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Section 26

Palestine refugees

Programme 22

Palestine refugees

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* [A/74/50](#).

** In keeping with paragraph 11 of resolution [72/266 A](#), the part consisting of the programme plan and programme performance information is submitted through the Committee for Programme and Coordination for the consideration of the General Assembly.

*** In keeping with paragraph 11 of resolution [72/266 A](#), the part consisting of the post and non-post resource requirements is submitted through the Advisory Committee on Administrative and Budgetary Questions for the consideration of the General Assembly.



Foreword

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) is mandated by the General Assembly to provide assistance and protection to 5.6 million registered Palestine refugees to help them achieve their full human development potential, pending a just and lasting solution to their plight.

The Agency's five fields of operation constitute uniquely challenging operating environments. Palestine refugees experience uncertainty and despair on a daily basis. They continue to be affected by the occupation of the West Bank, including East Jerusalem, the closures in Gaza and the protracted conflict in the Syrian Arab Republic, and remain vulnerable throughout the Agency's area of operation. Through a network of over 700 schools and 140 primary health-care facilities and the provision of protection, relief and social services and adequate shelter, the Agency offers many of them the only consistent support that they can rely upon.

These basic services have made significant contributions to the human development and protection of Palestine refugees. In the past year, UNRWA has educated over 500,000 children, developed vocational skills for about 10,000 young people and extended microfinancing to more than 35,000 households and entrepreneurs. As a result of these opportunities, the Agency provides hope to Palestine refugees that they can realize their full potential, whatever their circumstances.

Demand for the services of UNRWA has never been so high. The rate of population growth among registered Palestine refugees, the extent of their vulnerability and their deepening poverty mean that the Agency is being asked to do more year on year. In stark contrast, the Agency's resourcing situation has never been so challenging. In response, UNRWA is enacting a range of measures that, once implemented, will strengthen its resilience, increase its transparency towards both beneficiaries and donors and improve responsiveness to the needs of Palestine refugees.

That we have, thus far, maintained essential services also bears testament to the innovation and commitment of UNRWA staff and their dedication to serving the Agency's beneficiaries. In classrooms, health centres and camps across the five fields of operation, Palestine refugees remain a constant source of inspiration and motivation. UNRWA will continue to work efficiently and transparently to provide them with an improved quality of life, opportunities and hope throughout 2021.

(Signed) Christian **Saunders**
Acting Commissioner-General,
United Nations Relief and Works Agency for Palestine Refugees in the Near East

A. Proposed programme plan for 2021 and programme performance for 2019

Overall orientation

Mandate and background

- 26.1 The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) is responsible for providing assistance and protection to Palestine refugees. The mandate derives from the priorities established in relevant General Assembly resolutions and decisions, including resolution 302 (IV). Since starting operations in 1950, UNRWA has adapted its programmes to meet the increasingly complex needs of Palestine refugees and to provide them with a measure of protection and stability amid chronic conflict in the region. It stands ready to continue to do so in 2021 in accordance with the triennial mandate that it received from the General Assembly in its resolution 74/83.
- 26.2 The Agency has an Advisory Commission, established by the General Assembly by resolution 302 (IV), to advise and assist the Director (now the Commissioner-General) in the execution of the programme. The Agency's governing body is the General Assembly, to which it reports directly.

Strategy and external factors for 2021

- 26.3 The strategy for 2021 includes help for Palestine refugees to achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, as part of its medium-term strategy for the period 2016–2022, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protected and the disease burden is reduced; (c) school-age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health. Progress towards these outcomes will continue to drive UNRWA operations during 2021.
- 26.4 Under the above-mentioned five strategic outcomes, the Agency aims to achieve its goals by maintaining and improving the provision of education and health services, relief and social services, microfinance services, infrastructure and camp improvement within refugee camps and protection, for the benefit of the 5.6 million registered Palestine refugees in Jordan, Lebanon, the Syrian Arab Republic, the West Bank, including East Jerusalem, and the Gaza.
- 26.5 The Agency also provides emergency assistance to 1.5 million Palestine refugees in distress as a result of the protracted crisis in the occupied Palestinian territory and, more recently, in the Syrian Arab Republic. UNRWA will continue to provide such services as necessary and, on an exceptional and temporary basis, services to non-refugees currently displaced and in serious need of continued assistance, in accordance with its mandate.
- 26.6 UNRWA is making a contribution to the achievement by Member States of the Sustainable Development Goals across all five of its fields of operation so that Palestine refugees are not left behind. The Agency's commitment to the Goals is also reflected in its medium-term strategy for the period 2016–2022. In that strategy, it is recognized that advancing human development for Palestine refugees requires a multidimensional approach involving poverty alleviation, respect for human rights, access to quality health and educational services, reductions in inequality, and economic growth. In its daily provision of services to Palestine refugees, the Agency supports the achievement by Member States of 10 of the Goals, namely, Goal 1, on ending poverty, Goal 2, on ending hunger, Goal 3, on ensuring healthy lives and promoting well-being, Goal 4, on ensuring quality education, Goal 5, on achieving gender equality, Goal 6, on ensuring the availability and sustainable management of clean water and sanitation, Goal 8, on promoting decent work and economic growth,

Goal 10, on reducing inequalities, Goal 13, on taking action to combat climate change, and Goal 17, on partnerships.

- 26.7 With regard to the external factors, the overall plan for 2021 is based on the following planning assumptions:
- (a) Instability and, in some cases, unrest and conflict characterize the macroenvironment throughout 2021;
 - (b) The macroenvironment is characterized by a continuation of the current cycle of complex emergencies;
 - (c) Demand for UNRWA emergency assistance persists, combined with a rising demand for core services;
 - (d) Hostility towards and prejudice against Palestine refugees within host communities do not increase;
 - (e) The closure in Gaza does not tighten;
 - (f) There is no economic downturn at the national, regional or global levels;
 - (g) UNRWA is able to raise sufficient funds;
 - (h) Movement restrictions in the occupied Palestinian territory do not increase;
 - (i) Enrolled populations do not increase beyond projections based on historical trends;
 - (j) Commodity and rental prices do not rise beyond projected levels;
 - (k) The infrastructure, installations and housing in the UNRWA fields of operation do not sustain damage as a result of natural or human-made humanitarian crises.
- 26.8 The Agency is almost entirely dependent on voluntary funding to implement its programme. It has contended with chronic shortfalls and acute funding uncertainties induced by economic and political volatility. UNRWA will continue to seek the human and financial resources that it needs to sustain and improve the quality of the services it provides to refugees, while maintaining cost-conscious management and the operational flexibility required to respond to unforeseen disruptions to lives and livelihoods in Palestine refugee communities.
- 26.9 The Agency integrates a gender perspective in its operational activities, deliverables and results, as appropriate. For example, for subprogramme 2, the result reflects that women and men and girls and boys have equal access to primary health care. For example, in subprogramme 3, the result reflects that all Palestine refugee children and youth, regardless of gender, ability, disability, socioeconomic status, health and psychosocial need, have an equal opportunity to study in UNRWA schools and are supported in developing their full potential. For subprogramme 4, the result reflects that women are prioritized as recipients of microfinance loans. The Agency will also continue its efforts to mainstream protection and gender into its operations, including with a view to meeting the needs of Palestine refugee children, persons with disabilities, youth and other vulnerable groups.
- 26.10 With regard to cooperation with other entities, UNRWA maintains a number of partnerships with community-based organizations to maximize its technical capacity to deliver more effective and efficient results in key service delivery areas. The Agency will build formal partnerships in support of protection, poverty alleviation and livelihood activities that benefit Palestine refugees in all fields of operation. Existing formal partnerships with community-based organizations extend assistance to and empower persons with disabilities, youth and women, given the specific protection challenges and higher unemployment and lower labour force participation rates experienced by those groups.
- 26.11 With regard to inter-agency coordination and liaison, the Agency will maintain core partnerships that reflect its commitment to supporting the implementation of Sustainable Development Goal 17 by Member States. Many of those partnerships, such as those with host Governments, the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the World Health Organization (WHO), date to the founding of UNRWA, in 1949. UNESCO and WHO helped to

establish norms for UNRWA education and health programmes and both organizations continue to furnish strategic assistance. The Agency continues to interact regularly with United Nations country teams and their member organizations to improve synergies, in particular in the area of service delivery, in keeping with the respective organizational mandates.

Legislative mandates

26.12 The list below provides all mandates entrusted to the programme.

General Assembly resolutions

302 (IV)	Assistance to Palestine refugees	70/1	Transforming our world: the 2030 Agenda for Sustainable Development
3331 B (XXXIX)	United Nations Relief and Works Agency for Palestine Refugees in the Near East	74/83	Assistance to Palestine refugees
65/272	Report of the Secretary-General on the strengthening of the management capacity of the United Nations Relief and Works Agency for Palestine Refugees in the Near East	74/84 74/85	Persons displaced as a result of the June 1967 and subsequent hostilities Operations of the United Nations Relief and Works Agency for Palestine Refugees in the Near East

Deliverables

26.13 Table 26.1 lists all cross-cutting deliverables, by category and subcategory, for the period 2019–2021.

Table 26.1
Cross-cutting deliverables for the period 2019–2021, by category and subcategory

Category and subcategory	2019 planned	2019 actual	2020 planned	2021 planned
A. Facilitation of the intergovernmental process and expert bodies				
Substantive services for meetings (number of three-hour meetings)	5	5	4	5
1. Meetings of the Advisory Committee on Administrative and Budgetary Questions	2	2	1	2
2. Meetings of the Committee for Programme and Coordination	1	1	1	1
3. Meetings of the Fourth Committee	1	1	1	1
4. Meetings of the Fifth Committee	1	1	1	1
B. Generation and transfer of knowledge				
Publications (number of publications)				
5. Report of the Commissioner-General of the United Nations Relief and Works Agency for Palestine Refugees in the Near East	1	1	1	1

Evaluation activities

26.14 The following evaluations completed in 2019 have guided the programme plan for 2021:

- (a) Subprogramme 1: a self-evaluation of a project piloting a case management and multidisciplinary team approach to child and family protection services in Jordan;
- (b) Subprogramme 3: a self-evaluation of a project to replace rented schools in Jordan with a purpose-built school;

- (c) Subprogrammes 1, 2, 3 and 5: a self-evaluation of services the Agency provides in Lebanon for Palestine refugees displaced from the Syrian Arab Republic as a result of the ongoing conflict.
- 26.15 The findings of the evaluations referenced above have been considered for the programme plan for 2021. The self-evaluation of the work to replace multiple rented schools with a new, purpose-built school will serve to strengthen the effectiveness and efficiency of school construction projects, including the Agency's approach to interdepartmental coordination, community engagement and the way that disability, environmental and socioeconomic assessments are made.
- 26.16 The self-evaluation of a project piloting a case management and multi-disciplinary team approach to child and family protection services produced valuable recommendations for subprogramme 1. The recommendations have been considered for the programme plan for 2021 and are reflected through strengthened project design and management practices, including results frameworks, interdepartmental coordination and partnership arrangements.
- 26.17 The self-evaluation of support provided to Palestinian refugees from the Syrian Arab Republic in Lebanon found that UNRWA interventions that assist those refugees are relevant and effective. The findings of the evaluation highlighted the importance of recreational activities and psychosocial support to minimize school dropout rates. Those findings have been considered for the 2021 programme plan for subprogramme 3 through its implementation of an inclusive education approach and extracurricular activities to reduce dropout rates.
- 26.18 The following evaluations and self-evaluations are planned for 2021:
- (a) Self-evaluation of the work related to the UNRWA health subprogramme;
 - (b) Self-evaluation of the infrastructure and camp improvement subprogramme;
 - (c) Self-evaluation of the implementation of the UNRWA Gender Equality Strategy.

Programme of work

Subprogramme 1

Palestine refugee rights under international law are protected and promoted

Objective

- 26.19 The objective, to which this subprogramme contributes, is to ensure that Palestine refugee rights under international law are protected.

Strategy

- 26.20 To contribute to the protection of Palestine refugee rights under international law, the subprogramme will strengthen the protection of vulnerable and at-risk groups by: (a) further developing the capacity of front-line UNRWA staff; (b) coordinating safe and meaningful access to life-saving services; (c) leading the engagement of community members in self-protection; and (d) providing access to medical, legal and/or psychosocial counselling and services for survivors, either directly or through referral to external partners. This work is expected to result in an increase in the identification of survivors of gender-based violence, abuse and neglect and in the safe and unhindered access by such survivors to remedial services. Past results in this area include an improvement in access to counselling, legal support, medical care and financial support for an increased number of Palestine refugees facing discrimination, violence and neglect, as part of the Agency's contribution to the achievement by Member States of Sustainable Development Goal 5.

- 26.21 The subprogramme will also implement protection principles across the spectrum of UNRWA service delivery, which is expected to result in reduced inequalities and in equal and dignified access to services by all Palestine refugees, including persons with disabilities, the elderly, undocumented married women and girls, and female- and child-headed households, in support of Sustainable Development Goal 10. Past results in this area include the identification, through biennial UNRWA protection audits, of means to improve protection standards in UNRWA service delivery. For example, the audits identified locations within schools where students were more susceptible to protection violations. As a result, the Agency developed guidelines to address those as schools are constructed and upgraded.
- 26.22 The subprogramme will document a range of protection concerns affecting Palestine refugees, including non-admission, refoulement and legal status, and will engage host Governments, asylum authorities, specialized organizations and other United Nations entities on those issues to secure remedial action, which is expected to result in greater adherence to international human rights, humanitarian and refugee law, and to make a direct contribution to the achievement by Member States of Sustainable Development Goal 10 by reducing the inequalities experienced by Palestine refugees in accessing basic services, labour markets and social benefits. Past results in this area include successfully advocating for improved civil status and legal stay process for Palestine refugees from the Syrian Arab Republic and humanitarian access for hard-to-reach Palestine refugee populations in the Syrian Arab Republic.
- 26.23 The subprogramme will establish an online refugee family portal, accessible to Palestine refugees, that will contain electronic copies of all of their personal documentation stored in the UNRWA registration archives. Access to their own documentation will allow them to better understand their personal and family histories. The Agency's historical archives have not, until now, been open to the refugees themselves.

Programme performance in 2019 against planned result

- 26.24 A planned result for 2019, which is that duty bearers are held accountable for violations of international law through monitoring, reporting and advocacy, as referred to in the proposed programme budget for the biennium 2018–2019, was partially achieved, as evidenced by 49.6 per cent of UNRWA advocacy interventions on protection issues prompting positive responses from authorities. Although this was 3.4 per cent below the target of 53 per cent, it represents a 19 per cent improvement over the rate of positive responses in 2017.

Programme performance in 2019: breaking down barriers for students with disabilities

- 26.25 Building on the knowledge gained in 2018, the subprogramme increased its efforts to ensure that students identified as having a disability received support to fully meet their needs. Persons with disabilities are more likely to be stigmatized and marginalized. This can limit their access to basic services and their participation in mainstream life on an equal basis with others. Discrimination often starts from entry into education. UNRWA has worked to identify children with disabilities and to support their inclusion in each of its 709 schools through the implementation of its 2013 inclusive education policy. The policy reflects the social model of disability, which holds that people may have impairments but it is society, through attitudinal and environmental barriers, which disables them.
- 26.26 In 2019, training continued for UNRWA teachers to identify and support children with disabilities. This was an important part of the Agency's inclusive education approach, which seeks to meet the needs of all students, including those with disabilities. Student support teams, comprising principals, teachers, counsellors and health tutors from across all five fields of operation were trained on assessing the needs of children with disabilities and building individual education plans, utilizing the UNRWA inclusive education toolkit. Outreach sessions with parents and students, designed to build a supportive and destigmatized environment around students with disabilities, were also held

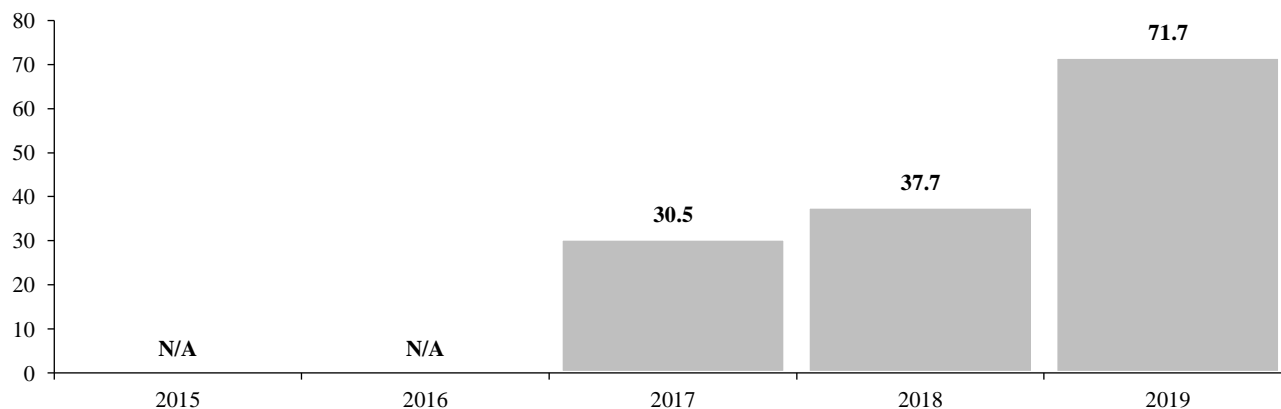
in all five fields of operation. Those sessions covered the right to education for all children, accessibility features in schools and interaction with students with disabilities.

26.27 In addition, school infrastructure was assessed and upgraded to make it accessible for persons with all types of disabilities. In 2019, 92 schools were upgraded to improve accessibility and 9 schools were either constructed or reconstructed in accordance with the UNRWA technical standards and guidelines for physically accessible environments. These guidelines include requirements for the identification and elimination of physical obstacles and barriers to allow accessibility for persons with all types of disabilities in all of the Agency’s premises, including schools. The new schools constructed in 2019 included ramps, elevators and tactile tiling, while upgraded schools included access to the ground floor from at least two classrooms, the main specialized rooms and the schoolyard. By the end of 2019, of the 394 UNRWA-owned school buildings, 172 met the accessibility requirements for physical impairments, up from 117 in 2018.

Progress towards the attainment of the objective, and performance measure

26.28 This work contributed to ensuring that Palestine refugee rights under international law are protected, as demonstrated by an increased proportion of students identified as having a disability receiving support, from 30.5 per cent in 2017 to 71.7 per cent in 2019. This is an increase and is attributable to the greater utilization of the inclusive education toolkit, the use of student support teams to supplement the work of teachers and strengthened awareness-raising on students with disabilities in the fields of operation.

Figure 26.I
Performance measure: percentage of students identified as having a disability receiving support



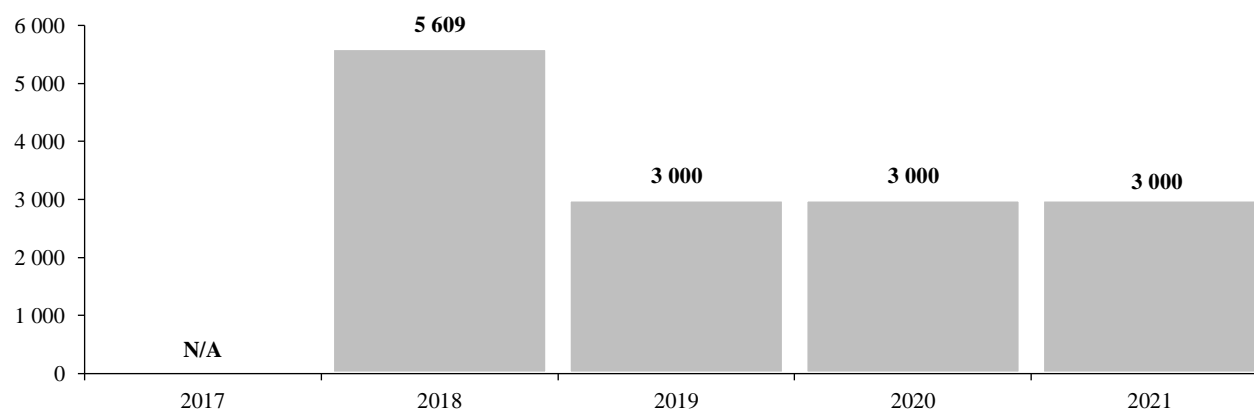
Abbreviation: N/A, not applicable.

Planned results for 2021

Result 1: realizing the vision of equality for all (result carried over from 2020)

26.29 The subprogramme will continue the work related to ensuring that Palestine refugee rights under international law are protected, in line with its mandate, and will increase training for improved protection of survivors of gender-based violence, women, children, and persons with disabilities, which is expected to be demonstrated by the performance measure for 2021 below. For 2020, a proxy performance measure is indicated to reflect that the General Assembly, in its resolution [74/251](#), approved a programme narrative at the subprogramme level that is composed solely of the objectives.

Figure 26.II
Performance measure: number of additional United Nations Relief and Works Agency for Palestine Refugees in the Near East staff trained in protection



Abbreviation: N/A, not applicable.

Result 2: mainstreaming protection principles into the delivery of United Nations Relief and Works Agency for Palestine Refugees in the Near East services (new result)

- 26.30 The subprogramme has been mindful that protection concerns may arise directly from Agency operations and that UNRWA is a duty bearer for the fulfilment of the human rights of registered Palestine refugees. The Agency strives to ensure that protection is addressed through and within its services. Challenges include conflict, violence against children in UNRWA schools, protection risks based on inequalities that are driven by social norms and obstacles for persons with disabilities in accessing basic social services.
- 26.31 The Agency's medium-term strategy for the period 2016–2022 established the mainstreaming of protection principles as an area of focus. The subprogramme will work to ensure that UNRWA services are delivered in accordance with internationally agreed standards and its own fundamental protection principles, established in 2010. The following aspects are emphasized in those principles: (a) the safety and dignity of Palestine refugees and ensuring that the Agency's actions do not cause harm; (b) meaningful access to UNRWA services by all those who are eligible to receive them; (c) accountability to the beneficiaries of these services; and (d) the meaningful participation and empowerment of Palestine refugees in the design, implementation, monitoring and evaluation of the Agency's service delivery.
- 26.32 The subprogramme also measures its level of compliance with those principles and takes corrective action through biennial protection audits, during which the compliance of all services delivered against the UNRWA fundamental protection principles is assessed. The most recent audits, covering 2018, showed a compliance rate by UNRWA installations of 55.1 per cent, with 80 per cent of the 2016 protection audit recommendations fully or partially implemented.

Internal challenge and response

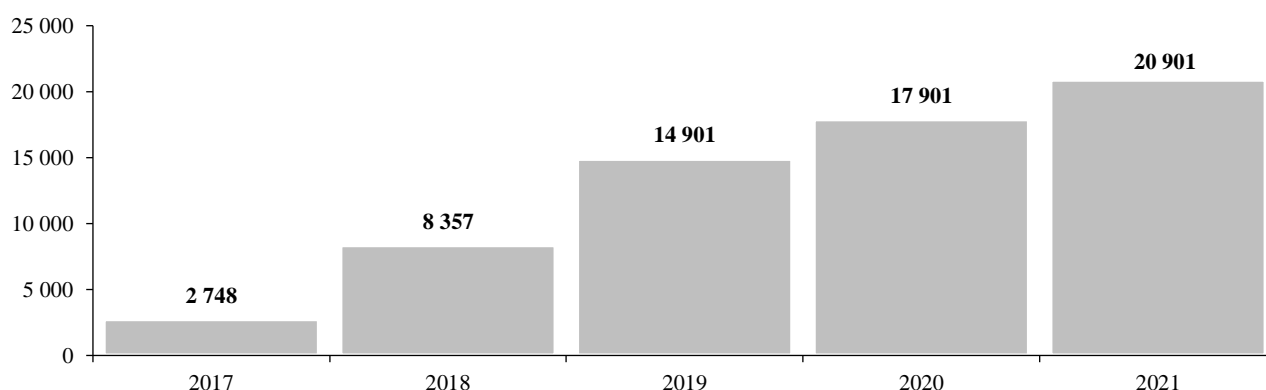
- 26.33 The challenge for the subprogramme was the size of the Agency's operations, coupled with the capacity required to integrate protection standards into its delivery of services. All UNRWA staff members need to have the knowledge and skills to implement protection standards as part of their daily work.
- 26.34 In response, the subprogramme will develop staff capacity, prioritizing those in front-line service-delivery positions. It will do so through the roll-out of an e-learning course on gender-based violence in emergencies, the introduction of a protection mainstreaming project checklist and gender marker

and the implementation of disability inclusion standards. The Agency will also continue to undertake biennial audits to measure the degree of compliance with protection standards.

Expected progress towards the attainment of the objective, and performance measure

- 26.35 This work is expected to contribute to ensuring that Palestine refugee rights under international law are protected, which would be demonstrated by 20,901 UNRWA staff trained in protection. At least 3,000 staff, the equivalent of 10 per cent of the Agency’s workforce, will be trained in protection standards and practices each year until 2021. By then, over two thirds of the Agency’s staff will have been trained.

Figure 26.III
Performance measure: cumulative number of United Nations Relief and Works Agency for Palestine Refugees in the Near East staff trained in protection



Deliverables

- 26.36 Table 26.2 lists all deliverables, by category and subcategory, for the period 2019–2021 that contributed and are expected to contribute to the attainment of the objective stated above.

Table 26.2
Subprogramme 1: deliverables for the period 2019–2021, by category and subcategory

Category and subcategory

C. Substantive deliverables

Direct service delivery: registration of 5.8 million refugees.

**Subprogramme 2
 Palestine refugee health is protected and the disease burden is reduced**

Objective

- 26.37 The objective, to which this subprogramme contributes, is to ensure that Palestine refugee health is protected and the disease burden is reduced.

Strategy

- 26.38 To contribute to ensuring that Palestine refugee health is protected and the disease burden is reduced, the subprogramme will control the spread of communicable diseases through surveillance, raising awareness among staff and refugees, providing free childhood immunization services and participating in host Governments' mass immunization campaigns. These actions are expected to result in a reduction in the incidence and prevalence of vaccine-preventable diseases and in the prevention of outbreaks among refugee communities. Past results in this area include zero outbreaks of polio, measles, mumps or other notifiable diseases during 2019. Immunization coverage for 12-month-old and 18-month-old children registered with UNRWA also continued to surpass the WHO target of 95 per cent.
- 26.39 The subprogramme will also provide people-centred primary health care using the family health team model¹ through UNRWA health centres and subsidized hospitalization services, which is expected to result in a reduction of maternal and infant mortality among Palestine refugees, effective treatment of patients suffering from non-communicable diseases and better antenatal and postnatal care services. It will also make a contribution to achieving good health and well-being as part of the achievement by Member States of Sustainable Development Goal 3. Past results in this area include over 8.6 million outpatient consultations through UNRWA health centres in 2019, including 280,593 patients receiving care for non-communicable diseases, 90,008 mothers receiving antenatal care and 99.9 per cent of all reported births taking place in hospitals.
- 26.40 The subprogramme will improve the infrastructure of UNRWA health centres, which is expected to result in better accessibility to and safety of the Agency's health premises, particularly benefiting persons with disabilities and female patients. Past results in this area include improved access for persons with disabilities following the construction of one health centre, the reconstruction of two other health centres and the upgrading of nine others. Structural integrity and fire and emergency measures were strengthened. Spatial enhancements also facilitated the operations of the family health teams and, as a contributory measure to the achievement of Sustainable Development Goal 5 by Member States, more welcoming environments were created for female patients by improving privacy.

Programme performance in 2019 against planned result

- 26.41 A planned result for 2019, which is to provide a people-centred primary health-care system using the family health team model, as referred to in the proposed programme budget for the biennium 2018–2019, was achieved, as evidenced by the absence of vaccine-preventable disease outbreaks among Palestine refugees. High levels of immunization coverage across the five fields of UNRWA operations helped to ensure the absence of outbreaks of vaccine-preventable diseases in 2019. Of the 433,274 children under 60 months of age registered at the Agency's primary health-care facilities in 2019, immunization coverage was 99.5 per cent for 12-month-old children and 99 per cent for 18-month-old children, exceeding the WHO target of 95 per cent. Factors contributing to the Agency's success included a consistent supply of essential vaccines and a well-established appointment scheduling system, complemented by follow-up to ensure that those who did not attend their appointments could still be brought into the programme.

¹ The family health team model is a person-centred approach designed to improve the quality and delivery of primary health care for Palestine refugees. Previously, care was provided to treat specific ailments without taking into consideration the comprehensive health status or the family history of an individual. Now, care is delivered by multidisciplinary medical teams, which provide comprehensive, ongoing care to the patients and families registered with them. Each family health team consists of at least one doctor, one nurse and one clerk. Each team manages approximately the same number of family files, which has improved patient flow in the clinic and equalized the workload among staff.

Programme performance in 2019: improved psychosocial and mental health

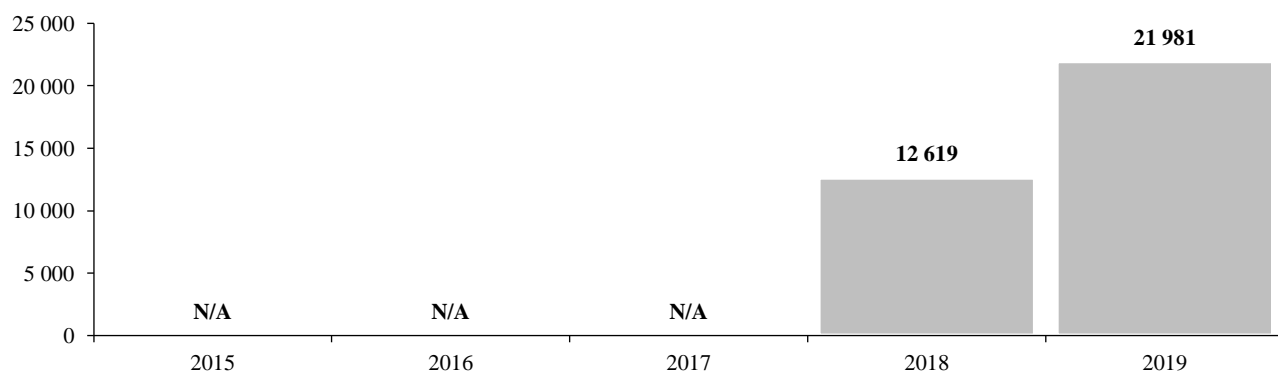
- 26.42 Building on the knowledge gained in 2018, the subprogramme expanded the introduction of mental health and psychosocial support services. Those services were first introduced in 2017, in 26 (18.2 per cent) of the Agency's health centres. The aim of mental health and psychosocial support services is to protect and promote the mental health of Palestine refugees by providing them with integrated primary health-care services in line with WHO standards. Mental health and psychosocial support services are focused on screening and treatment of depression, epilepsy, stress-related disorders and other common conditions. Staff in UNRWA education, relief, social and protection programmes were encouraged to identify potential patients who could benefit from mental health and psychosocial support services during their use of other Agency services and refer them to the mental health and psychosocial support services. UNRWA also put in place procedures to refer patients to specialists as their conditions required.
- 26.43 The subprogramme expanded the mental health and psychosocial support services integration into its primary health-care services by training 950 health staff across its five fields of operation. With this expansion, mental health and psychosocial support services are now available in 129 (92 per cent) of the Agency's health centres.

Progress towards the attainment of the objective, and performance measure

- 26.44 This work contributed to ensuring that Palestine refugee health is protected and the disease burden is reduced, as demonstrated by 21,981 cases of mental health conditions being identified in 2019, up from 12,619 cases in 2018. This is attributable to the ability of staff at UNRWA health centres to identify and treat mental health conditions. Achievements through the mental health and psychosocial support services have included an improved acceptance of mental health issues among beneficiaries and reduced stigmatization. This is particularly important given the lingering social stigma and lack of awareness of these issues in host communities. The large number of mental health and psychosocial support service screenings in 2018 (95,795) and 2019 (90,070) demonstrates increased awareness among Palestine refugees about mental health conditions, as well as an increased focus on mental health among UNRWA health-care staff.

Figure 26.IV

Performance measure: number of mental health conditions identified through mental health and psychosocial support service screenings



Abbreviation: N/A, not applicable.

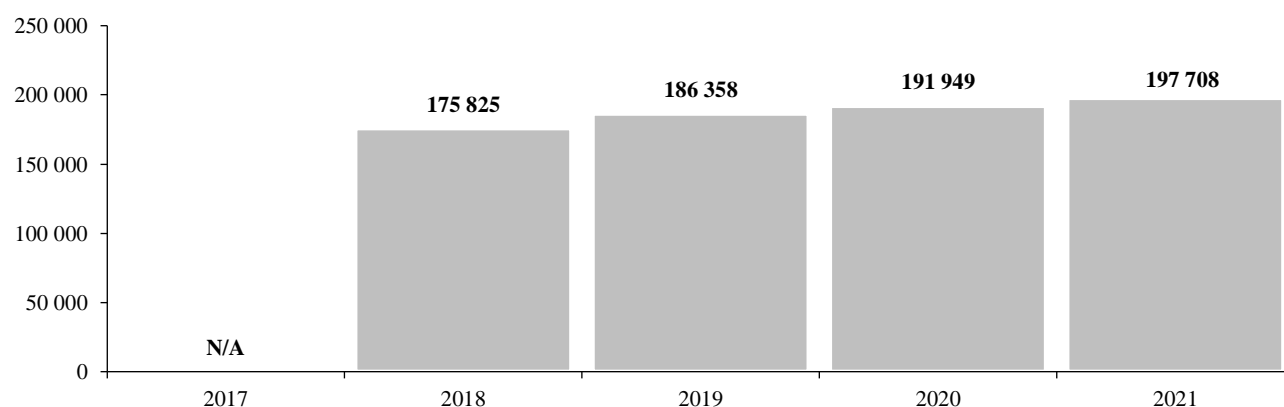
Planned results for 2021

Result 1: caring for a healthy future (result carried over from 2020)

- 26.45 The subprogramme will continue the work related to ensuring that Palestine refugee health is protected and the disease burden is reduced, in line with its mandate, and will strive for strengthened protection of Palestine refugees aged 40 years and above from disease, thereby improving their health status, which is expected to be demonstrated by the performance measure for 2021 below. For 2020, a proxy performance measure is indicated to reflect that the General Assembly, in its resolution [74/251](#), approved a programme narrative at the subprogramme level that is composed solely of the objectives.

Figure 26.V

Performance measure: number of Palestine refugees aged 40 years and above screened for diabetes mellitus



Abbreviation: N/A, not applicable.

Result 2: efficient and responsive health services (new result)

- 26.46 The subprogramme has been strengthening its health management information system since 2009, when the UNRWA e-health system was introduced. A health management information system is one of the six building blocks of health systems identified by WHO. This system has contributed to the improved efficiency of services and has given Palestine refugees instant access to their records. It has also been a key tool for UNRWA to improve and focus its services on patient needs through the collection of high-quality data that has facilitated analysis of health trends. The system has reduced the workload of health centre staff and the risk of recording errors by limiting manual paper-based data entry, ensuring that patients get the treatment they need and that doctors can spend more time evaluating patients and less time completing paperwork.
- 26.47 The subprogramme is equipped with the e-health system, which now contains 3.5 million records of registered Palestine refugees. This is a significant milestone for evidence-based health services management. Significant progress has been made in expanding the system's implementation since its introduction in 2009 and, by end of 2019, 133 out of 140 health centres had fully implemented it. In 2020, five more health centres will adopt the e-health system and, in 2021, the subprogramme will further expand it to the remaining two health centres and will strengthen the system's quality, data protection and integration.

Internal challenge and response

- 26.48 The challenge for the subprogramme was the need to develop sufficient in-house technical resources to maintain the e-health system. It contains over 3.5 million individual registrations across five fields, meaning that central maintenance, while suitable for systemic tasks, is neither efficient nor always practical.

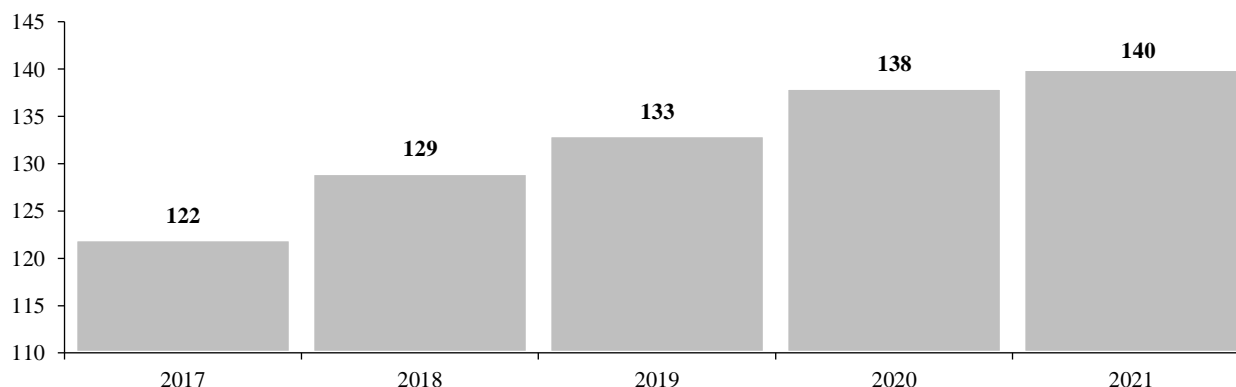
26.49 In response, the subprogramme will build the capacity of health administrative staff to maintain the system. A training-of-trainers scheme will be rolled out in each field, which will be supplemented by the development and launch of an online training module for health staff on how to administer the e-health system.

Expected progress towards the attainment of the objective, and performance measure

26.50 This work is expected to contribute to ensuring that Palestine refugee health is protected and the disease burden is reduced, which would be demonstrated by an increase in the number of health centres having implemented the e-health system, to 140 in 2021, the generation of data and analysis that will inform decisions around resource allocation, medication prescriptions and investment, and the identification of areas of improvement in the performance of the UNRWA health system. For example, because the e-health system flags previous prescriptions, it has facilitated a reduction in the prescription of antibiotics: from being prescribed in 24.7 per cent of all cases in 2015, they were prescribed in 23 per cent of all cases in 2019.

Figure 26.VI

Performance measure: number of United Nations Relief and Works Agency for Palestine Refugees in the Near East health centres having implemented the e-health system



Deliverables

26.51 Table 26.3 lists all deliverables, by category and subcategory, for the period 2019–2021 that contributed and are expected to contribute to the attainment of the objective stated above.

Table 26.3

Subprogramme 2: deliverables for the period 2019–2021, by category and subcategory

Category and subcategory

C. Substantive deliverables

Direct service delivery: a total of 8.8 million health services consultations; and 92,800 mental health and psychosocial support consultations.

Subprogramme 3

School-aged children complete quality, equitable and inclusive basic education

Objective

- 26.52 The objective, to which this subprogramme contributes, is to ensure that school-aged children complete quality, equitable and inclusive basic education.

Strategy

- 26.53 To contribute to ensuring that school-aged children complete a quality education, the subprogramme will enhance the skills of teachers through continuous professional development and career progression opportunities and will also ensure that the textbooks used develop students' skills and competencies and promote human rights culture and practices and higher-order thinking skills in UNRWA classrooms in support of the achievement by Member States of Sustainable Development Goal 4. This work is expected to result in meeting or surpassing the Agency's targets for the percentage of students reaching the "Achieved" and "Advanced" levels in the triannual monitoring of learning achievement tests in 2020. Past results in this area include an increase in the proportion of students performing at the "Achieved" and "Advanced" level between 2013 and 2016.
- 26.54 To contribute to ensuring that school-aged children complete an equitable education, the subprogramme will continue to monitor student performance, ensure safe and secure learning environments, facilitate parent engagement and promote inclusive recreational and extracurricular activities. This work is expected to result in a reduction in inequalities and in the gap in student performance in monitoring of learning achievement testing. Past results in this area include an increased number of students reaching the required knowledge levels in mathematics and Arabic in grades 4 and 8.
- 26.55 To contribute to ensuring that school-aged children complete an inclusive education, the subprogramme will enhance the capacity of UNRWA education staff, ensure that students identified as having a disability receive support for their specific needs, assist individuals identified as experiencing a protection risk and work towards healthy and accessible schools, which is expected to result in fewer children having to repeat a grade or dropping out of school completely. The dropout and grade repetition trends will be captured by an increase in the coefficient of internal efficiency beyond the set 0.92 target. Past results in this area include an increase in the number of students continuing to the end of basic education, which rose from 95.34 per cent in 2017 to 96.71 per cent in 2019.

Programme performance in 2019 against planned result

- 26.56 A planned result for 2019, which is ensuring inclusive access to basic education, as referred to in the proposed programme budget for the biennium 2018–2019, was achieved, as evidenced by low levels of student grade repetition: the repetition rate stood at 1.04 per cent at the elementary level for the academic year 2018/19, which was below the target of 2.59 per cent. This achievement is attributed to the continued embedding of reform practices in the classroom and positive action by field offices, as well as an emphasis on formative assessment.

Programme performance in 2019: reduced dropout rates in both elementary and preparatory education

- 26.57 Building on the knowledge gained in 2018, the subprogramme took steps to reduce dropout rates in both elementary and preparatory education. The cumulative student dropout rate is a key indicator

with regard to a quality, equitable and inclusive education. UNRWA monitors cumulative dropout rates at both the elementary and preparatory levels through data, disaggregated by gender, entered by schools and fields in the Education Management Information System. The Agency-wide Education Management Information System was established to enable the collection and reporting of reliable and timely data on student attendance, student health, performance and other relevant information and continues to be strengthened to inform and enhance student support.

- 26.58 The subprogramme has placed an increased emphasis on student formative assessment to better ensure that students are provided with immediate learning support, in an effort to prevent student demotivation and, consequentially, dropout. An increased emphasis on formative assessment has also been reflected in the host countries' policy directives, most specifically in the West Bank and Gaza.
- 26.59 The subprogramme has emphasized the importance of teachers' professional development to identify and support children with additional needs through the use of the inclusive education toolkit, which helps teachers to identify different types of student needs and provide specific support to address those needs.

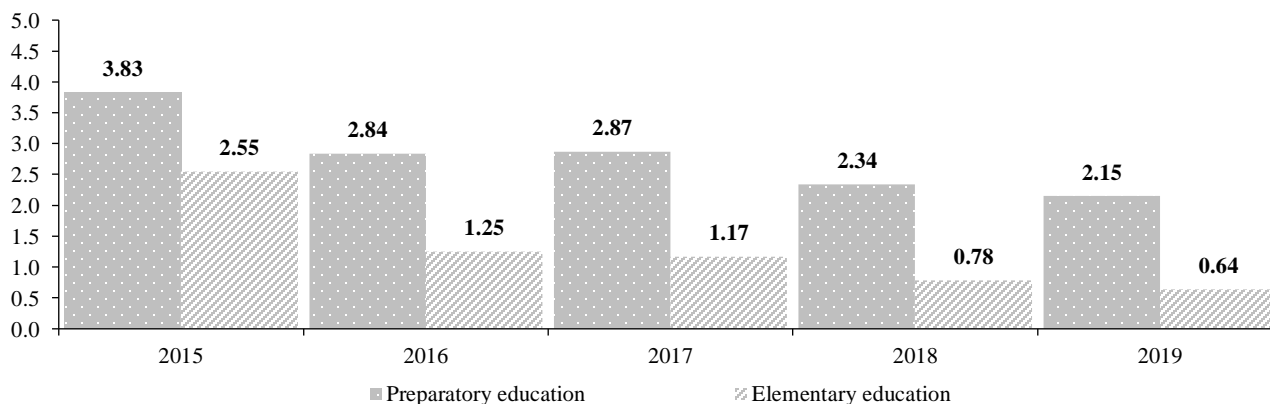
Progress towards the attainment of the objective, and performance measure

- 26.60 This work contributed to ensuring that school-aged children complete an inclusive education, as demonstrated by the decrease in cumulative dropout rates to 0.64 per cent at the elementary level and 2.15 per cent at the preparatory level in the 2018/19 school year, as shown in figure 26.VII. In relative terms, elementary dropout rates declined by 48.8 per cent between 2016 and 2019 and preparatory dropout rates declined by 24.3 per cent. This trend was present among both boys and girls.

Figure 26.VII

Performance measure: annual dropout rates for preparatory and elementary education

(Percentage)

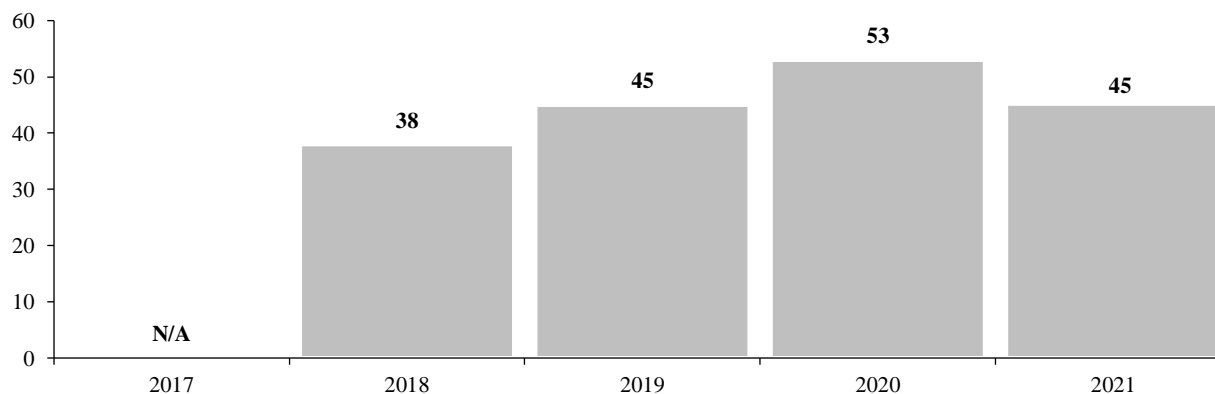


Planned results for 2021

Result 1: learning side by side: inclusive education (result carried over from 2020)

- 26.61 The subprogramme will continue the work related to ensuring that school-aged children complete quality, equitable and inclusive basic education, in line with its mandate, and will strive for improved access to education for students with disabilities, which is expected to be demonstrated by the performance measure for 2021 below. For 2020, a proxy performance measure is indicated to reflect that the General Assembly, in its resolution [74/251](#), approved a programme narrative at the subprogramme level that is composed solely of the objectives.

Figure 26.VIII
Performance measure: percentage of students identified as having a disability who receive support



Abbreviation: N/A, not applicable.

Result 2: improved grades through school quality assurance (new result)

- 26.62 The subprogramme has targeted improving the grades of students through a school quality assurance process. The process was developed in the school year 2016/17 and has been a focus of attention Agency-wide and in every field. The process is a means of reviewing all key aspects of school performance, identifying areas for improvement and ensuring that follow-up targeted support is provided to schools. The intended outcome is to increase the number of school quality assurance reports completed and ensure that the recommendations are addressed appropriately at the school, area or field office levels.
- 26.63 The subprogramme has established a school quality assurance unit in each field office with school quality assurance coordinators, and has finalized an Agency-wide framework that relates to all key areas of school performance, such as data, safety and security, protection, quality teaching and learning and school leadership. Capacity development for the education support cadre who manage the school quality assurance process has been conducted at the Agency and field office levels, led by UNRWA headquarters.
- 26.64 Throughout 2021, the field-level school quality assurance units will ensure the completion of quality assurance visits with regard to obtaining baseline findings for all schools against the school quality assurance framework. The baseline findings will then be considered at the area, field and Agency levels in order to determine the support needed by the schools to strengthen student learning outcomes.

Internal challenge and response

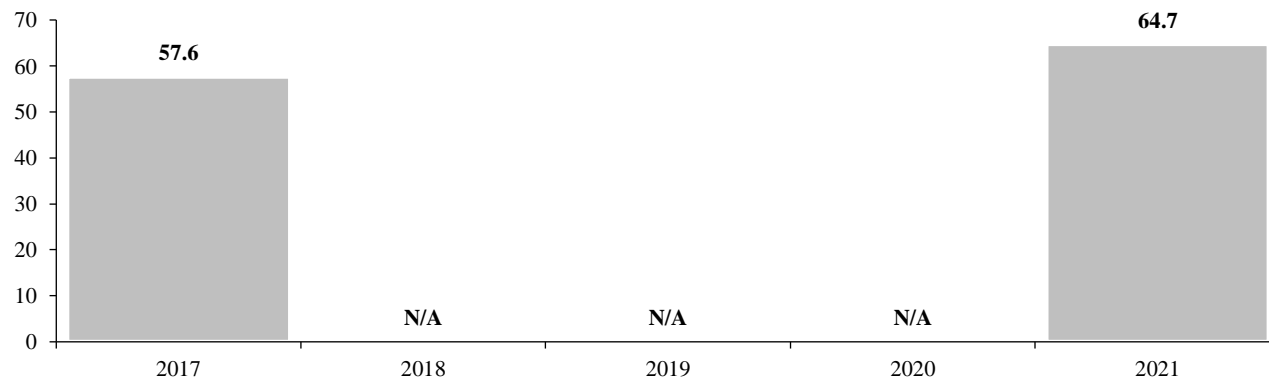
- 26.65 The challenge for the subprogramme was ensuring that the school quality assurance process had available capacity, particularly for the collection of data prior to visits to schools.
- 26.66 In response, the subprogramme will develop a monitoring strand within the Agency-wide Education Management Information System to expedite the production of indicators used to inform reviews of school quality, and the Department of Education and the Department of Information Management and Technology of UNRWA will support field offices in exploring ways of obtaining a baseline assessment of school quality for all schools, such as through a light-touch school quality assurance process, whereby specific areas of focus for individual school quality assurance visits will be prioritized.

Expected progress towards the attainment of the objective, and performance measure

- 26.67 This work is expected to contribute to ensuring that school-aged children complete quality, equitable and inclusive basic education, which would be demonstrated by an increase in the percentage of students performing at the “Achieved” or “Advanced” levels in the monitoring of learning achievement test in Arabic in grade 8.

Figure 26.IX

Performance measure: percentage of students performing at the “Achieved” or “Advanced” level in monitoring of learning achievement Arabic language tests in grade 8



Abbreviation: N/A, not applicable.

Deliverables

- 26.68 Table 26.4 lists all deliverables, by category and subcategory, for the period 2019–2021 that contributed and are expected to contribute to the attainment of the objective stated above.

Table 26.4

Subprogramme 3: deliverables for the period 2019–2021, by category and subcategory

Category and subcategory

C. Substantive deliverables

Direct service delivery: a total of 545,788 students enrolled in education services.

Subprogramme 4 Palestine refugee capabilities are strengthened for increased livelihood opportunities

Objective

- 26.69 The objective, to which this subprogramme contributes, is to ensure that Palestine refugee capabilities are strengthened for increased livelihood opportunities.

Strategy

- 26.70 To contribute to ensuring that Palestine refugee capabilities are strengthened for increased livelihood opportunities, the subprogramme will provide financial services such as diversified loan products

covering business, consumption and housing needs to low-income Palestine refugees, women and youth through a network of 23 microfinance branches in Jordan, the Syrian Arab Republic, Gaza and the West Bank. This action is expected to result in inclusive economic growth, increased employment opportunities, decent work and poverty reduction for its target groups and directly contribute to the achievement by Member States of Sustainable Development Goal 8. Past results in this area include the disbursement of 189,708 loans valued at \$183.4 million between 2015 and 2019 benefiting Palestine refugees, including women and youth.

- 26.71 The subprogramme will provide quality and relevant technical and vocational education and training in its vocational training centres and education science facilities for degree-level teacher education in the West Bank (the Education Science Faculty) and Jordan (the Faculty of Educational Sciences and Arts), focusing on vulnerable young people whose families are recipients of the social safety net programme, and will continue the provision of the Agency-wide, donor-funded scholarships programme, thereby contributing to the achievement by Member States of Sustainable Development Goals 8 and 10, which is expected to result in a sustained high percentage of all graduates of the vocational training centre, the Education Science Faculty and the Faculty of Educational Sciences and Arts employed by 2021, surpassing the UNRWA targets of 80.57 per cent and 87.77 per cent, respectively. The subprogramme will also aim to increase the percentage of social safety net programme graduates of the vocational training centres, the Education Science Faculty and the Faculty of Educational Sciences and Arts by 2021. Past results in this area include an increase in the percentage of social safety net programme graduates of vocational training centres from 25.27 in 2017 to 31.70 per cent in 2018.

Programme performance in 2019 against planned result

- 26.72 A planned result for 2019, which is to ensure that refugees have improved access to livelihood opportunities, as referred to in the proposed programme budget for the biennium 2018–2019, was partially achieved, as evidenced by the number of clients accessing financial services: 35,576 loans were disbursed in 2019. This was less than the target of 56,000 owing to a heightened overall financial risk environment and lower loan feasibility. Nonetheless, some increases were registered. In Gaza, a greater number of clients were reached, with 2,922 loans disbursed, a 9 per cent increase compared with 2018.

Programme performance in 2019: microfinance – empowering the future

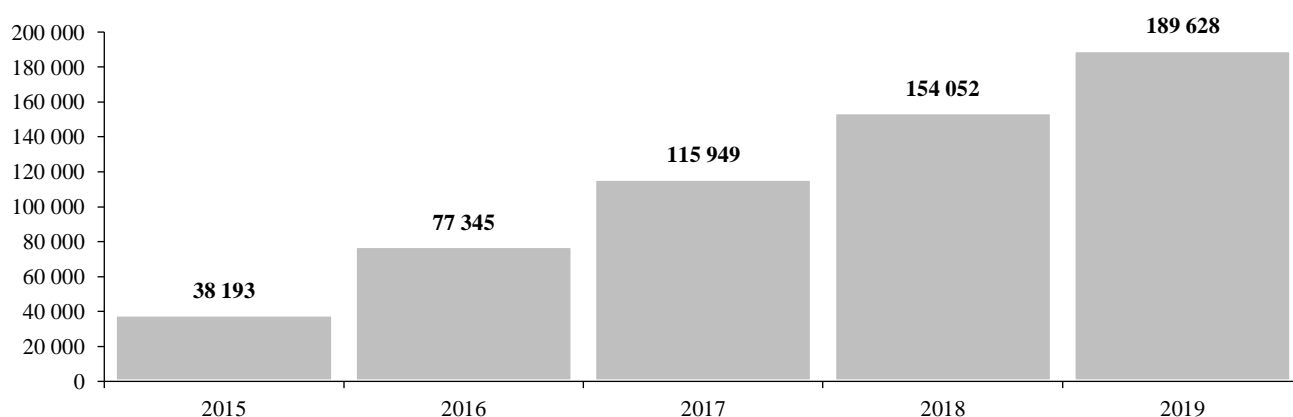
- 26.73 Building on the knowledge gained in 2018, the subprogramme extended sustainable income-generating and asset-building opportunities for Palestine refugees and other vulnerable and marginalized groups, including women and youth. This was despite the closures, energy crisis and extremely high unemployment in Gaza, economic difficulties in Jordan and the West Bank and the ongoing conflict in the Syrian Arab Republic, all of which adversely affected the overall financial risk environment and the loan feasibility in UNRWA fields of operation.
- 26.74 The subprogramme extended 35,576 loans, valued at \$32,458,155, and complementary financial services to households, entrepreneurs and small-business owners in 2019. One such recipient was Abdel-baset Yaseen, from Dayr Abu Da'if village in Janin in the West Bank. Since 2010, he has grown vegetables on reclaimed land for wholesale. His enterprise is distinguished by its dependence on environmentally friendly and organic sources of fertilizers and the non-use of pesticides and agricultural hormones. Mr. Yaseen took his first loan from UNRWA in 2011 through the micro-enterprise credit product. Since then, he has been an active client, using the Agency's microfinancing products to increase the cultivated area and expand his business. From an initial investment of \$6,000, his business now has assets of over \$15,000 and generates a net monthly income of \$1,300. This allows him to support his family of nine and has also enabled him to build a house.

Progress towards the attainment of the objective, and performance measure

26.75 This work contributed to ensuring that Palestine refugee capabilities are strengthened for increased livelihood opportunities, as demonstrated by 189,628 clients benefiting from the Agency’s financial services between 2015 and 2019. The value of loans disbursed to clients in the Syrian Arab Republic increased by 8.8 per cent between 2018 and 2019. In the West Bank, 71 per cent of loan recipients improved their livelihoods as a result of accessing UNRWA microfinance. In 65 per cent of cases, business clients reported that the Agency’s loans had had a positive impact on their establishment and expansion plans and 77 per cent of clients had hired new employees as a result. The loans also enhanced household conditions, with 63 per cent of non-business clients enacting housing improvements or building new homes.

Figure 26.X

Performance measure: cumulative number of clients receiving financial services from the United Nations Relief and Works Agency for Palestine Refugees in the Near East

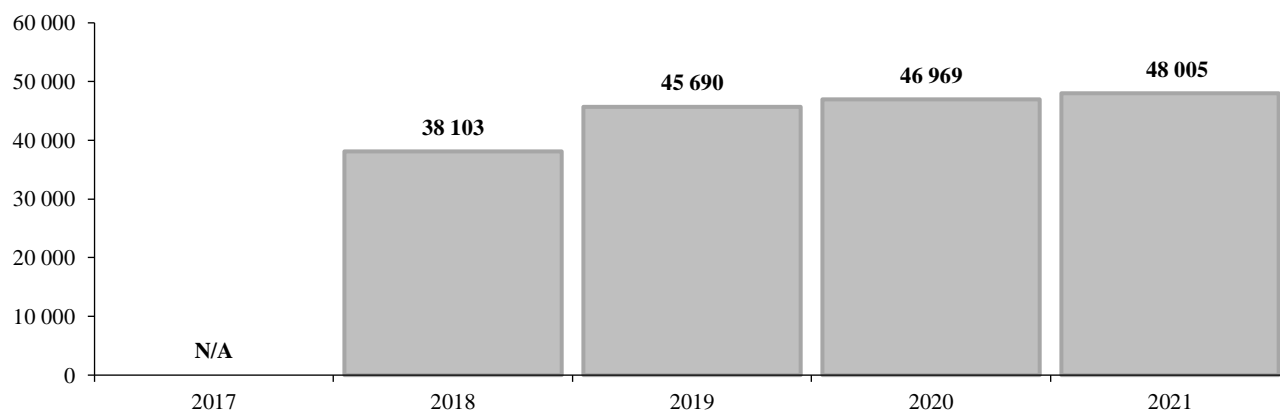


Planned results for 2021

Result 1: microfinance: client-focused interventions (result carried over from 2020)

26.76 The subprogramme will continue the work related to strengthening capabilities for increased livelihood opportunities, in line with its mandate, and will strive to increase access to microcredit to reduce poverty and aid dependence and increase self-reliance, which is expected to be demonstrated by the performance measure for 2021 below. For 2020, a proxy performance measure is indicated to reflect that the General Assembly, in its resolution [74/251](#), approved a programme narrative at the subprogramme level that is composed solely of the objectives.

Figure 26.XI
Performance measure: number of clients receiving financial services (microfinance loans) (including marginalized groups)



Abbreviation: N/A, not applicable.

Result 2: expanded access to microfinance (new result)

26.77 The subprogramme has been providing access to loan products for Palestine refugees and other vulnerable and marginalized groups who would normally be ineligible for such products as they possess few assets for use as collateral. Loans empower clients to draw themselves out of poverty. They also support education, as families receiving microloans are less likely to pull their children out of school for economic reasons. The programme also contributes to sustainability through enhancing self-reliance and the creation of employment opportunities.

Internal challenge and response

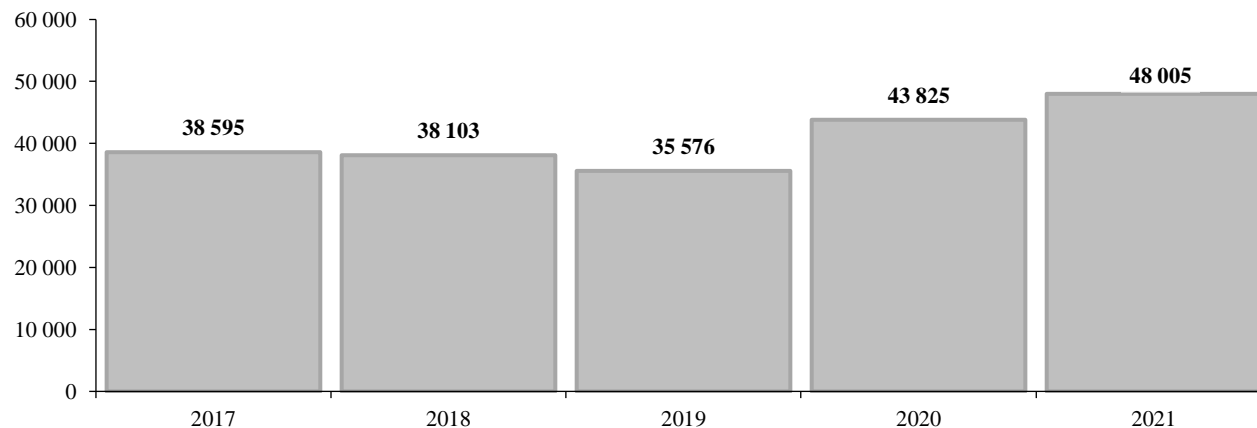
26.78 The challenge for the subprogramme was to align the UNRWA microfinance operations with industry-wide best practices of responsible financial inclusion, including the seven Client Protection Principles.

26.79 In response, the subprogramme will digitize its microfinance services. Online applications will be rolled out, which will facilitate better access to products by clients living away from branch offices. Online services will also allow clients to view their microfinance information electronically, thereby increasing transparency. The subprogramme will also introduce interactive digital screens in its branches to provide clearer and easier access to product information. These will not only increase transparency, but will also contribute to the adoption of best client protection practices.

Expected progress towards the attainment of the objective, and performance measure

26.80 This work is expected to contribute to ensuring that Palestine refugee capabilities are strengthened for increased livelihood opportunities, which would be demonstrated by an increased number of clients receiving microfinance services, from 38,595 in 2017 to a projected 48,005 in 2021.

Figure 26.XII
Performance measure: number of clients receiving financial services per year (microfinance loans)



Deliverables

26.81 Table 26.5 lists all deliverables, by category and subcategory, for the period 2019–2021 that contributed and are expected to contribute to the attainment of the objective stated above.

Table 26.5
Subprogramme 4: deliverables for the period 2019–2021, by category and subcategory

Category and subcategory

C. Substantive deliverables

Direct service delivery: a total of 48,005 microfinancing loans; 11,235 enrolments in technical and vocational education and training and the youth programme; and 2,527 job placements created as full-time equivalents.

Subprogramme 5 Palestine refugees are able to meet their basic human needs of food, shelter and environmental health

Objective

26.82 The objective, to which this subprogramme contributes, is to ensure that Palestine refugees are able to meet their basic human needs of food, shelter and environmental health.

Strategy

26.83 To contribute to ensuring that Palestine refugees are able to meet their basic human need of food, the subprogramme will assist in the mitigation and reduction of abject poverty and food insecurity among Palestine refugees and will distribute cash-based and in-kind social transfers to persons in need, including the abject poor, (those who are unable to meet their basic food needs) and households headed by women, the elderly and people with disabilities, and in doing so will contribute directly to the achievement by Member States of Sustainable Development Goals 1 and 2. This work is expected to result in increased resilience among the target population in the face of economic hardship and restricted household income. Past results in this area include the distribution of in-kind food assistance to 1 million Palestine refugees in the Gaza and the distribution of cash transfers to a

further 600,000 people in Jordan, Lebanon, the Syrian Arab Republic and the West Bank during 2019.

- 26.84 To contribute to ensuring that Palestine refugees are able to meet their basic human need of shelter, the subprogramme will provide habitable shelters for Palestine refugees and rehabilitate substandard shelters of the most vulnerable Palestine refugees. The work is expected to result in improving the safety and protection of refugee families from weather conditions, providing security for their belongings and giving them a means to access basic services such as safe drinking water, sanitation, drainage, electricity and waste disposal. Past results in this area include the rehabilitation of 4,013 substandard shelters across all five fields of operation between 2015 and 2019, as well as the construction or repair of a further 51,972 shelters in response to emergencies in Lebanon and Gaza.
- 26.85 To contribute to ensuring that Palestine refugees are able to meet their basic human need of environmental health, the subprogramme will rehabilitate, upgrade and extend the water supply, sewerage and water drainage networks and will install rainwater harvesting systems and monitor water quality and quantity, thereby contributing to the achievement by Member States of Sustainable Development Goals 6 and 13. This work is expected to result in providing Palestine refugees living in camps with effective and efficient environmental health and infrastructure services, including equitable and sufficient water for their basic needs, minimized storm water risks and adequate solid waste collection and sewerage systems. Past results in this area include providing 99.98 per cent of shelters with access to water supply and 90.24 per cent with sewerage connections. The subprogramme also provided solid waste management and pest control to over 1.7 million Palestine refugees, constituting 30.2 per cent of all registered Palestine refugees.

Programme performance in 2019 against planned result

- 26.86 A planned result for 2019, which is to improve the living conditions for poor refugees, as referred to in the proposed programme budget for the biennium 2018–2019, was achieved. In 2019, the percentage of rehabilitated shelters that complied with UNRWA shelter rehabilitation protection standards was 84.9 per cent, surpassing the target of 80 per cent.

Programme performance in 2019: safe and habitable shelters

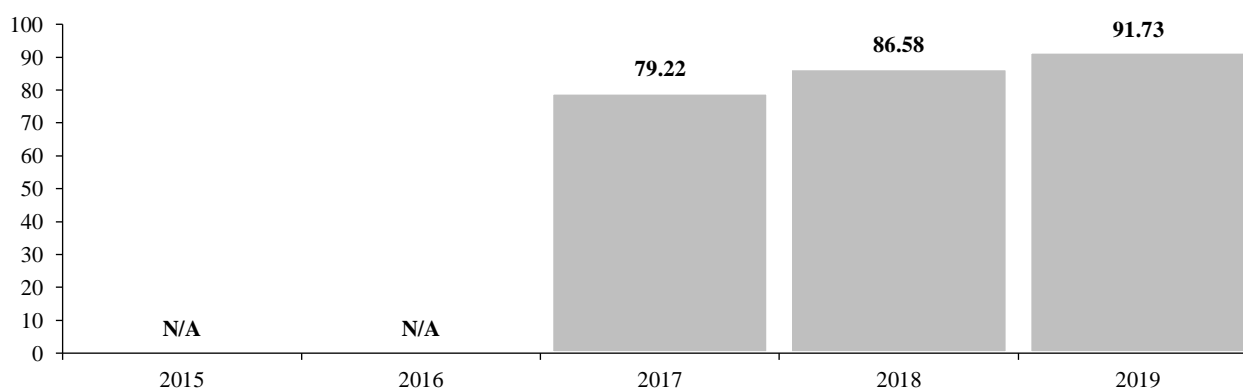
- 26.87 Building on the knowledge gained in 2018, the subprogramme rehabilitated shelters for Palestine refugees. Shelter conditions in the 58 refugee camps across the UNRWA five fields of operation continue to deteriorate as a result of conflict, increases in the refugee population, difficult economic conditions and limited space. These factors have led to rising housing density, a strain on infrastructure and substandard building quality. The majority of shelters have asbestos, zinc or temporary roofing, which constitute acute health threats. Many also suffer from poor sanitation, lack of ventilation and damp. The shortage of adequate shelter is aggravated by damage caused by armed conflict and weather extremities. As of 2019, an estimated 40,000 Palestine refugees live in substandard shelters, excluding those whose dwellings have been affected by hostilities in Lebanon, the Syrian Arab Republic and Gaza.
- 26.88 The subprogramme prioritized the rehabilitation of substandard shelters for the most vulnerable refugees. Interventions targeted those families classified as or eligible to be participants in the social safety net programme through a two-stage assessment process that evaluated families' socioeconomic conditions and physical safety and environmental health issues related to their dwellings. Participation was emphasized at all stages of the process. Families were consulted prior to reconstruction about their needs and the majority of shelters were rehabilitated with the contribution of the residents.

Progress towards the attainment of the objective, and performance measure

26.89 This work contributed to ensuring that Palestine refugees are able to meet their basic human needs of food, shelter and environmental health, as demonstrated by the satisfaction rate among refugees whose shelters were rehabilitated by UNRWA, which stood at 91.73 per cent of the 1,051 families whose substandard shelters were rehabilitated in 2019, an increase of 12.51 percentage points compared with 2017. Shelters were improved, made safer and protected from weather conditions and health threats. UNRWA also provided families with a basis to integrate into their refugee communities and gave them better access to basic services such as safe drinking water, sanitation, drainage and electricity.

Figure 26.XIII
Performance measure: satisfaction rate among Palestine refugees whose shelters were rehabilitated by the United Nations Relief and Works Agency for Palestine Refugees in the Near East

(Percentage)



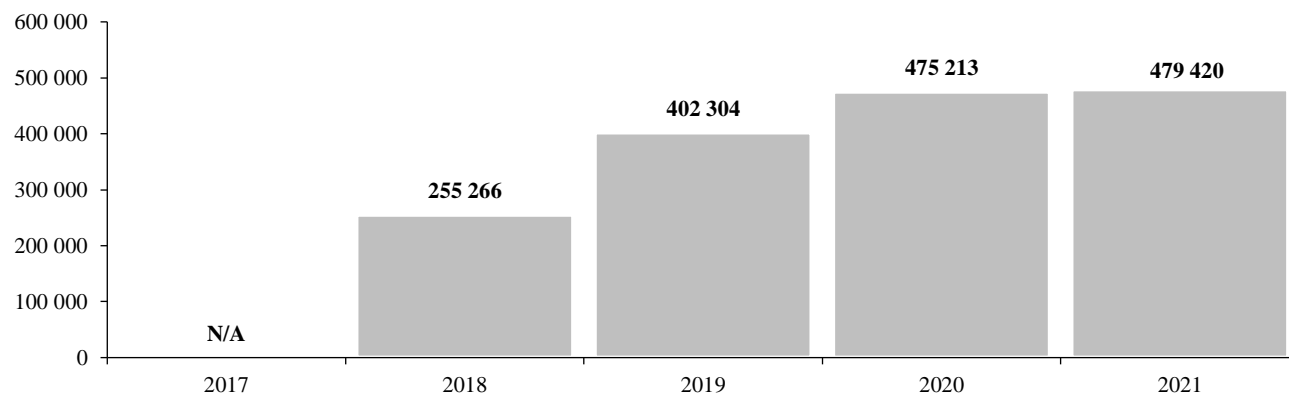
Abbreviation: N/A, not applicable.

Planned results for 2021

Result 1: expansion of the Agency’s social safety net programme (result carried over from 2020)

26.90 The subprogramme will continue the work related to meeting the basic human needs of food, shelter and environmental health for Palestine refugees, in line with its mandate, and will strive to increase the amount of social transfers and targeted assistance to Palestine refugee families for the direct improvement of their standard of living, which is expected to be demonstrated by the performance measure for 2021 below. For 2020, a proxy performance measure is indicated to reflect that the General Assembly, in its resolution [74/251](#), approved a programme narrative at the subprogramme level that is composed solely of the objectives.

Figure 26.XIV
Performance measure: number of poor and vulnerable refugees receiving assistance



Result 2: targeting those most in need through the social safety net programme (new result)

- 26.91 The subprogramme has been assessing the needs of crisis-affected populations and providing emergency cash assistance where required. The reported increase in poverty levels among Palestine refugees is related to economic and political crises affecting the stability, availability and remuneration of employment. Poverty therefore remains a targeting criterion for the Agency's social transfers. At the same time, there are population groups that are income-constrained because of old age, disability or the absence of a traditional breadwinner in the family. In the absence of social safety net programme support, these groups are highly vulnerable, even in comparatively stable non-crisis times.

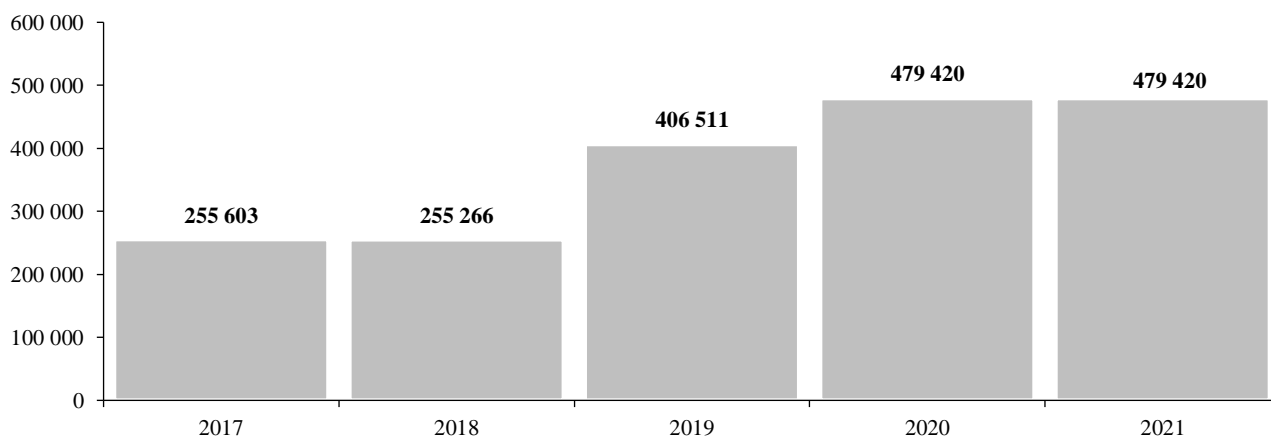
Internal challenge and response

- 26.92 The challenge for the subprogramme was to maximize the effectiveness of its targeting mechanism in view of the increasing demand for assistance and the freezing of the ceiling for the number of individuals assisted under the social safety net programme as a result of financial constraints.
- 26.93 In response, the subprogramme will differentiate between crisis-affected cases. This includes, for example, differentiating between people living in poverty as a result of economic and labour market pressures or as a result of sociopolitical and economic crises and people who have to rely long term on some form of social safety net programme as they are labour-constrained because of their legal, health or social status. This may require additional investments and communication with stakeholders to explain and understand the rationale and impact of those changes. UNRWA will also increase its efforts to target particularly vulnerable groups by expanding or retargeting its social safety net programme to enrol more of them and provide meaningful transfer amounts. In parallel, the Agency will continue identifying crisis-affected populations, providing them with emergency assistance on the basis of identified needs.

Expected progress towards the attainment of the objective, and performance measure

- 26.94 This work is expected to contribute to ensuring that Palestine refugees are able to meet their basic human needs of food, shelter and environmental health, which would be demonstrated by 479,420 people benefiting under the social safety net programme, focusing on Jordan, Lebanon, the Syrian Arab Republic and Gaza, in addition to crisis-affected persons benefiting from emergency assistance.

Figure 26.XV
Performance measure: number of Palestine refugees benefiting from access to the social safety net programme per year



Deliverables

26.95 Table 26.6 lists all deliverables, by category and subcategory, for the period 2019–2021 that contributed and are expected to contribute to the attainment of the objective stated above.

Table 26.6
Subprogramme 5: deliverables for the period 2019–2021, by category and subcategory

Category and subcategory

C. Substantive deliverables

Direct service delivery: provision of 1.7 million food and cash transfers to beneficiaries; and rehabilitation of 1,802 shelters.

B. Proposed post and non-post resource requirements for 2021

Overview

26.96 The proposed regular budget resources for 2021, including the breakdown of resource changes, as applicable, are reflected in tables 26.7 to 26.9.

Table 26.7

Financial resources

(Thousands of United States dollars)

	2019 expenditure	2020 appropriation	Changes					2021 estimate (before recosting)	Recosting	2021 estimate (after recosting)
			Technical adjustments	New/ expanded mandates	Other	Total	Percentage			
Posts	29 331.7	32 337.2	–	–	–	–	–	32 337.2	357.8	32 695.0
Other staff costs	–	28.3	–	–	–	–	–	28.3	0.5	28.8
Total	29 331.7	32 365.5	–	–	–	–	–	32 365.5	358.3	32 723.8

Table 26.8

Post changes^a

	Number	Level
Approved for 2020	158	1 USG, 1 ASG, 8 D-2, 12 D-1, 28 P-5, 62 P-4, 34 P-3, 2 P-2/1, 10 GS (OL)
Proposed for 2021	158	1 USG, 1 ASG, 8 D-2, 12 D-1, 28 P-5, 62 P-4, 34 P-3, 2 P-2/1, 10 GS (OL)

^a No post changes are proposed for 2021.

Table 26.9

Post resources

Category	2020 approved	Changes				2021 proposed
		Technical adjustments	New/expanded mandates	Other	Total	
Professional and higher						
USG	1	–	–	–	–	1
ASG	1	–	–	–	–	1
D-2	8	–	–	–	–	8
D-1	12	–	–	–	–	12
P-5	28	–	–	–	–	28
P-4	62	–	–	–	–	62
P-3	34	–	–	–	–	34
P-2/1	2	–	–	–	–	2
Subtotal	148	–	–	–	–	148

Note: The following abbreviations are used in tables and figures: ASG, Assistant Secretary-General; GS, General Service; LL, Local level; OL, Other level; RB, regular budget; USG, Under-Secretary-General; XB, extrabudgetary.

Section 26 **Palestine refugees**

Category	2020 approved	Changes			Total	2021 proposed
		Technical adjustments	New/expanded mandates	Other		
General Service						
Other level	1	–	–	–	–	1
Subtotal	1	–	–	–	–	1
Other						
Local level	9	–	–	–	–	9
Subtotal	9	–	–	–	–	9
Total	158	–	–	–	–	158

26.97 Additional details on the distribution of the proposed resources for 2021 are reflected in tables 26.10 to 26.12 and figure 26.XVI.

26.98 As reflected in tables 26.10 (1) and 26.11 (1), the overall resources proposed for 2021 amount to \$32,365,500 before recosting, reflecting no change in the resource level compared with the appropriation for 2020. The proposed level of resources provides for the full, efficient and effective implementation of mandates.

26.99 In accordance with the 2030 Agenda, in particular target 12.6 of the Sustainable Development Goals, in which organizations are encouraged to integrate sustainability information into their reporting cycles, and in compliance with the cross-cutting mandate set out in paragraph 19 of General Assembly resolution [72/219](#), the Agency is integrating environmental management practices into its operations. For example, in 2019, UNRWA implemented the following measures to reduce the environmental impact in Jordan: (a) installation of off-grid solar photovoltaic systems in one school, one health centre and one Agency area office; (b) installation of 20,066 light-emitting diodes in health centres, schools and four other UNRWA installations, reducing electricity consumption by an estimated 636,700 kWh and carbon dioxide emissions by an estimated 410 tons; (c) replacement of old air conditioners with 53 inverter air conditioners that save electricity; (d) installation of low-flow type water faucets in the Agency’s Jordan field office, which reduced water use by almost 31 per cent; and (e) recycling of 4 tons of waste paper. In 2021, the Agency will continue these practices.

Extrabudgetary resources

26.100 As reflected in tables 26.10 (2) and 26.11 (2), overall extrabudgetary resources amounting to \$1,054,678,500 (including 48 international posts and 28,179 local staff) would provide for continued humanitarian support and aid to Palestine refugees. The reduction in resources and number of international posts results from the completion and closure of extrabudgetary projects. Extrabudgetary resources represent 97.0 per cent of the total resources required to implement the overall programme of UNRWA.

Table 26.10
Evolution of financial resources by component and subprogramme

(Thousands of United States dollars)

(1) Regular budget

	2019 expenditure	2020 appropriation	Changes				2021 estimate (before recosting)	Recosting	2021 estimate (after recosting)
			Technical adjustments	New/ expanded mandates	Other	Total Percentage			
C. Programme of work	29 331.7	32 365.5	–	–	–	–	32 365.5	358.3	32 723.8
Subtotal, 1	29 331.7	32 365.5	–	–	–	–	32 365.5	358.3	32 723.8

(2) Extrabudgetary

	2019 expenditure	2020 estimate	2021 estimate
C. Programme of work	896 115.1	1 095 307.9	1 054 678.5
Subtotal, 2	896 115.1	1 095 307.9	1 054 678.5
Total	925 446.8	1 127 673.4	1 087 402.3

Table 26.11
Evolution of post resources by component and subprogramme

(1) Regular budget

	2020 approved	Changes				2021 proposed
		Technical adjustments	New/expanded mandates	Other	Total	
C. Programme of work	158	–	–	–	–	158
Subtotal, 1	158	–	–	–	–	158

(2) Extrabudgetary

	2020 estimate	2021 estimate
C. Programme of work ^a	80	48
Subtotal, 2	80	48
Total	238	206

^a Excludes 28,179 local staff funded from extrabudgetary contributions.

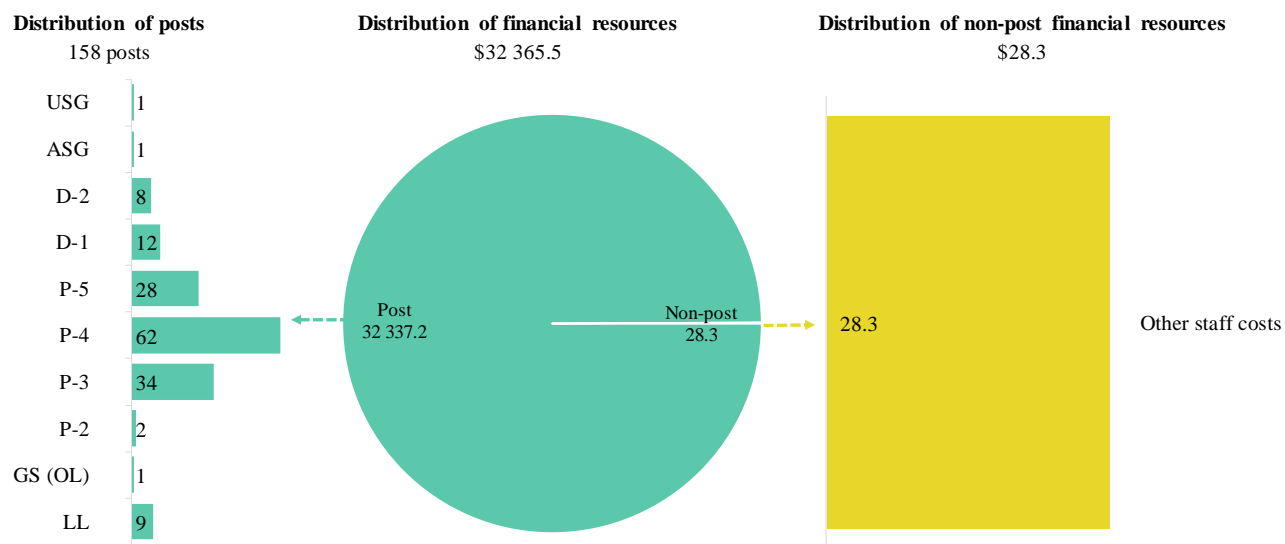
Table 26.12
Evolution of financial and post resources by category

(Thousands of United States dollars/number of posts)

	2019 expenditure	2020 appropriation	Changes				2021 estimate (before recosting)
			Technical adjustments	New/expanded mandates	Other	Total Percentage	
Financial resources by main category of expenditure							
Post	29 331.7	32 337.2	–	–	–	–	32 337.2
Other staff costs	–	28.3	–	–	–	–	28.3
Total	29 331.7	32 365.5	–	–	–	–	32 365.5
Post resources by category							
Professional and higher		148	–	–	–	–	148
General Service and related		10	–	–	–	–	10
Total		158	–	–	–	–	158

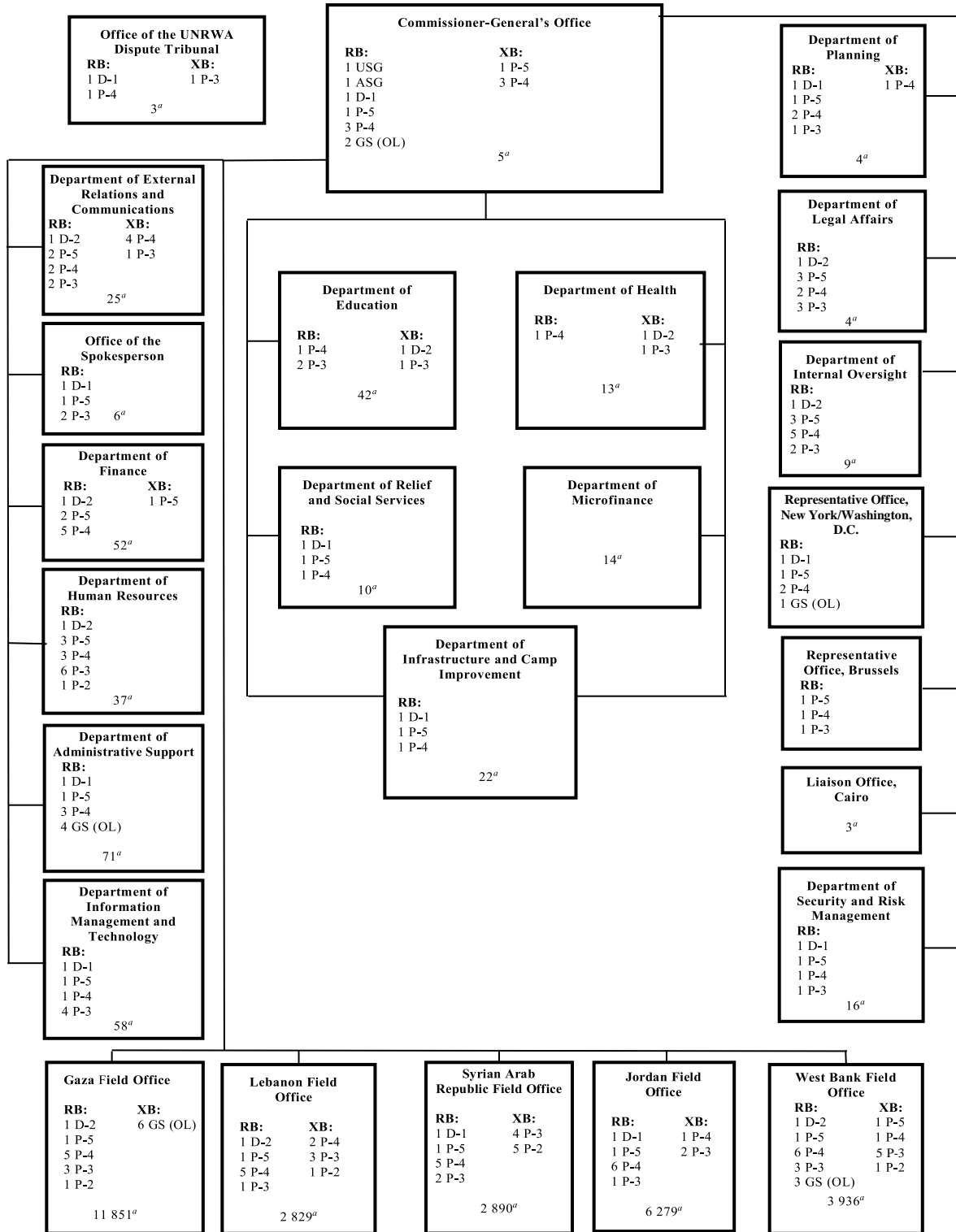
Figure 26.XVI
Distribution of proposed resources for 2021 (before recosting)

(Number of posts/thousands of United States dollars)



Annex I

Organizational structure and post distribution for 2021



Abbreviations: ASG, Assistant Secretary-General; GS (OL), General Service (Other level); RB, regular budget; USG, Under-Secretary-General; XB, extrabudgetary.

^a Local staff.

Annex II

Summary of follow-up action taken to implement relevant recommendations of the oversight bodies

Brief description of the recommendation

Action taken to implement the recommendation

Advisory Committee on Administrative and Budgetary Questions (A/74/7)

Upon enquiry, the Advisory Committee was informed that, as at 31 May 2019, there was a total of 17 vacant posts, comprising 13 Professional and higher posts (1 D-1, 6 P-4, 5 P-3 and 1 P-2) and 4 General Service posts. None of the posts had been vacant for more than two years. **The Advisory Committee expects that recruitment for the aforementioned posts will be completed expeditiously** (para. VI.28).

The Advisory Committee welcomes the fundraising efforts of UNRWA and encourages the Agency to continue to strengthen those efforts and to broaden its donor base further, with a view to achieving sustainable levels of voluntary funding. The Committee also encourages UNRWA to build up its working capital and strategic reserve gradually and to provide information thereon in future budget submissions (para. VI.36).

The status of the 17 posts are as follows:

- (a) 6 posts are filled;
- (b) 1 post is under recruitment;
- (c) 10 posts have been left vacant in view of the cash inflow crisis.

In 2017, the Secretary-General issued report [A/71/849](#), on finding ways to achieve sustainable, predictable and sufficient funding for UNRWA. Since then, the Agency has relentlessly pursued all opportunities, as described in the report, to achieve that goal. Among others, the Agency has managed to establish a waqf fund for UNRWA, with the Islamic Development Bank managing the fund. UNRWA has also substantially increased its private sector resources. In 2019, Afghanistan contributed \$1 million to UNRWA for the first time ever and Indonesia raised its funding to \$1.2 million. However, funding from some parts of the world remain very unpredictable, which hinders the capacity of UNRWA to plan effectively. UNRWA is building its network on all continents with a view to securing regular and sustained contributions so that Palestine refugees can receive the support they need, in line with relevant General Assembly resolutions.