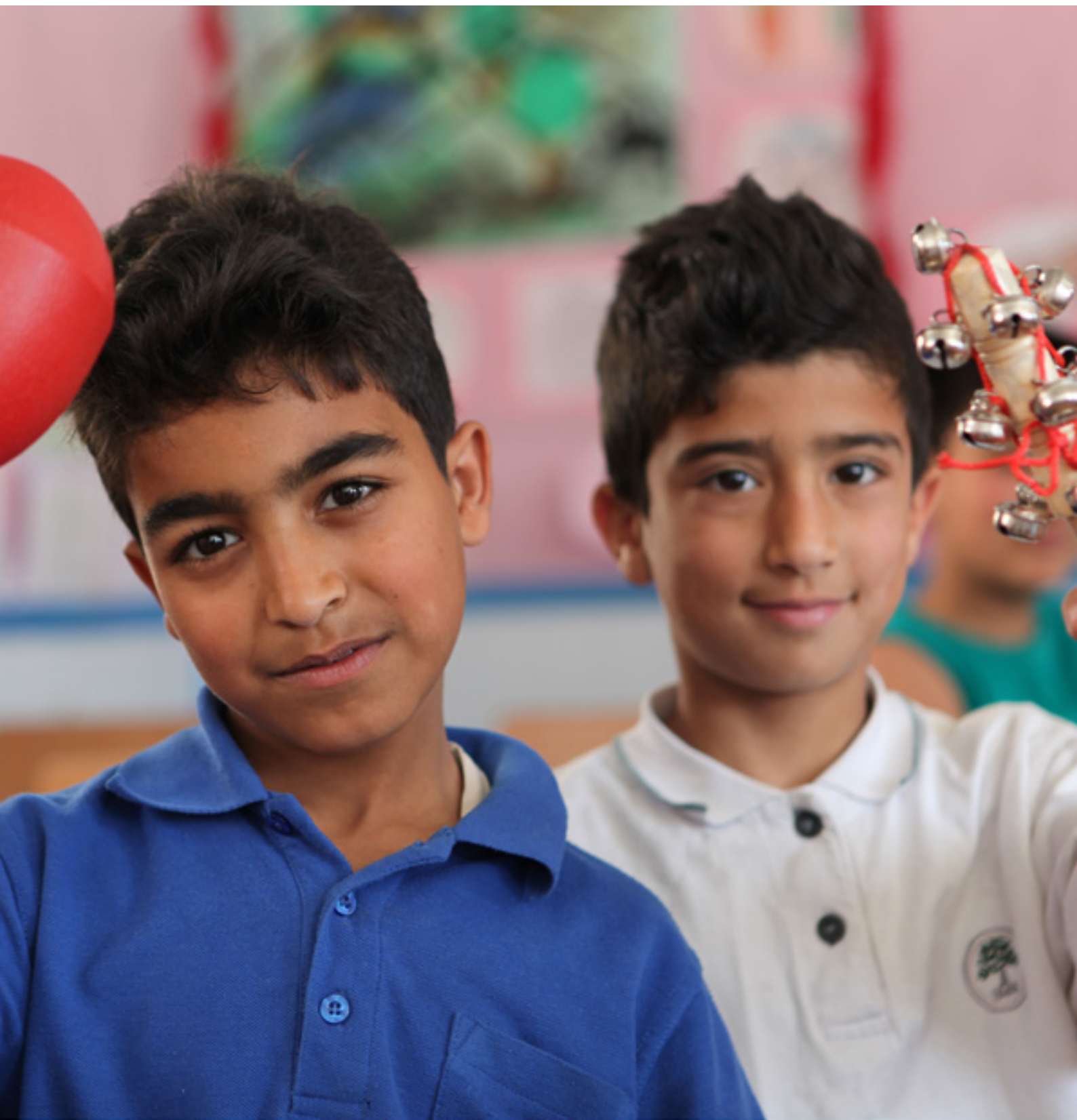




syria regional crisis

emergency appeal 2018



2018 syria regional crisis
emergency appeal

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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. The Agency is funded almost entirely by voluntary contributions.

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Cover Photo: Making of music, Sahnaya al-Muhdatheh School, Rif Damascus. © 2017 UNRWA Photo by Taghrid Mohammad



foreword by the commissioner-general

Now in its seventh year, the conflict in Syria continues to have shattering consequences for ordinary people that have lost their homes, livelihoods and security. Over 5.5 million individuals from Syria are now registered as refugees with the United Nations High Commissioner for Refugees (UNHCR), and an estimated 6.1 million are displaced within the country, rendering this the world's largest displacement crisis. While the establishment of de-escalation areas have contributed to some reduction in violence in certain areas, hostilities continue in other parts of the country, resulting in further loss of life, internal displacement and refugee flows. Palestine refugees are one of the communities worst affected by the conflict. Of the 560,000 refugees registered with UNRWA in Syria, over 120,000 have fled to Lebanon, Jordan and beyond. Within Syrian borders, 254,000 Palestine refugees remain displaced, while 56,000 are trapped in besieged and hard-to-reach areas.

Palestine refugees rely on UNRWA to provide life-saving aid including food, water, shelter and medical assistance. In 2018, this Appeal enables UNRWA to continue delivering vital relief to those affected by the crisis, while adapting existing programmes in response to changing needs. Inside Syria, we are reaching over 400,000 Palestine refugees with cash assistance, making this one of the largest such programmes in an active conflict setting anywhere in the world. Despite the immense security challenges, we are providing education to over 47,000 Palestine refugee students in the country, supplementing regular classes with psychosocial support and safety awareness training, to mitigate some of the most traumatic impacts of the conflict. For those unable to reach our classrooms, we have developed distance-learning materials to support continuing education. Such innovative initiatives are having a positive impact on the lives of thousands of children. While conditions are expected to remain volatile in 2018, spontaneous returns, including of Palestine refugees

internally displaced within Syria, may occur as new areas become accessible. UNRWA will continue monitoring movement trends with other humanitarian actors and will maintain operational flexibility with the aim of resuming our services in those areas where it is feasible and safe to do so.

I wish to pay tribute to UNRWA colleagues in Syria. They display extraordinary courage and determination to meet the needs of the refugee community under the most trying of circumstances. Almost 4,000 UNRWA staff in Syria are dedicating their lives on the front line to deliver crucial assistance to those most in need. The cost has been devastating – 18 Agency staff have lost their lives as a result of the hostilities or in circumstances related to the conflict since 2012, and some 25 are missing, detained or presumed to have been detained.

The Agency's role as a lifeline for Palestine refugees in Syria and those who have fled to Lebanon and Jordan depends on the generosity of donors and the guarantee of safe and consistent access to those in need, in accordance with international humanitarian laws and norms. We urge donors to maintain and increase their financial support in 2018 to mitigate the humanitarian impacts of the crisis in Syria, enhance protection and prevent further suffering. More importantly, we call on all parties to the Syria conflict to urgently pursue a negotiated solution and put an end to the conflict and violation of rights, dignity and humanity.



Pierre Krähenbühl

UNRWA Commissioner-General

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acronyms and abbreviations

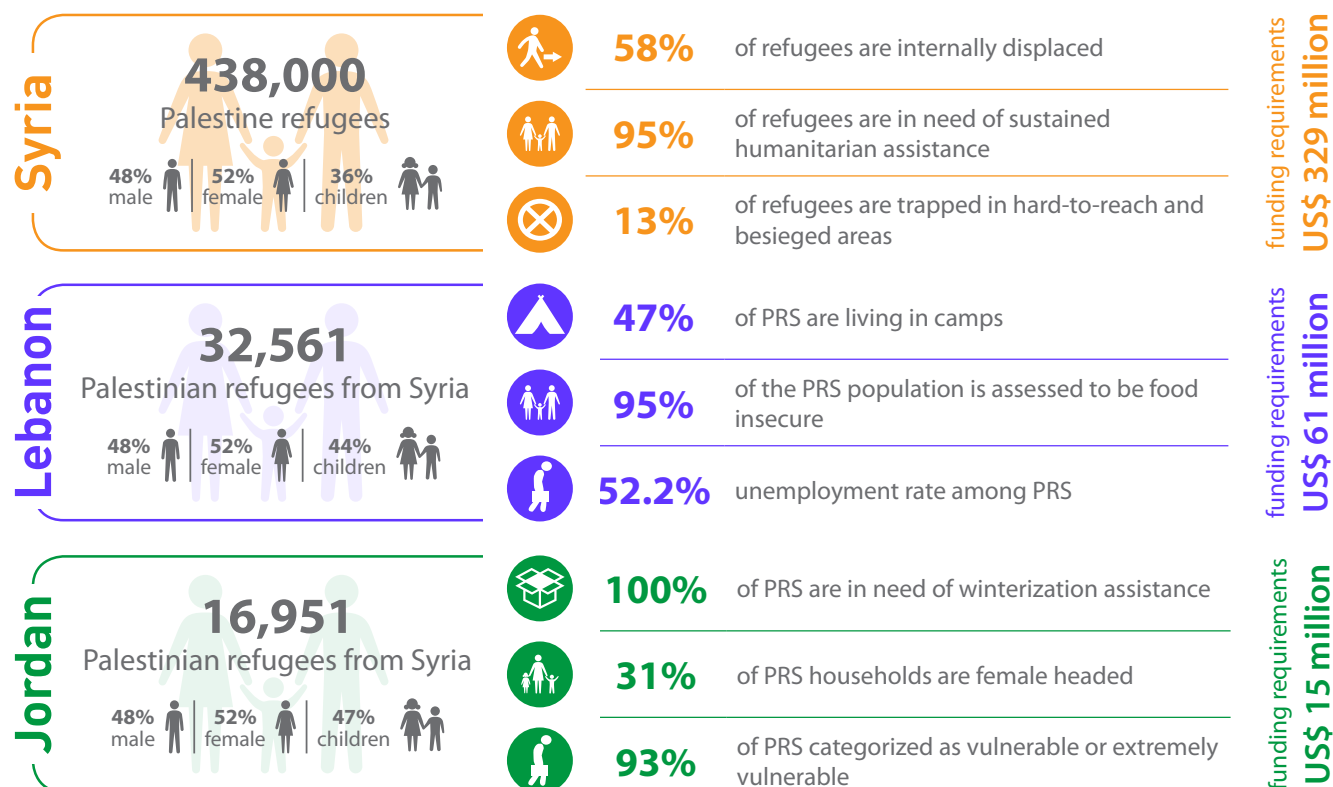
ATM	Automated Teller Machine	NCD	Non-communicable disease
ECU	Emergency Coordination Unit	NFI	Non-food item
EiE	Education in Emergencies	NGO	Non-governmental organization
EHC	Ein El Hilweh camp	NPU	Neutrality and Protection Unit
EPSW	Emergency protection social worker	NSSF	National Social Security Fund
EPW	Emergency protection worker	PCM	Project cycle management
ERW	Explosive remnants of war	PRL	Palestine refugees in Lebanon
ESW	Emergency social Worker	PRS	Palestinian refugees from Syria
ETI	Education Technical Instruction	PSS	Psychosocial support
FSRM	Field Security and Risk Management	RBM	Results-based monitoring
GBV	Gender-based violence	3RP	Regional Refugee and Resilience Plan
GSO	General Security Office	RSS	Relief and social services
HC	Health centre	SFO	Syria Field Office
HCT	Humanitarian Country Team	SHCP	Social Hardship Case Programme
HF	High Frequency (radio)	SLM	Self-learning materials
HP	Health point	SLP	Self-learning programme
HQ	Headquarters	SMS	Short Message Service
HRP	Humanitarian Response Plan	SOPs	Standard Operating Procedures
ICRC	International Committee of the Red Cross	SSAFE	Safe and Secure Approaches to Field Environment
ICT	Information, communication and technology	STC	Siblin Training Centres
IDP	Internally displaced person	TVET	Technical and Vocational Education and Training
IHL	International humanitarian law	UNDSS	United Nations Department of Safety and Security
IHRL	International human rights law	UNHCR	United Nations High Commissioner for Refugees
IHRS	International human rights system	UNICEF	United Nations Children's Fund
INEE	Inter-Agency Network for Education in Emergencies	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
JFO	Jordan Field Office	VHF	Very High Frequency
KAP	King Abdullah Park	WASH	Water, sanitation and hygiene
LCRP	Lebanon Crisis Response Plan	WFP	World Food Programme
LFO	Lebanon Field Office	YBB	Yalda, Babila and Beit Sahem
MHPSS	Mental Health and Psychosocial Support		
NBC	Nahr el-Bared Camp		



2018 syria regional crisis emergency appeal

560,000 Palestine refugees registered with UNRWA in Syria prior to conflict

more than **50,000** Palestine refugees from Syria have fled to locations outside the region



PRS: Palestinian refugee from Syria

total funding requirements: US\$ 408,958,394

programme requirements	syria	lebanon	jordan	regional	subtotal
strategic priority 1					
cash assistance for essential needs	180,393,644	32,412,793	10,925,175	700,000	279,914,746 (68%)
non-food items	6,347,671	-	-	-	
food assistance	49,135,463	-	-	-	
strategic priority 2					
livelihoods	20,354,281	3,592,620	-	-	84,681,900 (21%)
emergency health	11,701,620	7,201,619	932,400	400,000	
education in emergencies	18,466,411	9,787,579	2,009,100	600,000	
protection	2,113,480	3,188,495	166,500	300,000	
environmental health	658,230	3,098,565	111,000	-	
strategic priority 3					
safety and security	1,088,256	422,910	69,950	900,000	44,361,748 (11%)
capacity and management support	15,609,454	1,413,860	1,003,440	554,534	
emergency repair and maintenance of unrwa installations	23,299,344	-	-	-	
total	329,167,854	61,118,441	15,217,565	3,454,534	408,958,394

All figures in US\$

Back to school, Palestine School, Damascus.
© 2017 UNRWA Photo by Taghrid Mohammad



executive summary

Now in its seventh year, the conflict in Syria continues to be characterized by widespread violence resulting in death and destruction; internal displacement; and reports of enforced disappearances, arbitrary detention and extensive damage to civilian infrastructure. Civilians who have remained inside Syria continue to face significant humanitarian and protection needs. Of the estimated 438,000 Palestine refugees remaining inside Syria, over 95 per cent (418,000) are in critical need of sustained humanitarian assistance. Almost 254,000 are internally displaced, and an estimated 56,600 are trapped in hard-to-reach or inaccessible locations, such as Yarmouk, Yalda, Babila and Beit Sahem in Damascus; Ghouta in Rif Damascus; and Dera'a camp, Muzeirib and Jilien in southern Syria.¹

Over 120,000 Palestinian refugees from Syria (PRS) have fled the country, including around 32,500 to Lebanon and 17,000 to Jordan. Many PRS in Lebanon and Jordan face a precarious and marginalized existence due to their uncertain legal status and limited social protection mechanisms, making them heavily reliant on UNRWA for their basic needs.

Within this complex and challenging operating environment, UNRWA will continue to adapt its interventions to ensure that

it meets the essential needs of Palestine refugees affected by the Syria crisis. The Agency will draw on its existing structures, supply chains and capacities to ensure an effective and agile response to ongoing and evolving needs. As new areas inside Syria may become accessible during the year, spontaneous returns of Palestine refugees displaced within Syria are expected to increase, as observed in Sbeineh or Khan Eshieh camps in 2017. In 2018, UNRWA will sustain efforts to resume core services in areas of spontaneous return, provided that safe access is granted. More specifically, UNRWA will monitor the access situation in Yarmouk and Rif Damascus, Ein el Tal camp in Aleppo, and Dera'a camp and villages.

In 2017, US\$ 411 million was required to cover the cost of emergency interventions; as of 21 November 2017, only US\$ 178.3 million had been pledged, corresponding to 43.4 per cent of total funding requirements. With available funds, UNRWA was only able to implement four out of six planned rounds of cash and food assistance inside Syria and was unable to meet assistance targets in Lebanon. Livelihoods and vocational training targets were also not achieved across all fields.

In spite of these major challenges, throughout 2017 UNRWA continued to provide life-saving assistance and protection to over 450,000 Palestine refugees affected by the Syria crisis, including those inside Syria, as well as those in Lebanon, Jordan and Gaza. UNRWA distributed cash assistance to 410,157 Palestine refugees in Syria, of whom 52.5 per cent were women. In addition, more than 32,000 Palestinian refugees from Syria (PRS) in Lebanon and some 16,000 PRS in Jordan received cash assistance. UNRWA also extended basic health and quality and inclusive education services to Palestine refugees inside Syria and those forced to flee. In total, over 47,000 Palestine refugees were enrolled in regular classes in UNRWA schools inside Syria, while over 5,200 PRS children in Lebanon and 1,361 PRS and Syrian children in Jordan were accommodated in Agency schools. Primary health care was provided through 15 UNRWA health centres (HCs), 11 health points (HPs) and one mobile health clinic inside Syria. Care was provided to PRS through 26 HCs and one HP in Lebanon and through 25 HCs and four mobile clinics in Jordan. UNRWA continued to strengthen the protection of Palestine refugees in Syria, Lebanon and Jordan by responding to gender-based violence (GBV), child protection and general protection cases. The Agency delivered potable water, maintained sewerage networks and provided solid waste management in seven accessible camps out of the nine official camps in Syria. A similar range of assistance measures to improve the urban camp environment was implemented in Lebanon.

In 2018, UNRWA requires US\$ 409 million for its humanitarian response to the Syria crisis. This response will be guided by the following three strategic priorities:

Strategic Priority 1: To preserve resilience through the provision of humanitarian assistance in the form of cash, food and relief items.

Strategic Priority 2: To contribute to a protective environment for Palestine refugees by maintaining access to basic services, including education; health; water, sanitation and hygiene (WASH); and livelihoods, and promoting respect for international humanitarian law (IHL) and international human rights law (IHRL) through monitoring, reporting and advocacy.

Strategic Priority 3: To strengthen humanitarian capacity, coordination and management to improve the effectiveness and efficiency of emergency programme delivery.

Activities described in this appeal are consistent with the priorities and interventions in the 2018 Syria Humanitarian Response Plan (HRP), the Lebanon Crisis Response Plan (LCRP), and the Regional Refugee and Resilience Plan (3RP) for 2018-2019. They will be complemented by ongoing operations supported by the Agency's Programme Budget, particularly in the areas of education and health.

2018 syria regional crisis response funding requirements

programme requirements	syria	lebanon	jordan	regional	total
cash assistance for essential needs, including food, shelter and NFIs	180,393,644	32,412,793	10,925,175	700,000	224,431,612
non-food items (NFIs)	6,347,671	-	-	-	6,347,671
food assistance	49,135,463	-	-	-	49,135,463
livelihoods (microfinance, vocational training, income generation, social cohesion for lebanon)	20,354,281	3,592,620	-	-	23,946,901
emergency health	11,701,620	7,201,619	932,400	400,000	20,235,639
education in emergencies	18,466,411	9,787,579	2,009,100	600,000	30,863,090
protection	2,113,480	3,188,495	166,500	300,000	5,768,475
environmental health	658,230	3,098,565	111,000	-	3,867,795
safety and security	1,088,256	422,910	69,950	900,000	2,481,116
capacity and management support	15,609,454	1,413,860	1,003,440	554,534	18,581,288
emergency repair and maintenance of unrwa installations	23,299,344	-	-	-	23,299,344
total	329,167,854	61,118,441	15,217,565	3,454,534	408,958,394

syria: context and needs analysis

Seven years into the Syria conflict, Palestine refugees' lives continue to be severely disrupted. In the absence of a durable political settlement, intense and widespread hostilities persist, resulting in deaths and injuries, increased internal displacement, large-scale movement of refugees to other countries, lost livelihoods, mounting humanitarian needs, and severe humanitarian access restrictions in many areas, including UNRWA areas of operations. Public services have been relentlessly impacted, while economic disruption, disturbances to the labour market, and the destruction of public and private infrastructure have created and compounded vulnerabilities of populations inside Syria.

Palestine refugees, the majority of whom were poorer than Syrians before the crisis, are among the most affected communities in Syria. They continued to be severely affected throughout 2017. Coping mechanisms have been all but exhausted by the effects of hostilities, multiple displacements, unchecked inflation, rising unemployment rates and loss of housing. As a result, Palestine refugees will continue to rely heavily on UNRWA to meet their basic needs and enjoy a measure of protection in 2018.

Of the original 560,000 Palestine refugees registered with UNRWA in Syria, the Agency estimates that some 438,000 remain in the country, based on the results of a 2016 verification exercise. Of these, 418,000 individuals (95 per cent) require humanitarian assistance to meet their most basic needs. Approximately 254,000 have been displaced at least once within Syria and 56,600 are located in hard-to-reach and besieged areas, where humanitarian access remains a key challenge. These locations include Yarmouk and Yalda, Babila and Beit Sahem (YBB) in Damascus; Ghouta in Rif Damascus; and Dera'a camp and Muzeirib and Jilien in

Dera'a governorate, where there are high concentrations of Palestine refugees.

Cash will continue to be the priority intervention for the Agency in Syria, targeting 418,000 Palestine refugees, while non-food items (NFIs) and collective shelter interventions will be scaled down. Throughout the year, UNRWA will support internally displaced persons (IDPs) in collective shelters to find alternative accommodation. UNRWA will also continue to provide food assistance, pending availability and accessibility of food in the market. Access to basic services such as education and health care, as well as protection interventions, also remain critical for Palestine refugees. More than 47,000 Palestine refugee children are enrolled in 104 schools directly managed or supported by UNRWA during the 2017/18 academic year. UNRWA seeks to continue providing quality education services through direct delivery and alternative learning approaches such as self-learning materials (SLMs). UNRWA will also continue to deliver primary health care to all Palestine refugees, with a focus on persons with disabilities, pregnant and nursing women, children, and those living in hard-to-reach and besieged areas. This will be provided through 15 health centres (HCs) and 11 health points (HPs) throughout the country, as well as support for referrals for hospital care. In addition, UNRWA will continue to strengthen access to water and sanitation services, especially in collective shelters and in areas affected by water shortages. Finally, UNRWA aims to resume its services in newly accessible areas where there are spontaneous returns of Palestine refugees and where it is safe to do so. As access is granted in those locations, as was the case in Sbeineh and Khan Eshieh camps in 2017, needs for the reconstruction or rehabilitation of Agency facilities will be identified and addressed, supporting the resumption of UNRWA services.

syria: planning assumptions

In 2018, conditions in Syria are expected to remain volatile and marked by continuing armed violence in certain areas and constrained humanitarian access. Palestine refugees will continue to suffer the effects of the conflict, which will likely result in further deterioration of their already precarious living conditions. At the same time, spontaneous returns to newly accessible areas are expected to increase in 2018. This requires UNRWA to maintain flexibility and develop innovative interventions to reach Palestine refugees with life-saving assistance alongside protection and basic services. The Agency's emergency response in 2018 is based on the following planning assumptions:

Continuing armed conflict throughout Syria: Armed engagements will continue in certain areas, resulting in localized crises affecting Palestine refugees and requiring

UNRWA to maintain a high level of logistical and programmatic flexibility, as well as the capacity to respond rapidly and efficiently to sudden needs, including in newly accessible areas.

High level of humanitarian needs: Nearly 60 per cent of Palestine refugees (254,000 persons) living in Syria remain displaced. Some 56,600 Palestine refugees are expected to continue living in areas that UNRWA is unable to access for the provision of regular services and humanitarian assistance. Humanitarian needs are also likely to persist for internally displaced Palestine refugees who are able to return to newly accessible areas. The level of humanitarian need and vulnerability is therefore expected to remain very high, resulting in the correspondingly high dependency of Palestine refugees on the Agency's support.

Fluctuating humanitarian access: Humanitarian access will continue to fluctuate, resulting in variations in the number of people living in accessible, partially accessible and inaccessible areas (e.g. hard-to-reach and besieged areas).

Spontaneous returns of internally displaced Palestine refugees to newly accessible areas: As observed in 2017 in Sbeineh and Khan Eshieh camps, it is expected that some Palestine refugees displaced within Syria will spontaneously return to newly accessible areas, provided safe access is granted and despite the fact that such areas may not yet have re-established public or other services. UNRWA aims to resume its services in these areas to ensure that Palestine refugees are served and core services are available. In 2018, UNRWA will monitor the access situation in Yarmouk unofficial camp, Rif Damascus, Ein el Tal camp in Aleppo, and Dera'a camp and villages.

An operational context mixing humanitarian and development interventions: As conflict lines remain fluid and the intensity of violence can vary, UNRWA is simultaneously operating in areas that are less exposed to conflict, while others are subject to active hostilities. This mixed pattern will require UNRWA to remain flexible and to adopt both humanitarian and development approaches.

A transitional year: 2018 is expected to be a transitional year, both in terms of a rapidly changing political context and in terms of the Agency's response in Syria. UNRWA will scale down some elements of its emergency programme, such as non-food items or collective shelters. UNRWA will work towards better identifying vulnerabilities and adopting a more targeted approach for its emergency services. At the same time, 2018 is also expected to be marked by the resumption of core UNRWA services in areas of spontaneous returns.

Palestine refugees will continue to face serious protection risks: It is anticipated that protection risks will continue and may increase in newly accessible areas where spontaneous return may occur. UNRWA will strengthen its programmatic response to address these challenges.

Caseloads for the interventions highlighted below are based on the results of a verification exercise that was completed in late 2016, which estimated a total Palestine refugee population inside Syria of 438,000. Out of those 438,000 Palestine refugees, 418,000 are considered vulnerable, 254,000 have been displaced at least once, and 56,600 still reside in hard-to-reach and besieged areas (as of December 2017).

syria: sector-specific interventions

Distribution of cash assistance, UNRWA field office.
© 2017 UNRWA Photo by Taghrid Mohammad

strategic priority 1

preserve resilience through the provision of humanitarian assistance

emergency food assistance

in-kind food assistance provided to

418,000

Palestine refugees

emergency cash assistance

emergency cash grants to

418,000

Palestine refugees

emergency non-food items

non-food items to

34,000

Palestine refugees

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

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crisis.	Number of Palestine refugees receiving one or more UNRWA emergency assistance interventions	412,062	418,000
Outputs			
Palestine refugees in Syria are provided with relief assistance.	Number of individuals receiving cash assistance during the last completed distribution round (disaggregated by sex)	412,062	418,000
	Number of Palestine refugees provided with in-kind assistance during the last completed distribution round	397,681	418,000
	Number of Palestine refugees receiving NFIs	242,079	34,000
	Number of displaced people receiving shelter at UNRWA facilities	2,600	1,500

Cash Assistance, Food, NFIs and Collective Shelters

In 2018, UNRWA plans to provide up to 418,000 Palestine refugees with cash and food assistance.² The Agency will also continue to provide NFIs to vulnerable families and those affected by acute emergencies through the establishment of a contingency stock expected to cover the needs of up to 10,000 families or 34,000 people.³ Finally, UNRWA aims to scale down its support to collective shelters, based on the decreasing number of Palestine refugees hosted in these facilities (about 1,700 as of December 2017).

The Agency's cash assistance programme will remain the most important component of the UNRWA emergency response. This programme aims to help Palestine refugees meet a part of their humanitarian needs with the dignity of choice. UNRWA plans to distribute cash grants of US\$ 32 per month to up to 418,000 refugees through six distribution rounds in 2018, each covering two months of needs. Through its partners, comprising a network of banks and private companies present in all regions of Syria, UNRWA is able to provide cash assistance in a flexible and timely manner with minimal financial risk.

While emergency cash assistance will continue throughout 2018, UNRWA will work on reassessing special hardship needs that are attended to through the Agency's regular programme. It is estimated that the impact of the war has changed both the characteristics of vulnerability and the scope of persons in need of continued basic social assistance. The planned assessment will provide UNRWA with information on the characteristics that determine chronic vulnerability in relation to poverty and dependency, and the proportion within the currently served population of Palestine refugees that are likely to be in need of continued social assistance, i.e. those

who would qualify for support under the Special Hardship Case Programme (SHCP) should it be reinstated.

Food

Food distribution is another critical component of the Agency's emergency response in Syria, as food insecurity continues to negatively affect the Palestine refugees who depend on UNRWA assistance to meet their minimum needs. Therefore, UNRWA plans to provide in-kind food assistance to up to 418,000 Palestine refugees through six distribution rounds over the course of 2018, while regularly monitoring food availability and access in the market. Food parcels are designed to meet approximately one third of daily caloric needs (almost 700 kcal per person per day) and are adapted to the specific needs of beneficiaries (e.g. size of the household, persons living in collective shelters and in hard-to-reach areas, etc.).

Non-Food Items

In addition, UNRWA will maintain an NFI stock to cover the needs of 34,000 people. Distributions of NFIs (e.g. blankets, clothes and mattresses) and water, sanitation and hygiene (WASH) items (e.g. hygiene kits) will continue for particularly vulnerable Palestine refugees, including pregnant women, people living in hard-to-reach and besieged areas, and those living in collective shelters. The distributions are designed to help Palestine refugees meet their minimum humanitarian needs, especially during winter.

Collective Shelters

In 2017, the number of IDPs in UNRWA collective shelters continued to decrease. In addition to the provision of cash

assistance (consisting of 50 per cent of the amount provided to the remainder of the caseload), food parcels and NFIs, residents benefit from the provision of daily hot meals, access to WASH facilities, protection services and education. In 2018, the Agency will support an estimated 1,500 temporary shelter residents on the assumption that the caseload will further decrease.

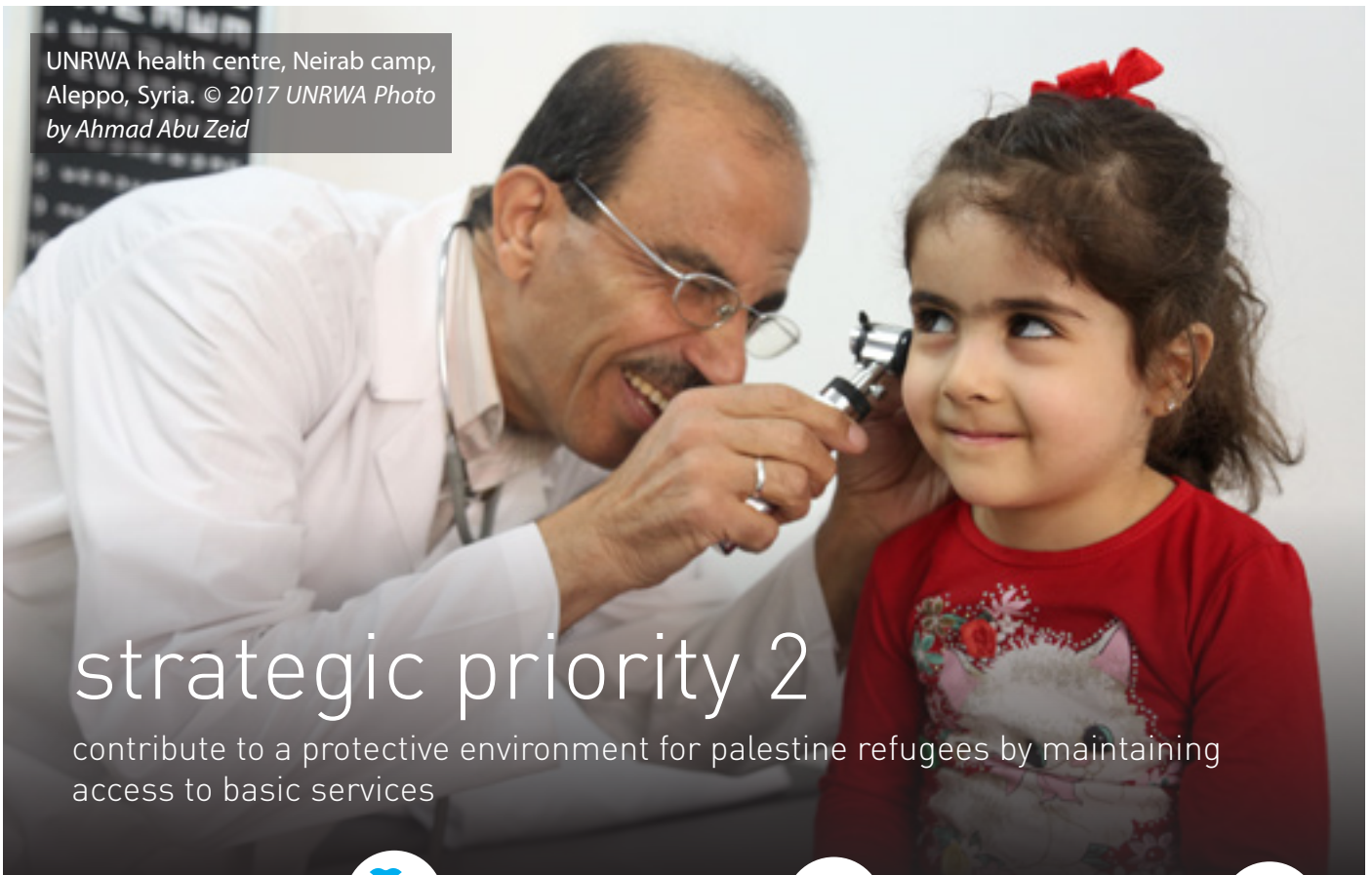
Response to Acute Emergencies

UNRWA will continue to provide life-saving items, such as food parcels and NFIs, to particularly vulnerable Palestine refugees in hard-to-reach and besieged areas or in other situations of acute crisis requiring an emergency response through UNRWA convoys and inter-agency convoys, provided that access is granted.

Distribution of cash assistance,
UNRWA field office. © 2017 UNRWA
Photo by Taghrid Mohammad



UNRWA health centre, Neirab camp,
Aleppo, Syria. © 2017 UNRWA Photo
by Ahmad Abu Zeid



strategic priority 2

contribute to a protective environment for palestine refugees by maintaining access to basic services



livelihoods

provide microfinance
loans for

11,000

Palestine refugees and
Syrians



emergency health

meet health-care needs of

438,000

Palestine refugees



education in emergencies

provide primary education to

48,100

Palestine refugee children



protection

protection services and
advocacy for

438,000

Palestine refugees



environmental health

provide WASH services in

100%

of accessible Palestine
refugee camps in Syria

Livelihoods (Microfinance and Vocational Training)

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
Improved access to livelihood opportunities for Palestine refugees.	Number of students completing long-term vocational training courses (disaggregated by sex)	408 (158 male, 263 female)	400
	Number of students completing short-term courses (disaggregated by sex)	3,212 (1,086 male, 2,126 female)	2,000
Outputs			
Palestine refugees in Syria and Syrians receive microenterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (disaggregated by sex)	9,520	11,000
Young Palestine refugees in Syria receive vocational training and are supported with job placements.	Number of Palestine refugees enrolled in long-term training	1,135 (593 female, 452 male)	1,200

The protracted crisis in Syria continues to have a dramatic impact on the Syrian economy. Livelihood interventions are critical to increase the resilience of Palestine refugees in Syria, who continue to face multiple shocks, including exposure to armed violence, lack of income and prolonged displacement.

In 2017, the **Technical and Vocational Education and Training (TVET) Programme** continued to expand, with the opening of new training centres in Homs and Latakia and the rehabilitation of an Engaging Youth Centre in Aleppo.⁴ Short-term courses continued to be provided to students in all UNRWA areas of operations in Syria where the security situation allowed, including the satellite centre in Dera'a. In 2018, as demand for TVET services grows, the Agency will continue its efforts to better link students with the job market and increase the employability rates of TVET graduates. Reconstruction-focused courses, such as electricity, plumbing or masonry, will be an area of focus. In addition to securing recognition from the Ministry of Higher Education on a number of specializations, the TVET team will continue to enhance partnerships with private and public universities in Syria in different scientific and technical thematic areas and expand its partnership to include telecommunications companies, which are expected to be in growing demand over the next few years in Syria.

Despite significant challenges, the **microfinance programme** continues to provide a growing number of loans to Syrians and Palestine refugees inside Syria. In 2018, the microfinance team will continue to provide inclusive financial services to Palestine refugees and Syrians through the direct disbursement of loans to meet the growing demand for financial products. The majority of the requested loans are consumer loans, which enable a household to cover unforeseen expenditures, such as the purchase of assets. Entrepreneur loans are less in demand, reflecting the ongoing constraints of the socioeconomic context in Syria. UNRWA will also look to resume microfinance services in newly accessible areas, as was successfully undertaken in the Husseiniyeh area of Damascus in 2015. Sbeineh, Qabr Essit and Khan Eshieh camps will be particular areas of focus through the provision of consumer loans, business loans, or youth- and women-focused loans.

Finally, and in response to the evolving needs of Palestine refugees in Syria, UNRWA is exploring the feasibility of conducting **small-scale Cash-for-Work** initiatives in 2018. Work opportunities would be provided to support the provision of current UNRWA services (e.g. health and education) or to support the response to additional demand on the Agency to restore its services in newly accessible areas.

Emergency Health

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
The impact of the crisis on health services for refugees is reduced.	Number of visits and /or consultations supported by UNRWA (primary, secondary, tertiary health care)	1,010,135	1,017,000
Outputs			
Palestine refugees have access to primary health-care services.	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	1,000,000	1,000,000
	Number of operational Agency health centres, health points and mobile clinic	27	27
	Number of hospitalizations accessed by Palestine refugee patients	11,996	17,000
	Percentage of health centre (HCs) with no stock out of 12 tracer items	88.5%	100%

The seven-year conflict in Syria continues to have a **devastating impact on the health sector**. The destruction or lack of access to medical facilities and the displacement of health personnel have crippled the ability of public hospitals and clinics to respond to the needs of the population. As a result, the vast majority of Palestine refugees have become increasingly dependent on UNRWA for the delivery of health-care services.

The Agency delivers its **primary health services** through 15 HCs and 11 HPs. One mobile health clinic and two mobile dental clinics can also be deployed in areas where access remains constrained, such as hard-to-reach and besieged areas, or where medical services are not fully available, such as in newly accessible areas. UNRWA health facilities provide a range of primary medical services, including outpatient consultations, vaccinations, growth monitoring, provision of medicines, gynaecology consultations, laboratory services, non-communicable disease care, maternal and child health, and dental services.

Furthermore, the Agency provides support to Palestine refugees seeking **secondary and tertiary health care** through a system of referrals to public hospitals. UNRWA subsidizes 75-

95 per cent of the total cost of treatment for referred patients, depending on the socioeconomic status of the patient.

UNRWA will continue to ensure that patients have adequate **access to essential medical supplies and drugs**, despite the challenges associated with price fluctuations and recent restrictions imposed by authorities on the procurement of drugs produced by international suppliers. The Agency will also strive to maintain contingency stocks of medical supplies and drugs to address any emerging situations, including potentially resumed access to hard-to-reach or besieged areas.

Finally, UNRWA will focus its efforts on the **resumption of health-care services** in newly accessible areas such as Khan Eshieh and Sbeineh camps in Damascus. In those areas, the rehabilitation and maintenance of damaged facilities and the reinstitution of health personnel will be a priority. Confidential spaces for addressing protection cases, including gender-based violence (GBV), will be established in rehabilitated health centres. To complement rehabilitation efforts, UNRWA will deploy its mobile clinics to sustain the provision of services to refugees in areas where medical facilities are not fully operational.

Education in Emergencies

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
Palestine refugees in Syria continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of students graduating from basic education	3,044	3,200
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	37,509	39,900
Outputs			
Palestine refugee students have access to education through regular/catch-up classes.	Number of UNRWA school-age children enrolled in regular classes in UNRWA schools	46,733	48,100
Palestine refugee students are provided with psychosocial support (PSS).	Number of school-age children receiving psychosocial support	12,750	30,000
Palestine refugee students are provided with educational and recreational materials.	Number of Palestine refugee students provided with educational/recreational materials (SLMs, back-to-school kits, PSS/recreational kits, stationery)	46,733	48,100

In 2018, UNRWA will provide **formal and non-formal education services** to up to 48,100 Palestine refugee children enrolled in 104 schools located in Damascus, Rif Damascus, Aleppo, Hama, Homs, Latakia and Dera'a, including many operating on a double-shift basis. The Agency will achieve this goal by retaining and building the capacity of up to 1,800 school teachers on topics related to safety and security in schools, as well as the provision of psychosocial support to conflict-affected students; in addition, UNRWA will provide schools and students with the necessary educational materials and supplies and perform regular maintenance work on installations.

The prolonged crisis has had a devastating impact on schoolchildren, with many of them experiencing displacement and disrupted access to schools. In this context, UNRWA will continue its **Education in Emergencies (EiE)** intervention, with the establishment, maintenance and operation of safe learning and recreational spaces; the provision of catch-up classes and summer learning activities; the engagement of parents through awareness-raising sessions on violence/GBV, explosive remnants of war (ERWs), and career guidance for their children; the strengthening of the identification and management of psychosocial support (PSS) cases in schools; and continued capacity-building for education staff.

Students in all UNRWA schools will benefit from **group and individual PSS counselling** sessions provided by professional

counsellors throughout the academic year. Students will also benefit from activities in recreational spaces. This intervention is aimed at addressing the traumatic effects of the crisis on students and providing them with the necessary skills to cope with the associated anxiety and stress.

Furthermore, principals and teachers in UNRWA schools will receive **training on safety and security topics**, with the aim of enhancing preparedness and response to security threats in schools, particularly those located in areas affected by conflict. Training topics will include evacuation procedures, dealing with ERWs, and tips on fire safety, in addition to live drills. Similar training sessions will also be provided to students, offering them basic survival skills and raising their awareness on security risks.

In 2018, UNRWA will also pay particular attention to the **resumption of educational services** in newly accessible areas, including Khan Eshieh, Sbeineh, Husseinieh and Dera'a. Currently, eight schools are serving as collective shelters for IDPs. As the collective shelter programme is scaled down, additional renovation will be needed to re-establish educational activities in these buildings. Major construction, maintenance and rehabilitation works will be undertaken to ensure students have access to safe and friendly premises. Daily paid teachers will be employed to cover possible gaps.

Protection

Output	Indicators	Baseline	2018 Target
Outputs			
Strengthened prevention and protection response for Palestine refugees.	Number of elderly who received PSS support (disaggregated by sex)	N/A ⁵	1,000
	Number of individuals trained on mine risk awareness (disaggregated by children, staff and community members)	N/A	1,000
	Number of UNRWA staff members and volunteers trained on protection	200	200
	Number of Palestine refugees provided with legal assistance and referrals	738	800

The protection concerns of Palestine refugees remain severe throughout Syria and critical in hard-to-reach and besieged areas, including parts of Damascus (YBB and Yarmouk) and the south of the country (Dera'a). The effects of armed conflict and the resulting displacement in other parts of the country continue to impact Palestine refugees. Protection risks and vulnerabilities identified in 2017 are generally anticipated to

continue through 2018. These include, but are not limited to, psychosocial trauma and distress, particularly among children and other vulnerable groups, increased rates of GBV and sexual exploitation; and exclusion and discrimination, particularly with regard to persons with disabilities, the elderly, women and girls.

Zahriyeh School, Neirab camp, Aleppo, Syria.
© 2017 UNRWA Photo by Ahmad Abu Zeid



UNRWA will seek to improve the protection of Palestine refugees in Syria through various interventions. In 2018, a particular focus will be given to mainstreaming protection within UNRWA services. As the Agency rehabilitates its schools and health clinics and resumes the provision of its services in areas of spontaneous returns, it will seek to **mainstream protection principles** within these services and its internal processes by ensuring that relevant staff are trained.

In addition, UNRWA will continue to build the capacity of programmes to **strengthen case management and referral processes** for high-risk protection cases, including unaccompanied Palestine refugee children; persons with disabilities; the elderly; and those affected by violence, GBV, abuse and neglect. **Dedicated programmatic responses** will be developed, including regular service-delivery and stand-alone initiatives, to support the needs of vulnerable populations. The Syria Field Office (SFO) will continue to develop initiatives and activities designed to address psychosocial trauma, particularly among children, the elderly, and those affected by GBV and sexual exploitation. Using a participatory approach, programming will be developed to address violence in and around installations, with a focus on schools and remaining collective shelters. Areas most

affected by conflict-related violence, as well as displaced and returning populations, will be prioritized. Legal aid will continue to be offered to women experiencing GBV through referrals to external partners. Mine risk-awareness campaigns will continue to be conducted throughout the country, with a specific focus on areas of return.

Protection monitoring, reporting and advocacy will continue to be prioritized through the participation of UNRWA in global protection mechanisms and the international human rights system (IHRS), in accordance with the 'UNRWA Framework for Effective Engagement with the International Human Rights System'. The Agency will continue its advocacy efforts in support of Palestine refugees in Syria with relevant stakeholders, including with the protection sector of the Humanitarian Country Team (HCT) in Syria. Furthermore, UNRWA will focus specifically on monitoring the movement of Palestine refugees who were displaced both within Syria and abroad. Safety and an adequate standard of living, access to civil documentation, and family reunification will be followed up on, among other issues. Finally, the Agency's protection staff will also monitor the closure of collective shelters and will ensure that protection standards are met.



Back-to-school campaign, Palestine School, Damascus.

© 2017 UNRWA Photo by Taghrid Mohammad

Water distribution in Sbeineh camp, 21 December 2017, Baraa al-Alem. © 2017 UNRWA Photo



Environmental Health

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
Public health needs of the affected population are met.	Percentage of accessible Palestine refugee camps receiving repair, rehabilitation and sanitation work	100%	100%
Outputs			
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of IDPs receiving potable water during displacement in UNRWA shelters	100%	100%

In 2018, UNRWA will continue to provide essential **WASH services** to Palestine refugees, with specific attention to areas and camps affected by the conflict. The crisis in Syria has resulted in extensive damage to water networks and sewer infrastructure, resulting in restricted access to potable water and affecting domestic and personal hygiene, which in turn has increased the risk of disease outbreaks.

UNRWA will continue its efforts to rehabilitate and maintain water networks and to ensure that Palestine refugees, particularly IDPs, have access to potable water. The Agency will also repair and maintain sewage infrastructure, in addition to collecting solid waste in camps and IDP collective shelters. Furthermore, hygiene kits will be distributed on a regular basis

to Palestine refugees, including IDPs, to help safeguard their personal and domestic hygiene.

In the course of 2017, UNRWA has been able to gain **increased access to newly accessible areas** requiring extensive work on WASH infrastructure. This trend is expected to increase in 2018, with the potential of reaching more camps and refugee gatherings, including Sbeineh and Khan Eshieh camps in Damascus and Ein El Tal camp in Aleppo. This will entail major rehabilitation and repair works for water networks and sewage infrastructure, in addition to rubble removal and solid waste collection. UNRWA will support the safety and public health of refugees returning to these areas – and ultimately the transition towards regular service provision.⁶

UNRWA Commissioner-General Pierre Krähenbühl visits Khan Eshieh Health Centre. © 2017 UNRWA
Photo by Taghrid Mohammad

strategic priority 3

strengthen humanitarian capacity, coordination and management



safety and security

to provide safe services and working environments to

438,000

Palestine refugees and UNRWA staff



emergency repair and maintenance

maintain, repair and upgrade UNRWA facilities for continued service provision



capacity and management support

further strengthen the Agency's humanitarian response capacity, including psychosocial support, protection, logistics and management

Safety and Security

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements.	Percentage of security risk assessments completed for programmes and projects at field level	100%	100%
Outputs			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Number of staff trained on safety and security (SSAFE)	60	100

Since the onset of the conflict, UNRWA has made significant investments in the security and safety of its staff and assets and facilities, as well as in its security procedures. UNRWA requires funding to maintain and strengthen existing equipment. The main investments will focus on the procurement of communication devices, such as Very High Frequency (VHF)

radios; armoured and additional soft-skin vehicles to facilitate transportation; personal protection equipment for all; and uniforms for security staff. UNRWA will also continue to conduct safety and security trainings, as well as fire safety trainings, for staff in Syria across the different areas of operations.



Fire safety training for education staff, Damascus Training Centre. © 2017 UNRWA Photo by Taghrid Mohammad

Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
UNRWA installations repaired or maintained for continued service provision.	Number of UNRWA facilities rehabilitated or repaired	N/A	160

UNRWA facilities in Syria have suffered **extensive damage** since the onset of the conflict in 2012, contrary to the principle of the inviolability of United Nations premises. Some facilities remain out of reach or have sustained substantive damages, jeopardizing the access of Palestine refugees to UNRWA services. In addition, the pressure on accessible Agency assets, including the use of schools as IDP shelters, has resulted in increasing need for emergency repair.

In 2018, UNRWA will focus on **resuming its core services** in areas where access has resumed, as observed in some Damascus area camps in 2017. The Agency's main priority is to ensure access to its education and health facilities and to support the rehabilitation of its installations to ensure Palestine refugees have access to core services.

In 2017, assessment missions conducted in Khan Eshieh and Sbeineh indicated that most UNRWA facilities in these areas

were either partially or fully damaged. UNRWA developed area-specific implementation plans based on the assessment mission reports to ensure a comprehensive needs-based response involving all relevant programmes and support departments. Where Agency facilities have been completely destroyed, UNRWA will rebuild its premises, prioritizing schools, health centres, and water and sanitation systems. In 2018, and depending on conflict dynamics, UNRWA expects to regain access to additional areas. This might include areas as large as Yarmouk unofficial camp which has sustained serious damage and where UNRWA may need to respond quickly to re-establish services. While the Agency stands ready to respond to these situations on a case-by-case base, additional funding will be necessary to cover increased needs for emergency repair and reconstruction of UNRWA installations throughout the country.

Capacity and Management Support

Management, coordination and technical staff are essential for UNRWA to deliver timely and effective humanitarian assistance, to ensure efficient coordination with relevant stakeholders, and to enhance advocacy on behalf of Palestine refugees.

UNRWA will continue to conduct safety and security trainings for its staff across Syria and to build staff capacity regarding

neutrality. Additional staff are needed to support logistics and administrative operations in the field and area offices. While the vast majority of posts will continue to be filled by Palestine refugees, UNRWA requires expanded international capacity, particularly specialist staff in the fields of humanitarian response, psychosocial support, protection, logistics and grants management.

lebanon: context and needs analysis

UNRWA continues to provide education, health, relief, social, and camp improvement services to an estimated 270,000 Palestine refugees in Lebanon (PRL). Humanitarian assistance and protection services are also provided to Palestinian refugees from Syria (PRS) in Lebanon, who are now in their seventh year of displacement. In 2018, it is expected that the country will host 10,200 PRS families (approximately 34,000 PRS individuals). The presence in Lebanon of over 1 million Syrian refugees – in addition to PRL and PRS – is contributing to high poverty and unemployment rates and placing further pressure on the economy and on already-weakened services and infrastructure.

PRS rely greatly on UNRWA support to cover basic needs, and this dependency is expected to remain high in 2018. Approximately 96 per cent of PRS families reported UNRWA cash assistance as their main source of income; the poverty rate among PRS families is estimated at 89 per cent, and almost 95 per cent of PRS households are food insecure.⁷ In order to mitigate vulnerability, the Agency plans to continue providing humanitarian assistance in the form of cash, along with winterization support for all 10,200 Palestine refugee families. UNRWA is committed to ensuring continued access for PRS to its regular services in Lebanon, including education, access to primary health care and hospitalization, and environmental health and sanitation services. UNRWA has continued to deliver quality, equitable and inclusive education services to all Palestine refugee children through its network of 66 schools in Lebanon. Support to the Emergency Appeal has allowed UNRWA to integrate PRS children into its schools and provide PRS with access to primary and secondary health care.

High unemployment and the prolonged presence of Syrian refugees adds an additional burden on already-impooverished Palestine refugee communities living in Lebanon. Although changes to Lebanese law in previous years have in principle improved PRL access to formal employment and related social protection mechanisms – and have thus granted them partial access to the National Social Security Fund (NSSF) – PRL are still required to obtain a work permit, which involves a lengthy and complex administrative process and depends on the will

of their employer. PRL are still barred from 39 professions. Given the high number of refugees from Syria in the country and the limited number of available job opportunities, the competition for employment is high.

Empowering youth through livelihood strategies has therefore become of paramount importance. Scholarships and vocational grants will be provided to improve the marketable skills and employability of PRS and PRL youth and women. Building a culture of entrepreneurship will help increase the potential, creativity and talent of young people and open up employment opportunities. Through its Youth Unit, UNRWA in Lebanon is planning to strengthen its support to young PRS and PRL by aligning its efforts with the United Nations Children's Fund (UNICEF) youth strategy in Lebanon, including through education, livelihood support and innovation. Nearly half of the Palestine refugee population in Lebanon is below 25 years of age, and 57 per cent of the population is estimated to be unemployed.

The Agency is committed to safeguarding and advancing the rights of all Palestine refugees in Lebanon. In this regard, UNRWA is adopting a holistic approach, mainstreaming protection across all interventions and programmes. This includes the provision of mental health services and psychosocial support within the health, education and social service programmes. The Agency will continue to advocate for the rights of Palestine refugees with the Lebanese authorities on issues such as the right to work, freedom of movement, legal status of PRS, right to property and living conditions and to engage with the IHRS in this respect.

Support to the host community of PRL is also included in this Appeal in line with the Lebanon Crisis Response Plan (LCRP) guidelines and recognition by the Government of Lebanon of the impact of the Syria crisis on communities in Lebanon. It is anticipated that PRL will benefit from school rehabilitation and improved facilities, improved health services, and environmental health and waste management services, particularly inside camps.

lebanon: planning assumptions

UNRWA continues to be the main, and in some cases the only, service provider for PRS in Lebanon. This makes the PRS community in Lebanon highly dependent on UNRWA education and health services, humanitarian assistance, and protection. The Agency's response in 2018 is based on the following planning assumptions:

Continued difficulties for PRS to maintain their legal status in Lebanon, including complex and costly processes

to renew or extend residency document: Difficulties in obtaining legal residency documents have a wide-reaching impact for PRS. Of particular concern is the registration of newborns, marriages and divorces. Expensive and complicated administrative mechanisms tend to further marginalize PRS and exclude them from access to services. It also makes it challenging for UNRWA to effectively monitor the number of PRS in the country and plan accordingly. It is expected that the

entry of PRS into Lebanon and their ability to renew their legal status will continue to be highly restrictive, increasing the need for advocacy and protection, as well as service provision.

High level of humanitarian needs: The overcrowded Palestine refugee camps, which are hosting many of the PRS in Lebanon, as well as Syrian refugees, will suffer from further deterioration of infrastructure and environmental health conditions. Critical and life-saving health services will continue to be in demand. Education services will continue to be required for approximately 5,400 school-age PRS children.

Slight increase in caseload: It is expected that the number of PRS will slightly increase compared to 2017, reaching 34,000. This will lead to increasing needs in terms of services and basic assistance. UNRWA Lebanon Field Office (LFO) will monitor

possible returns of Palestine refugees to Syria; however, the number of returns is not expected to be significant under the current assumptions.

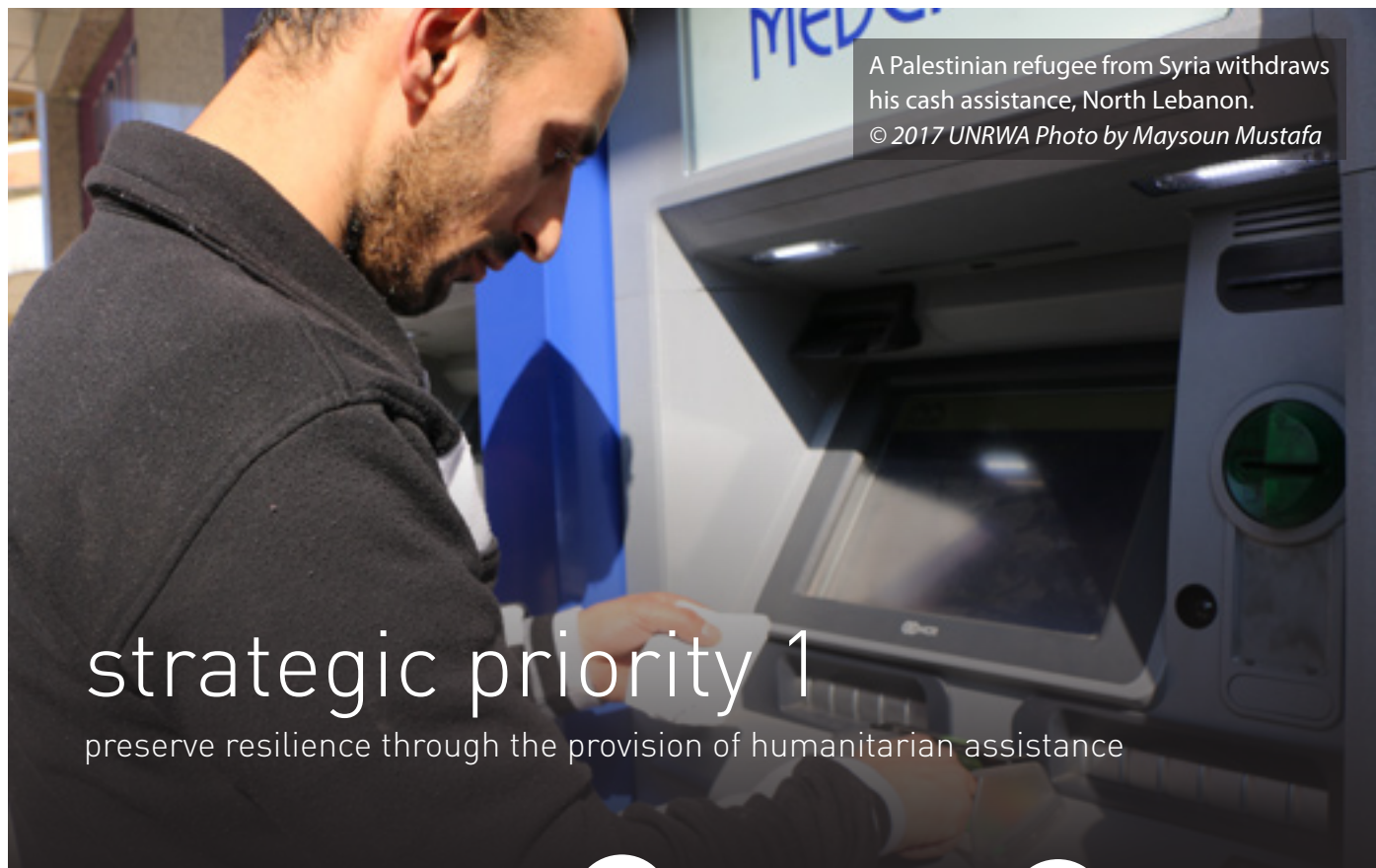
Economic deterioration affecting resilience: The Syria crisis has left an unemployment rate of 52.5 per cent among PRS in Lebanon. PRS will continue to struggle to access income generation and livelihood opportunities and will remain reliant on UNRWA assistance.

Ongoing tensions between PRS and host communities: Tensions between PRS and host communities will continue due to the difficult socioeconomic and political situation both communities are enduring, notably in relation to access to employment.



Living conditions of Palestine refugees in Mar Elias camp, Beirut, Lebanon. © 2017 UNRWA Photo by Ali Hashisho

lebanon: sector-specific interventions



A Palestinian refugee from Syria withdraws his cash assistance, North Lebanon.

© 2017 UNRWA Photo by Maysoun Mustafa

strategic priority 1

preserve resilience through the provision of humanitarian assistance



multipurpose cash assistance

cover basic needs through cash assistance for

34,000

Palestinian refugees from Syria



winterization assistance

provide winterization assistance for

10,920

Palestine refugee families

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

Outcome/Output	Indicator	Baseline	Target (2018)
Outcomes			
PRS 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%
Outputs			
PRS are provided with relief assistance (food assistance, NFI and shelter assistance).	Number of individuals receiving cash for food and multipurpose cash assistance during last distribution round (disaggregated by sex)	32,598 (15,629 male, 16,969 female)	34,000 (16,301 male, 17,699 female)
	Total amount of cash distributed during last distribution round	US\$ 1,827,343	US\$ 1,917,081
	Number of families provided with winterization assistance (cash and in-kind)	9,214 PRS families 701 PRL families	10,200 PRS families 720 PRL families

PRS in Lebanon are highly vulnerable, and their reliance on UNRWA assistance remains high. The Agency has been providing humanitarian assistance since October 2013 through its cash transfer programme, which credits ATM cards with cash for food, housing and winterization. Unaccompanied and separated children are the only beneficiaries who receive assistance in hard cash, rather than via an ATM card, following an assessment by the UNRWA Protection Team. Considering that almost 90 per cent of PRS are living under the poverty line and about 95 per cent are food insecure, UNRWA will target 34,000 PRS with cash assistance, representing the total estimated PRS population in Lebanon in 2018. This represents an increase of 2,500 beneficiaries in comparison to 2017, based on natural growth and newly registered PRS. In 2018, targeted PRS households will continue to receive a monthly multipurpose cash grant worth US\$ 100 for each family and a monthly food assistance cash grant of US\$ 27 for each family member to cover food costs. This standardized amount, agreed upon by partners in the food security sector in Lebanon, is subject to

the availability of funds. The multipurpose cash grant, which is also a standardized amount, is designed to cover a range of basic needs, including shelter and NFIs, while providing beneficiaries with more choice in determining how to meet these needs. Both the multipurpose and food assistance cash grants will be distributed during 12 rounds per year.

Alongside these grants, special provisions will be made for the winter, which is harsh in Lebanon, especially in the high elevations of Beirut in the north and Beqaa, where a large percentage of PRS – and many vulnerable PRL – live. These areas experience a significant drop in temperature, as well as rain and several snowstorms between November and March. The UNRWA winterization programme provides specific cash assistance for winter support to PRS and vulnerable PRL families. The programme is implemented in coordination with partners – including UN agencies, international and national non-governmental organizations (NGOs), and the Red Cross – to ensure that needs are covered and partners, if feasible, use the same criteria for the provision of assistance.

Medical doctor examines a Palestinian refugee from Syria at the Beddawi Health Centre, North Lebanon.
© 2017 UNRWA Photo by Maysoun Mustafa

strategic priority 2

contribute to a protective environment for palestine refugees by maintaining access to basic services



livelihoods

improve access to livelihood and employment opportunities for

1,135

Palestine refugees



emergency health

meet the health-care needs of

34,000

Palestine refugees



education in emergencies

provide primary education to

5,482

Palestine refugee children



protection

provide protection services to

34,000

Palestine refugees



environmental health

meet the public health needs of the affected population through safe and equitable access to WASH resources and facilities

Livelihoods and Social Cohesion

Outcome/Output	Indicator	Baseline	Target (2018)
Outcomes			
Improved access to livelihood opportunities for PRS and PRL.	Number PRS youth benefiting from Vocational Grants	25	100
	Number of PRS students in the Siblin Training Centre completing regular/short-term courses	16	20
	Number of short-term job opportunities created for vulnerable PRS/PRL in the framework of new Cash-for-Work projects	N/A	200
	Number of youth accessing grant services across the country	N/A	25
	Number of women accessing grant services across the country	N/A	25
	Number of persons with disabilities accessing grant services across the country	N/A	20
	Number of PRS/PRL (14+ years old) reached through formal and non-formal skills trainings/innovation programmes	350	700
Outputs			
Improved access to employment opportunities for PRS and PRL.	Number of PRS youth benefiting from apprenticeship/ internship schemes	N/A	45

There are a number of broad challenges affecting the livelihoods of Palestine refugees in Lebanon, especially PRS. In addition to the work and property restrictions that apply to PRL, the influx of PRS into the country has increased pressure on the labour market and created competition between PRS, PRL, Syrian refugees and Lebanese citizens for a limited number of positions. PRS also face substantial restrictions on their capacity to access employment due to their precarious legal situation. The unemployment rate among PRS is 52.5 per cent (68 per cent of females are unemployed compared with 49 per cent of males); a large proportion (89 per cent) of PRS live in poverty; and 9 per cent in extreme poverty, a rate three times higher than for PRL.⁸

Improving access to livelihood and employment opportunities – especially for young PRS – is therefore vital and will constitute a key priority under this Appeal. This will be supported through the implementation of courses offered at the Siblin Training Centre and innovation programmes to strengthen the capabilities of refugee youth. The Innovation Lab programmes, offered to PRS, consist of design thinking,

coupled with business development (social entrepreneurship) and digital skills training programmes, targeting marginalized Palestinian youth. The programme aims at developing innovative income-generating solutions and increasing access to work opportunities in the digital economy through impact sourcing. The most viable enterprise ideas advance to incubation, where they receive one-on-one coaching and seed-funding to pilot their initiatives. Youth are then matched with mentors who offer further support and guidance to strengthen their capabilities to launch and run their own small businesses. Vocational grants and grant services targeting vulnerable individuals (i.e. youth,⁹ women and persons with disabilities) will also be provided to increase opportunities for entrepreneurship, empowerment and self-reliance. Apprenticeships and internships will also be offered to youth to increase their access to employment opportunities. New Cash-for-Work projects will be implemented to promote microfinance,¹⁰ vocational training and income generation, thus contributing to further social stability and opportunities for Palestine refugees.

Emergency Health

Outcome/Output	Indicator	Baseline	Target (2018)
Outcomes			
The impact of the crisis on health services for refugees is reduced.	Number of PRS visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care, disaggregated by sex)	156,605	150,000 (64,824 male, 85,176 female)
Outputs			
Palestine refugees have access to primary health-care services.	Number of PRS visits to health centres (disaggregated by sex)	156,605	150,000 (64,824 male, 85,176 female)
	Percentage of Agency health centres and mobile health points operational	100%	100%
Palestine refugees have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	4,788	4,970
Palestine refugees have access to essential drugs and medical supplies.	Percentage of health centres (HCs) with no stock-out of 12 tracer items	100%	100%

Overall, the health status of PRS is poor, with 83 per cent of households having at least one member with a chronic disease and 1 in 10 households having at least one person with a disability. UNRWA and partners play a major role in improving PRS living conditions by providing free-of-charge primary and secondary health services and covering 90 per cent of tertiary care.¹¹ It is therefore crucial for the Agency to continue extending its services to PRS.

In order to reduce the impact of the crisis on health services, primary health-care services will be provided and strengthened in all 27 UNRWA health centres and mobile health points in Lebanon. Staff in health centres will receive training to increase service control. Specialized medical equipment will be available in HCs in order to provide better diagnoses. The use of the unique patient electronic record will also be implemented to easily track patients' medical history. Primary health services will continue to be covered by

UNRWA, which will also ensure that all Palestine refugees have access to essential drugs and medical supplies. The target for consultations in 2018 is slightly lower than the baseline, based on a decrease in the number of PRS consultations observed by UNRWA over the past two years.

Access to hospitalization remains crucial to ensure the well-being and proper treatment of PRS and will continue to constitute a key priority for the Agency. The increased figures for hospitalization are related to the severity of the clinical conditions and increased PRS access to hospitalization, which is now 100 per cent covered. An UNRWA hospitalization survey, conducted in 2017 to measure patients' satisfaction towards hospitalization services, recorded a 90 per cent satisfaction rate. UNRWA has demonstrated its ability to provide efficient services to beneficiaries despite an increasingly challenging context, which remains critical for a healthy Palestine refugee population.

Education in Emergencies

Outcome/Output	Indicator	Baseline	Target (2018)
Outcomes			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of PRS students graduating from basic education	100 (44 male, 56 female)	135 (60 male, 75 female)
Outputs			
Palestine refugee students have access to education through regular/catch-up classes.	Number of school-age PRS children enrolled in regular classes in UNRWA schools (disaggregated by sex)	5,251 (2,511 male, 2,740 female)	5,482 (2,666 male, 2,816 female)
	Number of schools provided with equipment (furniture, heating, other equipment)	22	25
	Number of UNRWA schools hosting PRS	65	65
	Number of schools rehabilitated	31	31
Palestine refugee students are provided with psychosocial support.	Number of school-age children receiving psychosocial support (disaggregated by sex)	1,800 (775 male, 1,025 female)	2,500 (1,080 male, 1,420 female)

The UNRWA EiE Programme in Lebanon aims to provide equitable access to quality education for all Palestine refugee children and youth. By promoting a coherent and innovative response, UNRWA aims to support refugee children to realize their full potential, even in times of crisis. The EiE programme in Lebanon supports a holistic approach to learning through the provision of teaching and learning, remedial education, psychosocial support, and community engagement.

During the 2016/17 scholastic year, 5,251 PRS students were enrolled in 65 UNRWA schools in Lebanon. This required two schools to work in double shifts, in comparison with five schools in 2015/16, showing the progress made by the Agency to integrate PRS and PRL children within UNRWA schools and to ensure quality, inclusive and equitable education. In addition, UNRWA managed to provide 14 scholarships to Palestine refugee students to enable them to pursue higher education studies.

At start of the current 2017/18 scholastic year, UNRWA has seen an increase in the enrolment of PRS students. As of October 2017, 5,482 PRS students were enrolled in 65 UNRWA schools. In 2018, the education programme will continue to ensure access to quality, inclusive and equitable education through the provision of school transportation; better equipped and rehabilitated schools; and participatory activities, such as

school parliaments and community projects. The capacity of the UNRWA teaching workforce will also be enhanced through the Agency's development and support structures, aiming to improve children's academic achievement and overall well-being.

Children's psychosocial well-being remains a key priority for the Agency. In 2018, UNRWA aims to provide counselling services to 2,500 PRS children. Through 35 additional counsellors, the Agency will ensure that psychosocial support is available for students across all UNRWA schools. In addition, key education staff will be trained on the Agency's psychosocial recreational guide to be able to provide basic psychosocial support to students. Recreational and educational materials and activities – including catch-up learning activities – will be implemented and distributed to cultivate a positive and supportive learning environment for all students, including PRS. In 2018, UNRWA aims to draw on its partnership with NGOs to expand both the scale and scope of its recreational programme, targeting an increased number of UNRWA students, including 2,000 PRS. UNRWA has witnessed an increase in the number of scholarship applications received for the 2017/18 scholastic year by eligible PRS and PRL youth, in comparison to the previous scholastic year. In view of the increase in demand, it is expected that 19 scholarships will be made available for PRL and PRS students in the framework of this Emergency Appeal.



UNRWA school students celebrate World Earth Day, Lebanon. © 2017 UNRWA Photo by Maysoun Mustafa

Protection

Output	Indicator	Baseline	Target (2018)
Outputs			
Strengthened prevention and protection response for Palestine refugees.	Number of UNRWA staff members trained on protection and humanitarian principles (disaggregated by sex)	1,390	1,080
	Number of Palestine refugees provided with legal aid services (disaggregated by PRL – PRS).	6,536	6,862

PRL and PRS continue to face a number of protection issues – including severely restricted access to housing and property, public services, and job opportunities – leading to high levels of marginalization and vulnerability.

Since May 2014, PRS can only obtain entry visas at the border if they hold a visa and travel ticket to a third country or have a verified embassy appointment in Lebanon. Most of these cases are issued with a 24-hour transit visa. Since October 2015, the General Security Office (GSO) has issued successive circulars allowing PRS who entered regularly to renew their visas for free, every three months, for up to one year. However, the implementation of these circulars remains inconsistent across the country, and some GSO offices are requesting PRS to pay fees, contrary to the circular. The latest circular issued by the GSO in July 2017 granted unlimited free renewal for six months for PRS who entered Lebanon regularly before September 2016, with no penalty charge for delays. In addition, visa renewal has been allowed for PRS who have turned 15 in Lebanon, based on easily accessible documentation. UNRWA monitors the implementation of the circulars at the area level to ensure PRS are able to avail themselves of the waiver and visa and avoid misapplication by the authorities, as has happened in the past. The current circular excludes PRS who entered irregularly or those whose residency documents expired and were not renewed before the circular was issued; a considerable number of PRS are therefore still unable to regularize their stay in Lebanon. Until October 2017, a valid legal status was a prerequisite for most civil registration processes in Lebanon. Difficulties in obtaining legal residency documents have a wide-reaching impact for PRS. Despite the fact that valid legal residency is no longer required for civil status registration, based on a circular issued by the Ministry

of Interior in October 2017, its country-wide implementation often represents a challenge.

Prior to the crisis in Syria, Palestine refugee camp populations were among the most vulnerable in Lebanon. The arrival and presence of large numbers of PRS have exacerbated the precarious conditions of the host community, placing already-limited resources, infrastructure and services under added strain. In a context where respect for rule of law and access to justice mechanisms and enforcement are extremely challenging, women and children, especially those displaced from Syria, are the most vulnerable categories exposed to abuse, exploitation and violence.

Under this Appeal, UNRWA will continue to provide essential Mental Health and Psychosocial Support (MHPSS) and protection services to PRS and host communities, identifying individuals facing protection risks and assisting them directly or through referrals to specialized services providers. Protection monitoring, reporting and advocacy will continue to be prioritized through the participation of UNRWA in global protection mechanisms and the IHRs. Critical prevention and response interventions for GBV and child protection cases – including case management, community-based protection mechanisms and empowerment initiatives – will be pivotal in the Agency's protection work, together with the provision of legal aid services. As the Agency is providing essential services in education, health, shelter, and relief and social services, UNRWA will seek to mainstream protection principles through the review of policies and practices and targeted capacity-building for selected staff. UNRWA will continue advocating for Palestine refugees' rights and focus on monitoring cross-border issues, movements and the specific vulnerabilities of newly arrived PRS.

Mohammad Abou Hassan, a 9-year-old Palestinian refugee from Syria, suffers from Down Syndrome, but he does not let his disability undermine him, Lebanon.

© 2017 UNRWA Photo by Maysoun Mustafa



Environmental Health

Outcome/Output	Indicator	Baseline	Target (2018)
Outcomes			
Public health needs of the affected population are met.	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	95%	97%
Outputs			
Improved solid waste management inside UNRWA camps.	Percentage of PRS benefiting from garbage collection inside camps	95%	97%

Services related to water supply, wastewater treatment and solid waste collection in camps are among the most important services that UNRWA provides. Due to the additional pressure of increased populations in the camps – including PRS and Syrian refugees – the provision of these essential services is at its capacity limit, and key infrastructure in the camps, such as sewer systems and water supply networks, need to be rehabilitated and upgraded. As a result of increased demands, there is a greater risk of water shortages and breakdowns, which could in turn lead to social tensions, aside from the more obvious risks of disease and ill health. There is also an additional strain on solid waste management services, resulting in a need for additional sanitation labourers.

A comprehensive and effective response requires community participation, coordination and oversight to strengthen this

infrastructure and maintain access to water for drinking, cooking, and personal and domestic hygiene. The Agency will focus on meeting the public health needs of the affected population through safe and equitable access to WASH resources and facilities; continued employment of additional sanitation labourers; improvement of wastewater and water supply networks; important construction projects and maintenance works¹¹ with regard to water supply and wastewater management; and improved solid waste management inside the camps through effective garbage collection and disposal. The Agency's long-term approach to these challenges is reflected in the 2016-2021 Environmental Health Strategy, which outlines a coherent way forward for UNRWA to achieve improved environmental health for Palestine refugees in Lebanon.



UNRWA engineering staff work to improve the living conditions of Palestine refugees, Mar Elias camp, Lebanon. © 2017 UNRWA Photo by Carlos Perez O.

UNRWA Commissioner-General Pierre Krähenbühl visits Ein El Hilweh camp, Lebanon. © 2017 UNRWA
Photo by Abdu Nasser al-Saadi

strategic priority 3

strengthen humanitarian capacity, coordination and management



safety and security

enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees



capacity and management support

ensure the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent

Safety and Security

Output	Indicator	Baseline	Target (2018)
Outputs			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of front-line staff provided with safety, security and awareness trainings	90%	100%

The Agency continuously monitors the security situation in Lebanon, in coordination with other UN agencies and the Government of Lebanon, to identify any possible deterioration that could have an adverse impact on the population and the Agency's operations and programmes. Funding under

this component will support preparedness for critical events, through front-line staff training, additional security staff, the provision of critical equipment related to communication and emergency trauma, and improved security and control measures in accessing UNRWA facilities.

Capacity and Management Support

In order to respond to the needs of PRS and PRL in Lebanon, UNRWA will enhance staff capacity and management support for all emergency programmes in accordance with the 2016-2021 Medium Term Strategy. UNRWA will ensure that the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent. UNRWA continues to operate

in accordance with the LCRP and engages in continued coordination and communication with the Government of Lebanon, UN agencies and other humanitarian organizations. Active participation in intersectoral planning and responses through sectoral working groups and the HCT in Lebanon will be continued and further strengthened.

UNRWA staff participate in a training on mental health in Siblin Training Centre, Lebanon.
© 2017 UNRWA Photo by Mahmoud Abo Salah



jordan: context and needs analysis

According to UNHCR, as of 27 September 2017, a total of 654,582 Syrian refugees were registered in Jordan, in addition to around 17,000 PRS.¹³ Jordan, already host to more than 2.2 million Palestine refugees registered with UNRWA, introduced a policy of non-admission for PRS in 2013 that curtailed the number of new refugees. Nevertheless, Palestine refugees and their families continue to enter Jordan, even if in reduced numbers. Some arrive at the border without Jordanian documents and enter irregularly; others are holders of Jordanian passports and national documents that enable them to negotiate the border crossings with fewer restrictions.

The number of PRS recorded with UNRWA in Jordan increased from 16,775 individuals in September 2016 to 16,951 at the end of September 2017 (corresponding to 4,176 families). Based on trends from 2017, this number is expected to increase to around 18,000 individuals by the end of 2018 due to the volatile situation and uncertainty in Syria. According to the Agency's database of recorded PRS in Jordan, 47.2 per cent are children and 10 per cent are aged over 50. Female-headed households represent just under a third of PRS families in Jordan (31 per cent). The majority of the caseload is concentrated in Irbid, followed by Zarqa, North Amman and South Amman, mainly in urban areas and living among the host community. Data are constantly verified via home visits by emergency social workers (ESWs), emergency protection social workers (EPSWs) and the Database Team and triangulated with other data obtained through various ad hoc assessments.

All new arrivals are assessed by ESWs who conduct a vulnerability assessment in PRS houses in Jordan. These assessments are followed up with verification visits throughout the year, during which social workers also provide information on the availability of UNRWA services in their respective administrative areas. The vulnerability assessment takes into account a number of economic and social factors that determine the level of vulnerability of the PRS individual or family and places them into one of three categories of vulnerability: A) less vulnerable; B) vulnerable;

or C) extremely vulnerable. These factors include legal status; household size; household wealth; accumulated debt; income and expenditures, such as food and medical expenses; access to resources and livelihoods; and information on specific vulnerabilities, such as single-female-headed households and family members with disabilities. By the end of September 2017, 92.8 per cent of PRS in Jordan were categorized as vulnerable, of whom 46.1 per cent were considered extremely vulnerable. To improve its understanding and update its information on the PRS population in Jordan, UNRWA Jordan Field Office (JFO) conducted a PRS Priority Identification Survey during the third quarter of 2017. The verification exercise involved all PRS recorded within the emergency module (4,269 families) up until the end of June 2017 who benefit from services provided by UNRWA in Jordan and covered cash assistance, education, health and protection aspects. UNRWA will work to ensure that a better targeting system is in place in 2018; in particular, discussions will be initiated on how to address the needs of PRS with Jordanian documents beyond 2018.

Many PRS continue to face protection concerns, including those related to the lack of legal status, difficulties in gaining and/or maintaining legal residency, limited freedom of movement in some cases, and the risk of refoulement for those who have entered irregularly. These factors limit PRS access to employment and public services, particularly for those without Jordanian documents and who are reliant on UNRWA for service provision. Within such a challenging protection and assistance environment, the Agency's response to the Syria crisis in Jordan is based on four key components: i) the provision of humanitarian relief through unconditional cash assistance; ii) the delivery of essential health services; iii) Education in Emergencies; iv) and environmental health services and solid waste management. These components are reinforced by cross-cutting objectives contributing to the enhancement of the protection environment for vulnerable Palestine refugees and the strengthening of humanitarian capacity, coordination and management.

jordan: planning assumptions

The situation in Syria is likely to remain volatile in 2018. As the spontaneous return of large numbers of Palestine refugees to Syria is unlikely, it is expected that PRS will remain in Jordan. Within this context, UNRWA will continue to be the main provider of services to PRS in Jordan.

The Agency's response in 2018 is based on the following planning assumptions:

Increased caseload in 2018: The number of PRS approaching UNRWA will continue to grow, reaching 18,000 by the end of 2018.

High levels of vulnerability: Around 95 per cent of the PRS population will remain categorized as vulnerable or extremely vulnerable.

Economic deterioration affecting resilience: The socioeconomic situation of PRS will continue to deteriorate as the conflict in Syria persists, resources from Syria are further

stretched, and options to adopt positive coping strategies diminish due to limited employment opportunities and the continued sluggish performance of the Jordanian economy.

Continued dependency on UNRWA services: PRS will continue to rely on UNRWA for assistance, due to their extreme vulnerability and lack of access to other economic opportunities.

Restrictive entry to Jordan: The Government of Jordan's policy of non-admission of PRS will remain in place; the risk of forced return raising concerns of refoulement, particularly for those without legal status or identified as security concerns, will remain high. This will mainly affect PRS without Jordanian documents.

Challenging protection and legal environment for PRS: The legal and protection environment for PRS will remain restricted, as will access to employment, services, civil registration and legal processes.

UNRWA social workers performing an house visit.
© 2017 UNRWA photo by Hisham Shahroury



jordan: sector-specific interventions

Cash assistance beneficiaries in Madaba, South Amman area. © 2017 UNRWA Photo by Viola Bruttomesso

strategic priority 1

preserve resilience through the provision of humanitarian assistance



emergency cash assistance

cover basic needs through cash assistance for

17,100

Palestinian refugees from Syria



winterization assistance

provide winterization assistance for

4,500

Palestine refugee families

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

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement.	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
Outputs			
PRS are provided with relief assistance (food assistance, NFI and shelter assistance).	Number of PRS provided with unconditional cash assistance per distribution	16,111	17,100
	Number of PRS families receiving one-time cash assistance	250	300
	Number of PRS families provided with winterization assistance	4,300	4,500

Cash programming remains the most flexible, cost-effective and dignified tool to meet the needs of displaced populations. In 2018, UNRWA will provide unconditional cash assistance of US\$ 40 per person per month to eligible PRS or about 95 per cent of the PRS caseload, totaling 17,100 people (8,208 male and 8,892 female). The purpose of the regular unconditional cash assistance component is to cover basic needs, such as food, NFIs and shelter, and to facilitate access to services, including transportation, electricity and water supply. Depending on the availability of funding, UNRWA will prepare to harmonize its cash assistance programme for PRS in line with assistance programmes targeted at other refugee populations in Jordan by assessing similar support provided by other agencies in 2018.

The second component of the programme will provide winterization support for heating fuel, warm clothes, mounting electricity usage and other costs related to the winter season. During the last quarter of 2018, it is expected that a total of 4,500 families will require winterization assistance. Winterization targeting was modified in 2016 to a system that more fairly targets in proportion to family size, whereby families receive between US\$ 277 and US\$ 453 depending on the number of members. The improved methodology is in line with the winterization assistance provided by the international humanitarian community to non-PRS in Jordan.

The third component of the programme concerns one-off emergency cash grants with an average value of US\$ 350, which will be provided to an estimated 300 families who experience a crisis or shock and have urgent financial requirements.

UNRWA expects that the resilience of vulnerable households will continue to decline, as resources saved from Syria are further stretched and employment opportunities in Jordan remain limited. In 2018, efforts will be made to harmonize the cash assistance component with the regular UNRWA relief and social services (RSS) programme by adopting the revised standard operating procedures (SOPs) currently being prepared by the Agency. However, the amounts of cash assistance provided to PRS will not decrease to the level of the regular cash transfer programme, as the decision requires further assessment of the livelihoods and vulnerability of refugee families. This harmonization exercise will use existing tools, human resources and information management systems. In addition, ESWs will continue to conduct regular home visits to verify the vulnerability status of PRS households, and the existing targeting system will be reviewed to identify and target vulnerable cases for cash assistance. The three components of the cash programme link together to reduce vulnerability in a restrictive protection and assistance environment for PRS.

A nurse in Nuzha HC takes care of a newborn. © 2016 UNRWA Photo by Mohammad Maghayda

strategic priority 2

contribute to a protective environment for palestine refugees by maintaining access to basic services



emergency health

meet the health-care needs of

18,000

Palestine refugees



education in emergencies

provide primary education to

1,396

Palestine refugee and Syrian children



protection

provide protection services to

18,000

Palestine refugees



environmental health

meet the public health needs of the affected population through safe disposal of solid waste and implementation of vector control measures

Emergency Health

Outcome/Output	Indicators	Baseline	2018 Target
Outcome			
The impact of the crisis on health services for refugees is reduced.	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	14,000	16,000
Outputs			
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	14,000	16,000
	Number of operational Agency health centres and mobile health points	29	29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	390	500
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	100%	100%

The UNRWA emergency health programme ensures that all PRS temporarily residing in Jordan have unrestricted access to free primary health services at the Agency's 25 HCs and four mobile clinics located throughout the country. UNRWA will maintain this level of service provision throughout 2018 while ensuring that such services are available to all, including those who face challenging protection issues, as well as those whose freedom of movement is limited, affecting their ability to travel to service points, such as the 477 refugees located in King Abdullah Park (KAP).

PRS are also referred to external service providers for secondary and tertiary health care, with UNRWA covering verified hospitalization costs. Services include, but are not limited to, coverage for those affected by non-communicable diseases (NCDs), diabetes or hypertension and those in need of dental screening. These health services will continue to be provided to PRS in need throughout 2018. If there is a verified protection risk for PRS to go to government hospitals, PRS can then be referred to private health facilities for admission.

Education in Emergencies

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
PRS are able to continue their education despite conflict and displacement.	Number of PRS and Syrian students graduating from basic education	77	79 (40 male, 39 female)
	Number of schools rehabilitated	20	20
Outputs			
PRS students have access to education through regular/special classes and alternative learning modalities.	Number of UNRWA schools hosting PRS and Syrians	141	141
	Number of schools provided with equipment (furniture, heating, other equipment)	141	141
	Number of PRS and Syrian school-aged children enrolled in regular classes in UNRWA schools	1,396	1,396 (693 male, 703 female)
	Number of education staff trained in delivering education in emergencies based on the UNRWA EiE Approach	63	60
	Number of students admitted to vocational training centres	50	22
PRS students are provided with PSS support.	Number of school-age children receiving psychosocial support	1,396	1,396 (693 male, 703 female)
	Number of education staff trained on the Agency's Inclusive Education approach to PSS	46	80
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)	1,396	1,396 (693 male, 703 female)
	Number of students who participated in at least one recreational and extracurricular activity during the year (annual from 1 October-20 September)	1,396	1,396 (693 male, 703 female)

PRS will continue to be enrolled in the Agency's educational facilities and receive free and equal access to the 171 UNRWA schools in Jordan. At the beginning of the 2017/18 scholastic year, 1,396 refugees from Syria, comprising 974 PRS and 422 Syrian refugees, were enrolled in 141 of the Agency's schools. Syrian refugee students were enrolled in UNRWA schools at the beginning of the crisis in a spirit of solidarity with the refugees, but this practice stopped in 2013 due to the strain on resources; PRS continue to be enrolled, and the non-Palestine refugees who are already enrolled will continue their education until the completion of Grade 10, the final grade for which UNRWA provides education in its schools in Jordan. Quality of education will remain one of the main features of the Agency's education provision, aiming to maintain its record of consistently achieving better results in national quality-control tests of the core subjects – Arabic, English, science and mathematics – taken in the fourth, eighth and tenth grades.

In response to the emergency, and taking into account best practices and the implementation of the recommendations from the Inter-Agency Network for Education in Emergencies (INEE), UNRWA will continue to undertake actions to accommodate the specific educational and emotional needs of PRS students. Education activities in 2018 will continue to be conducted in line with EiE programmatic strands that include ensuring the provision of a safe and secure learning environment; ensuring that the quality of teaching and learning is sustained during emergencies; enhancing community and student engagement and participation; and

improving EiE data management. Funding will cover the provision of salaries for more than 100 emergency daily paid teachers who are needed to maintain quality and mitigate increased class sizes, as well as additional training for four recently hired psychosocial counsellors to enhance their capacity to provide services. Under this Appeal, UNRWA will continue the implementation of 'I DEAL' activities, which help PRS students strengthen their coping skills, deal with trauma and better integrate, and the staging of 'Fun Days' that provide students in UNRWA schools with a safe space for remedial learning and the chance to socialize with their peers. The Agency's Recreational Guide and Inclusive Education toolkit will also be implemented. Funding will cover the provision of textbooks, desks, recreational material and other equipment for schools hosting PRS students, as well as training for an additional 60 educational front-line staff on safety and security in line with minimum INEE standards. UNRWA will also ensure free admission to its vocational training centres for 22 students to support their participation in the labour market and improve their employment prospects.

Repair and maintenance works on UNRWA schools will be necessary to contribute to the provision of protective environments and ensure access to basic services. During 2018, UNRWA is planning to undertake the repair and maintenance of 20 schools, targeting those with high attendance of PRS children, in order to improve the condition of the existing buildings and ensure a safe and secure learning environment.

Students in Zuhour Elementary Girls' School.
© 2016 UNRWA Photo by Mohammad Maghayda



UNRWA social workers performing a house visit in the Zarqa area. © 2017 UNRWA Photo by Hisham Shahroury



Protection

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
Protection of vulnerable and at-risk PRS individuals is strengthened.	Percentage of PRS individuals identified as experiencing a protection risk (general protection) provided with assistance (disaggregation by sex, age and disability)	100%	100%
	Percentage of PRS individuals identified as experiencing a protection risk (GBV) provided with assistance (disaggregation by sex, age and disability)	100%	100%
	Percentage of PRS individuals identified as experiencing a protection risk (child protection) provided with assistance (disaggregation by sex, age and disability)	100%	100%
Outputs			
Strengthened prevention and protection response for PRS.	Number of PRS individuals referred to external partners for legal counselling	120	120
	Number of UNRWA staff members trained on protection	750	300

PRS who remain in Jordan irregularly continue to live under risk of arrest, detention and/or refoulement. Their lack of legal status and corresponding protection risks are a source of major concern to UNRWA and will continue to be closely monitored by the UNRWA protection staff. Furthermore, UNRWA will continue to advocate with the Jordanian authorities and engage with the IHRS to improve and enhance the protection environment for PRS.

The UNRWA Neutrality and Protection Unit (NPU) will continue to coordinate a team of area-level emergency protection workers (EPWs) to facilitate the identification of potential cases and needs-based interventions. EPWs provide specific support to individuals and families facing GBV, child protection and general protection concerns, such as barriers to access services, withholding of identification documents, detention and denationalization, including to affected PRS individuals and families, in addition to technical support on protection issues when necessary. Additionally, EPWs refer PRS with protection

concerns internally to other UNRWA programmes to receive services when necessary and relevant; in the event that UNRWA services are unable to address specific protection concerns – for example, those surrounding legal and documentation issues – cases will be referred to external service providers for specialized services. Meanwhile, the mainstreaming of protection continues to be prioritized in and through service delivery; in addition to providing programmes with technical support in matters relevant to protection, the team carries out trainings and capacity-building on child protection, GBV and general protection. The NPU also supports projects and undertakings by programmes and provides linkages to protection when relevant, such as training MHPSS staff members on safe identification and protection case referrals. Moreover, the Neutrality and Protection Unit actively contributes to advancing cross-cutting issues and disseminating of relevant Agency-wide frameworks, such as the Child Protection Framework and the Disability Inclusion Guidelines.

Environmental Health

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
Public health needs of the affected population are met.	Percentage of PRS in KAP who have safe and equitable access to WASH resources and facilities	N/A	100%
Outputs			
Improved solid waste management inside UNRWA camps.	Number of PRS families in KAP benefiting from garbage collection	100	196

Services related to solid waste collection in Palestine refugee camps are among the most important services that UNRWA provides. As PRS live in host communities, there are increased demands for solid waste collection, which, if not attended to, could lead to social tensions, aside from the more obvious

risks of the spread of disease. To address these issues, UNRWA will support the safe disposal of solid waste and the implementation of vector control measures by providing the necessary equipment, such as a garbage crusher to KAP, where PRS are located.



Environmental health in Marka camp. © 2016 UNRWA
Photo by Mohammad Maghayda

Training on Case Management Supervision.
© 2017 UNRWA Photo

strategic priority 3

strengthen humanitarian capacity, coordination and management

safety and security



train staff working with the Palestine refugee community to enhance their ability to respond to security concerns effectively

capacity and management support



oversee the implementation of response plans and incorporate minimum standards into programme delivery at the field level

Safety and Security

Outcome/Output	Indicators	Baseline	2018 Target
Outcomes			
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%	100%
Outputs			
Strengthened 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%
	Number of front-line and JFO staff trained in security risk management	200	200

In addition to updating and adhering to security risk management plans and conducting security risk assessments for programmes and projects at the field level, UNRWA will also enhance its ability to respond to safety and security concerns by training 200 front-line and JFO staff working

closely with the PRS community. During 2018, mobile security officers will be recruited to help conduct risk assessments. This will strengthen the Agency's ability to respond effectively to safety and security issues.

Capacity and Management Support

Staff capacity and management support continues to ensure a timely and effective response to the needs of PRS. The Emergency Coordination Unit (ECU) will continue to provide coordination, capacity and management support to the JFO emergency response. ECU will work closely with the national and international humanitarian community in Jordan to work on harmonizing, as appropriate, the Agency's emergency response for PRS with the response provided by other actors to non-PRS. ECU will oversee the implementation of response plans at the field level and incorporate minimum Sphere

standards (education, health, protection and cash-for-food) into programme delivery at the field level. At the Agency level, ECU will support UNRWA through the development and roll-out of tools such as refugee registration and cash distribution SOPs and systems, especially information management and monitoring, to improve the overall efficiency of the region-wide response. During 2018, additional ESWs will be recruited to ensure the delivery of quality services by reducing the number of PRS who are attended to per social worker, contributing to better assistance and follow-up.

regional response



Shahba, Rif Damascus, Syria.
© 2017 UNRWA Photo by Salwa Moussa

Outcome/Output	Indicators	Baseline	2018 Target
The response, as funded, is effectively implemented and managed.	Mid-year Emergency Appeal Progress Report issued within 90 days of the end of the reporting period	90 days	90 days
	Draft annual Emergency Appeal Report issued within 120 days of the end of the reporting period	120 days	120 days
	Emergency Appeal implementation is reviewed through mid-year and annual results reviews	2	2

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria crisis response. This includes coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, as well as on the production of key documents and appeals, and reporting and monitoring against these appeals. UNRWA participates actively in the Humanitarian Response Plan (HRP) for the Whole of Syria and in the Regional Refugee and Resilience Plan 2017-2018 (3RP) and related technical and senior-level working groups.¹⁴

Under this Appeal, a senior emergency officer will be retained to maintain oversight of the Agency's response to the crisis and to ensure that dedicated capacity is available for political advice, emergency preparedness and response.¹⁵

The Department of Planning will retain oversight of monitoring and reporting on emergency activities using the Agency-wide results-based management (RBM) framework. The three field offices continue to collect data on a daily basis and report to the RBM on a quarterly basis. Progress on anticipated results will be reviewed at the field and Agency levels on a quarterly and semi-annual basis, respectively. External reporting will

provide stakeholders an update on results achieved twice a year through a semi-annual and annual report.

Support provided by the UNRWA Gaza Field Office to the less than 1,000 PRS who fled to Gaza is covered by the regional portion of this Appeal. When PRS are reported outside of the Agency's fields of operations, the Agency liaises with and refers cases to UNHCR and other partners to ensure that these refugees receive the support and protection to which they are entitled. UNRWA has a liaison office in Egypt, which supports some 3,000 Palestinians from Syria who have found their way there. With the support of UN agencies and local partners, these refugees receive food vouchers and health assistance. Over 50,000 PRS have been reported in Turkey and Europe.

UNRWA requires additional capacity to reinforce the planning, management, monitoring and evaluation of emergency interventions and the safety and security of staff and refugees. This is vital for the efficient and effective delivery of activities and to maintain and build capacity to respond effectively to rapid-onset emergencies.

Education

UNRWA is committed to the provision of quality, inclusive and equitable education to Palestine refugee children and youth at all times.

With the onset of the Syria crisis, UNRWA has faced new challenges in continuing the delivery of its education services, due to major displacements of children, families and education staff, both within Syria and to neighbouring countries where UNRWA also operates. Additional challenges arose from the negative psychosocial impact of the conflict on children and education staff and the fact that 70 per cent of the Agency's schools in Syria are inoperative due to damage to the buildings, the use of schools as shelters and access restrictions.

In the midst of these conditions, UNRWA had to determine how best to address the education and psychosocial needs of Palestine refugee children inside Syria, while extending services to those forced to flee to Jordan and Lebanon. UNRWA therefore worked to strengthen its existing education system, while complementing this with appropriate and innovative approaches to delivering education to children who are unable to reach school. Dedicated self-learning and computer-based materials for students have been developed and existing curricula revised to focus on key concepts and skills, with the Agency's ground-breaking TV channel, UNRWA TV, serving as an additional learning resource to students dispersed across the region. The Agency's SLMs for students have also been made available to host countries and other organizations to serve as a public good for all children affected by the crisis. Teachers and schools were also empowered through training and awareness-raising on safety and security issues. To address the psychosocial needs of those suffering from the traumas of war, counsellors and education staff capacity was strengthened through the recruitment of additional counsellors and training on the use of Agency-wide tools, such as the Recreational Activities Guide.

In 2018, UNRWA will work to further strengthen its EiE programme through the development, endorsement and dissemination of EiE tools and frameworks, as well as capacity development of field staff, with a focus on the following programme areas:

Psychosocial Support

- Support will be provided to education staff in the Agency's five fields of operations on the implementation of the UNRWA Recreational Activities Guide and the engagement of parents in the delivery of recreational activities for children.
- The UNRWA Guidance Note on Establishing Safe Learning Spaces will be further reviewed and enhanced, and training on its application will take place for field staff.

Safety and Security

- The Education Technical Instruction (ETI) for safety and security, covering both schools and alternative safe learning spaces, will be updated, endorsed and disseminated.
- The current EiE Safety and Security training modules will be reviewed and developed in line with the safety and security ETI (in coordination with the Department of Security and Risk Management and field focal points).
- The capacity of field education staff will be increased on safety and security issues.

Teaching and Learning

- Standards and criteria for the development and review of the student Self-Learning Programme (SLP), including the print SLMs, the UNRWA TV education programmes and the Interactive Learning Website, will be endorsed and disseminated to field staff.
- Guidelines for facilitators and users of the SLP will also be finalized and disseminated to field staff.
- Capacity of education staff will be developed to implement the SLP standards and guidelines.

Student and Community Engagement

- Support will be provided to field offices on the establishment and activation of Parent-Teacher Associations and their engagement in key EiE issues.
- Guidelines for conducting parents' awareness sessions and back-to-school campaigns will be developed.
- Guidelines for students' engagement in key EiE issues, including safety and security and PSS, will be developed.

Planning, Monitoring and Evaluation

- The Agency-wide EiE Strategy will be finalized and integrated into the UNRWA planning processes.
- An Agency-wide EiE monitoring and evaluation framework will be developed.

Health

An expert on monitoring and evaluation and another on health-related administrative coordination are needed at UNRWA Headquarters (HQ). As the conflict continues – with the extended stay of PRS outside Syria and the recurring outbreak of infectious diseases in the region, such as polio – access to health services is under threat, particularly for the most vulnerable populations. Additional capacity will help UNRWA to provide the necessary technical assistance and support the development of Agency-wide expertise and lessons learned.

Infrastructure and Camp Improvement

Funding is required to support and improve services in the WASH sector. This includes capacity-building of staff members to improve water quality and WASH services.

Protection

The UNRWA Protection Division, located at its Amman HQ, coordinates and mainstreams protection initiatives across its five field offices and service delivery programmes, including in relation to protection activities under this Appeal. Additional support is required to support specific HQ-led protection work linked to the Syria crisis. There is a strong regional dimension to this, in view of the regional refugee movements and common protection challenges. Specifically in relation to potential returns of refugees to and within Syria, the Protection Division will seek to strengthen its regional monitoring, planning and analysis activities for possible future Palestine refugee flows to ensure protection principles are respected. Additional planned activities include the PRS components of an Agency-wide protection database that is being rolled out to all field offices.

Maintaining support to the UNRWA GBV prevention, response and referral programme as it relates to PRS will also be a priority, as will maintaining support to child protection activities following the roll-out of the 2016 UNRWA Child Protection Framework.

Funding will also be used to support the Agency's engagement in international protection and advocacy forums and initiatives, both in the region and overseas. The Agency, through its Department of Legal Affairs, will also continue its strategic engagement with relevant IHRS mechanisms, promoting the human rights of PRS in the region as a component of the emergency response in accordance with the UNRWA Framework for Effective Engagement with the International Human Rights System. The Department of Legal Affairs also provides legal support on issues relating to the protection of the rights of Palestine refugees supported under the EA.

Relief and Social Services

Relief assistance through cash, food or NFIs has constituted the single largest programme component in the Syria emergency response. From 2018 onwards, there is a need to review the universal humanitarian assistance approach benefiting Palestine refugees in Syria and all Palestine refugees that were forced to flee to Jordan and Lebanon. Any decision to move towards a targeted approach needs to be evidence-based and related to poverty and/or vulnerability levels in the population. It requires regular socioeconomic trend analyses to inform whether targeted approaches are relevant and effective.

To ensure quality data collection and analysis processes and outcomes, a standardized approach to generating evidence needs to be institutionalized that benefits the programming in Syria, Jordan and Lebanon. To ensure that technical assistance is provided to Syria and the two PRS-hosting fields in a standardized and quality-assured way and that high-quality reports for programme use are made available on a regular basis, there is a need for two regional positions supporting the three field offices with direct services: (a) a statistician for quality assurance of data collection and analysis; and (b) a social scientist/demographer for overseeing and guiding data collection, data interpretation and reporting.

In addition, UNRWA will partner with an academic or research institution for independent data collection and analysis to monitor relevant indicators pertaining to its operational context and humanitarian programme. UNRWA may do so in collaboration with other UN agencies.

In light of the considerable portfolio being managed as part of the emergency cash assistance programme and other benefits provided to Palestine refugees in Syria or residing in Lebanon and Jordan, there is need to strengthen the monitoring and risk management of ongoing operations. An emergency relief officer will be recruited to regularly monitor humanitarian aid disbursement and distribution and support constant improvement of operational processes and procedures. This will include managing the introduction of new monitoring tools, including biometric registration of eligible refugees. A regional position will ensure standardized approaches across all fields while also accounting for refugee movements between the fields, as the overall situation in Syria remains volatile.

Safety and Security

The priority for HQ is to support staff working in high-risk areas by training them on how to identify and respond to specific security risks, especially in relation to armed clashes, ERWs and other risks associated with working in a high-risk conflict zone.

annex i: risk register

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring
Strategic / Programmatic <ul style="list-style-type: none"> Continuous and unpredictable changes in the operating environment. Programmatic and implementation targets partially achieved. Effectiveness in management and governance declines. Delay with reform implementation. 	<ul style="list-style-type: none"> Political and security realities of protracted Syria conflict. Inadequate operational or programmatic capacity to implement plans Lack of proper assessment, planning and/or monitoring of plans. Lack of ownership, inadequate accountability and resistance to targeted results. Interference and weak capacity. Referral service needs unmet qualitatively and/or quantitatively. 	<ul style="list-style-type: none"> Higher risk of exposure to violence and insecure environment. Failure to meet and demonstrate results to stakeholders. Programme quality is compromised. Policy decisions not based on evidence or reliable data. Legal cases against UNRWA. Stakeholder confidence in UNRWA declines. 	<ul style="list-style-type: none"> Develop and utilize assessment and conflict analysis to inform management decisions. Strengthen community engagement, fundraising and advocacy Enhance partnership with national and international organizations for efficiency and effectiveness. Strengthen adherence to project-cycle management (PCM), e.g. develop and utilize workplans and logical framework. Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring. Strengthen communication with key stakeholders. Continuous capacity-building provided to staff. Budget and results reviews and corrective management 	<ul style="list-style-type: none"> Monitoring security update. Consultations with community representatives, factions and government representatives Periodic monitoring undertaken through Quarterly Management Reviews and semi-annual Results Reviews. Regular programme and financial monitoring through monthly management meetings. Regular monitoring of reform strategies through annual workplan and report. Periodic review and update of UNRWA risk register. Periodic monitoring undertaken through Quarterly Management Reviews, semi-annual Results Reviews and monthly budget reviews

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 humanitarian response in Syria. Humanitarian needs exceed international response. Competition from other emergencies or regional issues. Limitations in adequacy of audit and oversight functions. Ongoing economic contraction, aggravated by insecurity and/or sanctions. 	<ul style="list-style-type: none"> Shortfall in donor contribution for Syria. Inability to respond adequately to the increased needs of PRS. Increase in staff dissatisfaction. Fiduciary risks in operational implementation. 	<ul style="list-style-type: none"> Intensive and regular engagement with donors and international stakeholders. Strategic approach to fundraising. Prioritization of key projects. Robust financial and management systems in place. Audits and oversight are provided and recommendations are implemented. 	<ul style="list-style-type: none"> Communication with donors (private/institutional) is more consistent and of higher quality. Audits and oversight monitored through UNRWA systems of review and response. Budget hearings and project prioritization processes held annually. Regular budget monitoring processes are held. 	
Hazards					
<ul style="list-style-type: none"> Escalated conflict and/or natural disasters. Heightened physical threats to refugees, staff and UN facilities (personal safety). Further displacement of Palestine refugees from camp and gatherings. Area staff rules and regulations for safety and security are not covered by UN security framework. Deteriorating infrastructure maintenance leads to unsafe working conditions. 	<ul style="list-style-type: none"> No peaceful resolution to conflict. Local staff safety and security are not covered by UN security framework. Lack of financial investment in maintenance. 	<ul style="list-style-type: none"> Increased threats, violence-related injuries and displacement of UNRWA refugees. Increased staff flight and fatigue. Damage to and loss of UNRWA assets. 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 UN Country Team (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 information management system. Ongoing analysis and collection of security information. Close coordination with UN Security Management Team and other UN security teams. 	

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring
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 in a timely manner with quality services and assistance to growing needs. • Constant feeling of insecurity and low morale and recruitment challenges. • Unstable local markets undermine the Agency's ability to procure goods and services locally. • Disruption to business continuity. • Poor systems in place to support service delivery, management and oversight and informed decision-making. • UNRWA becomes target for violence. 	<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 dealing with emergency and crisis situations in place. • Establish contingency remote and decentralized management structure. • Develop options for 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. • Periodic review of programme criticality and essential staff. • Periodic review of procurement contracts.
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 complaints and appeal mechanism. • Staff reporting on incidents and complaints.

endnotes

1. As per the OCHA Hard-to-Reach and Besieged List, 19 December 2017.
2. 418,000 refers to the total number of Palestine refugees that are eligible and targeted for assistance, out of the 438,000 Palestine refugees that are estimated to be in-country.
3. This number is estimated based on the number of people in potentially accessible hard-to reach and besieged areas, new spontaneous returns, and Palestine refugees facing acute emergencies.
4. For more details on the Engaging Youth project, see: <https://www.unrwa.org/tags/engaging-youth-project>.
5. Baseline not applicable – indicates new indicators.
6. UNRWA will continue to act as the primary WASH service provider in official and accessible Palestine refugee camps and UNRWA collective shelters and will coordinate support to national authorities for the provision of WASH services in Palestine refugee gatherings. More details and costing of these activities is included under the repair and maintenance of UNRWA installations.
7. American University of Beirut (AUB) Survey, 2015
8. AUB Survey, 2015
9. The grants are meant to equip disadvantaged youth with the skills to compete in the labour market. The grants will be provided to Siblin Training Centre or to other TVET providers to sustain the enrolment of the PRS students.
10. Young people will be offered specific skill trainings on conducting surveys or as facilitators of recreational activities, among others. They will then be hired to practice these skills, providing opportunities for short-term employment and experience to enhance their access to work opportunities.
11. UNRWA covers 60 per cent of tertiary care for PRS, while 30 per cent is covered by the NGO MAP-UK, for a total of 90 per cent coverage of tertiary care for PRS.
12. Activities include: construction of elevated water tanks to replace old and deteriorated tanks; rehabilitation, upgrading and extension of water supply networks due to the increased pressure from additional PRS families; repair, rehabilitation and deepening of existing water wells; digging of new wells where feasible; and rehabilitation, replacement and/or construction of wastewater and storm-water networks and associated works.
13. 2017 Progress Report, Regional Refugee & Resilience Plan 2017-2018 in Response to Syrian Crisis. 2017.
14. The Agency's humanitarian response in Syria is reflected in the HRP, while activities in Jordan and Lebanon are covered in the 3RP.
15. Costs for this post are split between the Syria Regional Crisis Emergency Appeal and the oPt Emergency Appeal.



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