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# UPDATED QUICK RESPONSE PLAN FOR GAZA:

## An Assessment of Needs Six Months After the War





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# **UPDATED QUICK RESPONSE PLAN FOR GAZA:**

## **An Assessment of Needs Six Months After the War**

## Executive Summary

This document outlines UNRWA's updated emergency plans for Palestine refugees in Gaza during 2009. It supersedes the Agency's original *Quick Response Plan to Restore Critical Services to Refugees in Gaza* (QRP), which covered the period January – September 2009, and reflects funding needs until the end of this calendar year. It is the product of a comprehensive review of UNRWA's emergency interventions, conducted as part of the recent Consolidated Appeals (CAP) Mid Year Review process for the occupied Palestinian territory (oPt).

The review has resulted in an increase in UNRWA's emergency funding requirements in Gaza from US\$345.9 million to US\$371.3 million. Despite a rapid and generous donor response, additional funds are needed urgently: at the time of writing, the Agency was still facing a shortfall of around US\$179 million, or just under half of all budgeted needs. Further, of total contributions of US\$192 million, only US\$122 million had been received, limiting UNRWA's ability to expand core emergency programmes to address increased needs.

Budget increases at mid-year point are mainly due to the extension of nine month QRP programmes to cover the final quarter of the year; however, they also reflect more substantive adjustments in programme goals and activity plans, in particular in the key areas of shelter repair and cash assistance. All changes are explained in detail below<sup>1</sup>.

On another level, the need for additional funds is a consequence of Israel's continued policies of closure and isolation, which forestall prospects for Palestinian private sector recovery and post-war rehabilitation and serve to prolong aid dependency and destitution amongst a majority of the population. By extension, increases in humanitarian aid budgets also reflect the continued failure of the international community to protect and guarantee the basic human rights of Palestinians, including refugees who represent around two-thirds of Gaza's population, as enshrined under international law.

Although sporadic Israeli-Palestinian clashes continue, the security situation in Gaza has stabilized in the past five months. However, living conditions remain grim, and for most of the 1.5 million residents have not recovered to pre-war levels. The recent period has seen little substantive movement by Israel on relaxing restrictions on access and movement of people and goods into and out of Gaza. Passenger terminals are effectively closed, whilst exports remain prohibited and the volume of materials entering Gaza is far lower than in the months leading up to the war. Imports of other basic supplies, including foodstuffs, agricultural inputs and educational materials, are also routinely banned, and the supply of fuel lags far below assessed needs.

Critically, Israel's blockade extends to the supplies and equipment needed to rebuild homes and infrastructure and for the rehabilitation of the construction sector and other industries and businesses ravaged by the recent war and prolonged trade embargo. Assessments of damages caused during the war to homes, property and infrastructure are close to completion – a result of extensive and coordinated efforts between relief and development partners in Gaza. However, repair and rehabilitation programmes, including those of UNRWA, are severely constrained and six months on from the end of the war, many thousands are yet to return to their homes.

The recent war has significantly exacerbated the protracted socio-economic crisis facing Gaza. The widespread destruction of household and productive assets and exposure of many thousands to extremely traumatic events has shattered many households and communities. In such conditions, large scale humanitarian programmes continue to have a vital role to play in mitigating the worst impacts of the crisis. This includes interventions that ensure basic sustenance and minimum income levels for the most vulnerable as well as targeted programmes of support for those whose mental, physical or psycho-social health has been most affected.

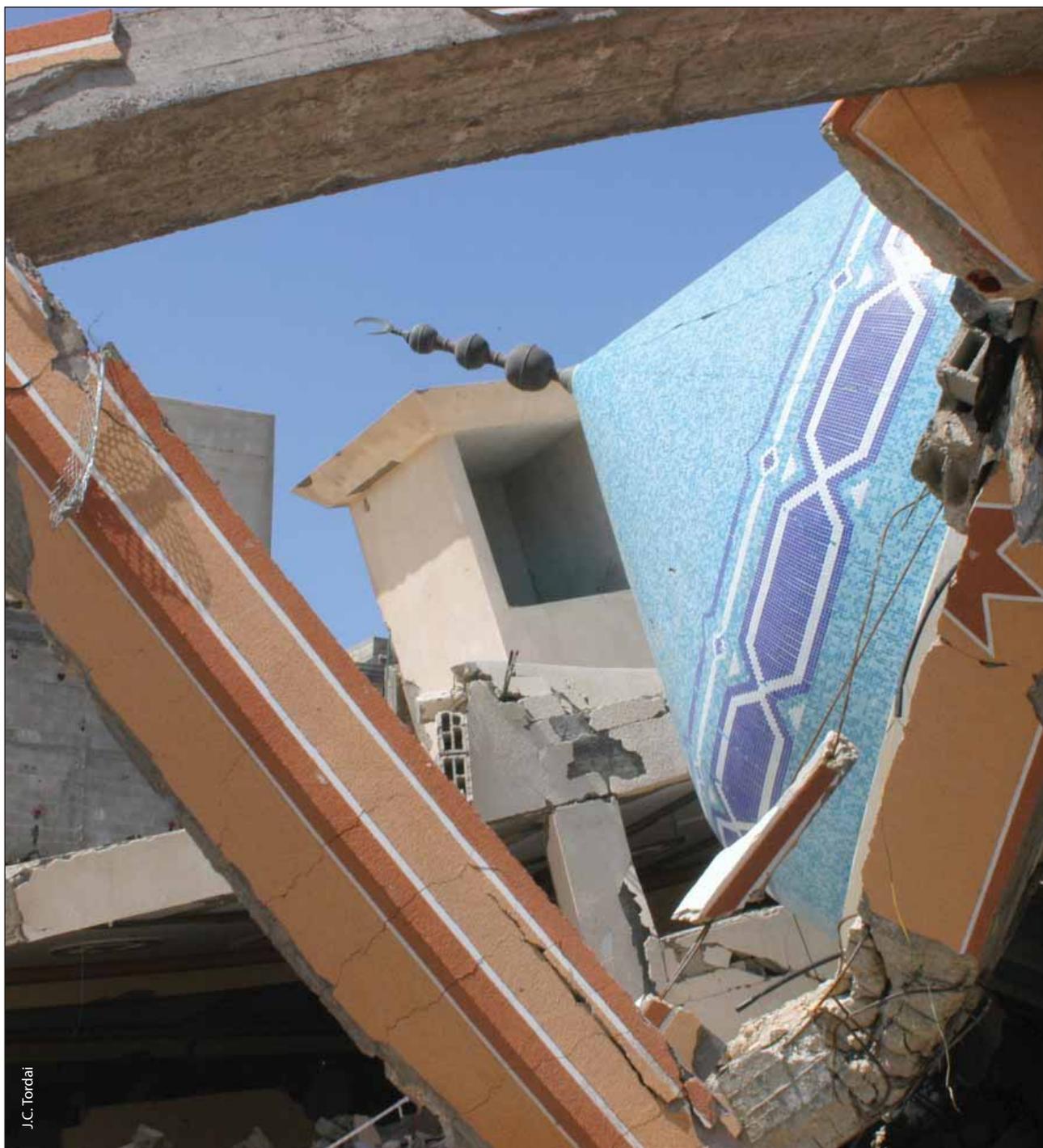
Assessments and surveys continue to emphasize the importance of relief efforts. However, despite their effectiveness in meeting immediate needs, such activities can do little to arrest a persistent and protracted decline in living conditions in Gaza. Indeed, there remains little likelihood of any real and sustained improvements in Gaza until the advent of a new post-war political climate that leads to the lifting of border closures, the normal functioning of the banking sector and the relaxation of trade restrictions.

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1. These changes are reflected in the revised oPt CAP for 2009, which incorporates all the interventions in this plan, with the exception of Repair and Rehabilitation of UNRWA Installations.

UNRWA's updated Emergency Appeal is designed around four strategic objectives which seek to: (1) provide emergency social safety assistance to vulnerable refugee families to alleviate the impact of increasing poverty and unemployment; (2) guarantee access to essential services; (3) protect Palestine refugees using a range of strategies that focus on the immediate and longer term consequences of the conflict and; (4) contribute to longer term strategies and plans for the recovery and reconstruction of Gaza. The Agency is also seeking funds to improve its capacity for coordination, management and planning of emergency operations through investment in dedicated resources at field and HQ level and the development of programme planning tools and systems, as part of the Agency's Organisational Development Plan.

The total appeal budget of US\$371.3 million includes approximately US\$43 million worth of activities that UNRWA will not be able to implement under prevailing access conditions. This includes the repair and rehabilitation of refugee shelters, including those affected during *Operation Cast Lead*, and repairs to UNRWA installations damaged during the war. As soon as the entry of construction materials and equipment is permitted, the Agency will move quickly to implement these activities.



J.C. Tordai

## Budget summary

Sector	Original QRP requirements	Revised requirements	Funding	%age coverage	Shortfall
Education	17,549,100	12,534,100	8,450,427	67	4,083,673
Food Aid	58,724,550	83,947,800	36,331,871	43	47,615,929
Emergency Job Creation	55,833,000	61,050,000	34,861,394	57	26,188,606
Emergency Cash Assistance	31,990,200	31,635,000	17,020,021	54	14,614,979
Shelter and Non-Food Items	97,461,330	100,677,000	23,314,151	23	77,362,849
Repair and Rehabilitation of UNRWA Installations	20,035,500	20,035,500	1,870,000	9	18,165,500
Health	22,311,000	19,092,000	2,199,886	12	16,892,114
Community Mental Health Programme	7,530,000	7,530,000	1,910,415	25	5,619,585
Support to Community Based Organisations	8,400,000	8,400,000	13,788,664	164	(5,388,664)
Environmental Health Services	5,371,050	5,371,050	2,050,455	38	3,320,595
Operations Support Officers	1,448,208	1,776,000	1,400,000	79	376,000
Management, Capacity and Security	19,250,175	19,250,175	9,032,888	47	10,217,287
Not yet allocated			40,166,016		
<b>TOTAL</b>	<b>\$345,904,113</b>	<b>\$371,298,625</b>	<b>\$192,396,188</b>	<b>\$52</b>	<b>\$178,902,437</b>

### Notes:

- (1) Funding levels reflect contributions and confirmed pledges as at 12 July 2009
- (2) All costings above include 11% Programme Support Costs
- (3) Funds "not yet allocated" are those that have not yet been received or that had just been received at the time of writing

## Context

Between 27 December 2008 and 18 January 2009, Israel conducted a large scale military operation in Gaza, codenamed *Operation Cast Lead*. The most destructive military assault in Gaza's history, it resulted in the death of over 1,400 Palestinians and more than 5,000 injuries and widespread destruction of public and private property, infrastructure and productive assets. Tens of thousands lost homes and livelihoods in the bombardment and subsequent ground force invasion. Thirteen Israelis were killed, including three civilians, and 518, including 182 civilians, were injured during the IDF operation<sup>2</sup>.

The assault followed an 18-month blockade of Gaza's borders which was imposed after the Hamas takeover of Gaza in mid-2007, and which was itself an extreme manifestation of a policy of access and movement restrictions that the Israeli Government has imposed upon Palestinians in the oPt since the early 1990s. The closures had crippled the private sector, leading to unprecedented levels of poverty and hardship amongst Gaza's 1,500,000 residents, around two thirds of whom are refugees<sup>3</sup>.

The months since the end of *Operation Cast Lead* have seen little real relaxation of the closure regime, stymieing national and international recovery and reconstruction efforts and limiting the ability of aid agencies to shift from emergency relief towards more sustainable interventions. Despite unprecedented levels of donor funding, humanitarian programmes are also constrained by restrictive Government of Israel (GoI) policies which continue to curb the entry of cash and materials necessary for the provision of basic services and utilities and the rehabilitation of homes and infrastructure. The residents of Gaza remain effectively imprisoned, with passage through Erez to Israel limited to emergency cases and the Rafah crossing to Egypt only open sporadically.



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<sup>2</sup> Source: PCHR (Palestinian casualty data) and OCHA (Israeli casualty data)

<sup>3</sup> To address the humanitarian impacts of the protracted blockade, two weeks before the start of Operation Cast Lead, UNRWA had launched its largest ever appeal for Gaza, seeking almost US\$190 million for emergency programmes during 2009. See: [www.unrwa.org](http://www.unrwa.org).

## The impact of Operation Cast Lead on Palestinian Living Conditions

*Operation Cast Lead* resulted in major Palestinian human and material losses, including destruction of private, public and commercial property, assets and infrastructure across the Gaza Strip and significant loss of life and injury.

An estimated 1,414 Palestinians were killed, including 313 children and 116 women, according to the Palestinian Centre for Human Rights<sup>4</sup>. A further 5,300 persons were injured, including over 1,600 children and around 800 women. Injuries were often serious and aggravated because many of those hurt remained in damaged and destroyed buildings for long periods before being evacuated by ambulances for medical care; it is feared that as many as half of all injured persons have suffered life long impairment and will require physical rehabilitation to prevent complications and permanent disability<sup>5</sup>.

The delivery of basic services was severely disrupted during the war. Following the ceasefire declarations on 18 January service provision was quickly resumed in most sectors, including education, health and environmental health services<sup>6</sup>. However, serious concerns remain about the long term impacts of the combination of the war and the protracted blockade on the physical and physiological health of Palestinians.

A February 2009 report by the oPt Health Cluster has warned of complications for patients with chronic diseases whose treatment was suspended during the war and of continued Gradual decline in the nutritional status of the population, particularly women and children<sup>7</sup>.

Further, surveys conducted by the Gaza Community Mental Health Programme in the immediate aftermath of the war indicated extremely high levels of exposure to traumatic events<sup>8</sup>. Although the long term impact remains difficult to quantify, UNRWA expects cases of post-traumatic stress disorder and other psychological and behavioural disorders triggered by exposure to traumatic events to rise. Psycho-social trauma and stress was the highest reported health problem by respondents of a household survey conducted on behalf of UNIFEM in Gaza six weeks after the war. The survey also found major increases in expenditure on the treatment of trauma and psycho-social support in the war's aftermath, suggesting that such assistance has become a basic and urgent need for many<sup>9</sup>.

Tens of thousands of Palestinians were displaced during the conflict, with some surveys suggesting that as many as one in three Gaza households fled their homes at some point<sup>10</sup>. Over 50,000 of the displaced sought shelter in 50 temporary shelters opened by UNRWA in Agency schools across the Gaza Strip, whilst many thousands more were housed by friends and families.



Ongoing damage assessments conducted by UNRWA engineers indicate that more than 15 percent of refugee housing stock was damaged or destroyed during the IDF operation, i.e. around 44,000 refugee homes. This includes 2,200 refugee shelters destroyed or damaged beyond repair, 1,580 shelters which sustained major, i.e. structural, and moderate damages and 40,000 with minor damages. The unavailability of building materials and supplies on the local market due to the continued embargo means that to date only minor repairs have been undertaken; the vast majority of displaced families remain in various forms of temporary accommodation, including with friends and relatives, in rented buildings, makeshift shelters close to their homes or in tented cities<sup>11</sup>.

4 See: <http://www.pchrgaza.org/files/PressR/English/2008/list.pdf>

5 See: *Annual Report of the Department of Health, 2008, UNRWA forthcoming.*

6 As at end-June, an estimated 10,000 Gazans had not been reconnected to the water network, due to non-repair of damages

7 See Gaza Strip, initial health needs assessment, February 2009, Health Cluster, available at: <http://www.emro.who.int/palestine/>.

8 See: [http://www.gcmhp.net/File\\_files/researchMay2k9.htm](http://www.gcmhp.net/File_files/researchMay2k9.htm) and [http://www.pchrgaza.org/files/Reports/English/pdf\\_spec/War%20Crimes%20Against%20Children%20Book.pdf](http://www.pchrgaza.org/files/Reports/English/pdf_spec/War%20Crimes%20Against%20Children%20Book.pdf)

9 Source: *Voicing the needs of Women and Men in Gaza, UNIFEM March 2009*

10 For more details see: <http://www.fafano.no/ais/middeast/opt/gazasrv09/index.htm>

11 Although unprecedented in its severity, the massive destruction of property during Operation Cast Lead was an extreme case of more or less continuous Israeli demolition activity in Gaza since September 2000. UNRWA estimates that between September 2000 and December 2008, 3,417 refugee shelters were destroyed and a further 7,676 damaged.

Approximately 57km of asphalted roads were destroyed, and almost 20,000 metres of pipes damaged, as were four water reservoirs, 11 wells and sewage networks and pumping stations in four locations. There was also widespread destruction of public and service sector infrastructure, including schools, clinics, and government buildings as well as roads, bridges, electricity, water and sewage lines, placing constraints on the delivery of and access to public services. 107 UNRWA installations sustained varying degrees of damage, including 85 schools, three sanitation offices, two of the Agency's main warehouses and three distribution centres. An estimated 600,000 tonnes of rubble needs to be removed.

The war was accompanied by massive destruction of Gaza's commercial infrastructure, including factories, businesses, farms and agricultural land. Estimates of commercial damages – not including the agricultural sector – have been calculated at US\$11 million by the Palestinian Federation of Industries<sup>12</sup>, whilst lost economic output and income over the 22-day period of the assault is estimated at US\$87 million and reduced output and income during 2009 at almost US\$720 million<sup>13</sup>. By destroying productive capacity and preventing its rehabilitation, Israel's actions during and since the end of the war have significantly broadened and deepened the economic and labour market crises facing Gaza.

## Protracted socio-economic decline

The damage suffered by Gaza's commercial and industrial sectors during the recent war was but a single event in the protracted economic crisis that has beset Gaza since the start of the *Al Aqsa Intifada* in September 2000 and which escalated dramatically following Hamas's takeover of mid-2007.

Hamas's seizure of power at that time prompted the imposition of sweeping restrictions on the movement of goods and people across Gaza's borders, leading to further contraction of an already flailing private sector and consequent increases in poverty and unemployment levels. Labour market conditions in the Gaza Strip in the 12 month period leading up to the war were arguably the worst in its history. Once adjusted to account for large numbers of unpaid absentee workers<sup>14</sup>, data indicates showed that unemployment affected 49 percent of the work force, amongst the highest recorded levels of unemployment in the world<sup>15</sup>. Already in 2007, over half of Palestinian households in Gaza were living in poverty and therefore lacking some of the material requirements for a minimally dignified life; more than one in three were below the deep poverty line and unable to meet basic needs for food, clothing and housing<sup>16</sup>. This represents an increase of close to 60 percent since before the intifada. When it is released data for 2008 will likely show further declines in conditions in the run up to the war, despite large scale emergency assistance programmes which reach close to 80 percent of the population.

Notwithstanding the sizeable expansions in provision of such support since Hamas's assumption of power, recent research conducted by UNRWA has highlighted the reduced effectiveness of social safety net assistance programmes in alleviating poverty. In a context of rapid population and labour force growth, increases in the level of emergency service provision have failed to keep pace with the growth in the number and depth of those in poverty. It is clear that substantive and sustained improvements in living conditions will require a comprehensive easing of the restrictions to allow normal economic activity to resume. This includes a lifting of restrictions on materials and equipment that will allow the construction and manufacturing sectors to resume operations.



<sup>12</sup> See: <http://www.pscs.ps/down/Gaza%20Industry%20Reconstruction%20and%20Development%20Report.pdf>

<sup>13</sup> See PCBS press release: "Preliminary estimate for economic losses in the Gaza Strip caused by Israeli aggression", 20 January 2009.

<sup>14</sup> For a detailed account of labour force conditions in Gaza during 2008, see: *Prolonged Crisis in the Occupied Palestinian Territory: Socio-Economic Developments in 2008*, forthcoming. Previous reports in this UNRWA series are available at [www.unrwa.org](http://www.unrwa.org).

<sup>15</sup> ILO data indicates that in 2005 – the latest year for which consolidated global data is available – only seven countries in the world had unemployment rates above 30%. During that year, the average ILO rate of unemployment in the Middle East and North Africa region, which has suffered the highest rate of unemployment of any region of the world for the last decade, was around 12%.

<sup>16</sup> A detailed presentation of poverty and living levels is available in the report *Poverty in the occupied Palestinian territory 2007*, UNRWA, May 2009, available at: [www.unrwa.org](http://www.unrwa.org).

## Relief and recovery efforts hampered by a persistent and pervasive blockade

Five months after *Operation Cast Lead*, the protracted blockade on Gaza remains largely intact, with scant relaxation on restrictions on the access of goods and people. Recent data from PalTrade indicates that official imports into Gaza between February and May 2009, which averaged 2,834 truckloads per month, were only slightly higher than average monthly imports during the period June 2007 – December 2008 and four times less than in the months preceding the blockade when imports averaged more than 10,000 truckloads per month<sup>17</sup>.

Strict curbs on imports of ‘non-humanitarian supplies’ remain in place, whilst exports continue to be banned, notwithstanding the odd exception in recent months. The import ban extends to materials, supplies and machinery that are vital for the recovery and reconstruction of Gaza, including the rebuilding of homes and public infrastructure and industrial, commercial and agricultural premises, with the effect that large scale rehabilitation and repair work has been rendered impossible. OCHA estimates that only six truckloads of construction materials were allowed to enter Gaza between January – May 2009, compared to over 39,000 truckloads during the parallel period in 2007<sup>18</sup>. Other banned materials include paper and educational supplies, water pipes and agricultural inputs.

The ban on entry of fuel for commercial purposes, which came into effect in November 2008, has not been lifted, whilst amounts of industrial fuel and cooking gas authorized for entry remain way below assessed needs.

For those ‘humanitarian’ goods that are permitted to enter, import procedures remain often unclear and unpredictable, placing major constraints on aid agencies. A decision by the Government of Israel on 22 March 2009 to allow unrestricted access to foodstuffs from approved sources had not been implemented at the time of writing. Rejected items have included baby formula, pasta, soft drinks and tea. Meanwhile, restrictions on the entry of bank notes via Israel have tightened in the aftermath of the war, impacting negatively on payments of salaries and social welfare assistance.



<sup>17</sup> For more details see: Gaza Strip Crossings Monitoring Report, May 2009, PalTrade June 2009. Available at: <http://www.paltrade.org/en/publications.php?id=151>

<sup>18</sup> See The Humanitarian Monitor, May 2009, available at [www.ochaopt.org](http://www.ochaopt.org)

In addition to disempowering Gaza's shrinking middle classes, these conditions serve to support the growth and maintenance of an illegal tunnel economy across Gaza's border with Egypt in Rafah, through which a range of materials, including foodstuffs, beverages, livestock, medicines, fuel, cement, paper, spare parts and other goods are brought into Gaza via a network of several hundred tunnels.

## Strategic objectives

UNRWA's strategic objectives for the delivery of humanitarian assistance in Gaza remain unchanged from those elaborated for the Agency's original Emergency Appeal for 2009 and subsequent Quick Response Plan. UNRWA strives to mitigate the worst impacts of the crisis on vulnerable refugee households and to assist and protect those in need, including targeted support for particularly vulnerable groups such as children, youth and women.

Under this plan, the Agency will work towards the following strategic objectives:

- (1) To provide emergency social safety net assistance to vulnerable refugee families to alleviate the impact of increasing poverty and unemployment;
- (2) To guarantee access to essential services, including restoring services suspended during the war, repairing damaged assets and replacing destroyed and lost equipment and materials, as well as responding to increased demands for services;
- (3) To protect the rights of Palestine refugees using a broad range of strategies that focus on the immediate and longer term impacts of the conflict, including provision of community mental health services and support to Community Based Organisations (CBOs), ensuring an effective response to rapid onset crises affecting refugee communities and enhanced monitoring and reporting on human rights violations;
- (4) To contribute to longer term strategies and plans for the recovery and reconstruction of Gaza.

UNRWA is also seeking funds to improve its capacity for coordination, management and planning of emergency operations through investment in dedicated resources at field and HQ level and the development of programme planning tools and systems, as part of the Agency's Organisational Development Plan.

The Agency's ability to meet its objectives and implement the activities in this plan remains subject to a number of operational pre-requisites, which have been critically absent in Gaza for the past several years. Chief amongst these is the need for predictable and adequate access of goods and materials, including the functioning of border crossings at levels agreed in the November 2005 Agreement on Movement and Access and the availability of cash to allow banks and the private sector to function. Delivery of assistance also depends on the maintenance of a stable and dependable ceasefire to allow fluid movement of the population and ready access for humanitarian actors.

UNRWA has identified approximately US\$ 43 million worth of activities in this plan, including the repair and rehabilitation of refugee shelters and Agency installations, that it will not be able to implement under prevailing access conditions. The Agency will move quickly to complete these repairs as soon as the entry of construction materials and equipment is permitted. These represent only the very thin end of UNRWA's funding needs for repair and reconstruction of refugee assets in Gaza in the wake of *Operation Cast Lead*.

## Format of the revised appeal

In the pages below, revised objectives for QRP interventions are presented, spanning the entire 2009 calendar year, alongside updated budget estimates. Changes to original QRP plans are summarized, as are the main results achieved during the first half of the year. All budget estimates include Programme Support Costs at a rate of 11 percent.

## Response plans

### Education

Original QRP requirements	Revised requirements
\$17,549,100	\$12,534,100

**Aim:** to support the resumption of education services for all refugee pupils in UNRWA schools in a safe environment and mitigate the impact of the crisis on their learning abilities

#### Objectives: January – December 2009

- To provide learning support for children affected by the crisis, through supplementary learning programmes (remedial and lessons during summer holidays) and strengthened teaching resources
- To provide supplementary learning materials to 200,000 refugee pupils and 221 UNRWA schools and replace materials and equipment lost and damaged during the war

#### Activities

UNRWA will provide supplementary learning and support programmes for all 200,000 children in its schools, with special programmes for pupils facing particular difficulties, such as those whose livelihoods and basic survival needs have been severely compromised due to lack of shelter, displacement and poverty. Lost teaching hours, as a result of a suspension of schooling during *Operation Cast Lead*, and disrupted learning will be addressed through additional teaching time, after-school remedial programmes and an intensive Summer Learning programme.

UNRWA will invest in additional teaching resources to address the new challenges facing the education system in conditions of protracted crisis. UNRWA plans to upgrade head teachers and assistant heads and to recruit additional Special Education Needs teachers. Approximately 700 casual teaching staff will also have their status regularized during the second semester of the year. Additional human resource needs will be met through the *Emergency Job Creation* programme (see below).

Funds will also be used to purchase educational materials and equipment, including replacement or supplementary teaching materials and stationery and school supplies for all 200,000 refugee pupils in Gaza, and to cover the cost of lost and damaged school equipment.

#### Delivery, January – June 2009

- All UNRWA schools reopened on 24 January, within a week of the declaration of ceasefires, and schooling resumed for 200,000 pupils.

#### Budget

Operating costs	11,310,000
PSC (11%)	1,224,100
<b>TOTAL</b>	<b>\$12,534,100</b>



- A range of approaches have been used to help pupils and teachers re-engage with the learning process. Recreational activities have been organized, open learning approaches encouraged and evening homework sessions organized for pupils, to help catch up with teaching time lost during the war. Support has also been provided to schools within the framework of the 'Respect and Discipline in Schools Initiative'.
- Unified testing is proceeding as planned at the end of the 2008-09 school year.

#### Updates to QRP

UNRWA originally sought funding to regularize casual teaching staff for two semesters, i.e. the second semester of the 2008 – 09 year and the first semester of the 2009 – 2010 school year. As no actions were taken in the first half of the year the Agency has reduced its requirement for this activity to cover one semester only.

#### Impact

These activities will mitigate the impact of the crisis on the education system and learning process for 200,000 refugee children at UNRWA schools, by providing a safe and secure learning environment, and support longer-term rehabilitation and recovery efforts in this sector.

## Food Aid

Original QRP requirements	Revised requirements
\$58,724,550	\$83,947,800

**Aim:** To alleviate problems of constrained economic and physical access to adequate nutrition amongst refugees

### Revised Objectives: January – December 2009

- To distribute six rounds of emergency food assistance (one round to 1,000,000 registered refugees and five rounds to 650,000 refugees)
- To provide supplementary school feeding to 200,000 refugee pupils at UNRWA schools and vocational training centres in Gaza

### Activities

Between January and December 2009, UNRWA aims to distribute six rounds of emergency food assistance in Gaza, covering an estimated 60 percent of beneficiaries' daily calorific needs. Each beneficiary family, in accordance with its size, will receive a single parcel including flour, rice, sugar, sunflower oil, whole milk and luncheon meat, as per the parameters outlined in the original QRP.

The Agency is also seeking funds for an expanded school feeding programme, including sandwiches and juice or milk for all pupils in UNRWA schools and trainees at the Gaza and Khan Younis Training Centres.

### Delivery, January – June 2009

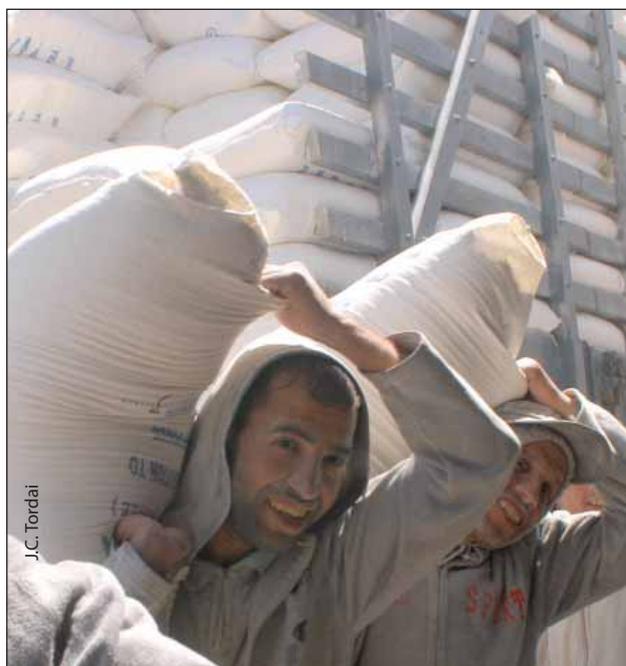
- Two rounds of food aid were delivered during the first half of the year, reaching 900,000 refugees and 650,000 refugees respectively.
- School feeding programmes were expanded to all Agency schools following the resumption of teaching in late-January 2009.

### Updates to QRP

Original QRP plans have been annualized and caseloads adjusted in light of prevailing conditions.

### Budget

Operating costs	75,628,000
PSC (11%)	8,319,800
<b>TOTAL</b>	<b>\$83,947,800</b>



UNRWA had planned two rounds of assistance to 1,000,000 persons and two rounds to 550,000 persons over nine months. Due to the availability of food on the local market, UNRWA assessed after one round of food aid that general distributions were no longer warranted.

In April, the Agency reverted to its pre-crisis emergency caseload, expanding this to include the family members of female refugees married to non-refugees, who were previously assisted by WFP.

### Impact

The distribution of food aid to vulnerable refugee families will mitigate the impact of rising levels of food insecurity that have resulted from the recent war and protracted blockade. The expansion of the school feeding programme will contribute to improved educational performance.

## Emergency Job Creation

Original QRP requirements	Revised requirements
\$58,724,550	\$61,050,000

**Aim:** To relieve economic hardship at the household level for refugee families without a breadwinner through the provision of temporary work opportunities.

### Revised Objectives: January – December 2009

- To create 5,400,000 job days of employment for approximately 55,000 refugees, supporting a further 295,000 dependents

### Activities

Between January – December 2009, UNRWA plans to provide temporary job opportunities for around 55,000 refugees, or around 60 percent of all unemployed refugees in Gaza. Around 75 percent of job opportunities will be for unskilled workers, with three month contracts, whilst the remainder will be for skilled, professional and graduate training / apprenticeship opportunities, where contract duration will range between six and nine months. Salaries will range from US\$12 – 23 per day, or US\$260 – 500 per month.

Placements will be created in UNRWA facilities and installations, municipalities, community based organizations, NGOs and in the private sector.

In the wake of the recent war, the scope of the programme has been expanded to include clean up operations and light repairs/rehabilitation of damage inside refugee camps, including roads and communal areas, thereby contributing to longer term post conflict recovery efforts. Provision has been made for hiring contractors for rubble removal operations covered in the shelter component of this plan, as well as for support to multi-sectoral needs assessments.

The expanded scope of the programme will generate additional, mostly unskilled jobs. Additional roles for contracted staff may include social workers, teachers and health staff, including physio-therapists. Labour intensive methodologies will be incorporated into early recovery activities wherever possible.

### Budget

Operating costs	55,000,000
PSC (11%)	6,050,000
<b>TOTAL</b>	<b>\$61,050,000</b>



### Delivery, January – June 2009

- By the end of June, UNRWA had created an estimated 115,370 job days of employment for 15,955 refugees, including 5,639 women.

### Updates to QRP

Original QRP plans have been annualized, with no changes in the scope of the programme.

### Impact

Full funding for this component of the programme will temporarily alleviate the impact of rising poverty and unemployment amongst refugees in Gaza. These interventions will support clean up and rubble removal activities, ensuring improvements in living conditions and reducing the risk of public health emergencies and other hazards. The injection of liquidity into Gaza's cash-starved economy will have second round benefits for local retailers and service providers at a critical time.

## Emergency Cash Assistance

Original QRP requirements	Revised requirements
\$31,990,200	\$31,635,000

**Aim:** To mitigate the impact of the recent crisis on the most vulnerable refugees through provision of cash grants

### Revised Objectives: January – December 2009

- To provide cash grants of between US\$ 3,000 and US\$ 5,000 to approximately 4,000 refugee families whose shelters have been destroyed or sustained major damages
- To provide cash grants averaging US\$ 500 to approximately 7,000 Special Hardship Case families that have suffered particular hardship during the recent conflict
- To provide cash subsidies to approximately 200,000 refugee pupils in support of back to school costs

### Activities

During 2009, an estimated 4,000 refugee families whose homes were totally destroyed or suffered major damages will receive cash assistance, to help them to cope until their homes are repaired or rebuilt. 2,400 refugee families will receive US\$ 5,000 and a further 1,500 will receive US\$ 3,000, in accordance with the level of damage sustained. 7,000 Special Hardship Case families (approximately 40,000 refugees) who suffered particular hardship during the recent conflict will also be assisted. Specific groups within the refugee community will be targeted through broad based initiatives, e.g. cash subsidies to school children to support back to school costs.

Cash assistance will enable families living in poverty to meet their basic needs. The scope of these needs includes: protecting access to healthcare and education (clothing and school supplies), the means to provide children with a healthy diet, purchasing lost furniture or non-food items such as soap, detergent and other essential goods. Grants may also be issued to non-refugees on exceptional grounds. Approval for assistance will be on the basis of assessments carried out by UNRWA social workers and engineers.

### Delivery, January – June 2009

- By the end of June 2009, UNRWA had distributed cash assistance payments to 2,298 refugee families eligible for assistance due to demolished or badly damaged homes. The implementation of this key



component was slowed due to the liquidity crisis facing Gaza since the end of the war.

- In February, UNRWA provided NIS 100 to 200,017 refugee students at UNRWA's elementary and preparatory schools, training centres, community based rehabilitation centres, and the Rehabilitation Centre for the Visually Impaired in Gaza City to support back to school costs.
- 247 SHC families, comprising 1,494 individuals, also received cash assistance.

### Updates to QRP

UNRWA has adjusted the shelter component of its emergency cash assistance programme in Gaza since the launch of the QRP. This decision was taken following consultations with partners within the shelter cluster and was guided by the need to ensure equity in transitional support provided to non-refugees and refugees, pending the availability of construction materials in Gaza for eventual rehabilitation and reconstruction of affected homes.

### Impact

The emergency cash assistance programme will mitigate the impact of the recent crisis on the most vulnerable refugees in the Gaza Strip, including Special Hardship Cases and those whose homes have been destroyed or badly damaged. The intervention provides UNRWA with the facility to respond flexibly to emerging needs in an extremely volatile situation and enables refugees to determine and meet a range of essential priorities.

### Budget

Operating costs	28,500,000
PSC (11%)	3,135,000
<b>TOTAL</b>	<b>\$31,635,000</b>

## Shelter and Non-Food Items

Original QRP requirements	Revised requirements
\$97,461,330	\$100,677,000

**Aim:** To ensure safe, dignified and adequate standards of housing for families whose homes have been damaged and destroyed during the recent conflict

### Revised Objectives: January – December 2009

- To repair up to 37,000 refugee shelters damaged during the conflict
- To repair 1,400 shelters damaged in IDF operations prior to *Operation Cast Lead*
- To provide relocation fees for refugee families made homeless in IDF operations prior to *Operation Cast Lead*
- To rehabilitate 3,000 Special Hardship Case shelters which have been assessed as unfit for habitation
- To purchase non-food items for up to 10,000 families
- To ensure the safe removal of rubble from refugee camps, including the safe disposal of waste, in order to prepare for reconstruction and rehabilitation

### Activities

#### i. Shelter repair and rehabilitation

37,000 refugee shelters which sustained minor or major damages during *Operation Cast Lead* will be repaired. Based on results of assessments to date, it is estimated that the cost of repair will generally be up to US\$4,000 per shelter. Payments will be authorized following assessments conducted by UNRWA engineers and social workers and will be disbursed in the form of cash grants or contracts with local construction firms, depending on the extent of damage. Typically, cash grants will be provided to families whose homes sustained minor damages, with payments made in installments of US\$1,000. Initial payments will be approved on the basis of engineers' assessments, with future grants dependent on confirmation that works have been completed.

Minor repairs will also be completed on 1,400 shelters damaged prior to *Operation Cast Lead* and 3,000 shelters belonging to Special Hardship Cases will be rehabilitated<sup>19</sup>.

UNRWA's ability to repair and rehabilitate shelters depends on the availability of construction materials in Gaza. Without the removal of restrictions that have been in place since June 2007 that allow for the

importation of necessary supplies and materials and facilitate the rehabilitation of the construction and manufacturing sectors, UNRWA assesses that it will not be able to complete \$34 million of shelter activities, comprising US\$12 million of major repairs to 1,400 shelters and rehabilitation of 3,000 SHC shelters, at a cost of \$22 million.

In the event of protracted border closures, a pilot project for the construction of temporary shelters using local materials (adobe) will be considered.

#### ii. Rental subsidies

A further 2,000 refugee families whose homes were destroyed between September 2000 and December 2008 and who do not have alternative accommodation will continue to receive rental subsidies. These are families that the Agency has been unable to rehouse due to funding shortfalls and the ban on entry of construction materials. Relocation fees will average US\$ 150 per month and will be awarded following assessments by UNRWA engineers and social workers<sup>20</sup>.

#### iii. Non-food items

Non-food items will be purchased for up to 10,000 refugee families (50,000 persons), including those whose homes have been damaged or destroyed or those who have lost belongings and do not have the means to replace them. The range of items required includes mattresses, blankets, kitchen and family hygiene kits and water tanks. Agency contingency stocks which were exhausted as a result of the conflict will be replaced. Wherever possible, items will be purchased locally and will meet minimum international standards, where such standards exist.

#### iv. Rubble removal

82,000 metric tons of rubble from 150 buildings inside refugee camps will be removed under a pilot rubble removal project. The project has been designed in close coordination with members of the Gaza Shelter Cluster and Reconstruction Working Group, notably UNDP, NRC, CHF and the Ministry of Housing and Public Works. UNRWA staff have received training in the handling and sorting of hazardous materials from UNEP, whilst engineers and site staff will receive training from the Mine Action Group on best practice

<sup>19</sup> According to UNRWA assessments an estimated 6,100 SHC homes are in need of reconstruction and repair. The cost of reconstructing 3,100 SHC shelters will be included in UNRWA's reconstruction plan.

<sup>20</sup> Between September 2000 and December 2008, over 3,400 refugee shelters were destroyed or damaged beyond repair and a further 7,700 damaged in IDF demolition operations. Their repair and reconstruction has formed a major plank of UNRWA's emergency response, with 1,029 shelters rebuilt to date.

to reduce risks associated with UXOs. All activities will be coordinated with the UN Mine Action Service, to ensure sites are cleared of unexploded ordnance (UXO). A labour intensive approach will be applied to maximize the employment opportunities for the local population. An estimated 1,158 workers will be hired and 86,850 job days created as part of this pilot.

### Delivery, January – June 2009

- Over 50,000 Gazans who fled their homes during *Operation Cast Lead* were housed temporarily in 50 temporary shelters opened by UNRWA in Agency schools across the Gaza Strip. Families in collective centres received food, water, medical care and shelter supplies. All collective centres were closed by 23 January to facilitate the resumption of education services.
- During the reporting period, UNRWA funded minor repairs for 14,834 families. The rate of shelter repair activities was greatly reduced by the continued ban on entry of construction materials to Gaza and the protracted liquidity crisis.
- Relocation fees were provided to 1980 families whose homes were destroyed before *Operation Cast Lead*. An estimated USD 1,170,000 was disbursed.
- The Agency has provided a range of non-food items to displaced families and others whose

homes were destroyed and damaged. Tents were distributed to 895 families, whilst 6,652 families received tarpaulin, 2,366 families received parcels of new clothes and 400 families received kitchen kits. Blankets, mattresses, sleeping mats, family mats and hygiene kits were received by 46,605 families, including those displaced during the war in UNRWA emergency shelters.

### Updates to QRP

UNRWA has adjusted the shelter component of the original QRP in light of more comprehensive assessments of damages that have taken place since the plan was prepared, and on the basis of consultations with members of the shelter cluster on how best to meet needs. The Agency initially sought funding for repairs to only 15,000 shelters and relocation fees for 20,000 homeless families. NFI requirements have also been revised downwards, in consideration of revised needs assessments and in-kind donations.

### Impact

Shelter repair and rehabilitation activities will ensure safe, dignified and minimum standards of housing for refugee families whose homes have been destroyed or damaged during the recent crisis, and support to return of refugees to their homes as soon as possible.



### Budget

Operating costs	90,700,000
PSC (11%)	9,977,000
<b>TOTAL</b>	<b>\$100,677,000</b>

## Repair and Rehabilitation of UNRWA Installations<sup>21</sup>

Original QRP requirements	Revised requirements
\$20,035,500	\$UNCHANGED

**Aim:** To repair UNRWA's damaged infrastructure and better allow the Agency to fulfil its humanitarian and human development responsibilities in Gaza

### Objectives: January – December 2009

- To repair 107 UNRWA installations that were damaged during the recent conflict or require maintenance and refurbishment following their use as temporary shelters

### Activities

107 UNRWA installations sustained varying degrees of damage during the conflict, including 85 schools, three sanitation offices, two of the Agency's main warehouses and three distribution centres. The majority of these installations sustained direct and indirect hits during unrelenting ground and air assaults; others were used to provide temporary shelter to displaced families and require maintenance and rehabilitation. UNRWA is seeking funds to reinstate and repair the damaged installations. Rapid rehabilitation and repair of these installations is required to enable effective delivery of basic and emergency services to refugees and ensure that the Agency is able to meet its humanitarian and human development responsibilities.

### Delivery, January – June 2009

- Work on this component of the QRP has been hindered by the lack of access for construction materials. By the end of June, 10 emergency maintenance interventions had been undertaken.

### Updates to QRP

No change in the requirements.

### Budget

Operating costs	18,050,000
PSC (11%)	1,985,500
<b>TOTAL</b>	<b>\$20,035,500</b>



### Impact

Repairs to 107 UNRWA installations damaged during the recent conflict will facilitate the resumption of full Agency services to refugees in Gaza. These repairs are a prerequisite for the successful implementation of many of the other interventions outlined in this document.

<sup>21</sup> On 22 July 2009 the UN filed a claim for repairs to the Government of Israel. This relates only to the incidents involving UN personnel, premises and operations that were investigated by the UN Board of Inquiry and does not cover all the costs detailed above. Pending confirmation of payment, the budget for all repair and rehabilitation costs has been retained in this appeal.

## Health

Original QRP requirements	Revised requirements
\$22,311,000	\$19,092,000

**Aim:** to restore comprehensive primary health care services to refugees in Gaza and provide support for access to secondary and tertiary care

### Objectives: January – December 2009

- To purchase additional supplies and equipment for UNRWA health facilities to replace items lost during the war and to meet increased demand for services
- To meet increased needs for services through expanded programmes of physiotherapy and health education

### Activities

UNRWA will procure additional medical equipment and supplies and furniture, including prosthetic devices and physiotherapy equipment, and support the cost of home adaptations for disabled persons. Additional resources will be provided to UNRWA physiotherapy clinics and Agency-supported Community Based Rehabilitation Centres to meet an increased caseload of people with disabilities.

An expanded community health education and outreach programme, linked to decreased sanitation, living conditions, first aid, disrupted vaccination programmes, will also be introduced to provide the population with basic health messages and advice on a range of issues, in order to prevent a further deterioration in the health of the population.

Additional support to cover the costs of hospital care and referrals to secondary and tertiary facilities is also planned to support access to specialized care for refugees injured during the conflict and in light of the reduced ability of refugee patients to pay. Additional activities to compensate for the disruption to the Expanded programme for Immunization (EPI) as well as surveillance of communicable diseases are also planned.

### Budget

Operating costs	17,200,000
PSC (11%)	1,892,000
<b>TOTAL</b>	<b>\$19,092,000</b>



### Delivery, January – June 2009

- Around US\$ 400,000 was spent on replacement of medicines and equipment lost during Operation Cast Lead and to respond to post-crisis needs, whilst a further US\$ 200,000 was received on loan from UNRWA's other field offices.

### Updates to QRP

Plans to open health centres on a double shift basis and to establish mobile health clinics have been taken out of the appeal, as such interventions are assessed to be no longer necessary under prevailing conditions.

### Impact

These initiatives will support the full restoration of preventive and curative health services in Gaza, with targeted support to meet new health needs emerging from the crisis. Access to basic, secondary and tertiary care will be guaranteed for refugee patients, through ensuring the availability of medical services and supplies and provision of specialist support, and the risk of outbreaks of communicable diseases will be mitigated.

## Community Mental Health Programme

Original QRP requirements	Revised requirements
\$7,530,000	UNCHANGED

**Aim:** to assist refugee coping mechanisms by addressing the psycho-social distress caused to families, particularly children and youth, by the prevailing violence and economic hardship in the Gaza Strip

### Objectives: January – December 2009

- To provide counseling and mental health services to 300,000 vulnerable refugees, including all children at UNRWA schools, through individual and group counseling and mental health awareness activities

### Activities

UNRWA's psycho-social support programme was established in 2002, with the aim of providing support to Palestine refugee children and youth and their families living under extremely violent and stressful conditions.

The programme is implemented through community workers and specially recruited counselors and animators based at UNRWA schools, health centres, Community Based Organisations and social service centres inside and outside camps. Counsellors provide a range of services, including group and individual counseling, home visits and referrals for specialist care. Through their work, counselors aim to encourage the development of constructive coping mechanisms, addressing the psycho-social needs of families in the conduct of their lives and empowering families and communities to cope positively with their environment and deal effectively with traumatic events.

During the first half of 2009 UNRWA had 182 counsellors working in its facilities. Under this plan the Agency is seeking to expand its community mental health programme, with a planned doubling of the number of counselors, to assist a far higher number of refugee families than was envisaged at the time of planning the 2009 Emergency Appeal.

All activities will be coordinated with other providers of mental health and psycho-social support services.

### Delivery, January – June 2009

- Since the end of the war the Community Mental



Health Programme (CMHP) has surveyed and assisted those most affected by the conflict through provision of mental health support, training and awareness building. CMHP counselors identified more than 18,000 students at UNRWA schools as directly involved in the war by being directly exposed to one or more tragedies like loss of home or close family member. While some of these students showed spontaneous recovery most of them underwent counseling and other psychosocial interventions.

- Between January and June counsellors conducted 7,923 individual and 3,759 group sessions reaching 11,095 persons and also carried out 1,123 home visits to 3,379 persons. Training was provided for over 5,000 UNRWA teachers on dealing with students affected by the war and awareness raising activities were held for 25,212 refugees.

### Updates to QRP plans

No change in the requirements.

### Impact

The expansion of UNRWA's CMHP will help to mitigate the immediate and longer term effects of the recent conflict on the refugee population in Gaza and contribute to the rehabilitation of affected families and communities.

### Budget

Operating costs	6,783,800
PSC (11%)	746,200
<b>TOTAL</b>	<b>\$7,530,000</b>

## Support to Community Based Organisations

Original QRP requirements	Revised requirements
\$8,400,000	UNCHANGED

**Aim:** to support community-based organizations (CBOs) to ensure the continued provision of essential services and activities to the most vulnerable communities

### Objectives: January – December 2009

- To provide financial and technical support to CBOs in Gaza to enable the continuation of UNRWA's annual Summer Games programme for children and youth

### Activities

UNRWA is seeking funds for the continuation of its Summer Games programme in 2009. Over the past two years, Summer Games activities have played an important role in enhancing psycho-social well-being amongst Gaza's youngsters and have offered much needed opportunities for escape from daily hardships and traumas. Last year, activities reached 250,000 young people; UNRWA worked with a large number of CBO partners on a range of recreational and educational programmes. The provision of such support has gained added importance as a result of the recent hostilities; with children comprising over 50% of the total population of Gaza, dedicated programmes of assistance need to be developed and implemented as a matter of urgency.

Under an initiative that was introduced in the original QRP, funds will also be used to support CBOs that provide essential services and activities to other vulnerable groups, including women and the disabled, and whose financial sustainability has been severely compromised by the recent conflict and 18-month blockade of the Gaza Strip.

### Delivery, January – June 2009

- Planning for UNRWA's Summer Games programme, due to run for 10 weeks from 21 June, was completed. Equipment and materials were procured, UNRWA staff and facilitators trained and activity programmes designed.

### Budget

Operating costs	7,567,600
PSC (11%)	832,400
<b>TOTAL</b>	<b>\$8,400,000</b>



### Updates to QRP plans

No change in the requirements.

### Impact

Through the provision of financial support CBOs will be able to continue to deliver essential services to particularly vulnerable groups within the refugee community in the Gaza Strip.

## Environmental Health Services

Original QRP requirements	Revised requirements
\$5,371,050	UNCHANGED

**Aim:** to mitigate the risk of public health emergencies and disruption to vital water and waste water services, and support the restoration of full water and waste water services to affected communities across Gaza

### Objectives: January – December 2009

- To provide emergency assistance to municipalities and other service providers to ensure continued provision of vital services, including water treatment, sewage and solid waste removal to the entire population of Gaza
- To carry out emergency repairs to water and sewage networks inside camps

### Activities

The lack of industrial fuel for power generation and chronic shortages of petrol and diesel have forced UNRWA to provide fuel to maintain basic water and sanitation services through the Gaza Strip since June 2007.

Assessments by UNRWA environmental engineers indicate US\$ 60,000 of damage to environmental health infrastructure inside refugee camps in Gaza as a result of the recent war.

UNRWA is seeking funds to conduct repairs to networks in camps, to mitigate the risk of public health emergencies and to ensure the delivery of normal water and waste water services to refugee homes. Specific activities include:

- The rental of landfill sites for disposal of rubble and other damages
- Emergency fuel supplies for generators at hospitals and UNRWA health clinics
- The provision of fuel and spare parts to municipalities, solid waste management councils and utility companies for the operation of water and wastewater treatment plants and solid waste equipment
- The provision of chemicals, oils and tools to municipalities for mosquito eradication campaigns, particularly in stagnant water pools in Wadi Gaza

Fuel will be provided on the basis of assessments by UNRWA's Special Environmental Health Programme and



monitored by Agency engineers. To avoid duplication of effort, UNRWA will continue to coordinate with other agencies as well as municipalities throughout the implementation of activities in this sector.

### Delivery, January – June 2009

- During the first half of 2009, over 1,131,900 litres of fuel was provided to public health providers for operations of water, waste-water services, solid waste management and debris removal and around US\$ 41,000 spent in the removal of 6,261 tonnes of solid waste from temporary dumping sites.
- Throughout the conflict, UNRWA operated as the basic service provider of last resort providing industrial fuel to support the resumption of basic operations by the power plant, fuel to the municipalities and the Coastal Municipal Water Utility to enable minimal water, waste water and solid waste management services.

### Updates to QRP plans

No change in the requirements.

### Impact

These activities will mitigate the risk of public health emergencies and disruption to vital water and waste water services, and support the restoration of full water and waste water services to affected communities across Gaza.

### Budget

Operating costs	4,838,750
PSC (11%)	532,300
<b>TOTAL</b>	<b>\$5,371,050</b>

## Operations Support Officers

Original QRP requirements	Revised requirements
\$1,448,208	\$1,776,000

**Aim:** to reinforce the delivery of UNRWA's regular and emergency services in a context of continuing crisis in Gaza

### Objectives:

- To improve UNRWA service delivery through:
  - regular and systematic monitoring of humanitarian conditions and issues affecting the welfare of Palestine refugees and other persons of concern to UNRWA
  - provision of logistical support and facilitation of access to humanitarian aid convoys to minimize disruption of services
- To safeguard the neutrality and integrity of UNRWA's programmes and installations
- To monitor problems affecting the human dignity, safety and welfare of Palestine refugees and other persons of concern to the Agency with a view to promoting and protecting their rights

### Activities

Operations Support Officer teams have supported the delivery of UNRWA's humanitarian assistance in the oPt since 2001 in the midst of often intense conflict and in conditions of tight restrictions on movement.

By circulating throughout the Gaza Strip on a regular and systematic basis, OSOs will monitor rapidly changing humanitarian conditions and report on problems affecting the general welfare of the population. This will enable the Agency to respond in a timely manner to acute and emerging needs and help to alleviate any undue suffering during the current crisis. Regular consultations with refugee communities and households and monitoring of access to services from UNRWA and other service providers will assist UNRWA's programme planning and ensure the efficiency and effectiveness of response.

OSOs will also play a key role in preserving and enhancing the integrity of UNRWA's programmes and enhancing refugee protection through direct operational support to reform initiatives such as the *Schools of Excellence*, the Summer Games or the *Equality in Action* programmes.

### Budget

Operating costs	1,600,000
PSC (11%)	176,000
<b>TOTAL</b>	<b>\$1,776,000</b>



Through regular inspections of Agency installations and assets, OSOs will assess any damages sustained as a consequence of hostilities and ensure that UNRWA assets are used only as intended.

### Delivery, January – June 2009

- During the first half of 2009 six international OSOs and four Palestinian assistants have been active in Gaza.

### Updates to QRP plans

UNRWA is seeking funds for two additional international Operations Support Officers in Gaza, to meet additional demands on the programme generated by the emergency.

### Impact

The Operations Support Officer programme will ensure that UNRWA is able to monitor and respond effectively to ongoing and emerging humanitarian needs amongst refugees in Gaza. It will also provide vital reassurances to refugees so that UNRWA remains a source of strength and stability in the post conflict phase.

## Management, Capacity and Security

Original QRP requirements	Revised requirements
\$19,250,175	UNCHANGED

**Aim:** to strengthen UNRWA's capacity to manage and deliver expanded emergency services reinforce the delivery of UNRWA's regular and emergency services in a context of continuing crisis in Gaza

### Objectives

- To reinforce planning, management and monitoring / evaluation of emergency activities through dedicated resources at field and HQ levels, to support expanded emergency programmes and the recovery and longer term reconstruction process in Gaza
- To ensure consistency in planning and implementation of UNRWA's emergency programming in Gaza, in accordance with broader Agency strategies and goals
- To ensure effective coordination with other humanitarian partners, including on planning, assessment and monitoring of conditions

### Activities

The scope of activities to be undertaken includes the following:

- Funding for an Early Recovery Project Management Team which will coordinate all early recovery efforts within UNRWA, including effective planning of interventions and approaches to Gaza's recovery and reconstruction needs and support to related clusters and working groups in Gaza
- The replacement of more than 30 UNRWA vehicles that were destroyed or damaged during the crisis and the expansion of UNRWA's fleet of armoured vehicles to ensure the safe movement of Agency staff around Gaza in the post-conflict environment
- The development of an integrated security system for UNRWA's 10,000 Palestinian staff in Gaza. Components of this plan include the development of a warden system, creation of reasonably secure and covered safe havens and security training



### Delivery, January – June 2009

The emergency capacity budget continued to allow GFO to manage a large scale emergency program by addressing critical staff and non staff gaps. In particular, the delivery of assistance was enhanced through the consolidation of the newly created emergency programme structure. Further, in response to the deterioration of the security situation and breakdown of law and order evident in the Gaza Strip, provision for enhanced security arrangements was continued, notably through the employment of close protection personnel to mitigate assessed operational risks.

### Updates to QRP plans

No change in the requirements.

### Impact:

Resources for management, capacity and security components of this plan will enable UNRWA to meet increased demand for assistance and to ensure effective planning of humanitarian programmes and early and longer term recovery efforts.

### Budget

Operating costs	17,342,500
PSC (11%)	1,907,675
<b>TOTAL</b>	<b>\$19,250,175</b>

## Coordination, Monitoring and Reporting

UNRWA is an active partner in all inter-agency mechanisms for the planning, monitoring, delivery and coordination of humanitarian assistance in the oPt. Throughout the first half of 2009, the Agency has played a central role in coordination of relief efforts in Gaza during and in the wake of *Operation Cast Lead*, and has also worked closely with partners in West Bank in meeting needs arising from water shortages and increased protection concerns.

UNRWA continues to provide full support to the UN Humanitarian Country Team. As part of the planning process for the Gaza Flash Appeal and CAP mid-year review, the Agency participated in all humanitarian clusters and sector working groups, and chaired or co-chaired those relating to Cash For Work / Cash Assistance, Shelter and Food Aid (in Gaza only). The Agency has also contributed to early recovery needs assessments conducted in Gaza and provided regular briefings on overall and sectoral needs, including through updates on shelter needs and bi-monthly epidemiological bulletins.

During the second half of the year the Agency will continue to contribute to the monthly OCHA humanitarian monitor and related efforts to provide qualitative and quantitative data on key indicators and analysis of emerging needs. UNRWA will also conduct further analysis of the macro-economic impacts of the current crisis in the oPt and related changes in living conditions, using data sets specially prepared by the Palestinian Central Bureau of Statistics. This research also enables the Agency to monitor the impact of its social safety net assistance and its effectiveness in mitigating poverty.

UNRWA will provide two six monthly progress reports on implementation of activities under its 2009 emergency appeal<sup>22</sup>.



J.C. Tordai

<sup>22</sup> A report on emergency activities conducted during January – March 2009 in Gaza under the UNRWA Flash Appeal has been issued and is available at: [www.unrwa.org](http://www.unrwa.org).

## Summary of financial needs

Sector	Original QRP requirements	Revised requirements	Funding	%age coverage	Shortfall
Education	17,549,100	12,534,100	8,450,427	67	4,083,673
Food Aid	58,724,550	83,947,800	36,331,871	43	47,615,929
Emergency Job Creation	55,833,000	61,050,000	34,861,394	57	26,188,606
Emergency Cash Assistance	31,990,200	31,635,000	17,020,021	54	14,614,979
Shelter and Non-Food Items	97,461,330	100,677,000	23,314,151	23	77,362,849
Repair and Rehabilitation of UNRWA Installations	20,035,500	20,035,500	1,870,000	9	18,165,500
Health	22,311,000	19,092,000	2,199,886	12	16,892,114
Community Mental Health Programme	7,530,000	7,530,000	1,910,415	25	5,619,585
Support to Community Based Organisations	8,400,000	8,400,000	13,788,664	164	(5,388,664)
Environmental Health Services	5,371,050	5,371,050	2,050,455	38	3,320,595
Operations Support Officers	1,448,208	1,776,000	1,400,000	79	376,000
Management, Capacity & Security	19,250,175	19,250,175	9,032,888	47	10,217,287
Not yet allocated			40,166,016		
<b>TOTAL</b>	<b>\$345,904,113</b>	<b>\$371,298,625</b>	<b>\$192,396,188</b>	<b>\$52</b>	<b>\$178,902,437</b>

### Notes:

- (1) Funding levels reflect contributions and confirmed pledges as at 12 July 2009
- (2) All costings above include 11% Programme Support Costs
- (3) Funds "not yet allocated" are those that have not yet been received or that had just been received at the time of writing



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