities approach, GFO increased communication and outreach activities/efforts, including by holding quarterly meetings with Palestine Refugees Committees (PRC) that review GFO activities and the rationale behind the distribution of available funds.	<ul style="list-style-type: none">WBFO noted in the beginning of 2016 increased needs among beneficiaries affected by demolitions, displacement and the destruction of private property. These needs were prevalent throughout 2016. Despite of the strained funding situation, UNRWA was able to provide services to support people affected by demolitions and damages to private property through the Crisis Intervention Model.WBFO has had continuous dialogue with ERCD on attracting and expanding the donor base to respond to potential funding gaps.
Operational					
<ul style="list-style-type: none">Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacksNo clear separation between the responsibilities and authority of the National Consensus Government, the de facto authorities and armed groups	<ul style="list-style-type: none">Industrial action interruptionsMisuse of materials and assets	<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 messagingUpdates to donors on key developments affecting Agency operationsPeriodic review of business continuity plansRegular interaction and communication with the Commissioner-General and Executive Office staff, including the UNRWA Staff Relations AdviserRegular updates through communication with field managementPeriodic monitoring and review of staff survey results	<ul style="list-style-type: none">GFO increased outreach efforts through the implementation of: (i) the Communications with Communities approach; (ii) the Communication for Development approach; and (iii) a strengthened communications strategy that engaged communities as to UNRWA activities, service access rights and the rationale for the distribution of available funds.	<ul style="list-style-type: none">UNRWA has, during the reporting period, continued a close dialogue with UNRWA staff on programmatic changes to avoid employee dissatisfaction and the interruption of support provided to refugees.During 2016, a number of industrial actions occurred, which resulted in the closing of UNRWA installations for a shorter period of times. As a result of the close dialogues between UNRWA WBFO management and the ASU, implementations could be implemented without disturbance of services to beneficiaries, and issues were addressed by the end of 2016 between UNRWA WBFO management and ASU.

Financial					
<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 solutionsQuarterly results-based monitoring of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detectedIn consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs	<ul style="list-style-type: none">GFO continued budgetary and financial monitoring to ensure effective implementation.Funding received under the oPt EA was insufficient for GFO to implement much-needed activities, such as emergency cash assistance, school feeding, and the pregnant and lactating mothers' nutrition programme	<ul style="list-style-type: none">WBFO has continued its monitoring of the budget and financial documents, together with quarterly reviews of EA programmes, to ensure effective implementation.
Sociopolitical					
<ul style="list-style-type: none">Real or perceived breach of UNRWA neutrality as a humanitarian actorBeneficiary 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 staffDonors 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 relationshipsObstruction of servicesExposure 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 include training on UN privileges and immunities and humanitarian principles, including neutrality.Allegations concerning neutrality breaches are investigated and disciplinary action is engaged where the facts warrant.Interventions with key interlocutors, sometimes jointly with other UN agenciesUpdate and implement communication plans that include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, Camp Service Committees, and the Palestinian Authority (PA).Seek feedback and address stakeholder concerns and improve transparency through stronger community-level engagement.	<ul style="list-style-type: none">Tracking and analysis of neutrality violations in UNRWA installationsAn updated record of staff members trained on humanitarian principles, including neutrality, is kept.Media analysis and follow-upRegular donor contactResults of internal surveys and evaluations from non-UNRWA sourcesStaff expectations recorded as part of Appeal programme designMedia analysisSIMS reporting on incidents and complaints	<ul style="list-style-type: none">GFO regularly monitored the movement of people and goods to and from the Gaza Strip and noted the limited impact of the partial easing of import/export restrictions implemented by Israel.The GFO OSO team conducted the required quarterly visits to all Gaza installations. GFO is currently participating, with OSO teams in the other fields, in a harmonization process related to installation visits and monitoring and reporting on neutrality concerns.19 Neutrality and social media trainings conductedNeutrality violations of UNRWA installations with security implications (e.g. incursions) were recorded in the SIMS. New staff were oriented with regard to violation identification and reporting.	<ul style="list-style-type: none">WBFO has conducted workshops with staff members on maintaining neutrality and humanitarian and UN principles to maintain and uphold its standing as a neutral humanitarian actor.The OSO has conducted neutrality inspections according to plan and has taken action when neutrality has been considered compromised.WBFO management and field staff have continued to have close dialogue with beneficiaries, the CSC etc. on UNRWA assistance under the 2016 oPt EA. CSCs and CSOs have expressed concerns on reduced assistance provided by UNRWA. UNRWA has responded to these concerns through regular dialogue and communication with concerned stakeholders.

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring	Status Update	
				Gaza Strip	West Bank
Sociopolitical (Continued)					
		<ul style="list-style-type: none">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 Operations Support Office 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 a better flow of two-way dialogue with refugees.Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS.		<ul style="list-style-type: none">During 2016, 473 safety and security incidents either directly or indirectly affecting UNRWA personnel, installations or assets were recorded.Field Security Risk Management (FSRM) staff were trained on how to respond and deal with the mounting frustration, desperation and anger of the population.	

Risks Specific to GFO

Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	Status update
Sociopolitical				
<ul style="list-style-type: none"> Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza 	<ul style="list-style-type: none"> Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies. 	<ul style="list-style-type: none"> Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays 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"> 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"> GFO monitored the recent partial easing of restrictions, particularly regarding the export of goods, via the media and through consultations with local economic actors. The impact of these measures on the population and economy has not been tangible. In addition, GFO noted a series of newly introduced restrictive measures, including the temporary ban on the entry of construction materials for the private sector under the GRM, and an increase in the number of individuals being blocked while seeking to depart the Gaza Strip. Through the continued work of the OSO, issues related to breaches in neutrality were identified and responded to. GFO successfully used Chief Area Offices to reach out to community 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"> 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"> UNRWA in Gaza did not experience political interference by the government in its work during the reporting period. As part of Agency-wide efforts, GFO continued to engage staff on neutrality.
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"> The UNRWA weekly price monitoring system (collection of prices for 15 key commodities) Analysis carried out by the UNRWA Programme Support Unit (PSU) using PCBS data on labour force, national accounts, poverty and prices Information provided by other humanitarian actors 	<ul style="list-style-type: none"> The GFO PSU strengthened its socioeconomic analysis capacity and developed an internal monthly Economic Update. The GFO monitoring and evaluation team continued food price monitoring with biweekly frequency. GFO continued the rollout of its enhanced PAS to determine the eligibility for assistance under its poverty-based programming and to ensure that assistance is provided to those most in need. Since the restart of the PAS in May 2015 until the end of June 2016, 132 RSS programme social workers assessed a total of 69,053 families through daily home visits. Active participation within the humanitarian Food Security Sector, especially for the production of the new oPt Socioeconomic and Food Security (SEFSec) survey. Regular risk analysis and assessment of sustainability with regard 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).

Financial (Continued)				
<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"> Between 3 April and 23 May 2016, UNRWA continued to monitor the suspension of GRM by Israeli authorities that led to the more than threefold increase in the price of cement (from NIS 560 to NIS 1,800 per ton), preventing families from purchasing materials and forcing stoppage of their reconstruction activities, as well as stalling the overall pace of reconstruction in Gaza for projects using the GRM. UNRWA continued to assist eligible families in the preparation of their documentation and to submit them to the GRM for clearance. The PA continued to upload families submitted by UNRWA to the system and UNRWA beneficiaries were being cleared by the Government of Israel.
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"> Water crisis continues to remain unresolved in the absence of any large-scale sea desalination and a viable carrier for fair potable water distribution Electricity supply in Gaza Strip is presently at the level of 205 MW, while the needs are double, at 400 MW. This continues to result in massive electricity cut-offs and, at best, the provision of eight hours of electricity per day. This situation impacts backup generators for operating water and wastewater assets and the increase in fuel consumption and costs of replacing spare parts for such generators.

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 	<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"> Quarterly monitoring has been conducted internally to follow the economic situation among the Palestine refugees. UNRWA WBFO has followed discussions and reports released by relevant external actors. UNRWA WBFO has been active in the Food Security Sector to follow trends, as well as to take part in relevant assessment and evaluations, such as the Socioeconomic Food Security evaluation for 2014.
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"> UNRWA EA interventions continue the transition process towards resilience-building and assures implementation according to plan through regular field visits, reporting and quarterly monitoring. The transition as planned in 2013 is assessed to have been successfully completed. UNRWA WBFO has been working towards a harmonized approach on food security in the West Bank. This requires stability with regard to donor funding and a developed communication plan for all relevant stakeholders.
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. 	<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"> UNRWA OSOs documents access incidents with regard to Agency staff and work closely with the relevant authorities to minimize programme implementation obstructions. WBFO follows-up on incidents and tracks overall trends through its International Protection Working Group and inter-agency forums.

annex 6: unrwa statistics bulletin 2016

General Statistics 2016

GFO	Number of official camps	8
	Registered Refugees (RR)	1,348,536
	Other Registered Persons*	87,080
	Registered Refugees, female (%)	49.5
	Registered Refugees, male (%)	50.5
	Registered Refugees - youth, female (%)	19.5
	Registered Refugees - youth, male (%)	19.3

JFO	Number of official camps	10
	Registered Refugees (RR)	2,175,491
	Other Registered Persons*	111,152
	Registered Refugees, female (%)	49.7
	Registered Refugees, male (%)	50.3
	Registered Refugees - youth, female (%)	19.0
	Registered Refugees - youth, male (%)	19.0

LFO	Number of official camps	12
	Registered Refugees (RR)	463,664
	Other Registered Persons*	50,131
	Registered Refugees, female (%)	49.6
	Registered Refugees, male (%)	50.4
	Registered Refugees - youth, female (%)	15.3
	Registered Refugees - youth, male (%)	15.2

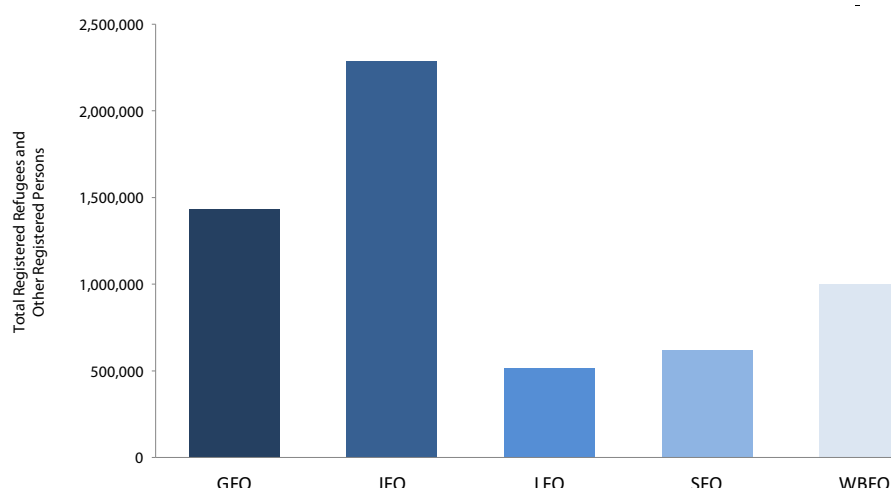
SFO	Number of official camps	9
	Registered Refugees (RR)	543,014
	Other Registered Persons*	75,114
	Registered Refugees, female (%)	51.2
	Registered Refugees, male (%)	48.8
	Registered Refugees - youth, female (%)	16.4
	Registered Refugees - youth, male (%)	16.4

WBFO	Number of official camps	19
	Registered Refugees (RR)	809,738
	Other Registered Persons*	187,435
	Registered Refugees, female (%)	50.3
	Registered Refugees, male (%)	49.7
	Registered Refugees - youth, female (%)	19.0
	Registered Refugees - youth, male (%)	18.6

Agency	Number of official camps	58
	Registered Refugees (RR)	5,340,443
	Other Registered Persons*	510,912
	Registered Refugees, female (%)	49.9
	Registered Refugees, male (%)	50.1
	Registered Refugees - youth, female (%)	18.5
	Registered Refugees - youth, male (%)	18.4

*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.

Total Registered Refugees and Other Registered Persons (2016)



Health Statistics 2016

GFO	Number of Primary Health-Care Facilities (PHCF)	22
	Number of PHCF with dental services (including mobile units)	21
	Number of Health Staff, female	584
	Number of Health Staff, male	375
	Number of annual patient visits	4,109,525
	Number of hospitalized patients	13,079
	Number of NCD cases under care	78,717
	Number of women attending at least four antenatal care (ANC) visits	43,206
	Number of women of women attending postnatal care (PNC) within 6 weeks of delivery	39,516
	% of infants 12 months old fully immunized	99.7
	% of 18-month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	99.8
	Prevalence of diabetes among population served, 18 years and above	5.5
	% of diabetes mellitus patients under control per defined criteria	42.3
	% of women with live birth who received at least 4 ANC visits	95.2
	Cost per served population ****	18.9
	Water borne disease outbreaks	0
JFO	Number of Primary Health-Care Facilities (PHCF)	25
	Number of PHCF with dental services (including mobile units)	33
	Number of Health Staff, female	449
	Number of Health Staff, male	293
	Number of annual patient visits	1,552,936
	Number of hospitalized patients	11,904
	Number of NCD cases under care	75,376
	Number of women in ANC	25,488
	Number of women in PNC	20,134
	% of infants 12 months old fully immunized	99.6
	% of 18-month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	98.2
	Prevalence of diabetes among population served, 18 years and above	5.9
	% of diabetes mellitus patients under control per defined criteria	48.8
	% of women with live birth who received at least 4 ANC visits	85.5
	Cost per served population ****	16.6
	Water borne disease outbreaks	0

LFO	Number of Primary Health-Care Facilities (PHCF)	27
	Number of PHCF with dental services (including mobile units)	19
	Number of Health Staff, female	164
	Number of Health Staff, male	188
	Number of annual patient visits*	1,104,705
	Number of hospitalized patients	28,475
	Number of NCD cases under care**	29,242
	Number of women in ANC	4,617
	Number of women in PNC	4,026
	% of infants 12 months old fully immunized	99.7
	% of 18-month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	99.2
	Prevalence of diabetes among population served, 18 years and above	4.9
	% of diabetes mellitus patients under control per defined criteria	51.4
	% of women with live birth who received at least 4 ANC visits	94.2
	Cost per served population ****	71.8
	Water borne disease outbreaks	0
SFO	Number of Primary Health-Care Facilities (PHCF)***	26
	Number of PHCF with dental services (including mobile units)	18
	Number of Health Staff, female	259
	Number of Health Staff, male	192
	Number of annual patient visits	927,913
	Number of hospitalized patients	20,737
	Number of NCD cases under care	32,205
	Number of women in ANC	6,305
	Number of women in PNC	4,592
	% of infants 12 months old fully immunized	98.7
	% of 18-month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	98.8
	Prevalence of diabetes among population served, 18 years and above	5.7
	% of diabetes mellitus patients under control per defined criteria	33.0
	% of women with live birth who received at least 4 ANC visits	64.3
	Cost per served population ****	19.1
	Water borne disease outbreaks	0
WBFO	Number of Primary Health-Care Facilities (PHCF)	43
	Number of PHCF with dental services (including mobile units)	24
	Number of Health Staff, female	532
	Number of Health Staff, male	298
	Number of annual patient visits	1,157,173
	Number of hospitalized patients	27,795
	Number of NCD cases under care	41,225
	Number of women in ANC	14,131
	Number of women in PNC	12,382
	% of infants 12 months old fully immunized	100.0
	% of 18-month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	100.0
	Prevalence of diabetes among population served, 18 years and above	8.0
	% of diabetes mellitus patients under control per defined criteria	46.5
	% of women with live birth who received at least 4 ANC visits	91.5
	Cost per served population ****	57.8
	Water borne disease outbreaks	0

Health Statistics 2016 (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	1,988
	Number of Health Staff, male	1,346
	Number of annual patient visits	8,852,252
	Number of hospitalized patients	101,990
	Number of NCD cases under care	256,765
	Number of women in ANC	93,747
	Number of women in PNC	80,650
	% of infants 12 months old fully immunized	99.7
	% of 18-month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	99.3
	Prevalence of diabetes among population served, 18 years and above	5.8
	% of diabetes mellitus patients under control per defined criteria	44.7
	% of women with live birth who received at least 4 ANC visits	89.8
	Cost per served population ****	31.0
	Water borne disease outbreaks	0

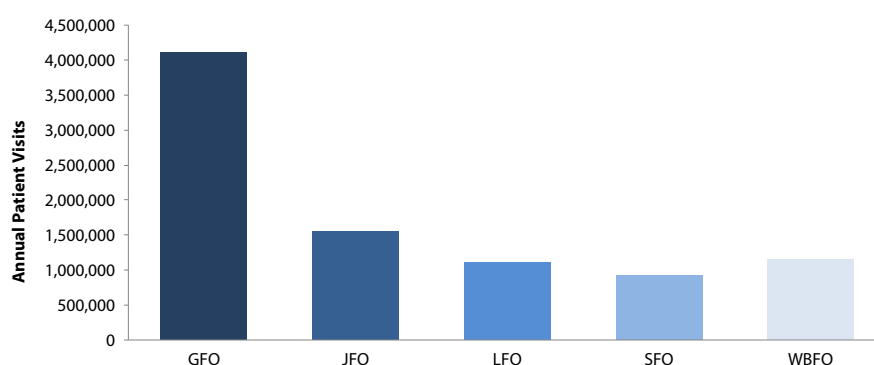
* Note 1: The total number of annual patient visits in Lebanon includes 194,569 PRS.

** Note 2: The total number of NCD patients includes 2,830 PRS.

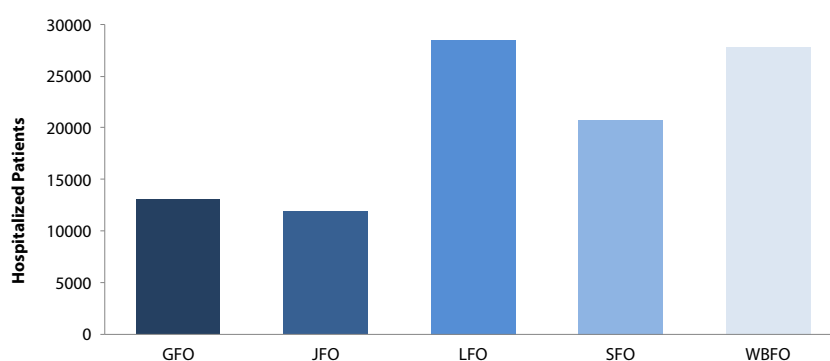
*** Note 3: In Syria, the 2016 number of PHCF includes 11 health points.

**** Note 4: The cost per served population is based on direct costs (excluding US\$ 5.10 in Agency-wide indirect costs).

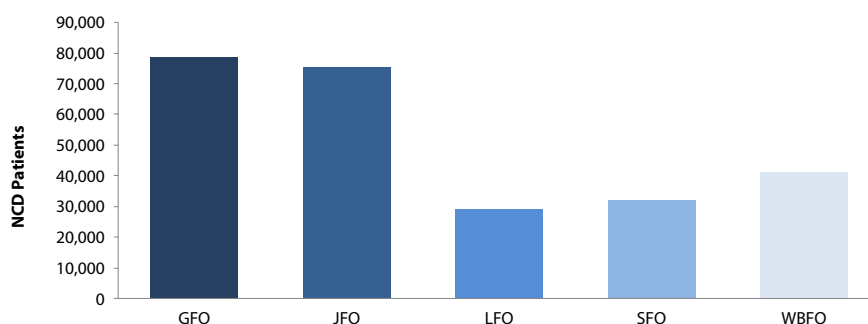
Number of Patient Visits by Field of Operation (2016)



Number of Patients Receiving Hospitalisation Care by Field of Operation (2016)



Number of NCD Patients Receiving Care from UNRWA Health Centres by Field of Operation (2016)



Education Statistics 2016/17

GFO	Number of UNRWA schools	267
	Number of double-shift schools	190
	% of double-shift schools	73.9
	Number of educational staff, female	6,055
	Number of educational staff, male	3,855
	Pupils Enroled: Elementary, female	90,641
	Pupils Enroled: Elementary, male	97,543
	Pupils Enroled: Preparatory, female	36,143
	Pupils Enroled: Preparatory, male	37,785
	Total Pupil Enrolment	262,112
	Survival rates in basic education, female*	98.4
	Survival rates in basic education, male*	94.8
	% of students identified with a disability receiving support meeting their needs , female	19.4
	% of students identified with a disability receiving support meeting their needs, male	19.4
	Number of Technical and Vocational Education and Training Programme (TVET) trainees (enrolment)	1,743
	Number of TVET graduates**	Data not yet available
	TVET employment rate (1 year post graduation)***	Data not yet available
	TVET employment rate (1 year post graduation), female***	Data not yet available
	TVET employment rate (1 year post graduation), male***	Data not yet available
	Cost per pupil: basic education cycle (US\$)*****	740.1
	Input unit costs per vocational training centres (VTC) student (US\$)*****	2,532
JFO	Number of UNRWA schools	171
	Number of double-shift schools	152
	% of double-shift schools	88.4
	Number of educational staff, female	2,517
	Number of educational staff, male	2,573
	Pupils Enroled: Elementary, female	37,898
	Pupils Enroled: Elementary, male	38,213
	Pupils Enroled: Preparatory, female	20,936
	Pupils Enroled: Preparatory, male	24,321
	Total Pupil Enrolment	121,368
	Survival rates in basic education, female*	86.2
	Survival rates in basic education, male*	89.2
	% of students identified with a disability receiving support meeting their needs , female	85.8
	% of students identified with a disability receiving support meeting their needs, male	86.5
	Number of TVET trainees (enrolment)	2,378
	Number of TVET graduates**	Data not yet available
	TVET employment rate (1 year post graduation)***	Data not yet available
	TVET employment rate (1 year post graduation), female***	Data not yet available
	TVET employment rate (1 year post graduation), male***	Data not yet available
	Number of students enroled in FESA	1,216
	Number of Faculty of Educational Sciences and Arts (FESA) graduates**	Data not yet available
	FESA employment rate (1 year post graduation), female***	Data not yet available
	FESA employment rate (1 year post graduation), male***	Data not yet available
	Cost per pupil: basic education cycle (US\$)*****	758
	Input unit costs per VTC student (US\$)*****	1,784

Education Statistics 2016/17 (Continued)

LFO	Number of UNRWA schools	67
	Number of double-shift schools	2
	% of double-shift schools	3
	Number of educational staff, female	1,196
	Number of educational staff, male	886
	Pupils Enroled: Elementary, female	11,452
	Pupils Enroled: Elementary, male	11,259
	Pupils Enroled: Preparatory, female	4,943
	Pupils Enroled: Preparatory, male	3,991
	Pupils Enroled: Secondary, female	2,764
	Pupils Enroled: Secondary, male	1,679
	Total Pupil Enrolment	36,088
	Survival rates in basic education, female*	94.7
	Survival rates in basic education, male*	91.7
	% of students identified with a disability receiving support meeting their needs , female	57.6
	% of students identified with a disability receiving support meeting their needs, male	40.2
	Number of TVET trainees (enrolment)	992
	Number of TVET graduates**	Data not yet available
	TVET employment rate (1 year post graduation)***	Data not yet available
	TVET employment rate (1 year post graduation), female***	Data not yet available
	TVET employment rate (1 year post graduation), male***	Data not yet available
SFO	Cost per pupil: basic education cycle (US\$)*****	1,017
	Input unit costs per VTC student (US\$)*****	1,873
	Number of UNRWA schools	101
	Number of double-shift schools	43
	% of double-shift schools	42.6
	Number of educational staff, female	1,288
	Number of educational staff, male	905
	Pupils Enroled: Elementary, female	16,138
	Pupils Enroled: Elementary, male	16,689
	Pupils Enroled: Preparatory, female	7,046
	Pupils Enroled: Preparatory, male	6,860
	Total Pupil Enrolment	46,733
	Survival rates in basic education, female*	99.4
	Survival rates in basic education, male*	98
	% of students identified with a disability receiving support meeting their needs , female****	30.9
	% of students identified with a disability receiving support meeting their needs, male****	40.6
	Number of TVET trainees (enrolment)	934
	Number of TVET graduates**	Data not yet available
	TVET employment rate (1 year post graduation)***	Data not yet available
	TVET employment rate (1 year post graduation), female***	Data not yet available
	TVET employment rate (1 year post graduation), male***	Data not yet available
	Cost per pupil: basic education cycle (US\$)*****	360
	Input unit costs per VTC student (US\$)*****	1,059

WBFO	Number of UNRWA schools	96
	Number of double-shift schools	0
	% of double-shift schools	0
	Number of educational staff, female	1,578
	Number of educational staff, male	1,093
	Pupils Enroled: Elementary, female	19,190
	Pupils Enroled: Elementary, male	13,392
	Pupils Enroled: Preparatory, female	9,622
	Pupils Enroled: Preparatory, male	6,755
	Total Pupil Enrolment	48,959
	Survival rates in basic education, female*	97.6
	Survival rates in basic education, male*	94.6
	% of students identified with a disability receiving support meeting their needs , female****	41
	% of students identified with a disability receiving support meeting their needs, male****	35.2
	Number of TVET trainees (enrolment)	1,035
	Number of TVET graduates**	Data not yet available
	TVET employment rate (1 year post graduation)***	Data not yet available
	TVET employment rate (1 year post graduation), female***	Data not yet available
	TVET employment rate (1 year post graduation), male***	Data not yet available
	Number of students enroled in ESF	640
	Number of ESF graduates**	Data not yet available
	Education Science Faculty (ESF) employment rate (1 year post graduation)***	Data not yet available
	ESF employment rate (1 year post graduation), female***	Data not yet available
	ESF employment rate (1 year post graduation), male***	Data not yet available
	Cost per pupil: basic education cycle (US\$)*****	1082
	Input unit costs per VTC student (US\$)*****	5,014

Agency	Number of UNRWA schools	702
	Number of double-shift schools	388
	% of double-shift schools	55.3
	Number of educational staff, female	12,634
	Number of educational staff, male	9,312
	Pupils Enroled: Elementary, female	175,319
	Pupils Enroled: Elementary, male	177,096
	Pupils Enroled: Preparatory, female	78,690
	Pupils Enroled: Preparatory, male	79,712
	Pupils Enroled: Secondary, female	2,764
	Pupils Enroled: Secondary, male	1,679
	Total Pupil Enrolment	515,260
	Survival rates in basic education, female*	96
	Survival rates in basic education, male*	93.7
	% of students identified with a disability receiving support meeting their needs , female	40
	% of students identified with a disability receiving support meeting their needs, male	33.3
	Number of TVET trainees (enrolment)	7,082
	Number of TVET graduates**	Data not yet available
	TVET employment rate (1 year post graduation)***	Data not yet available
	TVET employment rate (1 year post graduation), female***	Data not yet available
	TVET employment rate (1 year post graduation), male***	Data not yet available
	Number of students enroled in FESA / ESF	1,856
	Number of FECA / ESF graduates***	Data not yet available
	FESA/ESF employment rate (1 year post graduation)***	Data not yet available
	FESA/ESF employment rate (1 year post graduation), female***	Data not yet available
	FESA/ESF employment rate (1 year post graduation), male***	Data not yet available
	Cost per pupil: basic education cycle (US\$)*****	802
	Input unit costs per VTC student (US\$)*****	2,486

* Note 1: Survival rates, collected at the end of 2016 / beginning 2017, refer to the year 2015-16. The JFO survival rate includes Grade 10 while Agency-wide values are calculated through Grade 9 and exclude SFO.

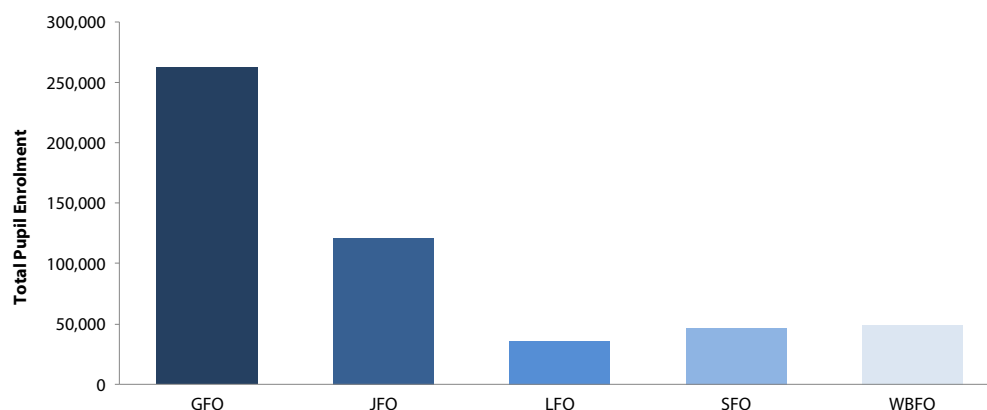
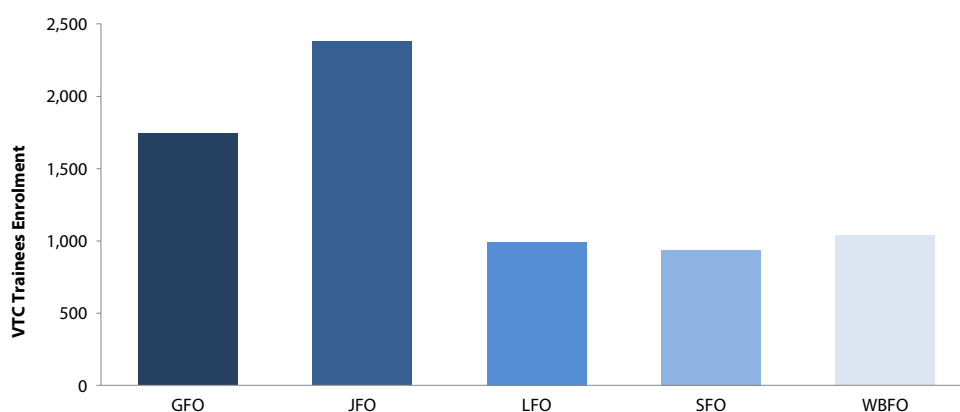
** Note 2: The number of VTC, FESA and ESF graduates will be available in June 2017.

*** Note 3: The employment rate refers to the percentage of graduates either employed or continuing their studies among active job seekers. VTC, FESA and ESF employment rates will be available in November 2017.

****Note 4: Data as to percentage of students identified with a disability receiving support that meets their needs is collected from a total of 89 schools in SFO and 60 schools in WBFO.

*****Note 5: Cost per pupil figures pertain to the 2015-16 scholastic year. The Agency-wide calculation is based on direct costs and does not include US\$ 147 in indirect costs per pupil. Agency-wide values exclude SFO.

*****Note 6: Cost per VTC student figures pertain to the 2015-16 scholastic year. Agency-wide values exclude SFO.

Total Pupil Enrolment in UNRWA Schools by Field of Operation (2016-17)**TVET Trainee Enrolment by Field of Operation (2016-17)**

Relief and Social Services Statistics 2016

GFO	Number of registration offices	16
	Number of RSS staff: female	197
	Number of RSS staff: male	209
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	98,352
	SHCs/SSN as % of registered refugees	7.0
	Total annual monetary value of food assistance per beneficiary, PB (US\$)	143.0
	Total annual monetary value of cash assistance per beneficiary, PB (US\$)	0
	Total annual monetary value of food assistance per beneficiary, EA (US\$)	112.0
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	0
	Total number of beneficiaries served through EA cash and food assistance	851,892
	Total annual monetary value per beneficiary: job creation programme (JCP), EA	961.0
	% of abject poverty gap bridged through UNRWA social transfers, PB	22.5
	% of poor individuals that received social transfers (out of the total poor population), female	51.0
	% of poor individuals that received social transfers (out of the total poor population), male	49.0
	% of poor individuals that received social transfers (out of the total poor population), disabled	14.0
JFO	Number of registration offices	16
	Number of RSS staff: female	80
	Number of RSS staff: male	30
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	58,915
	SHCs/SSN as % of registered refugees	3.0
	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	14,425
	% of abject poverty gap bridged through UNRWA social transfers, PB	18.4
	% of poor individuals that received social transfers (out of the total poor population), female	19.0
	% of poor individuals that received social transfers (out of the total poor population), male	16.7
	% of poor individuals that received social transfers (out of the total poor population), disabled	14.7

LFO	Number of registration offices	8
	Number of RSS staff: female	98
	Number of RSS staff: male	41
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	61,705
	SHCs/SSN as % of registered refugees	13.0
	Total annual monetary value per beneficiary: e-card, PB (US\$)	130
	Total annual monetary value per beneficiary of food assistance (in-kind and cash), EA (US\$)	324.0
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)	760.0
	Total number of beneficiaries served through EA cash and food assistance	35,880
	% of abject poverty gap bridged through UNRWA social transfers, PB	13.4
	% of poor individuals that received social transfers (out of the total poor population), female	24.0
	% of poor individuals that received social transfers (out of the total poor population), male	20.5
	% of poor individuals that received social transfers (out of the total poor population), disabled	3.8
SFO	Number of registration offices	7
	Number of RSS staff: female	56
	Number of RSS staff: male	32
	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\$)	67.2
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)	202.0
	Total number of beneficiaries served through EA cash and food assistance	527,893
	% of abject poverty gap bridged through UNRWA social transfers, PB **	N/A
	% of poor individuals that received social transfers (out of the total poor population), female**	N/A
	% of poor individuals that received social transfers (out of the total poor populations), male**	N/A
	% of poor individuals that received social transfers (out of the total poor populations), disabled**	N/A
WBFO	Number of registration offices	10
	Number of RSS staff: Female	73
	Number of RSS staff: Male	89
	Annual average number of Special Hardship / Social Safety Net Cases (SHCs/SSN)	36,052
	SHCs/SSN as % of registered refugees	4.0
	Total annual monetary value per beneficiary: e-card, PB (US\$)	120
	Total annual monetary value per beneficiary : food voucher, EA (US\$)	121
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	0
	Total annual monetary value per beneficiary: Cash for work programme (CFW), EA (US\$)	225
	Total number of beneficiaries served through EA cash and food assistance	46,296
	% of abject poverty gap bridged through UNRWA social transfers, PB	20.4
	% of poor individuals that received social transfers (out of the total poor populations), female***	N/A
	% of poor individuals that received social transfers (out of the total poor populations), male***	N/A
	% of poor individuals that received social transfers (out of the total poor populations), disabled***	N/A
Agency	Number of registration offices	57
	Number of RSS staff: female	504
	Number of RSS staff: male	401
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	255,024
	SHCs/SSN as % of registered refugees	5.0
	Total annual monetary value per beneficiary : e-card, PB (US\$)	122
	Total annual monetary value of food assistance per beneficiary, PB (US\$)	76.0
	Total annual monetary value of food assistance per beneficiary, EA (US\$)	101.3
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	243.6
	Total number of beneficiaries served through EA cash and food assistance	1,461,961
	Total annual monetary value per beneficiary : food voucher, EA (US\$)	121
	Total annual monetary value per beneficiary : job creation/cash for work programme, EA (US\$)	324
	% of abject poverty gap bridged through UNRWA social transfers, PB	18.7
	% of poor individuals that received social transfers (out of the total poor population), female****	31.0
	% of poor individuals that received social transfers (out of the total poor population), male****	29.0
	% of poor individuals that received social transfers (out of the total poor population), disabled****	11.3

* Note 1: In 2016, the calculation of the total annual monetary value of cash assistance per beneficiary (emergency) excluded the GFO Job Creation Programme and WBFO Cash for Work values.

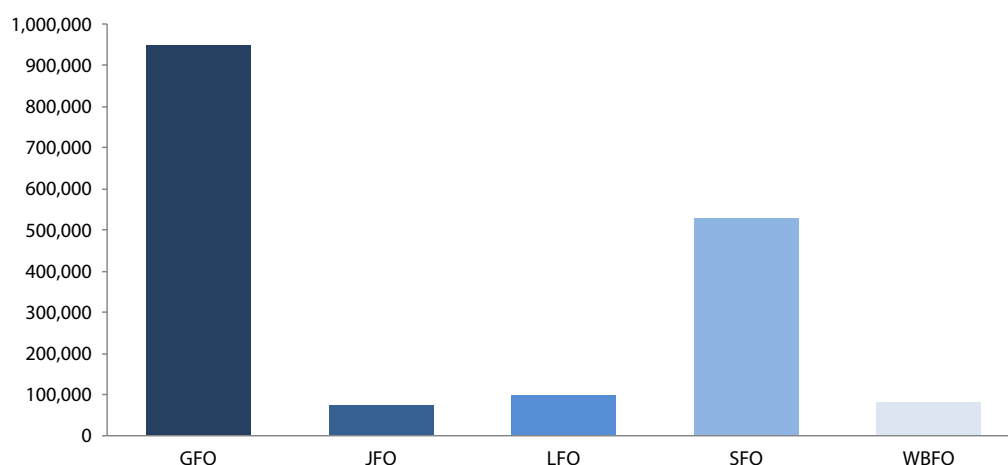
** Note 2: In 2016, all SHCs/SSN were assisted under the emergency appeal.

*** Note 3: In the West Bank, social transfers are distributed in collaboration with the World Food Programme that does not disaggregate data for refugees served. For this reason, disaggregated data for males, females and persons with disabilities is unavailable.

**** Note 4: Excluding WBFO and SFO.

***** Note 5: This figure represents the average value of the food basket provided to the abject poor and the food basket provided to the absolute poor.

Number of Refugees Assisted - SHCs/SSN and EA (2016)



Infrastructure and Camp Improvement Statistics 2016

GFO	Number of official camps	8
	Number of unofficial camps	0
	Number of shelters rehabilitated by emergency	5,685
	Number of families benefiting from improved shelter conditions (emergency)	5,685
	Total number of substandard SSN shelters in need of rehabilitation	18,175
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	19
	Number of families benefiting from improved shelter conditions (excl. emergency)	19
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	34,000
	Shelters connected to water network (%)	100.0
	Shelters connected to sewerage network (%)	96.0
JFO	Number of official camps	10
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation	11,111
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	24
	Number of families benefiting from improved shelter conditions (excl. emergency)	24
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	20,000
	Shelters connected to water network (%)	99.9
LFO	Shelters connected to sewerage network (%)	100
	Number of official camps	12
	Number of unofficial camps	0
	Number of shelters rehabilitated by emergency (Nahr El-Bared)	322
	Number of families benefiting from improved shelter conditions (emergency)	217
	Total number of substandard SSN shelters in need of rehabilitation	4,936
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	275
	Number of families benefiting from improved shelter conditions (excl. emergency)	275
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	8,800
	Shelters connected to water network (%)	100.0
	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
	Shelters connected to water network (%)**	100.0
	Shelters connected to sewerage network (%)	100.0

WBFO	Number of official camps	19
	Number of unofficial camps	0
	Total number of substandard SSN shelters in need of rehabilitation	7,339
	Total number of substandard SSN shelters rehabilitated/reconstructed(excl. emergency)	131
	Number of families benefiting from improved shelter conditions (excl. emergency)	131
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	13,423
	Shelters connected to water network (%)	100.0
	Shelters connected to sewerage network (%)	62.5

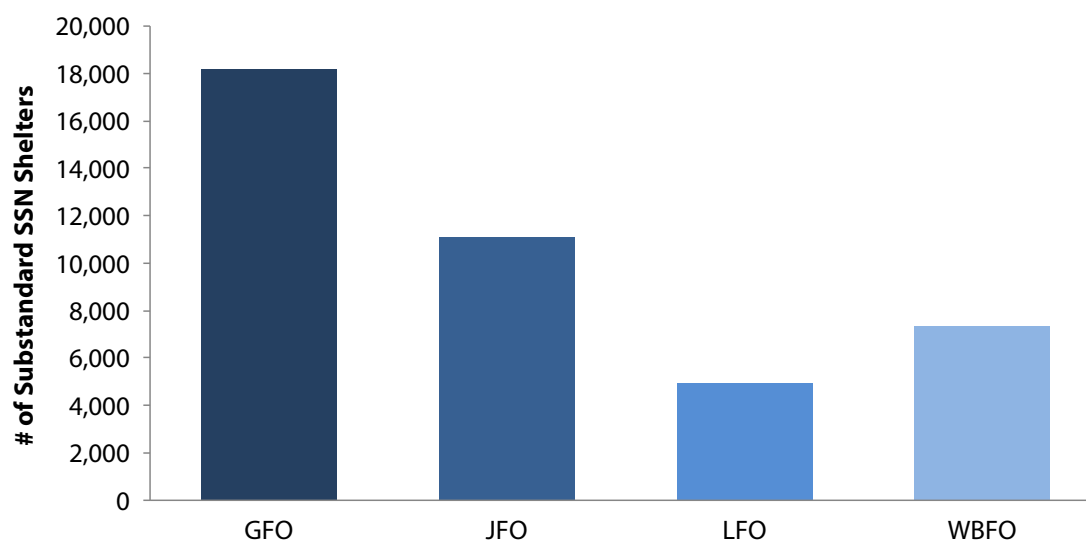
Agency	Number of official camps	58
	Number of unofficial camps	6
	Number of shelters rehabilitated by emergency	6,007
	Number of families benefiting from improved shelter conditions (emergency)	5,902
	Total number of substandard SSN shelters in need of rehabilitation	41,561
	Total number of substandard SSN shelters rehabilitated/constructed (excl. Emergency)	449
	Number of families benefiting from improved shelter conditions (excl. emergency)	453
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	12,406
	Shelters connected to water network (%)	100
	Shelters connected to sewerage network (%)	92

* Note 1: Cost per rehabilitated/constructed shelter is calculated on the basis of a weighted average.

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

*** Note 3: Due to the crisis in Syria, ICIP is unable to focus on shelter rehabilitation/reconstruction works.

Number of Substandard SSN Shelters by Field of Operation (2016)



Microfinance Statistics 2016

GFO	Number of branches	3
	Number of staff: female	20
	Number of staff: male	42
	Total number of loans awarded (annual)	4,989
	Total value (US\$) of loans awarded (annual)	7,373,630
	Number of loans awarded to refugees	4,333
	Value of loans awarded to refugees (US\$)	6,640,720
	Number of loans awarded to women	2,146
	Value of loans to women (US\$)	2,264,650
	# of loans to youth, 18-30	1,617
	Value of loans to youth, 18-30 (US\$)	2,184,410
	Total number of loans awarded (since programme initiation)	117,256
	Total value (US\$) of loans awarded (since programme initiation)	152,389,090
JFO	Number of branches	7
	Number of staff: female	63
	Number of staff: male	64
	Total number of loans awarded (annual)	12,811
	Total value (US\$) of loans awarded (annual)	14,177,044
	Number of loans awarded to refugees	6,888
	Value of loans awarded to refugees (US\$)	8,693,359
	Number of loans awarded to women	5,987
	Value of loans to women (US\$)	4,583,615
	# of loans to youth, 18-30	3,646
	Value of loans to youth, 18-30 (US\$)	3,248,587
	Total number of loans awarded (since programme initiation)	94,148
	Total value (US\$) of loans awarded (since programme initiation)	111,589,479
SFO	Number of branches	4
	Number of staff: female	29
	Number of staff: male	25
	Total number of loans awarded (annual)	9,520
	Total value (US\$) of loans awarded (annual)	1,932,360
	Number of loans awarded to refugees	265
	Value of loans awarded to refugees (US\$)	54,107
	Number of loans awarded to women	3,152
	Value of loans to women (US\$)	579,432
	# of loans to youth, 18-30	1,394
	Value of loans to youth, 18-30 (US\$)	260,322
	Total number of loans awarded (since programme initiation)	100,889
	Total value (US\$) of loans awarded (since programme initiation)	54,657,090
WBFO	Number of branches	8
	Number of staff: female	50
	Number of staff: male	75
	Total number of loans awarded (annual)	11,841
	Total value (US\$) of loans awarded (annual)	16,297,383
	Number of loans awarded to refugees	2,638
	Value of loans awarded to refugees (US\$)	3,484,604
	Number of loans awarded to women	4,641
	Value of loans to women (US\$)	5,528,530
	# of loans to youth, 18-30	4,680
	Value of loans to youth, 18-30 (US\$)	5,897,315
	Total number of loans awarded (since programme initiation)	125,017
	Total value (US\$) of loans awarded (since programme initiation)	175,067,105

Agency	Number of branches	22
	Number of staff: female	162
	Number of staff: male	206
	Total number of loans awarded (annual)	39,161
	Total value (US\$) of loans awarded (annual)	39,780,417
	Number of loans awarded to refugees	14,124
	Value of loans awarded to refugees (US\$)	18,872,790
	Number of loans awarded to women	15,926
	Value of loans to women (US\$)	12,956,227
	# of loans to youth, 18-30	11,337
	Value of loans to youth, 18-30 (US\$)	11,590,634
	Total number of loans awarded (since programme initiation)	437,310
	Total value (US\$) of loans awarded (since programme initiation)	493,702,764

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

Protection Statistics 2016

GFO	Percentage of UNRWA protection interventions that prompted a positive responses from the authorities*	N/A
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	70
	Number of individuals that received psychosocial support***	19,072
	Number of individuals referred to / received legal aid	1,180
JFO	Percentage of UNRWA protection interventions that prompted a positive responses from the authorities	40
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	60
	Number of individuals that received psychosocial support***	1,550
	Number of individuals referred to / received legal aid	148
LFO	Percentage of UNRWA protection interventions that prompted a positive responses from the authorities	0
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	45
	Number of individuals that received psychosocial support***	N/A
	Number of individuals referred to / received legal aid	8,070
SFO	Percentage of UNRWA protection interventions that prompted a positive responses from the authorities	N/A
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)**	N/A
	Number of individuals that received psychosocial support***	1,912
	Number of individuals referred to / received legal aid	1,078
WBFO	Percentage of UNRWA protection interventions that prompted a positive responses from the authorities*	37
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	51
	Number of individuals that received psychosocial support***	7,975
	Number of individuals referred to / received legal aid	49
Agency	Percentage of UNRWA protection interventions that prompted a positive responses from the authorities	26
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	56
	Number of individuals that received psychosocial support***	30,509
	Number of individuals referred to / received legal aid	10,525
	UNRWA's performance on the UN SWAP framework of indicators (%)	74

* Note 1: Due to insecure operating environments, the percentage of UNRWA protection interventions that prompted a positive response from the authorities is not applicable to GFO and SFO.

** Note 2: Due to the prevailing conditions in Syria, the survey was not conducted.

*** Note 3: Psychosocial service providers consist of health and/or education personnel in UNRWA fields of operation. LFO data is not available.

Human Resources Statistics 2016

GFO	Number of area staff, Female	7,068
	Number of area staff, Male	5,969
	Number of area refugee staff, Female	6,778
	Number of area refugee staff, Male	5,736
	Number of area non-refugee staff, Female	290
	Number of area non-refugee staff, Male	233
	% of area refugee staff	96
	Number of international staff, Female	13
	Number of international staff, Male	14
JFO	Number of area staff, Female	3,182
	Number of area staff, Male	3,460
	Number of area refugee staff, Female	3,052
	Number of area refugee staff, Male	3,331
	Number of area non-refugee staff, Female	130
	Number of area non-refugee staff, Male	129
	% of area refugee staff	96
	Number of international staff, Female	8
	Number of international staff, Male	7
LFO	Number of area staff, Female	1,528
	Number of area staff, Male	1,568
	Number of area refugee staff, Female	1,437
	Number of area refugee staff, Male	1,518
	Number of area non-refugee staff, Female	91
	Number of area non-refugee staff, Male	50
	% of area refugee staff	95
	Number of international staff, Female	6
	Number of international staff, Male	9
SFO	Number of area staff, Female	1,621
	Number of area staff, Male	1,382
	Number of area refugee staff, Female	1,172
	Number of area refugee staff, Male	1,177
	Number of area non-refugee staff, Female	449
	Number of area non-refugee staff, Male	205
	% of area refugee staff	78
	Number of international staff, Female	5
	Number of international staff, Male	12
WBFO	Number of area staff, Female	2,339
	Number of area staff, Male	2,296
	Number of area refugee staff, Female	1,800
	Number of area refugee staff, Male	1,818
	Number of area non-refugee staff, Female	539
	Number of area non-refugee staff, Male	478
	% of area refugee staff	78
	Number of international staff, Female	10
	Number of international staff, Male	9
Agency	Number of area staff, Female(including HQA)*	15,738
	Number of area staff, Male (including HQA)*	14,675
	Number of area refugee staff, Female	14,239
	Number of area refugee staff, Male	13,580
	Number of area non-refugee staff, Female	1,499
	Number of area non-refugee staff, Male	1,095
	% of area refugee staff	91
	Number of international staff, Female (incl. HQA)**	80
	Number of international staff, Male (incl. HQA)**	98

* Note 1: In 2016, the total number of area staff in HQA was 386 (197 females and 189 males).

** Note 2: In 2016, the total number of international staff in HQA was 85 (38 females and 47 males).

Procurement Statistics 2016

GFO	Total procurement value (US\$) of purchase orders, services and construction contracts	80,766,110
	Total proportion of total Agency procurement value (%)	28.0
	Total procurement value (US\$) of construction contracts	39,024,060
	Proportion of total Agency construction contracts (%)	46.0
	Total procurement value (US\$) of purchase order contracts	21,953,233
	Proportion of total Agency purchase order contracts (%)	15.0
	Total procurement value (US\$) of service contracts	19,788,816
	Proportion of total Agency service contracts (%)	32.0
	Procurement value (US\$), PB	12,338,021
	Procurement value (US\$), EA and projects	68,428,089
JFO	Total procurement value (US\$) of purchase orders, services and construction contracts	16,349,792
	Total proportion of total Agency procurement value (%)	6.0
	Total procurement value (US\$) of construction contracts	5,770,547
	Proportion of total Agency construction contracts (%)	7.0
	Total procurement value (US\$) of purchase order contracts	6,902,750
	Proportion of total Agency purchase order contracts (%)	5.0
	Total procurement value (US\$) of service contracts	3,676,495
	Proportion of total Agency service contracts (%)	6.0
	Procurement value (US\$), PB	7,422,830
	Procurement value (US\$), EA and projects	8,926,962
LFO	Total procurement value (US\$) of purchase orders, services and construction contracts	41,939,652
	Total proportion of total Agency procurement value (%)	14.0
	Total procurement value (US\$) of construction contracts	31,650,843
	Proportion of total Agency construction contracts (%)	37.0
	Total procurement value (US\$) of purchase order contracts	6,697,815
	Proportion of total Agency purchase order contracts (%)	5.0
	Total procurement value (US\$) of service contracts	3,590,993
	Proportion of total Agency service contracts (%)	6.0
	Procurement value (US\$), PB	3,905,159
	Procurement value (US\$), EA and projects	38,034,493
SFO	Total procurement value (US\$) of purchase orders, services and construction contracts	14,724,361
	Total proportion of total Agency procurement value (%)	5.0
	Total procurement value (US\$) of construction contracts	542,255
	Proportion of total Agency construction contracts (%)	1.0
	Total procurement value (US\$) of purchase order contracts	8,353,483
	Proportion of total Agency purchase order contracts (%)	6.0
	Total procurement value (US\$) of service contracts	5,828,623
	Proportion of total Agency service contracts (%)	9.6
	Procurement value (US\$), PB	4,936,796
	Procurement value (US\$), EA and projects	9,787,566
WBFO	Total procurement value (US\$) of purchase orders, services and construction contracts	22,549,829
	Total proportion of total Agency procurement value (%)	8.0
	Total procurement value (US\$) of construction contracts	7,692,205
	Proportion of total Agency construction contracts (%)	9.0
	Total procurement value (US\$) of purchase order contracts	4,812,931
	Proportion of total Agency purchase order contracts (%)	3.0
	Total procurement value (US\$) of service contracts	10,044,693
	Proportion of total Agency service contracts (%)	17.0
	Procurement value (US\$), PB	12,103,905
	Procurement value (US\$), EA and projects	10,445,924

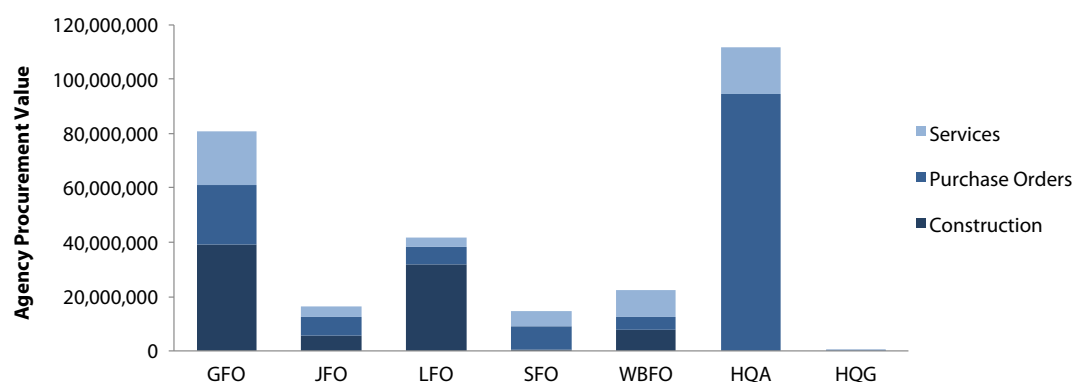
Procurement Statistics 2016 (Continued)

HQA	Total procurement value (US\$) of purchase orders, services and construction contracts	111,975,896
	Total proportion of total Agency procurement value (%)	39.0
	Total procurement value (US\$) of construction contracts	0
	Proportion of total Agency construction contracts (%)	0.0
	Total procurement value (US\$) of purchase order contracts	94,478,463
	Proportion of total Agency purchase order contracts (%)	66.0
	Total procurement value (US\$) of service contracts	17,497,433
	Proportion of total Agency service contracts (%)	29.0
	Procurement value (US\$), PB	35,459,003
	Procurement value (US\$), EA and projects	76,516,893

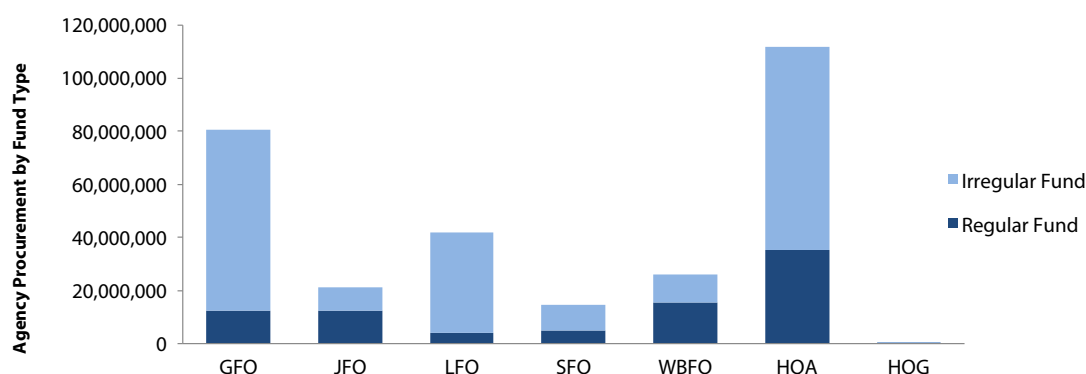
HQG	Total procurement value (US\$) of purchase orders, services and construction contracts	255,225
	Total proportion of total Agency procurement value (%)	0.1
	Total procurement value (US\$) of construction contracts	0.0
	Proportion of total Agency construction contracts (%)	0.0
	Total procurement value (US\$) of purchase order contracts	37,844
	Proportion of total Agency purchase order contracts (%)	0.03
	Total procurement value (US\$) of service contracts	217,381
	Proportion of total Agency service contracts (%)	0.4
	Procurement value (US\$), PB	148,208
	Procurement value (US\$), EA and projects	107,018

Agency	Total procurement value (US\$) of purchase orders, services and construction contracts	288,560,864
	Total proportion of total Agency procurement value (%)	100
	Total procurement value (US\$) of construction contracts	84,679,910
	Proportion of total Agency construction contracts (%)	100
	Total procurement value (US\$) of purchase order contracts	143,236,519
	Proportion of total Agency purchase order contracts (%)	100
	Total procurement value (US\$) of service contracts	60,644,435
	Proportion of total Agency service contracts (%)	100
	Procurement value (US\$), PB	76,313,921
	Procurement value (US\$), EA and projects	212,246,944

Procurement Value by Type of Contract per Field of Operation and Headquarters (2016)



Procurement by Source of Fund per Field of Operation and Headquarters (2016)

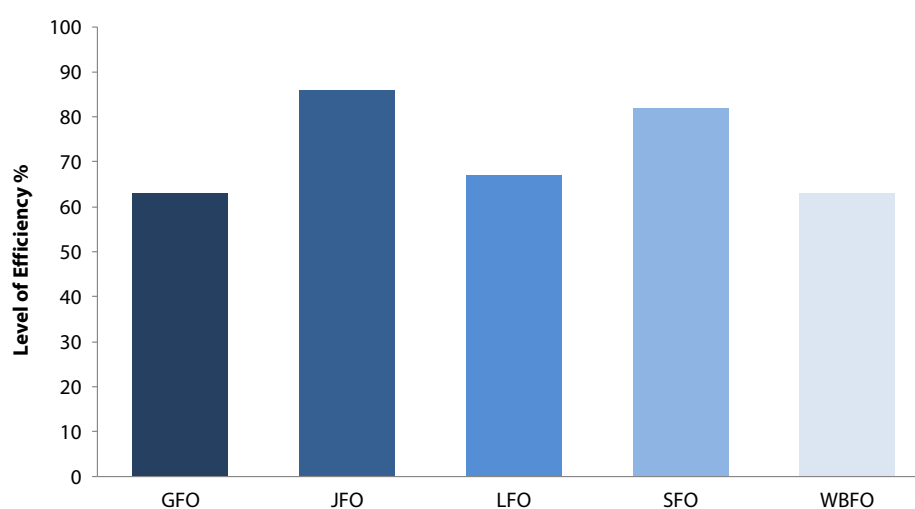


Management Statistics 2016

GFO	Level of efficiency in completing projects within agreed time and budget %	63
JFO	Level of efficiency in completing projects within agreed time and budget %	86
LFO	Level of efficiency in completing projects within agreed time and budget %	67
SFO	Level of efficiency in completing projects within agreed time and budget %	82
WBFO	Level of efficiency in completing projects within agreed time and budget %	63
	Level of efficiency in completing projects within agreed time and budget %	71
Agency	Implementation rate of external audit (UNBOA) recommendations %	36% fully implemented, 52% implementation in progress, 10% reiterated, 1% overtaken by events, and 1% not implemented

* Note 1: UNBOA recommendation implementation rates pertain to 2015 with regard to 71 outstanding recommendations as at 31 December 2014. Recommendation implementation rates for 2016 will be available in July 2017.

Level of Efficiency in Completing Projects within Agreed Time and Budget (2016)



endnotes

1. In addition to the AOR, UNRWA will issue separate annual and mid-year oPt EA and Syria regional crisis EA reports.
2. A further verification exercise was conducted at the end of 2016 with results slated to be available Q2 2017.
3. Please see the Survey on the Socio-economic Status of Palestine Refugees in Lebanon // 2015, available at <http://www.unrwa.org>.
4. <http://www.tradingeconomics.com/jordan/gdp/forecast>
5. <http://www.tradingeconomics.com/jordan/gdp-growth-annual>
6. Office for the Coordination of Humanitarian Affairs (OCHA), Conflict-related casualties and violence, online database, <https://www.ochaopt.org>.
7. PCBS, National Accounts, Q3 2016.
8. Palestinian Central Bureau of Statistics (PCBS) Labour Force Survey, Annual Report: 2016.
9. PCBS Labour Force Survey, Q3 2016.
10. Article 33, Fourth Geneva Convention. See also, for example, Report of the Secretary General to the Human Rights Council A/HRC/24/30 (22 August 2013), at para. 22; Report of the United Nations High Commissioner for Human Rights on the Implementation of Human Rights Council resolutions S-9/1 and S-12/1, A/HRC/31/40 (20 January 2016), at para. 36; Reports of the Secretary-General, Israeli practices affecting the human rights of the Palestinian people in the Occupied Palestinian Territory, including East Jerusalem, A/70/421 (14 October 2015), at para. 29 and A/71/364 (30 August 2016), at para. 28.
11. OCHA, Humanitarian Bulletin, occupied Palestinian territory, 10 February 2017 <http://www.ochaopt.org/content/overview-access-palestinians-gaza-2016>
12. Materials / products / technologies normally used for civilian purposes that, according to the Israeli authorities, may have military applications. 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, which is a temporary agreement between the Governments of Israel and Palestine brokered by the United Nations in September 2014. See UNSCO, Gaza Reconstruction Mechanism Factsheet, <http://www.unsco.org/Gaza%20Reconstruction%20Mechanism%20Fact%20Sheet%209%20October%202014.pdf>.
13. Palestine Trade Centre (PalTrade). OCHA oPt, Gaza Crossing e-database.
14. OCHA, The humanitarian impact of the blockade, November 2016. http://www.ochaopt.org/sites/default/files/ocha_opt_gaza_blockade_factsheet_14nov2016_mak.pdf and UNCT, Gaza Two Years After, 26 August 2016 http://www.ochaopt.org/sites/default/files/gaza_war_2_years_after_english.pdf. See also, GISHA, Security blocks restricting travel through Erez Crossing, December 2016, http://gisha.org/UserFiles/File/publications/Security_blocks/Security_blocks_factsheet_designed.pdf.
15. Data from UNRWA Operations, West Bank
16. <https://www.ochaopt.org/content/monthly-figures>
17. Due to the difficulty to ascertain on a systematic basis the refugee status of injuries outside the camps, UNRWA operations' statistics cover refugee injuries inside camps exclusively
18. Please note that no UNRWA provided humanitarian assistance was confiscated.
19. On 14 October 2015, the Israeli Security cabinet officially reinstated the policy of punitive demolitions. This policy had been removed in 2005, subsequent to an internal Israeli Commission recommendation to end punitive demolitions, reportedly assessing that they were not an effective deterrent and caused damage to Israel by generating hatred and hostility. Responding to the increased use of punitive demolitions in 2015, the UN Secretary-General stated that punitive measures, "supposedly intended as a deterrent, but entailing multiple violations of international law, only serve to alienate the population, particularly owing to their collective nature and the impact on people innocent of any alleged crime." Report of the Secretary-General to the HRC, 'Human rights situation in the occupied Palestinian territory, including East Jerusalem, (5 March 2015) A/HRC/28/45, para. 51.
20. PCBS labour Force Survey, 2016 annual report
21. PCBS labour Force Survey, 2016 annual report
22. The FHT approach is a person-centred primary health-care 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 (NCDs). The approach has contributed to improving the quality of primary health-care provision through a more efficient redistribution of duties among medical staff, reducing workloads and increasing consultation times.
23. The Units were established in the Education Development Centre under the Education Programme at different times throughout 2016.
24. TVET Programme/RBM.
25. During 2016, 1,190 families completed the reconstruction of their demolished houses, while 3,245 families completed the repairs.
26. 97,797 individuals received food assistance through the agency's programme budget funded SSNP.
27. Reflecting audited financial statements (2015).
28. Financial data within this section is based on un-audited financial statements. An audited expenditure report will be distributed in August 2017.
29. Traditional donors are those who were members of the Agency's Advisory Committee as at January 2010 (Australia,

- Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Italy, Japan, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom, the United States of America and the European Union.
30. 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.
31. 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.
32. Austria, Bulgaria, Czech Republic, Estonia, Greece, Holy See, Hungary, Iceland, Latvia, Lichtenstein, Luxembourg, Malta, Monaco, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia and Turkey.
33. In addition, the UN provided a total of US\$ 41.5 million (3.36 per cent) of total contributions, US\$ 30.7 million (4.92 per cent) of which was dedicated to the programme budget.
34. The cash view does not include the non-cash elements referenced through the above footnote.
35. Please note that the expenditure differs from pledges. In 2016, expenditure included carry-forward from 2015 contributions.
36. Please also note that the un-restricted budget pertains to un-earmarked funds and includes the programme budget. Restricted fund activities pertain to the earmarked budget and includes emergency operations, projects and microfinance activities.
37. Please note that this paragraph uses International Public Sector Accounting Standards (IPSAS) 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.
38. Please see General Assembly Resolution A/RES/71/93, <https://unispal.un.org/DPA/DPR/unispal.nsf/0/D6417289562E38DF8525809E005F48ED>.
39. UNRWA advocacy activities include meetings, briefings and/or formal correspondence with local and national authorities that bear responsibility to prevent violations of international law, put a stop to them and/or avoid their recurrence.
40. For the remaining 1,705 individuals (or 24.12 per cent), the Agency was unable to secure disaggregated data.
41. For the remaining 643 individuals (or 11.6 per cent), the Agency was unable to secure disaggregated data.
42. The new protection audit methodology includes three components: (i) installation visits by UNRWA protection staff and interviews of key frontline staff; (ii) focus group discussions with Palestine refugees; and (iii) field office level workshops with programme staff to validate the information collected. Based on the findings, recommendations to address any identified structural and/or specific protection challenges are developed as follow-up actions.
43. In 2015, the total number of patient consultations stood at 9,191,921.
44. In all, over 2,200 health personnel have received training.
45. The development of new modules in e-Health including hospitalization, pharmacy, MHPSS will continue. In addition, the Maternal and Child Health (MCH) Handbook, along with the personal health records of pregnant women and new mothers are being digitalised (in Jordan). This feature, to be available in the form of a mobile application, will be connected to the Agency's e-Health system, making it possible for new and expectant mothers to access their health records online.
46. Based on 2016 actuals, 2016-21 targets will be re-evaluated.
47. Please note that performance under this indicator does not pertain to rented health facilities.
48. Please also note that the target in Gaza is higher than in other fields of UNRWA operation due to the receipt of project funds to construct new HCs. Into 2017, both the baseline and targets for Gaza will be revised.
49. http://www.who.int/immunization/programmes_systems/supply_chain/benefits_of_immunization/en/
50. Diseases targeted by the EPI include diphtheria, whooping cough, tetanus, measles, poliomyelitis and tuberculosis.
51. The 2016 immunisation rate for infants at 12 months, disaggregated by UNRWA fields of operation, was: West Bank (100 per cent); Syria (99.0 per cent); Gaza (99.7 per cent); Lebanon (99.7 per cent); and Jordan (99.6 per cent).
52. The 2016 immunisation rate for children at 18 months, disaggregated by UNRWA fields of operation, was: West Bank (100 per cent); Syria (98.9 per cent); Gaza (99.8 per cent); Lebanon (99.2 per cent); and Jordan (98.2 per cent).
53. "...occurs when a sufficient proportion of the group [population] is immune. The decline of disease incidence is greater than the proportion of individuals immunized..." WHO, <http://www.who.int/bulletin/volumes/86/2/07-040089/en>.
54. This indicator measures the number of SSNP recipients receiving assistance that are provided with UNRWA hospitalization services. It was designed to reflect the strategic direction of the Agency health programme to prioritise the most vulnerable for assistance.
55. Under the new hospitalization policy in Lebanon, coverage for secondary care was decreased from 100 per cent to 90 per cent in government and private hospitals, while it was maintained at 100% for Palestine Red Crescent hospitals. To prevent catastrophic health expenditures, coverage for tertiary care was increased from 50% to 60% per cent with the ceiling also being increased from US\$ 4,000 to US\$ 5,000.
56. Baselines were set in relation to the 2013-14 school year as, at the time baselines and targets were set, the 2014-15 figures had yet to be validated and finalized. For this reason, 2014-15 figures have been included for the purposes of comparison. Further to standard practice, all targets will be reviewed as per 2016 actuals.
57. During the school year 2010-11 and prior to the crisis, there were 67,242 students enrolled in UNRWA basic education schools in Syria. With the start of the crisis, and in the school year 2011-12, total enrolment went down to 66,127 but stabilized at 45,541 in 2015-16 school year. The attendance rate, however, dropped dramatically, reaching its lowest point in February 2013 of approximately 21,962 students following the Yarmouk crisis. This increased to 43,309 by the start of 2013-14 school year and it is believed that the EiE programme played a role here.

58. Baselines were set in relation to the 2013-2014 school year as, at the time baselines and targets were set, 2014-15 figures had yet to be validated and finalized. For this reason the 2014-15 figures have been included for the purposes of comparison. As per standard practice, all targets will be reviewed under 2016 actuals.
59. 2013 UNRWA School Drop-Out: An Agency-wide Study.
60. Ibid at p. 3
61. In order to strengthen the understanding of the MLA results amongst UNRWA stakeholders, the baseline figures for 2013 have been revised (and the targets updated accordingly) to take into account a change in the methodology of analysis (full details are contained in the MLA report currently being drafted). Syria field was not included in the 2013 survey (due to security reasons), and as such, this data has been excluded from the 2016 UNRWA totals for comparison purposes.
62. As per standard practice, subsequent targets will be revised as per 2016 actuals.
63. It is worth noting that while most of the items in the survey were phrased in positive terms, with respondent "agreement" corresponding to positive perceptions, some items were developed with negative wording, in such a way that agreement or strong agreement with the stem implied a negative perception regarding the substance of the item. In these cases, the response data was inverted arithmetically before the analysis was undertaken so that responses to positively and negatively worded items could be combined. In order to be faithful to the original item stems, these items are flagged in the analysis using parentheses as follows: (scale inverted) in the upcoming main report. To facilitate correct interpretation, negative wording is also edited using square brackets (i.e., [not], [don't]) in order to make the items read in a manner consistent with the data scale.
64. Based on 2016 actuals, 2016-21 targets will be re-evaluated.
65. Please note that performance under this indicator does not pertain to rented schools.
66. Please also note that the baseline and targets in Gaza are higher than in other fields due to the receipt of project funds to construct new schools.
67. Please also note that given 2016 performance, the Agency-wide (excluding Syria) target will be revised upwards.
68. Please note that partnerships across all fields of UNRWA operation are not considered formal unless they are brought under the Agency the partnership framework. As such, longstanding initiatives such as the Job Creation Programme (JCP) / graduate training, the G-Gateway and the Sulafa Embroidery Centre in Gaza have yet to be brought into results reporting under this indicator.
69. The source for the 2016-17 baseline is the 2013-14 PS.
70. The EPS is conducted every three years. As such, the final MTS target will not be assessed until 2022. MTS targets will be reviewed in light of 2016 actuals.
71. Due to the conflict, Syria was unable to participate in the 2016-17 EPS, however, it is anticipated that data collection will take place in 2017.
72. Unlike the 2013-14 PS, the 2016-17 EPS disaggregated responses between the two distinct types of TVET graduates, technical and vocational.
73. Vocational graduates are those that have studied for 1 or 2 years in a programme that prepares them to work in a trade as a technician in areas such as: car mechanics, plumbing, carpentry, building construction and decoration; applicants for these programmes must have completed the basic education cycle (9th/10th grade). Technical graduates are trained in programmes that last 2 years as preparing graduates to work in professional careers such as engineering, accounting, nursing medicine, architecture; applicants for these programmes must have completed the secondary education cycle.
74. The FESA is located in Jordan while the Education Science Faculty (ESF) is located in the West Bank. As both institutions are not VTCs they are disaggregated and presented separately from the TVET Agency-wide figure.
75. The actuals in the above table above represent the number of SSNP students identified, based on first year 2016-17 enrolment data and using a baseline from the 2014-15 scholastic year that reflects students from both sub-categories. A target for Syria was not initially set given the crisis, extreme levels of poverty and challenges in ascertaining distinct levels of poverty through the proxy-means testing formula (PMTF). Further to standard practice, subsequent annual targets will be reviewed as per 2016 Actuals.
76. Please note that the microfinance programme does not operate in Lebanon.
77. This figure exceeds 100 per cent due to advance repayments.
78. Please note that UNRWA does not disaggregate loan repayment rates by refugee and non-refugees.
79. Reported data corresponds to the number of FTEs created for Palestine refugees.
80. A revised methodology towards the calculation of FTEs in Jordan was developed. As a result, the number of FTEs in 2016 in Jordan is less than the planned target value.
81. FTEs correspond to an estimation of the number of jobs created by a given initiative within a predefined timeframe. The number of FTEs is obtained by dividing the total generated person-days by the actual number of working days over the duration of the initiative. For example, an initiative generating 546 person-days over one year (273 working days) would correspond to 2 FTEs. FTEs should be understood as the average number of jobs created by an initiative at any point in time and corresponds to the lowest possible estimate of the total number of individuals employed throughout the lifespan of each initiative as each FTE may correspond to several workers if the initiative has a high turnover rate.
82. Youth initiatives include programmes and activities with the objective of increasing the access and participation of youth between the ages of 15-24 in awareness raising, cultural, social, recreational, and civic and livelihood activities. In addition, these efforts seek to strengthen the capacity of youth leaders in refugee camps and outside camps in the areas of leadership skill development, decision making and community mobilization to better meet youth needs.
83. Please note that during the reporting period, UNRWA was unable to report against the indicator, "percentage of beneficiaries satisfied with rehabilitated shelters". In preparation for conducting this survey in 2017, post-occupancy evaluation forms are currently being revised and the methodology underpinning survey analysis is being developed.

84. UNRWA Relief and Social Services defines those in a state of absolute poverty as individuals unable to meet some of but not the entire basket of basic needs including food while the abject poor are those unable to meet even basic food requirements.
85. Results under this indicator do not pertain to Syria where SSNP assistance has been stayed due to the prevailing crisis.
86. In Jordan, the caseload was assessed in 2014-15. Non-abject cases were phased out of the SSNP during this period. As such, nearly 100 per cent of SSNP beneficiaries in Jordan are abject poor.
87. A social transfer is any non-contributory payment, be it in the form of in-kind food or NFIs, cash, voucher or a combination thereof to help reduce the vulnerability of a family or individual to poverty.
88. Results under this indicator do not pertain to Syria where the SSNP assistance has been stayed due to the ongoing crisis.
89. 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.
90. Please note that as this is a new indicator, a comparative analysis with results achieved in 2015 is not possible.
91. It merits note that the disciplinary process is separate from investigations, meaning that when an allegation is substantiated through DIOS, the decision to impose disciplinary measures is separate post-investigation process.
92. This indicator relates only to investigations conducted by DIOS and not to UNRWA field offices that are also authorized to conduct investigations.
93. Please note that the 2016 actual will form the baseline for the duration of the MTS reporting period.
94. Issued in February 2017, the framework sets out a multi-dimensional approach to neutrality with regard to staff members and other personnel working or providing services to UNRWA and Agency installations, assets and operations.
95. Please note that this training (for 358 UNRWA staff in the West Bank) is also reported under section 3.3.3. – Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy - of the AOR (under the subsection concerning the Operations Support Office).
96. Please also note that this training (for 193 UNRWA staff in Gaza) is also reported under section 3.2.3. – Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy - of the AOR (under the subsection concerning the Operations Support Office).
97. This training will continue across Syria and Jordan in early 2017.
98. Please note that the SOP was issued in early 2017, outside of the current reporting period.
99. Please note that there were 265 installations in Gaza between January and June 2016. Nine schools temporarily operated in PA facilities. During the second half of the year, the number of installations increased to 273 with an additional three schools operating in PA facilities. All installations, including UNRWA schools temporarily located in PA school buildings, were inspected four times during the year.
100. Due to the merging of two schools, in September 2016, the number of UNRWA installations in Lebanon was reduced from 170 to 169.
101. A representative sample of 4,976 evaluation forms completed by staff participating in the training were reviewed by UNRWA Headquarters.
102. Please see, http://intranet.unrwa.org/HQAEducationDepartment/Polices/UNRWA_Teacher%20Policy_November_2013.pdf. The UNRWA Teacher Policy seeks to provide support to teachers at school level with regard to their on-going professional development, whilst ensuring diversified and motivating career opportunities. The policy also introduced new roles to facilitate school quality assurance, monitoring and assessment and the overall coordination of professional development.
103. Please note that the targets differ between senior Area and International personnel because staff rotation is much lower for senior Area staff pools, allowing for a more ambitious approach with regard to the representation of women amongst the ranks of international staff.
104. Please note that the 2021 targets currently listed should be considered provisional.
105. Please note that the Grade range for Area Staff is from Gr.2-20.
106. In GFO a total of US\$ 4,986,194 was received in 2015 and carried forward in 2016. In addition, the amount of US\$9.3 million received prior to 2016 was reprogrammed for use under 2016 EA in Gaza.
107. In WBFO a total of US\$ 17,418,455 was received in 2015 and carried forward in 2016.
108. Funding for these positions was supported through 2016 contributions and carryover funds from 2015.
109. GFO Monitoring & Evaluation Unit, JCP Income Use Assessment, November 2016.
110. The method to calculate the waiting list time was recently modified by GFO. The time is now calculated based on family size and time passed since the job application; as opposed to individuals receiving a job offer under the previous system. This explains the higher 5 year waiting time reported in the mid-year report.
111. Please note that the provision of secondary and tertiary health care is covered under the UNRWA programme budget.
112. Ibid.
113. According to screening activities, the total number of children identified with learning difficulties was 8,342. GFO supported 8,150.
114. 262,112 is the number of students after finalization of the class formation in October, while 263,229 is the number of students on the first days of the start of the school year (i.e. before October). The number decreased due to students' movements to government schools or private schools.
115. Within the context of ongoing blockade, UNRWA is not in a position to collect data under this indicator.
116. Please note that this training (for 193 UNRWA staff in Gaza) is also reported under section 2.6 – Management and Operational Effectiveness - of the AOR (under the subsection concerning neutrality).

117. Figure captures the final number of individuals reached during Q4 2016.
118. Many Bedouin communities are close one to another and can alternatively be referred to one or two communities, depending on the clustering method applied. While the number initially targeted and planned was 85 communities, the number of communities assisted ended up being 82 due to the use of a different clustering method in accordance with OCHA classification.
119. Please note that this training (for 358 UNRWA staff in the West Bank) is also reported under section 2.6 – Management and Operational Effectiveness - of the AOR (under the subsection concerning neutrality).
120. In the UNRWA Syria Field Office (SFO), a total of US\$ 48,403,008 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.
121. In the UNRWA Lebanon Field Office (LFO), a total of US\$ 27,817,326 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.
122. In the UNRWA JFO, a total of US\$ 3,717,680 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.
123. This figure is an average of the first four rounds of distribution. Round 5 was not included because it is still on going.
124. This figure represents the highest number of refugees hosted at UNRWA collective shelters in 2016 recorded in January, the number is decreasing since then, reaching 2,354 at the end of 2016.
125. Please note that, due to favourable US\$/SYP exchange rates, a decreased level of expenditure served an increased number beneficiaries in round 2 compared to round 1. In round 3, increased expenditure is attributable to the provision of an additional US\$ 10 per beneficiary.
126. Excluding reimbursements for hospitalization costs.
127. Medical stock-outs in Syria were solely a result of access constraints deriving from the volatile security situation and other administrative restrictions. In areas such as Mzeirib in Dera'a governorate, or Khan Eshieh camp in Rif Damascus governorate, UNRWA is not authorized to bring in medication (or any other supplies) to its facilities, although the HCs in both locations are functioning. Patients receive medical consultations and prescriptions in these areas but then have to travel to the nearest accessible HC/HP in order to obtain medication. In Mzeirib for instance, this means a 4 to 5 hour journey across the front lines to obtain medicine at the UNRWA HC in Dera'a. UNRWA is providing more drugs to the Dera'a HC to ensure the availability of sufficient stocks to cover the needs of additional patients.
128. The assistance was for four months covering November and December 2016 and January and February 2017. The payment was made in one instalment in November 2016.
129. The target for the number of Palestine refugees provided with legal advice (9,346) encompasses legal counselling as well as legal awareness and representation services; however, the actual result of 6,606 is only reflective on the number of refugees who benefited from legal counselling exclusively. A total of 8,070 refugees benefited from all legal services including representation and awareness. In this regard, the actual results are closer to the target than indicated.
130. The remaining cases were distributed to in early 2017.
131. This target was revised down from 27,116 consultations.
132. This target was revised down from 891 hospitalizations accessed by PRS.
133. The listed target of 1,477 students graduating from basic education was registered in error in the EA.
134. The figure of 1,441 within the mid-year progress report was mistakenly reported as a cumulative total of the sessions that were conducted rather than the number of students who received psychosocial support
135. Due to operational challenges in Syria, reporting against this indicator does not provide an accurate reflection of actual delivery.
136. Please see footnote 29 for a detailed list of traditional donors.
137. General Assembly Resolution A/RES/71/93, paragraph 32, <https://unispal.un.org/DPA/DPR/unispal.nsf/0/D6417289562E38DF8525809E005F48ED>.
138. Syria and oPt Emergency Appeals.
139. Ibid.
140. US\$ 208 million/US\$ 345 million as of April 2016.
141. Please note that "tracked" refers to recording changes as soon as they occur as opposed to recording on a monthly, quarterly or annual basis.
142. US\$ 247/US\$ 720 million as of April 2016.
143. In this context, diversified sources refers to all sources of income, excluding the traditional donor group.
144. Provisional target pending development of an overarching private partnerships strategy.
145. Ibid.
146. Historically, UNRWA has recorded non-governmental institutions from Arab states like Dubai Cares, Kuwait Patient Helping Fund, and the United Arab Emirates Red Crescent have been recorded under Regional or Arab partner income bracket.
147. 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.
148. Please see footnote 32 for a detailed list of Non-Traditional Donors.
149. Working capital provides advances necessary to finance budgetary appropriations, pending the receipt of contributions, and to cover unforeseen and extraordinary expenses.
150. Due to an error, this indicator was incorrectly famed as requiring a percentage figure. The indicator has now been revised to request an absolute figure.



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وكالة الأمم المتحدة لإغاثة وتشغيل اللاجئين الفلسطينيين في الشرق الأدنى | united nations relief and works agency for palestine refugees in the near east