



## A Decent Standard of Living

**U**NRWA provides a range of social protection services concentrating its efforts on the poorest of the poor among the refugees. The Agency provides basic food supplies and cash subsidies, as well as emergency cash grants and adequate shelter to the most vulnerable refugees.

Since 1989, UNRWA has been working in partnership with 104 community based organisations to implement a community based approach to providing social services for vulnerable people.

Since 2006, UNRWA has also developed a programme to improve the physical and social environment in refugee camps using a participatory, community-driven planning approach.

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At UNRWA we believe that to live in dignity an individual must be able to attain a decent standard of living: the shelter of a safe place to live; confidence that the drinking water is clean; enough food; and the chance to escape poverty. UNRWA's relief, social services and camp improvement programmes help ensure that refugees attain this basic dignity and are thereby able to achieve their full human potential. We believe that to invest in a decent standard of living for Palestine refugees is to invest in peace. **Peace starts here.**

Peace starts with . .

# A Decent Standard of Living

## Relief and Social Services

- Provides impoverished refugees with a social safety-net;
- Promotes self-reliance among less-advantaged members of the refugee community;
- Maintains records of registered Palestine refugees.

### At a glance

- 288,400 people benefit from social safety-net (5.8 per cent of registered refugees)
- 62 women's programme centres
- 36 community based rehabilitation centres
- Six community development centres
- 700 staff
- More than 13,500 shelters rehabilitated as of December 2010



## Social Safety-Net

- Delivers food aid and subsidies to the most vulnerable refugees;
- Provides selective cash assistance in family emergencies;
- Ensures adequate shelter for families.

## Social Services

- Works in partnership with 104 community based organisations to implement a community based approach to providing social services;
- Provides credit opportunities through community managed funds, helping less advantaged refugees become financially stable;
- Promotes community-based action, including skills training and rehabilitation services;
- Addresses the needs of women, refugees with disabilities, young people and the elderly.

## Camp Improvement

- Addresses deteriorating living conditions of refugees in camps;
- Promotes environmentally and socially sustainable neighbourhoods;
- Develops comprehensive plans which include housing, facilities and installations, and environmental infrastructure.

## Achievements

- Reforming relief services into the social safety-net programme;
- Helping more than 58,109 refugee women benefiting from skills training, awareness raising and legal counselling;
- Helping 21,354 refugees with disabilities, with 44,922 direct rehabilitation services provided;
- Providing education and recreation activities for 66,818 children;
- Providing, through 36 community managed funds, 4,201 credit opportunities with a repayment rate of 97%;
- Developing an Agency-wide, web-based, refugee registration system;
- Digitally scanning and preserving more than 14.4 million documents including birth certificates, property deeds and residence documents dating back to pre-1948 British Mandate Palestine;
- Providing emergency assistance for more than 30,000 displaced people following the Nahr el-Bared crisis;
- Developing plans for the reconstruction of Nahr el-Bared with full community participation.

## 2012 Regular Budget

A decent standard of living: **US\$ 82,889,000**

Total core activities: **US\$ 654,911,000\***



UNRWA relies on donations. The Agency currently faces an unprecedented shortfall in funds needed to provide its essential services.

\*Including support services, contingency requirements, area staff separation benefits, salary increase reserve, maintenance reserves. Excludes projects.

UNRWA provides assistance, protection and advocacy for some 5 million registered Palestine refugees in Jordan, Lebanon, Syria and the occupied Palestinian territory, pending a solution to their plight. The Agency's services encompass education, health care, social safety-net, camp infrastructure and improvement, community support, microfinance and emergency response, including in times of armed conflict.

Through these services UNRWA strives to help Palestine refugees achieve a decent standard of living, long and healthy lives, knowledge and skills and full enjoyment of human rights. These goals are formulated according to the UN criteria for human development.