



occupied palestinian territory
emergency appeal
2022

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About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 with a mandate to provide humanitarian assistance and protection to registered Palestine refugees in the Agency's area of operations, namely the West Bank, including East Jerusalem, Gaza, Jordan, Lebanon and Syria, pending a just and lasting solution to their plight. Thousands of Palestine refugees who lost both their homes and livelihood because of the 1948 conflict have remained displaced and in need of significant support for over seventy years. UNRWA helps them achieve their full potential in human development through quality services it provides in education, health care, relief and social services, protection, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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Cover Photo: UNRWA engineers carrying out shelter damage assessments, Gaza. © 2021 UNRWA Photo by Mohamed Hinnawi

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acronyms and abbreviations

CBO	Community-based organization	oPt	occupied Palestinian territory
CfW	Cash-for-Work	PA	Palestinian Authority
CIU	Crisis Intervention Unit	PCBS	Palestinian Central Bureau of Statistics
DES	Designated emergency shelter	PPE	Personal protective equipment
DLP	Digital Learning Platform	PSEA	Prevention of sexual exploitation and abuse
EA	Emergency Appeal	PSS	Psychosocial support
EiE	Education in Emergencies	RCCE	Risk communication and community engagement
ERW	Explosive Remnants of War	RSSP	Relief and Social Services Programme
GBV	Gender-based violence	SEA	Sexual Exploitation and Abuse
GFO	Gaza Field Office	SLM	Self-Learning Materials
HCT	Humanitarian Country Team	TSCA	Transitional Shelter Cash Assistance
HQ	Headquarters	UN	United Nations
HRP	Humanitarian Response Plan	UNCT	UN Country Team
IHL	International Humanitarian Law	UNEP	United Nations Environment Programme
IHRL	International Human Rights Law	UNRWA	United Nations Relief and Works Agency for Palestine Refugees
ISF	Israeli Security Forces	VTC	Vocational Training Centre
MHPSS	Mental Health and Psychosocial Support	WASH	Water, Sanitation and Hygiene
MoH	Ministry of Health	WFP	World Food Programme
MoPWH	Ministry of Public Works and Housing	WHO	World Health Organization
MSNA	Multisectoral Needs Assessment	WPC	Women Programme Centre
NCD	Non-communicable disease		
NFI	Non-food item		
OCHA	United Nations Office for the Coordination of Humanitarian Affairs		

foreword by the directors of unrwa operations in the west bank and gaza

Humanitarian conditions in the occupied Palestinian territory (oPt) continued to deteriorate in 2021 as hostilities, heightened tensions and violence exacerbated an already dire situation. The consequences of the COVID-19 pandemic and the damaging effects of May 2021's escalation have destabilised the lives of individuals and communities across the oPt and contributed to a worsening mental health crisis.

The pandemic has further compounded vulnerabilities in the context of increasing tensions and a protracted protection crisis in the West Bank, while in the Gaza Strip, an escalation of hostilities in May, combined with years of de-development, has further increased the hardship facing its inhabitants – almost two-thirds of whom are refugees.

According to the Office of the United Nations Special Coordinator for the Middle East Peace Process (UNSCO), the economic and fiscal situation in the oPt remains dire: "A sharp decline in GDP per capita in 2020 followed years of economic stagnation in the West Bank. In the Gaza Strip, the economy continues its multi-decade decline and there is persistently high unemployment, particularly among women."¹

In the past twelve months, the West Bank, including East Jerusalem, has experienced a disturbing increase in armed incursions into refugee camps, use of live ammunition against civilians and settler violence, while displacement and demolition remain constant threats. The vulnerable community of Palestine refugees, with almost 880,000 registered by UNRWA, is especially affected. Occupation, suffocating movement restrictions and loss of livelihoods are wearing away coping mechanisms.

The Gaza Strip is in a critical condition. Under the 15 years of land, air and sea blockade, its economy – projected to contract by 0.3 per cent in 2021 as a result of the May 2021 hostilities² – requires considerable support if the negative effects of the pandemic and recent hostilities are to be mitigated.

With exceptionally high unemployment in Gaza – 50.2 per cent in the third quarter 2021³ – the people of Gaza are increasingly susceptible to deteriorating socio-economic conditions. The already severe strain on the population – four conflicts in 14 years – have had devastating consequences for mental health with many across the Gaza Strip struggling to cope with complex trauma.

UNRWA remains a lifeline for Palestine refugees in Gaza and the West Bank. As Palestine refugees' vulnerabilities grow, the Agency's role becomes even more relevant and essential to provide a consistent and meaningful response to increased needs. Food security support, safe and continuing access to essential health care and education services adjusted to COVID-19 conditions are not only humanitarian priorities but strategic ones: access to rights and dignified living standards is key to stability.

While humanitarian conditions deteriorated in 2021, they would have been far worse without the generous support of our donors. Thanks to the contributions received to the 2021 oPt Emergency Appeal (EA), UNRWA was able to maintain essential services to support Palestine refugees, both in Gaza and the West Bank, implementing COVID-19 prevention measures and adjusting its operations to the changing context.

However, the Agency's ability to deliver essential services will continue to be severely challenged if the growing funding gaps are not addressed. Financial solvency under the UNRWA programme budget remains a concern. UNRWA urgently needs meaningful, sustainable and timely commitments to ensure continuity and predictability of both its core services and emergency assistance.

For the refugees UNRWA assists, worn down by endless insecurity and reeling from the effects of the pandemic, the Agency's funding crisis adds to their sense of desperation and hopelessness. Any decline in funding undermines the Agency's investment in the human capital of refugees. We are also increasingly concerned about the broader repercussions of such funding gaps, including on the unstable political and security environment in the oPt.

The role of the international community towards Palestine refugees is enshrined in the mandate that UNRWA receives from the United Nations (UN) General Assembly. Longstanding generous support has enabled the provision of assistance and a measure of protection over decades to those whom the Agency is mandated to serve, pending a just and lasting solution to the conflict. Today, the continuation of that support is key to regional stability.

We submit this 2022 EA for the oPt to the Member States and all partners on whose solidarity the refugees count. We ask for shared responsibility in meeting the urgent needs of refugees on the ground in 2022, making sure Palestine refugees are not left further behind and to avert a foreseeable humanitarian and protection disaster.



Thomas White
Director of UNRWA Affairs, Gaza



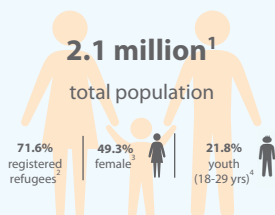
Gwyn Lewis
Director of UNRWA Affairs, West Bank

humanitarian dashboard

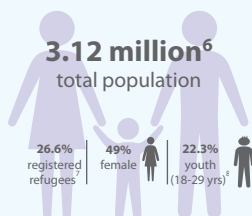


2022 occupied palestinian territory emergency appeal

GAZA



WEST BANK



1.2 M refugees in need of UNRWA food assistance to support their basic needs



47,000 refugees targeted for cash-for-work opportunities



50.2% unemployment rate (July-September 2021)



186,125 confirmed COVID-19 cases and 1,627 deaths, as of 18 November 2021⁵



38,350 individuals from Bedouin and herder communities in need of emergency food assistance



22,044 abject poor refugees in need of emergency cash assistance



46,129 students in UNRWA schools in need of support to continue their education during COVID-19



271,825 confirmed COVID-19 cases, including 3,143 deaths, as of 18 November 2021⁹

funding requirements
US\$ 369,381,478

funding requirements
US\$ 35,934,097

total funding requirements US\$ 406,118,549

Programme requirements	Gaza	West Bank	UNRWA HQ	Sub-total
Strategic Priority 1: Crisis-affected palestine refugee households facing acute shocks have increased economic access to food				
Emergency food assistance	173,634,786	4,600,059		256,741,032 (63%)
Emergency cash-for-work	66,600,000			
Emergency cash assistance	7,992,000	3,914,187		
Subtotal	248,226,786	8,514,246		
Strategic Priority 2: Palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis				
Emergency health	20,388,036	5,684,039	99,900	138,663,286 (34%)
Education in emergencies	8,364,627	7,777,672		
Mental health and psychosocial support	11,708,359			
Protection	2,220,000	3,453,784		
Shelter, including transitional shelter cash assistance (Gaza) and shelter repairs (Gaza and West Bank)	70,485,000	2,648,904		
Environmental health		5,832,965		
Subtotal	113,166,022	25,397,364	99,900	
Strategic Priority 3: Effective coordination and management of the emergency response is ensured				
Coordination and management	3,219,333	677,100		10,714,231 (3%)
Emergency preparedness	3,602,172	554,401	703,074	
Safety and security	1,167,165	790,986		
Subtotal	7,988,670	2,022,487	703,074	
Total (US\$)	369,381,478	35,934,097	802,974	406,118,549

1 PCBS, https://www.pcbs.gov.ps/statisticsindicatorsTables.aspx?lang=en&table_id=676

2 UNRWA

3 PCBS, <https://palestine.unfpa.org/en/news/pcbs-unfpa-joint-press-release-occasion-world-population-day>

4 PCBS <https://www.pcbs.gov.ps/site/512/default.aspx?lang=en&itemID=4046>

5 WHO <http://www.emro.who.int/opt/information-resources/covid-19-situation-reports.html>

6 PCBS, Summary of results of census 1997,2007,2017

7 PCBS

8 PCBS

9 WHO <http://www.emro.who.int/opt/information-resources/covid-19-situation-reports.htm7>

All figures in US\$

executive summary

The humanitarian situation in both Gaza and the West Bank significantly worsened during 2021.

The land, air and sea blockade of Gaza, which entered its 15th year in June 2021, with its restrictions on the movement of people, goods and trade, continues to severely undermine Gaza's socio-economic situation and has precipitated a humanitarian and economic crisis that is jeopardizing the lives and dignity of all Palestinians living in the Gaza Strip. This dire situation was compounded by the May 2021 hostilities, the most intense Gaza has experienced since 2014. The UN Secretary-General described the situation as follows: "If there is a hell on earth, it is the lives of children in Gaza today."⁴ In addition to the loss of lives, the injuries and trauma, the May hostilities damaged buildings, hospitals and health centres, water and sanitation facilities, and transport, energy and communications networks.⁵

In 2021, unemployment in Gaza reached 50.2 per cent.⁶ Chronic electricity shortages and lack of access to clean water supplies are also impacting on the economy and disrupting people's daily lives.

The Palestinian National COVID-19 Vaccination Campaign in Gaza started on 7 March. However, insufficient quantities of vaccinations and community hesitancy has resulted in a slow implementation – only 334,917 people had been fully vaccinated by the end of October 2021.

In the West Bank, including East Jerusalem, the situation is characterized as a protracted protection crisis. The impact of the Israeli occupation continues to be felt on a daily basis by over 877,000⁷ Palestine refugees registered with UNRWA, as well as by the entire Palestinian population. In 2021, the security situation deteriorated dramatically. In the first nine months of 2021, Israeli Security Forces' (ISF) operations led to 7,125 Palestinians injuries and 71 fatalities, of whom 26 were Palestine refugees, including four refugee children. Israeli settler violence against Palestinians, homes and livelihoods, including refugees living in rural areas, also reached the highest levels since UN monitoring commenced.⁸

Exposure to conflict-related violence has detrimental impacts on the physical and mental health of Palestine refugees in both Gaza and the West Bank. This, coupled with the impacts of COVID-19, has disproportionately exposed women, children and persons with disabilities

to greater risks of domestic abuse and violence, including Gender-Based Violence (GBV).

The COVID-19 pandemic has had a devastating effect on the socio-economic situation in the West Bank and, while affecting the whole population, this has had the greatest impact on vulnerable refugee families.

Under strategic priority one, UNRWA will continue to provide emergency food and cash assistance to Palestine refugees in Gaza and the West Bank.

Under this appeal, UNRWA will continue to prioritise food assistance for 1.2 million Palestine refugees in Gaza impacted by deteriorating socio-economic conditions. This assistance is critical to ensure that the most basic food needs of vulnerable refugees are met, whilst protecting against market volatility and contributing to stability. Through its Cash-for-Work (CfW) intervention, the Agency will offer short-term employment opportunities to 47,000 vulnerable Palestine refugees. In 2022, UNRWA aims to double the number of refugees assisted through this intervention to further support jobless families in meeting their basic needs, while at the same time injecting additional funds into the local economy. In 2022 UNRWA also plans to provide a one-off multi-purpose cash transfer of US\$ 40 per person to 180,000 extremely vulnerable Palestine refugees in Gaza to help cover essential needs. This assistance will be provided to families identified by the Agency's multi-dimensional vulnerability criteria, including households headed by females, older persons or adolescents, and persons with disabilities.

In the West Bank, through an existing partnership between UNRWA and the World Food Programme (WFP), the Agency will continue to provide food parcels on a quarterly basis to 38,350 individuals from food-insecure Bedouin and herder communities in Area C, who face increased threats of home and livelihood structure demolitions and forcible displacement. Under this appeal, emergency cash assistance through the UNRWA e-card modality will be provided to 22,044 abject poor Palestine refugees inside and outside the 19 refugee camps who live on less than US\$2 a day. In addition, food baskets will be provided to some 10,000 vulnerable Palestine refugee households, including 1,342 female-headed households and those in self-isolation/quarantine and/or facing COVID-19 movement restrictions.

Under strategic priority two, UNRWA will maintain access to critical services – health, education, shelter rehabilitation, mental health and psychosocial support (MHPSS), protection and environmental health – to ensure Palestine refugees are protected from the most severe impacts of the crisis in Gaza and the West Bank.

Under the 2022 EA, UNRWA will continue to support the health needs of Palestine refugees through its 22 health centres in Gaza. Life-saving medicines will be provided to 4,700 poor refugees, while hospitalization support, through referrals to a network of private hospital partners, will be offered to around 10,000 vulnerable refugees who do not have the means to cover the cost of secondary and/or tertiary healthcare. As part of its school health activities, UNRWA will continue medical screenings for refugee schoolchildren with special needs, including those with disabilities, and will provide assistive devices to children when vulnerable families are unable to afford them.

In the West Bank, provision of health services will be prioritized for pregnant women and nursing mothers, persons with disabilities and non-communicable disease (NCD) patients through the Agency's 43 health centres and Qalqilya Hospital. Medical hardship support will be provided to 1,200 vulnerable refugees registered in the Agency's social safety net programme (SSNP) who are unable to cover emergency hospitalization costs. Interventions to improve the mental health well-being of Palestine refugees, including by hiring psychosocial counsellors and training staff on disability inclusion, are included in this appeal. Through the deployment of three mobile health teams an expected 24,000 consultations will be provided for vulnerable persons in 13 communities in Area C and East Jerusalem that face access restrictions. Improved maternal health services will be provided by 24 additional community midwives who will undertake home visits to at-risk pregnant women; they will also deliver reproductive health services for 1,200 refugees, including 80 persons with disabilities.

In 2022, UNRWA will continue to provide basic education, including through its Education in Emergencies (EiE) approach, to 291,100 elementary and preparatory school students in 278 Agency schools in Gaza and 46,129 students in 96 schools and 1,753 youth in three vocational training centres (VTCs) in the West Bank, including East Jerusalem. These services are funded through the Agency programme budget, which is supplemented by EA funding where prevailing conditions require.⁹ In both fields, UNRWA will maintain a flexible approach, applying different learning modalities, including full classroom face-

to-face learning, blended learning and full remote learning depending on the situation. If blended or remote learning is activated, UNRWA will provide printed hard copies of the Self-Learning Material (SLM) prepared and approved for the Agency's Digital Learning Platform (DLP) and catch-up classes will also be provided for students who have missed regular lessons. In the West Bank, through this EA, UNRWA will provide safe transportation to school to 800 refugee students living in East Jerusalem and remote villages in the Jericho area who are particularly exposed to protection threats. In both fields, UNRWA plans to distribute back-to-school kits and school materials, with a focus on the most vulnerable students. Support to students with disabilities will also be provided through specialized Community-Based Organizations (CBOs) in Gaza and referrals to internal or external specialized services in the West Bank. The provision of school-based psychosocial support (PSS) will also remain a priority under this appeal.

The May 2021 hostilities in Gaza added psychological trauma to the existing social, economic and financial stress Palestine refugees have been living under. In response, UNRWA will continue to provide MHPSS through its education and health programmes. MHPSS counsellors in the 22 UNRWA health centres in Gaza will provide in-person support to critical cases with a special attention to vulnerable groups and GBV survivors. Summer activities will be organized in both fields to strengthen the overall physical, social and emotional well-being of Palestine refugee children.

In 2022, UNRWA will continue its support to refugee families in Gaza whose homes were badly damaged/destroyed in the May hostilities. Under this appeal, the Agency intends to provide Transitional Shelter Cash Assistance (TSCA) to approximately 1,000 families for up to 12 months. In addition, UNRWA will support the reconstruction and repair works, through a self-help approach, for about 8,500 Palestine refugee shelters, including around 1,300 shelters that were completely destroyed or severely damaged and around 7,200 shelters with varying degrees of damage.¹⁰

In the West Bank, UNRWA aims to improve the standard of living of 200 vulnerable refugee families living in inadequate and/or unsafe shelters in seven refugee camps, through the rehabilitation of their homes.¹¹

A gender perspective will be mainstreamed throughout all UNRWA interventions to ensure that the different needs of women, girls, men and boys are identified and responded to through tailored interventions.

Under this appeal, in Gaza the Agency's protection

focus will be on providing targeted interventions, including PSS and external referrals, to children experiencing domestic protection risks, such as GBV and child abuse. Legal assistance to vulnerable women, including GBV survivors, will be provided in partnership with specialized CBOs. In 2022, the Agency, through dedicated project funds, as well as through this appeal, will continue to train its staff on a number of protection issues, including humanitarian and protection principles and mainstreaming and prevention of sexual exploitation and abuse (PSEA). The Agency will also train key staff on the risks of Explosive Remnants of War (ERW).

In the West Bank in 2022, UNRWA will continue to mitigate protection threats through monitoring, documenting and reporting on alleged violations of International Humanitarian Law (IHL) and International Human Rights Law (IHRL) affecting refugees and will provide targeted assistance to refugees affected by violence, demolitions and evictions through the Agency's Crisis Intervention Model. Through this EA, UNRWA will provide cash-based assistance and dignity kits/GBV kits to up to 150 GBV survivors. Finally, in the West Bank, UNRWA will continue to ensure the availability of Water, Sanitation and Hygiene (WASH) services in Palestine refugee camps in the West Bank to avoid any additional health hazards during COVID-19. The Agency will also establish connections for 200 households in the Aqbat Jabr refugee camp who have yet to be connected to the sewerage network. Vulnerable households in COVID-19 home quarantine/isolation will be provided with hygiene kits.

Anticipating that the COVID-19 crisis will continue in 2022, UNRWA will follow strict COVID-19 safety and security measures in both fields and ensure prevention measures continue to be integrated in all of its interventions, including through increased cleaning and disinfection of all its facilities, the provision of personal protective equipment (PPE) to health and other frontline staff, the continued implementation of a triage system in its health centres and use of telemedicine, improved hand-washing facilities in schools, and safety measures and social distancing in emergency food operations, amongst others.

Under strategic priority three, UNRWA will maintain effective coordination and management of its emergency response in Gaza and the West Bank.

In order to strengthen its emergency preparedness and risk management capacity in Gaza, warehouse stockpiling will ensure the provision of non-food items (NFIs) to an estimated 13,000 refugee households affected by sudden-onset emergencies, such as fires and floods. A total of 54 Agency schools will be maintained to ensure they can function as Designated Emergency Shelters (DEs). In addition, to support remote communities, 25 mobile emergency shelters will be established and equipped with movable WASH facilities (mobile toilet and shower units), food assistance and NFIs. In the West Bank, the Agency will provide NFIs to an estimated 405 refugee households affected by sudden-onset emergencies, including forced displacement and severe winter conditions.

In 2022, UNRWA requires US\$ 406 million to meet the increased humanitarian needs of Palestine refugees in Gaza and the West Bank, including East Jerusalem. The funding shortfall faced by UNRWA under all of its funding portals in 2021 jeopardised the continuity of essential services and the provision of emergency assistance. Ensuring predictable and sustainable funding to the UNRWA EA is critical to address the priority humanitarian needs of Palestine refugees in Gaza and the West Bank, mitigating the impacts of deteriorating socio-economic conditions. UNRWA also emphasizes that the success of this appeal relies on full funding of its core programme budget for 2022, to ensure that vital health care, education, protection, relief services and infrastructure remain available, enabling the provision of emergency assistance. In the event of funding shortfalls, the Agency may need to review, adjust and/or expand the interventions and populations targeted under this appeal to ensure that the most vulnerable refugees continue to receive vital assistance.

humanity, neutrality, impartiality and independence

United Nations General Assembly (UNGA) Resolution 302 (IV) of 1949 established that the UNRWA mandate is essentially humanitarian in character and to that end, and in accordance with UNGA Resolutions 46/182 of 1991 and 58/114 of 2004, the Agency's approach is anchored first and foremost on the principle of humanity, and thus in respect for the life and dignity of every person. Humanity comes first and while the principles of impartiality, neutrality and independence are instrumental to UNRWA, they work in the service of humanity which is the essence of our mandate.

The humanitarian principles apply to all aspects of the Agency's work, including in relation to its installations. As of January 2022, UNRWA is applying an integrated approach to installations Agency-wide. This new approach works towards ensuring that all installations are safe, accessible and inclusive. The integrated approach aims to support installation managers in meeting these standards. This means that beneficiaries are safe from violence, or other abuse, when they enter any

part of an UNRWA installation, that beneficiaries can receive the services they are seeking without hindrance, that they are able to access all parts of the UNRWA installation, and that such installations allow for space for a two-way conversation between staff and beneficiaries. The integrated check is the result of a joint effort of key staff from all five fields of UNRWA operation as well as all cross-cutting focal points (humanitarian principles, protection, gender equality, GBV, PSEA, disability and inclusion and violence against children).

UNRWA also adheres to other principles that complement "principled humanitarianism", including, and especially, the human rights-based approach. UNRWA will continue to provide increasingly needed humanitarian and protection services to Palestine refugees in Gaza and the West Bank, including East Jerusalem, in a deteriorating socio-economic context and in a manner which is responsive to the additional protection concerns resulting from the COVID-19 pandemic, in line with its commitment to the humanitarian principles.

funding requirements

Programme requirements	Gaza	West Bank	UNRWA HQ	Sub-total
Strategic priority 1: crisis-affected Palestine refugee households facing acute shocks have increased economic access to food				
Emergency food assistance	173,634,786	4,600,059	-	256,741,032 (63%)
Emergency cash-for-work	66,600,000	-	-	
Emergency cash assistance	7,992,000	3,914,187	-	
Sub-total	248,226,786	8,514,246	-	
Strategic priority 2: palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis				
Emergency health	20,388,036	5,684,039	99,900	138,663,286 (34%)
Education in emergencies	8,364,627	7,777,672	-	
Mental health and psychosocial support	11,708,359	-	-	
Protection	2,220,000	3,453,784	-	
Shelter, including transitional shelter cash assistance (Gaza) and shelter repairs (Gaza and West Bank)	70,485,000	2,648,904	-	
Environmental health	-	5,832,965	-	
Sub-total	113,166,022	25,397,364	99,900	
Strategic priority 3: Effective coordination and management of the emergency response is ensured				
coordination and management	3,219,333	677,100	703,074	10,714,231 (3%)
emergency preparedness	3,602,172	554,401	-	
safety and security	1,167,165	790,986	-	
Sub-total	7,988,670	2,022,487	703,074	
Total (US\$)	232,029,781	35,934,097	802,974	406,118,549

gaza: context and needs analysis

The land, air and sea blockade, which entered its 15th year in June 2021 and is considered illegal under international law as a form of collective punishment,¹⁴ has led to humanitarian and socio-economic crises that are jeopardizing the lives and dignity of all Palestinians in the Gaza Strip. Restrictions on the free movement of people, goods and trade continue to severely undermine Gaza's economy, devastating productive capacity and putting any future development at risk. This dire situation has been compounded by repeated cycles of hostilities and political instability and the COVID-19 pandemic, which has further reduced employment and other livelihood opportunities. Key steps to ending the long-standing intra-Palestinian divide between Fatah and Hamas failed to materialize in 2021, and parliamentary and presidential elections, agreed between the Palestinian political factions for May 2021, were indefinitely postponed.

In May 2021, Gaza experienced the most intense hostilities since 2014. The UN Secretary-General described the situation as follows: "if there is a hell on earth, it is the lives of children in Gaza today."¹⁵ As a result of the hostilities in May, it was reported that 261 Palestinians were killed, including 67 children¹⁶ and 41 women.¹⁷ Furthermore, over 2,210 Palestinians were injured, including 685 children and 480 women, some of whom may suffer long-term disabilities requiring rehabilitation and ongoing support. Thirteen people in Israel, including one soldier, were killed by Palestinian rocket fire.¹⁸ At the height of the hostilities, an estimated 113,000 displaced people sought shelter and protection, including some 71,000 at 59 UNRWA schools. According to the Shelter Cluster, the May 2021 escalation left 58,000 housing units damaged or destroyed, of which 9,500 sustained moderate to severe damages and 1,255 were destroyed and rendered uninhabitable, leaving 12,000 people displaced.¹⁹ One assessment has reported that 85 per cent of households whose shelters were damaged had no capacity to carry out repairs.²⁰

During the third quarter of 2021, the unemployment rate in Gaza reached 50.2 per cent.²¹ Unemployment is especially high amongst women (68.6 per cent) in Gaza who face both the lack of opportunities and social barriers to securing formal employment. Young people between the ages of 15 and 29 are also badly affected with an average unemployment rate of 71.8 per cent. The poverty rate is expected to increase to

59.3 per cent as a result of the May hostilities,²² up from 38.8 per cent in 2011 and 53 per cent in 2017.²³ A chronic electricity deficit continued to disrupt the daily lives of Gaza's residents, reducing access to health care and economic opportunities. The water crisis in Gaza (due to over-extraction from the coastal aquifer, sea water infiltration and pollution) is particularly severe and lack of access to clean water supplies in a growing population affects over 90 per cent of households, impacting health and general hygiene and causing more than a quarter of all childhood diseases.²⁴

The Palestinian National COVID-19 Vaccination Campaign started on 7 March; however, insufficient quantities of vaccinations and community hesitation resulted in slow implementation. As of 28 October 2021, 183,118 COVID-19 cases, resulting in 1,559 deaths, had been reported, while 473,881 people had been vaccinated, of whom 334,917 were fully vaccinated and 11,168 had received a booster dose.²⁵ To mitigate risks associated with the pandemic, UNRWA in Gaza continues to apply enhanced measures and protocols across all programmes to ensure the continued provision of essential services for the refugee population in Gaza. The impact of the COVID-19 pandemic on the global supply chain and the unpredictable situation at the Gaza crossing points, which often causes price hikes and/or delays in securing supplies such as building materials, may impact UNRWA operations and the ability to meet the planned targets under this appeal.

Under these unprecedented and challenging circumstances, through EA funding, the Agency will continue to prioritize food assistance for 1.2 million Palestine refugees, given the stabilizing individual and collective impact of this intervention in a context of deteriorating socio-economic conditions. Short-term employment opportunities, supplemented with multi-sectoral cash assistance, to help meet basic needs, will also be provided. MHPSS services will also remain a priority in Gaza, particularly to support refugees in coping with the additional pressures associated with the May hostilities and COVID-19. Emergency health and education interventions will ensure that vulnerable Palestine refugees have access to adequate services, incorporating emerging needs from the ongoing COVID-19 crisis. Various protection activities will be implemented to strengthen protection mainstreaming in Agency operations, whereby cross-cutting themes

incorporating emerging needs from the ongoing COVID-19 crisis. Various protection activities will be implemented to strengthen protection mainstreaming in Agency operations, whereby cross-cutting themes such as gender, GBV, PSEA, child protection, and disability and inclusion will ensure that refugees' varying and intersecting needs are appropriately addressed.

Finally, UNRWA will also support Palestine refugees whose shelters became uninhabitable as a result of the

May hostilities. The most affected refugees will continue to receive TSCA while reconstruction and repair work on their shelters is in progress.²⁶ The Agency will also strengthen its emergency preparedness capacity by replenishing and providing NFIs to vulnerable refugees, maintaining existing DESs, preparing new mobile DESs and organizing emergency preparedness training for staff.

west bank: context and needs analysis

The impact of the protracted Israeli occupation continues to be felt on a daily basis by over 877,000²⁷ Palestine refugees registered with UNRWA in the West Bank, including East Jerusalem, as well as by the entire Palestinian population.

In 2021, the political context was characterized by stagnation and growing disillusion amongst Palestinians. At the same time, the security situation in the West Bank, including East Jerusalem, deteriorated dramatically. Violence against Palestinians by the ISF reached record-highs; during the first nine months of 2021, 7,125 Palestinians were injured compared with 1,450 Palestinians during the same period in 2020. This is the highest level of recorded ISF violence since 2013.²⁸ In one very concerning incident, on 9 July 2021, the ISF opened fire during clashes, injuring 31 Palestinians with live ammunition and 65 others with plastic coated metal bullets.²⁹ Similarly, there have been more fatalities (71) during the first nine months of 2021 alone than in any of the last four full years.³⁰ Of the fatalities, 26 were Palestine refugees, including four refugee children. In May alone, there were 34 fatalities while in September, nine Palestinians were killed. This increase has largely been attributed to the ISF's excessive use of force against widespread demonstrations throughout the West Bank, including East Jerusalem,³¹ and ongoing demonstrations near Jabal Sbeih in Beita village, south of Nablus, against the illegal settler outpost³² erected there in May 2021, where high numbers of Palestinians continue to be injured each week. Settler violence against Palestinians, their homes and livelihoods, including Palestine refugees living in rural areas, also reached the highest levels since UN monitoring commenced.³³

During the first nine months of 2021, Israeli authorities demolished at least 675 Palestinian structures,

resulting in the displacement of 963 Palestinians, including 181 Palestine refugees and 543 children. This is an increase compared to 563 demolitions in the first nine months of 2020, when 747 Palestinians were displaced, including 246 refugees and 387 children.³⁴

The exposure of Palestine refugees to conflict-related violence has detrimental impacts on their physical and mental health, as well as broader societal impacts regarding other protection risks. Studies have shown, for example, that exposure to conflict-related violence is linked to a rise in GBV and domestic abuse in the Palestinian context, which is further exacerbated by the ongoing COVID-19 emergency.³⁵ COVID-19 movement restrictions have disproportionately increased protection risks faced by women and vulnerable groups, such as persons with disabilities, children and older persons – most significantly in relation to access to services, including health and education. According to the 2021 Multisectoral Needs Assessment (MSNA) in the oPt,³⁶ 12 per cent of Palestine refugee households in the West Bank, including East Jerusalem, reported that movement to, and/or from, UNRWA health centres was restricted by existing checkpoints or other barriers, facilities that were even more crucial during a pandemic.

As evidenced in recent studies, COVID-19 movement restrictions and fear of exposure to the virus also impeded access to health services. According to the latest Ministry of Health (MoH) annual report for 2020, the maternal morbidity ratio has increased to 28.5 per 100,000 live births in comparison to 19.2 in 2019.³⁷ UNRWA health services also recorded a decline in antenatal visits in 2020 due to pandemic related mitigation measures, including the suspension of services for part of the period. During the course of 2020, only 69.3 per cent of women received at least

one member with a disability. Of these, 48 per cent reported living some distance from health facilities as the primary reason why services were inaccessible to persons with disabilities. The same assessment found that one in four refugee households in the West Bank stated that at least one member of the household had reported psychosocial distress in 2021.

COVID-19 has had a devastating effect on the socio-economic situation in the West Bank, with high unemployment and lost income opportunities leading to increases in poverty and widespread food insecurity. The greatest impact is felt by the most vulnerable Palestine refugee families. According to the 2021 MSNA, 38.5 per cent of Palestine refugee households in the West Bank reported family members losing their jobs permanently or temporarily as a result of the economic impact of COVID-19. The highest percentages were reported in East Jerusalem (50 per cent), Areas A and B (43 cent) and Area C (34 per cent) and can be attributed to closures and movement restrictions related to pandemic mitigation measures. According to the same survey, 75.9 per cent of refugee households in the West Bank reported that their monthly income had decreased as a result of COVID-19.

As of 7 October 2021, 40,232 refugees in the West Bank had contracted COVID-19 since the start of the pandemic, including 113 new cases during the first week of October 2021; 934 Agency staff had contracted COVID-19, including 273 health workers. Four staff have died from the virus.

In 2022, UNRWA, as part of the oPt Humanitarian Response Plan (HRP), will continue to prioritize its COVID-19 response, to promote the physical and mental health and wellbeing of Palestine refugees. The need for COVID-19 prevention and mitigation measures, including vaccination and Risk Communication and Community Engagement (RCCE) activities, remains a humanitarian priority. In response to the impact of COVID-19-related disruptions to essential healthcare services, the Agency will strengthen maternal health care, MHPSS, and integrated responses for persons with disabilities. UNRWA will also continue to deploy mobile health clinics to ensure the availability of essential health services for vulnerable and remote communities in Area C, which are affected by occupation-related access constraints that are further exacerbated by the pandemic.

To respond to the humanitarian impacts of the occupation and to mitigate increased unemployment and the loss of livelihoods due to COVID-19, the Agency will continue to provide cash-based assistance,

food and dignified hygiene kits to the most vulnerable Palestine refugees. This includes more than 38,000 individuals from Bedouin and herder communities who will continue to receive food parcels through the UNRWA/WFP partnership. Environmental health services will continue to be provided in all 19 Palestine refugee camps to further promote public health. Where necessary, the Agency will hire additional sanitation labourers to scale up solid waste management and related environmental health services. The Agency will also address the needs of 200 refugee households in Aqbat Jabr refugee camp (in the Jericho area) who are not connected to a sewerage system and are discharging waste into adjacent streams and open areas, increasing health and environmental hazards to downstream communities. Critical rehabilitation needs in UNRWA schools and health centres with inadequate WASH facilities will be addressed. UNRWA will also aim to improve the standard of living for 200 vulnerable refugee families living extremely poor shelter conditions far below the minimum standards, by facilitating shelter rehabilitation in seven refugee camps.³⁹


In 2022, UNRWA will continue to provide quality, inclusive, and equitable education to 46,129 Palestine refugees in 96 schools and more than 1,694 students in VTCs. This intervention is funded through the Agency's programme budget, with EA funding complementing as required to cover emergency interventions and COVID-19 special measures. UNRWA will ensure safe access to its education and skills training facilities through specific measures that address protection concerns and COVID-19 mitigation measures. Efforts will continue to enhance student access to remote and digital learning materials and equipment and to ensure that psychosocial support is provided to help children to cope with the additional stress associated with COVID-19 and the occupation-related violence. Finally, UNRWA in the West Bank will reinforce its distinct protection role within the international humanitarian community. The Agency's protection emphasis will focus on monitoring, reporting and documenting alleged human rights violations of Palestine refugees, directly engaging duty-bearers, including through civil-military coordination with the Israeli authorities, and providing services to Palestine refugees in accordance with international humanitarian principles.

gaza: sector-specific interventions




Food distribution at the UNRWA integrated services operation centre, Gaza. © 2021 UNRWA Photo by Abdallah Hallaq


strategic priority 1: crisis-affected palestine refugee households facing acute shocks have increased economic access to food

emergency food assistance 

to support basic needs of **1,200,000** Palestine refugees in deteriorating socio-economic conditions

emergency cash-for-work 

to provide temporary employment opportunities for **47,000** Palestine refugees

emergency cash assistance 

for **180,000** extremely vulnerable refugees to mitigate the socio-economic hardship caused by overlapping crises

Emergency Food Assistance

Outcome: Families' basic needs are supported, tempering food insecurity and improving access to food		
Output	Indicator	Target (2022)
Basic food commodities remain stable and accessible to refugee households in Gaza under the economic and social blockade	Number of eligible individuals receiving emergency food assistance	1,200,000 (598,680 females, 601,320 males), incl. 54,000 persons with disabilities

The Agency's emergency food assistance operation in Gaza provides a critical humanitarian lifeline to Palestine refugees, including supporting price stability under the distorting conditions of the blockade. In 2021, UNRWA adapted its food intervention approach to more clearly delineate food assistance as an emergency programme that responds to the impacts associated with the blockade. As of the first quarter 2021, one unified food basket was provided to all eligible refugees rather than different quantities of goods based on two categorisations. Given the sheer scale of need, this approach better ensures sustainability. The unified food basket contains wheat flour, rice, sunflower oil, sugar, whole milk, lentils and chickpeas, and is distributed on a quarterly basis.

In 2022, UNRWA will distribute in-kind food assistance to 1.2 million refugees, largely based on natural growth of the current caseload of 1.13 million people assisted in 2021. Women will represent nearly half of the total caseload, including 23,000 females who are heads of households. Around 54,000 persons with disabilities will also receive assistance through this intervention. The Agency will continue to conduct verifications and work to implement the agreed employment exclusion criteria when vetting the caseload – although even those with steady employment are often faced with delays and disruptions in salary payments. The broader collective impact of this sustained relief is relied upon to protect against market volatility and contributes to stability in the blocked enclave in ensuring the most basic food needs are met.

In delivering food assistance under pandemic operating conditions, enhanced hygiene and physical distancing measures will continue to be applied to the Agency's emergency food operation at UNRWA distribution points. As a crowd management and COVID-19 safety measure, UNRWA Gaza Field Office (GFO) increased the number of distribution points from 10 to 15 in 2021. In addition, an appointment system has been introduced to limit the number of refugees attending at any one time to receive their food baskets by providing families with specific dates and time slots through SMS messages. In 2022, UNRWA stands ready to rapidly adjust its operations to the local

context and the evolving epidemiological situation in the Gaza Strip.

COVID-19 has affected food prices and logistics costs globally, also increasing the cost for this intervention in Gaza. In response, the Agency will continue to use its global and local procurement channels to provide high quality food in the most cost-effective manner. Increased funding being sought for this intervention in 2022 is related to disruptions in the global supply chain and increasing commodity costs.

Through its well-established monitoring and evaluation system, UNRWA will implement quality assurance measures,⁴⁰ and will actively engage with refugees to inform future planning to ensure continuous improvement in food assistance operations.

In 2022, UNRWA will be implementing a new approach to verify the identity of beneficiaries. The approach will be entirely managed digitally through a new online service and entails verification of "proof-of-life" and residence in the UNRWA field of operation. Based on this, an individual service card will be issued with a valid QR (Quick Response) code indicating eligibility for UNRWA services. The digital identity verification process, which is smartphone compatible, includes matching a live photo ("selfie") of individual beneficiaries with any type of identification in an automated process. Where automatic matches are not successful, beneficiaries can choose to manually have their identity and residence location verified by a specialized identity verification unit. This process is supported by the outcomes of a 2020 UNRWA education survey that found that across all five fields of operation, 96 per cent of households with Palestine refugee students have at least one smartphone available. The process is expected to significantly contribute to an accountable eligibility management of UNRWA relief assistance recipients.⁴¹

Emergency Cash-for-Work

Outcome: Families' basic needs are supported, tempering food insecurity and improving access to food		
Output	Indicators	Target (2022)
Palestine refugees earn wages to cover their basic food needs	Number of workdays generated	4,870,000
	Number of full-time job equivalents created	17,000
	Number of refugees benefiting from short-term CfW	47,000 (18,800 females, 28,200 males)
	Total value provided to CfW beneficiaries	US\$ 59,000,000

Through its CfW intervention, UNRWA will continue supporting Palestine refugees struggling to cope with the protracted economic crisis and the impact on livelihoods caused by the COVID-19 pandemic. Through this intervention the Agency aims to mitigate food insecurity for approximately 47,000 Palestine refugees by offering short-term employment opportunities. This translates into more than 4,870,000 workdays that generate almost 17,000 full-time job equivalents, injecting US\$ 59 million into the local economy. The CfW short-term work opportunities will include 33,000 unskilled positions, more than 13,000 skilled positions and around 700 professional positions – opportunities that will benefit those directly employed and the families of the refugees who are recruited. In 2022, UNRWA aims to provide 40 per cent of skilled and professional job opportunities to women; about 40 per cent of all CfW opportunities will target youth and young adults (aged 19 to 29) to expose them to the workplace.

Unskilled opportunities will be offered for periods of three to four months, skilled positions for six to nine months, and professional positions for up to twelve months. With increasing needs and limited opportunities, there will be a minimum six-month period between the expiration of a contract and

another member from the same family being signed up to a new CfW contract. The cash transfer amount will be paid in the local currency and will range from the equivalent of US\$ 10 to US\$ 19 per day, depending on the skill level and type of work. Payment in the local currency will mitigate any potential impact of fluctuations in the exchange rate. A dedicated CfW team will be responsible for administering this intervention and will ensure quality standards in fair recruitment and disbursement of wages.

In 2022, UNRWA will continue to implement enhanced occupational health measures to reduce the risk of COVID-19 transmission. The Agency will also provide all CfW beneficiaries with training on safety measures in the workplace. Being COVID-19 vaccinated will form a condition of employment through the CfW in 2022.

Refugees benefitting from the CfW intervention, who may need to suspend their assignment and isolate due to exposure to COVID-19, will be offered the opportunity to complete their assignment in a subsequent period once they have completed their isolation or quarantine period and/or received the necessary treatment.

CfW opportunities included counsellor positions in Keeping Kids Cool summer camp for UNRWA students in Gaza. © 2021 UNRWA Photo by Mohammad Hinnawi



Emergency Cash Assistance

Outcome: Families' basic needs are supported, tempering food insecurity and improving access to food		
Output	Indicator	Target (2022)
Crisis affected refugee families are meeting their basic needs	Number of Palestine refugees receiving cash assistance to mitigate additional socio-economic hardship due to the on-going crisis	180,000 ⁴²

COVID-19, coupled with the May 2021 hostilities, applied additional stress to an already depressed economic sector in Gaza that struggles under the impact of the prolonged blockade with its restrictions on imports/exports and fishing zones. Unemployment continues to rise as small and medium sized businesses strive to survive. Poor infrastructure, electricity outages, outdated Information Communication Technology (ICT) and scarcity of water all contribute to deteriorating socio-economic and overall living conditions in Gaza. Within this context, an already impoverished Palestine refugee population, almost two-thirds of Gaza's population, faces increased vulnerabilities.

Over one million Palestine refugees already rely on the Agency's food assistance to cover part of their daily

caloric needs. Many rely on daily labour and casual work, if available, to secure their minimum subsistence requirements. To help mitigate socio-economic hardship in 2022, the Agency plans, through this EA, to provide a one-off multi-sectoral cash transfer of US\$ 40 per person to 180,000 extremely vulnerable Palestine refugees (45,000 refugees per quarter) to help cover essential needs. This assistance will be provided to families identified by the Agency's multi-dimensional vulnerability criteria, including households headed by females, households headed by older persons or adolescents, and persons with disabilities, and selection will be verified by Agency relief workers.

COVID-19 vaccination campaign at the UNRWA Sheikh Radwan Health Centre, Gaza. © 2021 UNRWA Photo by Mohamed Hinnawi

strategic priority 2: palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis



continued access to primary, secondary and tertiary health care for Palestine refugees

ensuring that COVID-19 prevention measures are in place



education in emergencies

to ensure continuity of learning to **291,000** UNRWA students



protection

to enhance the protection of Palestine refugees and safeguard the integrity of UNRWA operations



mental health and psychosocial support

to provide support to students, parents, families and communities through UNRWA MHPSS networks in schools and health centres, including through remote modalities

Emergency Health

Outcome: Crisis-affected refugees enjoy their right to health		
Outputs	Indicators	Target (2022)
Crisis-affected refugees have access to secondary and tertiary health care	Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	10,000 (5,000 females, 5,000 males)
Crisis-affected refugees have access to primary health care	Number of patients provided with life-saving medicines	4,700
	Number of additional health worker posts covered	520
	Number of medical consultations provided via hotlines	500,000
	Number of phone calls conducted by health staff to provide follow-up remote healthcare	60,000
Infection control measures are in place based on World Health Organization (WHO) guidelines for COVID-19 situation	Number of health centres that undergo regular disinfection as part of the COVID-19 response	22
Vulnerable refugee students receive medical support	Percentage of identified students provided with necessary assistive devices and tools based on screenings ⁴³	90%

COVID-19 continues to place additional strain on an already overstretched health system in the Gaza Strip. Through the present emergency health intervention, UNRWA will contribute to alleviating the burden on the public health sector by supporting the health needs of Palestine refugees through its 22 health centres in Gaza. To this end, life-saving medicines will be provided to 4,700 poor refugees, while hospitalization support, through referrals to a network of contracted private hospitals, will be offered to around 10,000 vulnerable refugees who do not have the means to cover the cost of secondary and/or tertiary healthcare under this appeal.

In 2022, the Agency will continue to implement the measures introduced since 2020 to mitigate the risk of COVID-19 transmission, including the provision and use of PPE for all health staff, the implementation

of a triage system at health centres for patients with respiratory symptoms, and the use of telemedicine to reduce foot traffic in health facilities. UNRWA will also ensure that additional staff are available to implement COVID-19 specific measures (telemedicine, triage system and vaccination campaign) and to replace those who may contract COVID-19 and/or need to isolate. Additional staff will also assist in supporting the MoH COVID-19 vaccination campaign that seeks to reach 70 per cent of the entire eligible population.⁴⁴

As part of school health activities, UNRWA will continue medical screenings in schools for refugee children with special needs, including those with disabilities, providing assistive devices to children when vulnerable families are unable to afford them.



COVID-19 screening for schoolchildren at the UNRWA Deir El Balah Co-Educational School, Gaza.
© 2021 UNRWA Photo by Mohammed Hinnawi

Education in Emergencies

Outcome: The effects of the blockade, poverty and violence, compounded by COVID-19, are countered through a supportive learning environment where refugee students can realize their potential		
Outputs	Indicators	Target (2022)
The quality of teaching and learning is sustained and barriers to access learning are reduced, including during crises	Number of UNRWA students who have attended at least one UNRWA catch-up class	291,100 (140,492 girls, 150,608 boys), incl. 6,300 students with disabilities
	Number of UNRWA students who have received printed SLM to use when they are unable to attend school due to conflict or other emergency	291,100 (140,492 girls, 150,608 boys), incl. 6,300 students with disabilities
	Number of students provided with at least one item of material support, enabling them to access education at an UNRWA school/learning space	291,100 (140,492 girls, 150,608 boys), incl. 6,300 students with disabilities
	Number of students who receive structured after-school activities	6,400 (3,100 girls, 3,300 boys), incl. 100 children with disabilities
Schools adhere to health and safety measures that prevent the spread of COVID-19	Number of schools/learning spaces supplied with materials for improved hygiene routines	278
	Number of school buildings with enhanced hand-washing facilities	177
Vulnerable Palestine refugee children are provided with inclusive education through partnered special education providers	Number of children with disabilities receiving specialized education services through CBOs as part of inclusive education	545 (225 girls, 320 boys)

In 2022, UNRWA will continue to provide basic education to 291,100 elementary and preparatory school students in 278 Agency schools in Gaza, providing a quality, inclusive and equitable education to Palestine refugee students. The Agency will continue to apply its EiE approach, which was designed to ensure the continued provision of education to children impacted by crises, such as COVID-19 and recurring hostilities. In order to adjust to the challenges created by the pandemic, UNRWA will maintain a flexible approach, applying different learning methodologies, including through full classroom face-to-face learning, blended learning and full remote learning that utilises the Agency-wide DLP. This tool provides a host of online learning materials, including self-learning cards, explainer videos and self-assessment cards.⁴⁵

In addition, should blended or remote learning be activated, UNRWA will further provide printed hard copies of SLM, prepared and approved for the DLP. This will help ensure access to education for all students regardless of their ability to access online resources. To ensure these materials are provided in line with best practice, and are therefore age-appropriate, empower students to advocate for human rights, and are produced in line with the Agency's commitment to the humanitarian principles, including neutrality and independence, all SLMs will continue to be subject to three layers of review: (i) at the field level; (ii) at

Headquarters (HQ) by the Education Curriculum team in the Education Department; and (iii) at the Executive Office level. To support dedicated education staff in producing high-quality SLMs that are in line with UN values, UNRWA HQ will aim at providing in-person training for 200 teachers who are developing SLMs.

Additional education support for refugee students will be provided through catch-up classes for those who have missed regular classes due to hostilities, COVID-19 or other emergencies. This intervention will support students to meet minimum academic standards in the four core subjects: Arabic, Mathematics, Science and English. In light of the deepening poverty, many parents struggle to secure the materials their children need for school. To safeguard children's right to education, the Agency aims to provide 291,100 students with the necessary back-to-school supplies, including stationery and school bags. In addition, UNRWA will implement structured recreational activities and PSS after school hours for up to 6,400 students.

To ensure access to education for refugee children with certain disabilities, who cannot be mainstreamed in UNRWA schools and require specialized learning modules, UNRWA will continue partnering with Community-Based Rehabilitation Centres (CBRCs). Here, the aim will be to provide basic education for around 500 children with disabilities, in line with the Agency's inclusive education principles.

As a COVID-19 preventive measure, face masks are worn in all UNRWA schools in Gaza. © 2021 UNRWA Photo by Abdallah Hallaq



Throughout the academic year, the Agency will ensure that enhanced hygiene and health measures are implemented in all 278 UNRWA schools. This will include ensuring the continued availability of cleaning

materials and the improvement of hand-washing facilities. Guidance will also be provided to school staff to manage suspected or identified COVID-19 cases.

Mental Health and Psychosocial Support

Outcome: The psychosocial well-being of Palestine refugees is enhanced		
Outputs	Indicators	Target (2022)
UNRWA students and parents receive psychosocial support at UNRWA schools	Number of students receiving individual counselling	13,000 (6,250 girls and 6,750 boys), incl. 300 children with disabilities
	Number of students receiving group interventions	11,500 (5,500 girls and 6,000 boys), incl. 250 children with disabilities
	Number of public awareness sessions held for parents	800
UNRWA students receive activities to promote physical and mental well-being	Number of UNRWA students who have participated at least once in UNRWA summer recreational programmes	98,500 (47,500 females and 51,000 males), incl. 1,090 children with disabilities
Families and communities receive psychosocial support at UNRWA health centres	Number of Palestine refugees receiving psychosocial support, including remote counselling	6,000 (5,030 females and 970 males), incl. 120 persons with disabilities
	Number of GBV survivors assisted by counselling support, including remote counselling	500 (455 females and 45 males), incl. 10 persons with disabilities
UNRWA staff are provided with support services to mitigate psychosocial stress	Number of UNRWA staff receiving staff care services	13,000 (7,644 females, 5,356 males)

The May 2021 hostilities forced Palestine refugees in Gaza to live through additional psychological trauma, adding to the existing social, economic and financial stress from years of blockade and recurrent hostilities. To ensure that MHPSS is not disrupted during such a critical period, UNRWA will continue to provide these services through its education and health programmes, both in person and remotely by using dedicated helplines. This will allow people to have access to PSS whenever needed.

The Agency will also ensure that school psychosocial counsellors are deployed across all UNRWA schools in the Gaza Strip to provide both preventive and responsive PSS to all students. Through this intervention, individual and group counselling will be offered either in UNRWA schools, for as long as conditions permit, or through remote counselling in the event that students return to remote learning and in support of students in home quarantine or isolation. Counsellors will employ a holistic and integrated approach to child and family well-being, providing consultations and guidance for students, parents and teachers and will continue to be in contact with parents to enhance their partnership in PSS for children. Counsellors will also be available for remote consultations with parents, either by phone, through school online platforms or through group sessions in person or virtually as the COVID-19 situation allows. The GFO MHPSS unit plans to conduct 800 group sessions in

2022 for parents and plans to publish PSS educational videos and other material on official Agency platforms.

Through summer activities in 2022, students will be engaged in constructive and fun activities in a protective environment, building concrete life skills and positive values to support mental, physical and emotional wellbeing. With reference to differing vulnerability profiles, in recognition that crisis impacts individuals differently, girls will especially benefit from this intervention as they are generally facing limited opportunities for fun activities outside the home boundaries. Summer activities also ensure the continuity of counselling services for students receiving PSS during the school year.

MHPSS counsellors in the 22 UNRWA health centres will provide in-person support to critical cases identified through Agency medical staff. In this regard, focused and structured MHPSS counselling will be provided to vulnerable groups, including women of reproductive age, children, older persons, persons with disabilities and GBV survivors, who will be identified through a referral system in health centres and through other UNRWA programmes. Recognising the relationship between health and other protection risks, additional support, such as legal counselling, will also be provided as required.

In 2022, staff welfare, including MHPSS services for UNRWA staff in Gaza, will also be provided under this EA. In this regard, some 13,000 UNRWA staff in Gaza, the majority of whom are Palestine refugees themselves, are responsible for front line service provision while being exposed to the same stressors as the rest of the

population in Gaza. To address this, the Agency will provide in-person and/or online sessions targeting all staff. Sessions will be conducted by UNRWA MHPSS counsellors and/or external professionals.

Shelter rehabilitation/reconstruction⁴⁶

Outcome: Impacted refugee families have access to sustainable shelters, including transitional shelter cash support for the displaced		
Outputs	Indicators	Target (2022)
Refugee families affected by the May 2021 hostilities are supported with shelter rehabilitation and reconstruction	Percentage of eligible displaced refugee families receiving TSCA	100%
	Number of uninhabitable shelters (severely damaged or totally destroyed) receiving reconstruction support	1,300
	Number of families receiving minor/major shelter repair support	7,200

Palestine refugees in Gaza have often shouldered the burden of having to rebuild their lives and homes following hostilities, most recently in May 2021. As of 24 October 2021, UNRWA provided TSCA to 1,175 families whose homes were badly damaged/destroyed and rendered uninhabitable. This assistance covered the most immediate needs and partially subsidized adequate temporary shelter solutions. Further support is needed in 2022 until the reconstruction and repair works are completed for displaced families. In this regard, the Agency intends to provide TSCA to approximately 1,000 families for up to 12 months. The value of this assistance measure is, and will continue to be, determined in coordination with the Shelter Cluster and the Ministry of Public Works and Housing (MoPWH).

At the time of preparing this appeal, UNRWA was finalizing the verification of the damage assessment for Palestine refugee shelters affected by the May hostilities, an activity implemented in coordination with the MoPWH and the Shelter Cluster. In 2022, the Agency will support the reconstruction and repair works for about 8,500 Palestine refugee shelters affected by the May 2021 hostilities, including around 1,300 shelters that were completely destroyed or severely damaged and around 7,200 shelters with varying degrees of damage (and needing minor to major repair

works). Eligible refugee families will receive cash grants and technical assistance for shelter rehabilitation work. This assistance measure will be implemented through the self-help approach,⁴⁷ or a local company that may be contracted depending on the extent of the damage as assessed by UNRWA engineers and verified in coordination with the MoPWH. Priority will be extended to vulnerable refugees, including female and adolescent-headed households, families that include persons with disabilities and families with elderly relatives.

The fragile political situation, unpredictable import restrictions and global shortages of raw materials, means there is a significant risk of possible shortages in building materials and equipment in 2022, affecting the cost of proposed interventions. UNRWA continues to monitor the availability and cost of materials in the local market in coordination with the Shelter Cluster. Before refugees are invited to sign the undertaking, UNRWA will verify that the agreed cost of the repairs is still valid. Across all shelter interventions, UNRWA will continue to coordinate with the Shelter Cluster and MoPWH to ensure consistency in assistance.



An UNRWA engineer assesses damages to a refugee shelter in Gaza.
© 2021 UNRWA Photo by Mohamed Hinnawi

Protection

Outcome: The protection of Palestine refugees' human rights is enhanced		
Outputs	Indicators	Target (2022)
High risk and critical protection cases receive comprehensive support	Percentage of critical ⁴⁸ and high risk ⁴⁹ protection cases receiving individual case management support	100%
	Number of protection (advocacy) interventions, including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers	25
Protection mainstreamed in UNRWA's humanitarian response	Number of staff (non-protection specialists) who received training in protection mainstreaming, child protection and GBV	250
Child protection responses are provided, including case management, psychosocial support and programmes aimed at supporting vulnerable children and families who have been affected by conflict related violence and violations, and violence in households	Number of children and caregivers affected by conflict related violence and violence in households benefiting from child protection interventions	1,700
UNRWA staff capacity of providing ERW awareness is increased	Number of staff who participate in an ERW Risk Education training of trainers (ToT)	100
Awareness on detection and prevention of sexual exploitation and abuse (PSEA) is increased	Number of staff members trained as trainers on PSEA awareness, detection and prevention	40
	Number of community members who participate in PSEA-related awareness raising sessions	1,000
Vulnerable Palestine refugees are provided with special protection interventions through CBOs	Number of GBV survivors receiving legal advice and social interventions	1,000 (700 females, 300 males), incl. 150 persons with disabilities

UNRWA will continue to strengthen its protection mainstreaming across all programmes. Case management and referral system mechanisms, particularly in schools and health centres, will be strengthened through the training of at least 250 Agency staff and continuous coordination with Protection Cluster members. Special attention in this regard will be extended to child protection and GBV initiatives. To ensure Palestine refugees receive the most specialized and relevant protection services, UNRWA will also seek to increase its coordination with local national and international non-governmental organizations and other UN Agencies in line with Core Humanitarian Standard Commitment 6 ("Communities and people affected by crisis receive coordinated, complementary assistance").

Under this appeal, the Agency will focus on an estimated 1,700 children experiencing high and critical domestic protection risks, such as GBV and child abuse. Children severely affected by conflict related violence will receive targeted child protection interventions including, but not limited to, PSS and external referrals. This is an integral component of the Agency's commitment to the humanitarian principles of humanity and impartiality which will ensure that UNRWA meets the needs of the furthest behind first.

UNRWA joined the "Call to Action on Protection from GBV in Emergencies" in 2017, and developed tools to respond to, prevent and mitigate GBV risks. These tools include guidelines for GBV risk mitigation, a related e-learning and a training package on the survivor-centered approach to GBV. In 2022, the Agency will seek to strengthen its emergency preparedness tools in relation to GBV and child protection by providing 250 UNRWA non-protection specialist frontline staff with training on protection mainstreaming principles, protection interventions and referral systems focusing on child protection and GBV, including in emergencies.

PSEA modules will be incorporated in all protection training sessions. UNRWA will continue to closely engage with the UN Country Team (UNCT) inter-agency PSEA Network in Gaza for planning, guidance and training. This close partnership is already in place. The Agency will also establish four area-based Protection Mainstreaming Working Groups across the Gaza Strip, aimed at strengthening protection mainstreaming throughout UNRWA humanitarian response and service delivery. All 40 staff involved in these working groups will receive training in protection mainstreaming. The Agency will also expand ERW risk education by partnering with the United Nations Mine Action Service (UNMAS) to train its emergency shelter

staff and key school staff. Here, at least 100 staff will receive ERW Risk Training through a training of trainers (ToT) programme. In addition, up to 100,000 refugees will receive awareness raising in DESs, provided by DES shelter managers in case of future escalations in hostilities.

In order to raise more awareness of the protection context affecting Palestine refugees, the Agency will undertake 25 advocacy initiatives for members of the international community, including by providing local briefings and issuing press releases.

Operationalising humanitarian principles in order to safeguard humanitarian space and access will remain critical for the continued operational effectiveness and safety of Palestine refugees, staff and UNRWA facilities in Gaza. Given the political context, this entails certain sensitivities that will be addressed through

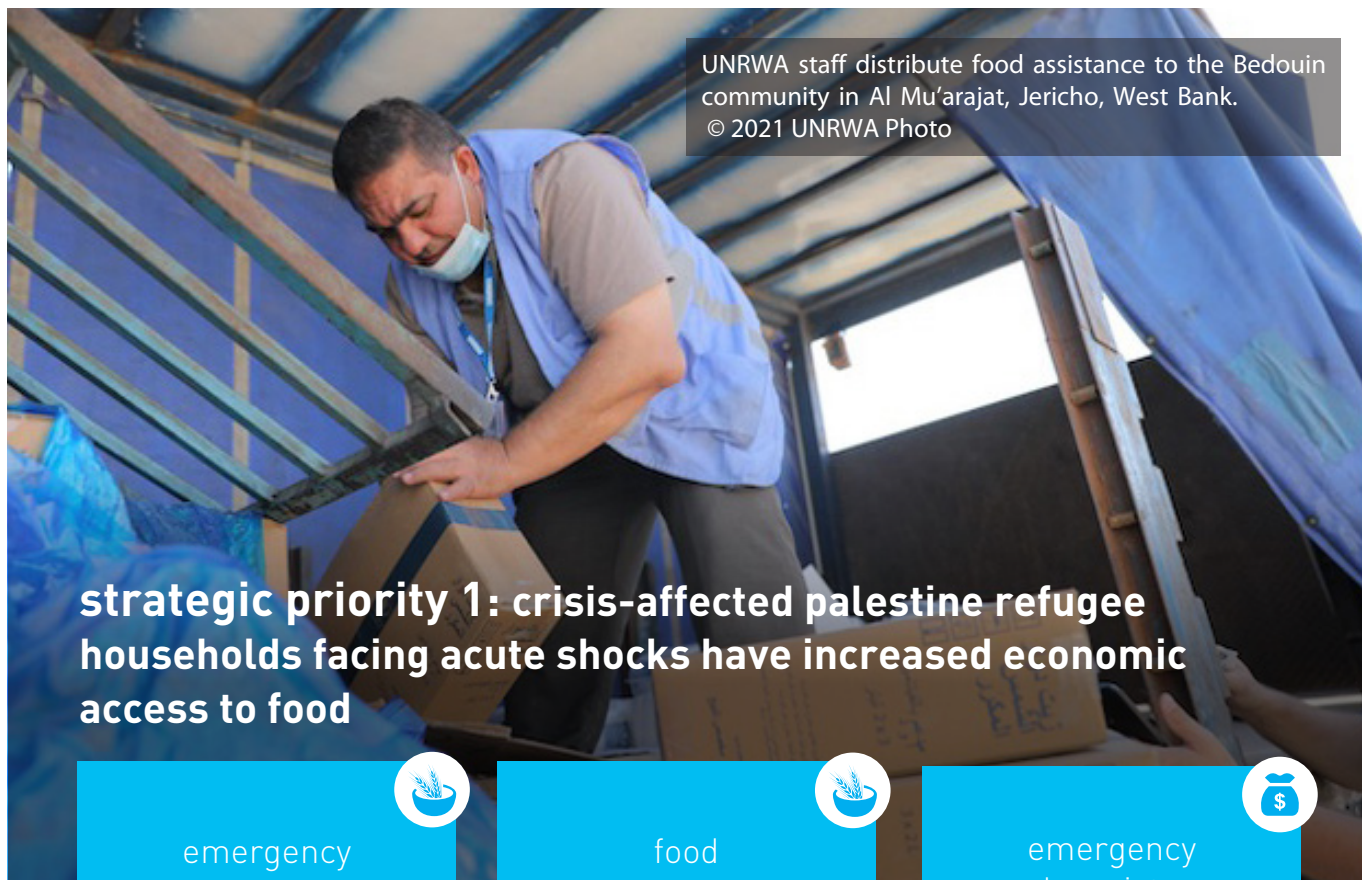
continued community engagement that stresses the Agency’s humanitarian mandate, and the importance of the UNRWA commitment to humanity, impartiality, neutrality, and independence in gaining the trust of all parties to the conflict and thereby continuing its services even in the most fragile of contexts.

To assist vulnerable women in need of legal aid services, including survivors of GBV, UNRWA will support the provision of legal counselling and legal representation, as well as certain social interventions, for approximately 1,000 Palestine refugee women. This will be done in partnership with CBOs such as the Women Programme Centres (WPCs), located across the Gaza Strip. WPCs will be supported to raise awareness and involve Palestine refugee communities in the protection of women against GBV, to encourage both response and prevention.



With assistive devices from UNRWA, children with disabilities are able to access their schools in Gaza. © 2021 UNRWA Photo by Mohamed Hinnawi

west bank: sector-specific interventions



UNRWA staff distribute food assistance to the Bedouin community in Al Mu'arajat, Jericho, West Bank.
© 2021 UNRWA Photo

strategic priority 1: crisis-affected palestine refugee households facing acute shocks have increased economic access to food

emergency food assistance

to meet the food requirements of

38,350

food-insecure individuals in Bedouin and herder communities

food baskets

to support the food requirements of

10,000

vulnerable refugee households affected by COVID-19

emergency cash assistance

to support the food security of

22,044

abject poor refugees inside and outside camps

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered		
Output	Indicators	Target (2022)
Food-insecure refugee households are provided with assistance to support them meet their most basic food requirements	Number of individuals benefiting from joint WFP-UNRWA food distributions for vulnerable Bedouin and herder communities in Area C	38,350
	Number of households receiving in-kind food baskets	10,000 households (56,551 individuals, including 27,671 females)

To respond to increased food insecurity due to lost livelihoods and income as a result of COVID-19, UNRWA will distribute food baskets to 10,000 vulnerable Palestine refugee households who are unable to meet their basic needs, including 1,342 female-headed households, reaching over 56,000 individuals. Assistance will be delivered through the home distribution of food baskets to vulnerable households, with a priority given to those in self-isolation, quarantine or lockdown. Responding to refugees' feedback, the food basket in 2022 will include items such as flour, rice, oil, beans and milk, procured locally where possible. Food baskets will also include information on COVID-19 and awareness raising materials on PSEA, including the PSEA hotline number. The inclusion of these materials accords with the principle of 'do no harm', preventing and minimizing any unintended negative effects of activities that can increase people's vulnerability to physical and psychosocial risks.

Under this EA, the Agency will also provide food-insecure Bedouin and herder communities in Area C (with refugees constituting the majority in this population) with in-kind food assistance through an existing partnership between UNRWA and WFP. Through this intervention, 38,350 individuals from Bedouin and herder communities will receive food parcels on a quarterly basis, with food items procured by WFP and distributed by UNRWA. These communities are among the most vulnerable populations in the West Bank, with food insecurity levels exceeding 60 per cent for Bedouin refugees, compared with 16 per cent overall for refugees in the West Bank.⁵⁰ Their vulnerability has worsened due to an increase in threats of home and livelihood structure⁵¹ demolitions

and forcible displacement which leads to entrenched poverty and increased aid dependency. Families benefitting from this support have repeatedly stressed the importance of the food assistance programme and its positive impact on their daily lives. Due to the high vulnerability of these communities and their dependency on UNRWA and WFP to meet their food security needs, the Agency will continue to prioritize this life-saving intervention.

Throughout all its services, the Agency adopts a variety of mechanisms to facilitate participation, feedback and complaints from all refugee population groups. These include: (i) a dedicated toll-free phone hotline; (ii) post-distribution satisfaction surveys; and (iii) dedicated mechanisms for reporting and responding to sexual exploitation and abuse (SEA) and serious misconduct complaints, in line with the Core Humanitarian Standard Commitments 4 and 5: "Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them", and "Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints", respectively.⁵² In 2022, UNRWA will focus on improving the safety, confidentiality and accessibility of reporting channels for preventing SEA. This will be achieved through capacity building for key staff (social workers, relief workers, Crisis Intervention Unit (CIU) staff, hotline workers) on principles and policies supporting greater accountability to affected populations and PSEA, in addition to the development of tools to enhance internal reporting and accountability mechanisms.

Emergency Cash Assistance

Outcome: The severity of refugee food insecurity is tempered		
Output	Indicators	Target (2022)
Abject poor refugees receive emergency cash-based assistance to cover their basic needs	Number of abject poor refugee households in the West Bank (in rural, urban areas and in the 19 camps) receiving cash-based assistance through the e-card modality	3,130
	Number of abject poor refugee individuals in the West Bank (in rural, urban areas and in the 19 camps) receiving cash-based assistance through the e-card modality	22,044
	Total value disbursed as cash-based assistance to abject poor refugee households	US\$ 3,479,166

The socio-economic impact of COVID-19 has further exacerbated the vulnerability of abject poor refugees resulting in increased food insecurity. In addition to the loss of employment and income, poorer households also suffer disproportionately from rising food prices, resorting to negative mechanisms to cope with the lack of food and/or money to buy food. According to the 2021 MSNA, 28 per cent of refugee households in the West Bank reported buying food on credit through borrowed money from relatives, friends or financial institutions, 13 per cent reported reducing expenditure on health, education and essential household items, and 1.5 per cent reported child marriage or forced marriage to reduce the number of dependent family members.

Under the 2022 EA, UNRWA will provide emergency cash-based assistance through its e-card modality to an estimated 3,130 abject poor Palestine refugee households (22,044 individuals) inside and outside the 19 refugee camps who live on less than US\$ 2 per person per day. Each household member will receive 125 New Israeli Shekels (NIS) (at the current exchange rates, approximately US\$ 39) per quarter.

E-cards will be provided as bank debit cards, issued by the Bank of Palestine. During e-card distributions,

consultations will be held with recipient families to raise awareness on PSEA and to provide information on Agency complaint mechanisms.

The Agency assesses household poverty levels in the West Bank using a Proxy Means Test Formula (PMTF). In addition to consumption levels, this formula takes into consideration other aspects of vulnerability, such as the presence of people with chronic diseases in the family, housing conditions, education and health status, employment, as well as household composition (e.g., the number of elderly and persons with disabilities and female-headed households). This is in line with the humanitarian principles of humanity and impartiality, which prioritise responses to the needs of the most vulnerable. Beneficiaries have regular opportunities to provide feedback and have access to the Agency's complaints mechanism. According to information collected through the Agency's quarterly post-monitoring assessments, emergency cash-based assistance contributes to alleviating food insecurity amongst the most vulnerable households and protects families from falling into even deeper poverty.

A Palestine refugee student in class at the UNRWA Araba Girls' School in Jenin, West Bank. © 2021 UNRWA Photo by Kazem Abu Khalaf

strategic priority 2: palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis



continued access to primary, secondary and tertiary health care for Palestine refugees

ensuring that COVID-19 prevention



education in emergencies

to ensure continuity of learning to **47,823** students in UNRWA schools and vocational training centres



protection

to mitigate the impact of the continued erosion of coping mechanisms amongst Palestine refugees and to safeguard the integrity of UNRWA operations



environmental health services

in **19** refugee camps to prevent additional public health hazards

Emergency Health

Outcome: Contain the spread of COVID-19 and decrease morbidity		
Outputs	Indicators	Target (2022)
Refugees have continued access to primary health care	Number of NCD patients reached through the home distribution of medicines	4,000 (2,320 females, 1,680 males)
	Number of calls received via the health advice helplines, including medical consultations and service inquiries	1,200 (816 females, 384 males)
	Number of consultations provided to beneficiaries in remote communities by UNRWA mobile health teams	24,000 (11,760 females, 12,240 males)
The spread of COVID-19 during healthcare delivery is prevented, patients and health workers are protected, and the effects of COVID-19 are addressed through a comprehensive package of infection prevention and control and public health safety measures	Number of COVID-19 vaccine doses administered at UNRWA health centres ⁵³	30,000 (49% females, 51% males)
	Number of health centres providing rapid antigen tests for COVID-19	24
	Number of health staff trained on disability inclusion	150
	Number of newly-employed psychosocial counsellors	19
	Number of beneficiaries receiving reproductive health services by the newly-hired community midwives	1,200 (800 females, 320 males, and 80 persons with disabilities)
	Refugees reached with RCCE material produced by UNRWA	10,000
COVID-19 infection control measures, based on WHO guidelines, are operational	Number of yearly emergency cases, including respiratory illnesses, referred to contracted hospitals	1,200 (600 females, 600 males)

UNRWA in the West Bank, including East Jerusalem, registers more than 1,000,000 patient visits every year through the Agency's network of 43 health centres, health points and Qalqilya Hospital, which collectively served 669,150 refugees (approximately 57 per cent women) in 2020. The COVID-19 emergency has increased the pressure on UNRWA's already overburdened health services. Since the beginning of the pandemic, 40,232 refugees in the West Bank have been infected, including 113 new cases in the first week of October 2021. As of 7 October 2021, 273 Agency health staff (39 per cent of the Agency's health workers in the West Bank) had been infected.

Under the 2022 EA, UNRWA plans to continue providing a comprehensive COVID-19 response in the West Bank to mitigate the spread of the virus and protect Palestine refugees and Agency health staff, while continuing to provide primary health care services, especially for the most vulnerable refugees, including those facing access barriers to health services.

In-person access to Agency health services will be prioritized for pregnant women and nursing mothers, persons with disabilities and NCD patients, as well as interventions to improve the mental health well-being of Palestine refugees.

Preventive measures to mitigate the spread of COVID-19 amongst patients and health staff during the delivery of primary health care at UNRWA health facilities will be implemented through: (i) infection prevention and control measures (PPE, triage procedures, infection control materials and the procurement of rapid antigen tests); and (ii) the provision of COVID-19 vaccinations, in cooperation with the MoH. Anticipating that the COVID-19 crisis will continue in 2022, UNRWA will continue to maintain/adapt essential health services in response to the prevailing epidemiological situation.

This will be achieved through:

- 1) Ensuring home deliveries of medications, particularly for vulnerable NCD patients (bedridden and high-risk cases);
- 2) Strengthening the use of health helplines to limit unnecessary foot traffic in UNRWA health centres and health points, thereby reducing potential exposure to COVID-19;
- 3) Hiring 24 new community midwives to improve maternal health care services through home visits to high-risk pregnant women, thereby limiting their exposure to COVID-19. In addition, through trainings and community consultations, these midwives will

raise awareness on sexual and reproductive health topics and GBV. Consultations will take place in the planned Breastfeeding / Women and Girls' Safe Spaces in 17 UNRWA health centres. This is part of the Agency's efforts to strengthen community awareness of SEA and ensure access to appropriate reporting mechanisms. Frontline health staff will complete at least one PSEA training during 2022, strengthening safeguards for reporting SEA and referrals for survivors;

4) Providing additional support to persons with disabilities whose vulnerability and isolation may have increased under COVID-19 restrictions. To address this, integrated service provision for persons with disabilities will be strengthened through: (i) training for frontline health staff on disability inclusion; (ii) training on disability screening to improve identification; (iii) procurement of assistive devices in health centres to facilitate medical visits for persons with disabilities; and (iv) referrals for additional services, including assistive devices, for at least 200 vulnerable persons with disabilities;

5) Mitigating the impact of COVID-19 on refugees' mental health through the recruitment of 19 psychosocial counsellors who will be deployed in UNRWA health centres;

6) Carrying out RCCE activities in cooperation with RCCE partners and the MoH; and

7) Providing medical hardship support to assist vulnerable refugees registered in the Agency's social safety net programme (SSNP) who may face increased hospitalization costs due to COVID-19 and are unable to cover their hospitalization needs.

In addition to the COVID-19 response plan, UNRWA aims to improve primary health accessibility for vulnerable refugees in remote communities in Area C and East Jerusalem who face movement and access restrictions due to Israel's restrictive permit system. According to the 2021 MSNA, 12 per cent of refugee households in the West Bank reported that movement to, and/or from, their nearest health care facility was restricted by existing checkpoints or other barriers. To address health access issues in the West Bank, including East Jerusalem, three UNRWA mobile health teams will provide health services to 13 remote communities⁵⁴ in Area C with a total population estimated at 63,665 persons. These teams will also raise awareness among refugees on COVID-19 prevention and mitigation measures and SEA complaints mechanisms. Each mobile health team will include a medical doctor, an assistant pharmacist, a staff nurse, a midwife, a psychosocial counsellor, a clerk, a driver and two cleaners (cleaners will be identified from the served communities) and will be equipped with a van, medical equipment and NCD medication. Awareness raising materials on COVID-19 preventative measures, PPE and hygiene materials will be distributed to all patients. The addition of psychosocial counsellors and midwives in the mobile health teams will allow UNRWA to identify vulnerable individuals, make referrals for GBV survivors and engage with local communities. This is crucial to ensure that no one is left behind and that UNRWA assistance is provided in line with the humanitarian principles of humanity and impartiality. All health services to remote communities are provided in consultation with served communities, including through consultations, responding to feedback in a timely manner and monitoring service provision.

Education in Emergencies

Outcome: Ensuring access to education in emergency for all UNRWA refugee students		
Output	Indicators	Target (2022)
UNRWA students continue to receive equitable, quality and inclusive education services while standards of physical distancing are implemented	Number of students who use UNRWA-provided transport to attend school ⁵⁵	800 (430 girls, 370 boys)
	Number of UNRWA students who have participated at least once in UNRWA summer recreational programmes	4,200 (2,520 girls, 1,680 boys)
	Number of UNRWA students who have attended at least one UNRWA catch-up class	19,800 (12,100 girls, 7,700 boys)
	Number of school students who have attended at least one counselling session provided by UNRWA	46,129 (27,700 girls, 18,429 boys)
	Number of students who have participated in an awareness session on safety and security ⁵⁶	1,250 (315 girls, 935 boys)
	Number of schools and VTCs supplied with materials to implement enhanced COVID-19 hygiene measures	99
	Number of additional teachers hired to provide additional learning opportunities for students	150
	Number of students provided with tablets for distance learning	14,059 (8,435 girls, 5,624 boys)



Students in a science class in the UNRWA Jerusalem Girls' School, East Jerusalem, West Bank. © 2021 UNRWA Photo by Ahmad Musleh

UNRWA works to ensure safe and equitable access to inclusive and quality education for 46,129 school students and 1,753 youth in VTCs in the West Bank, including East Jerusalem. Attacks on schools, COVID 19 restrictions, limited MHPSS services, insufficient and/or inadequate safe school infrastructure, and poverty are factors that contribute to increased education-related vulnerabilities affecting school-aged children attending 96 UNRWA schools and three VTCs. In response to the protracted protection crisis, UNRWA will focus on the delivery of its EiE approach in five key areas:

1) Access to education: In order to guarantee access to education and address the protection threats children experience while commuting to school, UNRWA will provide safe transportation to 800 refugee students living in East Jerusalem and remote villages in the Jericho area (Jordan Valley). The Agency will also provide these students with protective presence in, and accompaniment to, schools that are particularly exposed to military incursions and the use of live ammunition and tear gas.⁵⁷ In addition, school staff who facilitate children entering and exiting schools will be provided with blue UN vests. School materials (uniforms, school bags, stationery kits) will be provided to 11,500 vulnerable students from grades 1-3 whose parents are unable to provide these resources.

The ability to access education is further challenged for the 1,754 students with disabilities enrolled in UNRWA schools who face a higher risk of dropout.⁵⁸ To address this, UNRWA will provide internal and external referrals to specialized services.

2) Safe and secure learning environments: All 96 UNRWA schools across the West Bank, including East Jerusalem, are following strict protocols to limit the spread of COVID-19 amongst students and teachers. All school facilities are disinfected and cleaned on a daily basis, prior to receiving children. To this end, an additional 120 daily paid school attendants/cleaners were recruited in 2021 and cleaning supplies and PPE (disposable masks and hygiene gel) will be procured for 2022 for regular school cleaning and disinfection in line with Agency standards and WHO guidelines.

3) Psychosocial well-being of students: UNRWA is supporting the psychosocial well-being of students by strengthening the provision of school-based PSS to boys and girls through the deployment of 30 school counsellors. To reinforce this effort, several summer camps will be organized in 2022, under this appeal, to offer opportunities to 3,000 vulnerable students to strengthen their coping skills in relation to the current environment while enhancing their overall physical, social and emotional well-being.

4) Sustaining quality teaching and learning:

Depending on the COVID-19 situation, face-to-face learning will continue in Agency schools and VTCs for the remainder of the 2021/2022 academic year. To support students to catch-up on educational losses sustained during COVID-19-related school closures, remedial education will be provided to students in grades 7-9. In addition, enrichment classes will also be provided. These learning opportunities will focus on the four core subjects: Arabic, English, Mathematics and Science. Remote learning and e-learning opportunities will also be provided for students in grades 7-9. UNRWA will support 14,059 vulnerable students with tablets, enabling them to access electronic versions of the SLMs, developed in line with UN values.

A recent Economist Intelligence Unit report found that a 10 per cent increase in school connectivity can increase the effective years of schooling for children by 0.6 per cent and GDP per capita by 1.1 per cent.⁵⁹ An additional 150 teachers will be a resource to support blended learning and remedial education for these grades. UNRWA will also provide catch-up classes in support of additional learning opportunities for students in grades 1-6. An additional 200 teachers will be deployed, offering in-person and remote classes on Saturdays for students in these grades.

Shelter rehabilitation

Outcome: Shelter rehabilitation secures decent standards of living for abject poor refugees		
Output	Indicators	Target (2022)
Abject poor refugees with urgent shelter needs receive emergency cash-based assistance for shelter rehabilitation through the self-help approach	Number of abject poor refugee households receiving emergency cash for shelter rehabilitation through the self-help approach	200 (including 58 female-headed households)
	Number of abject poor refugees benefiting from shelter rehabilitation through the self-help approach	1,019 (543 females, 476 males)

The 2021 MSNA indicates that 3.1 per cent of refugee households currently live in substandard shelters (compared with 1.9 per cent of non-refugees). In addition, many camps have dilapidated sewerage and water networks and poor storm water drainage that pose public health risks for camp residents. In this regard, according to MSNA findings, 62.7 per cent of refugee households affected by flooding sustain damages to their shelters. Further, many shelters lack adequate ventilation, leading to dampness and mould during winter and impacting on refugees' health. Shelters are usually small and women and older girls in particular suffer from a lack of privacy. For people with disabilities, accessibility, both to and within their shelters, negatively impacts their well-being.

Under the 2022 EA, UNRWA aims to improve the standard of living for 200 vulnerable refugee families (1,019 individuals) living in inadequate and/or unsafe shelters in seven refugee camps: Jenin, Tulkarm, Jalazone, Am'ari, Kalandia, Arroub and Fawwar.

Through the Agency's self-help approach, each household will receive funds to carry out rehabilitation work, based on Agency shelter assessments and new shelter designs (taking into consideration accessibility issues for persons with disabilities). Cash assistance will be provided to eligible families in three to four instalments of equal value, which will be paid after UNRWA engineers verify the quality of the work. Once the beneficiary household has completed the work agreed under the first instalment, they will receive the second and subsequent installments until the rehabilitation is finished. A checklist of works required to be completed for each payment is agreed in advance between UNRWA engineers and the beneficiary to ensure transparency in the use of the funds and ensure regular monitoring by UNRWA engineers. Households targeted for this urgent intervention were identified based on a scoring system for poverty levels and other vulnerabilities, such as family composition and size, shelter condition and the number of family members with disabilities.



An UNRWA staff member distributes COVID-19 information leaflets in Aida refugee camp, Bethlehem, West Bank. © 2021 UNRWA Photo

Protection

Outcome: Refugees receive enhanced protection from the immediate and most serious effects of occupation related policies, practices and hostilities, respect for IHL, IHRL and IHR is promoted, and abuses are mitigated		
Outputs	Indicators	Target (2022)
Systematic follow up to alleged violations of IHL, IHRL and other applicable international standards	Percentage of external stakeholders who report taking a concrete action as a result of the Agency's advocacy interventions	40%
	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	65%
International delegations are better informed to advocate on the protracted crisis affecting refugees	Number of protection (advocacy) interventions, including formal letters, concerning protection issues undertaken by UNRWA that target external actors and duty bearers	150
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased	Percentage of vulnerable refugee households impacted by protection threats who re-establish the physical safety and security of their residence after receiving emergency cash-based assistance	50%
	Percentage of refugee households affected by demolitions/evictions who re-establish stable accommodation by the end of the interventions ⁶⁰	50%
	Number of persons benefitting from emergency response services (case management, referrals, cash-based assistance)	3,120
	Number of persons referred to other specialised services or providers for assistance	936
	Number of persons reached by the implementation of specific prevention measures to enhance their safety and security	300
Installation inspections, sensitization training and management reviews are carried out to safeguard humanitarian principles and neutrality	Percentage of installations monitored quarterly	100%
Protection needs (GBV and child protection) of the most vulnerable Palestine refugees are addressed	Number of new protection cases provided with targeted cash-based assistance and GBV kits	150

The humanitarian situation in the West Bank, including East Jerusalem, is characterised as a protracted protection crisis. In the current context, UNRWA has identified the following five major protection concerns: (i) injury or death as a result of the use of force by the ISF during security operations; (ii) forced displacement and risk of forcible transfer;⁶¹ (iii) presence and expansion of illegal Israeli settlements and settler violence;⁶² (iv) restrictions on freedom of movement;⁶³ and (v) widespread exposure of children to violence and risk of detention by Israeli authorities.⁶⁴

The UNRWA Protection and Neutrality team in the West Bank undertakes advocacy and civil-military interventions with the Israeli authorities by directly engaging duty-bearers and their representatives. In addition, the Agency briefs decision-makers and diplomats on the complexities of the protection challenges facing Palestine refugees. Efforts are made to mobilize these actors to advocate on behalf of the affected refugee population. This approach is in line with the Humanitarian Country Team (HCT) Advocacy Strategy 2019-2021,⁶⁵ as well as the UNRWA Protection Advocacy Strategy,⁶⁶ and is operationalised through an emphasis on the Agency's mandate for the protection of Palestine refugees in an impartial, neutral, and independent manner.

In 2022, the Agency seeks to address the direct humanitarian consequences of abuses and the exposure to protection threats that arise from IHL and IHRL concerns. This will include the identification of protection needs and the provision of a range of protection services for affected refugees by the CIU, including: short-term case management and/or referrals to relevant internal and/or external specialized services, cash-based assistance, PSS services, community-wide initiatives to enhance resilience, and the provision of preventative measures to enhance safety and security. Particular attention will extend to the needs of the elderly, children and women (particularly those heading households). In 2022, the CIU will prioritise communities under imminent risk of forcible displacement, particularly in Area C, and those affected by spikes of ISF and settler violence. Focus on cross-cutting themes, such as child protection, gender, GBV, PSEA, and disability inclusion help to integrate the Agency's commitment to the principles of humanity and impartiality.

During the first nine months of 2021, UNRWA documented alleged human rights violation cases affecting 865 individuals (five females, 860 males), including 838 minors. The Agency's internal data shows that men and boys are more likely to experience

concerns related to the excessive use of force, whereas women and children are disproportionately affected by home demolitions. Refugee households affected by forcible displacement, conflict-related damages and losses to property, and injuries will be identified and assessed. Priority focus will be given to Palestine refugee locations most exposed to key protection risks, particularly Shufat, Kalandia, Jalazone, Arroub and Deheisheh refugee camps; urban locations, including Hebron H2 and East Jerusalem; and refugee communities in Area C, including in Bedouin communities and isolated villages adjacent to Israeli settlements scheduled for expansion.

Exposure to conflict-related violence has detrimental impact on both the physical and mental health of Palestine refugees, and also has broader social implications. Studies have shown, for example, that exposure to conflict-related violence is also linked to a rise in GBV and domestic abuse in the Palestinian context.⁶⁷ Preliminary findings from the 2021 MSNA have shown that some 10 per cent of households reported that women and girls avoid areas near settlements, checkpoints, community areas and markets, and using public transport because they feel unsafe. In the West Bank, 31 per cent of households were concerned about the safety and security of girls (28.5 per cent among refugee households), while 24 per cent are concerned about the safety and security of women (18 per cent among refugee households).

The ongoing COVID-19 emergency, related movement restrictions and losses of employment and income, have also contributed to a rise in GBV and domestic abuse cases, disproportionately affecting women, children and persons with disabilities. Through this EA, UNRWA will provide cash-based assistance and dignity kits/GBV kits (tailored to the needs of women, girls, the elderly and persons with disabilities) to 150 GBV survivors living in and outside camps, including in remote and isolated communities (Area C, Bedouin and herders).

UNRWA will ensure that safe complaints and feedback channels are accessible and known to the refugee population, including on goods and services and more serious complaints related to misconduct and SEA, in line with Core Humanitarian Standard commitments.⁶⁸ Consultations undertaken by the PSEA Network confirm the need for all organizations to strengthen SEA policies and processes. The 2021 MSNA found that 23.8 per cent of refugees (compared to 11.1 per cent for non-refugees) knew how to access complaint mechanisms. Information gaps remain on the needs, preferences, safety and confidentiality concerns

of refugee women and adolescent girls, especially women with disabilities, female-headed households, pregnant and nursing mothers and elderly women. This information will be obtained through surveys, interviews and focus group discussions, which UNRWA will implement across the West Bank in 2022 to inform and strengthen PSEA mechanisms.

Neutrality work remains integral to UNRWA as part of its adherence to humanitarian principles. Biannual neutrality inspections of UNRWA installations have

continued in recent years; however, additional capacity in the Protection and Neutrality Team in 2022 will allow quarterly inspections in each of the Agency's 234 installations across the West Bank. Inspections will also be expanded in scope to assess adherence to all of the core humanitarian principles, including neutrality.

Environmental Health

Outcome: Refugees in camps are living in a clean and sanitized environment		
Outputs	Indicators	Target (2022)
Ensuring continuation of solid waste management services for Palestine refugees during COVID-19	Number of camps benefiting from improved access to sanitation, solid waste management, and hygiene services	19
	Tons of solid waste annually removed from camps	50,000
Ensuring that environmental health standards are met	Number of households in Aqbat Jabr refugee camp newly connected to the sewerage network	200
Strengthened hygiene and sanitation practices of vulnerable refugee households in camps	Number of hygiene kits distributed to vulnerable refugee households in camps	10,000 (56,551 individuals: 27,671 females, 28,880 males)

Under the 2022 EA, UNRWA will seek to provide uninterrupted solid waste management to 239,082 residents of the 19 Palestine refugee camps in the West Bank while also addressing the urgent WASH needs of vulnerable refugee households.

According to the 2021 MSNA, 33 per cent of refugee households in the West Bank reported waste accumulation for more than three days in their area. UNRWA will hire 105 additional sanitation labourers to respond to the increased need for solid waste removal and up to 35 additional sanitation labourers to mitigate against staff shortages due to COVID-19 infection and isolation. All sanitation staff will be provided with protective gear, COVID-19 PPE and all necessary equipment. The procurement of PPE (gloves, shirts, trousers, boots, hats, masks) is essential, as sanitation labourers manually collect waste bags and sweep streets. High-visibility phosphorescent vests ensure that labourers can be seen in the dark to avoid potential car accidents. Additional solid waste containers will be procured for placement in wider streets and in the proximity of commercial, institutional and communal areas. To ensure accountability to affected populations, the Agency will conduct at least one meeting with each of the 19 camp service committees and CBOs in the camps to seek refugee inputs and discuss the effectiveness of the solid waste collection activities.

The 2021 MSNA also notes that 29 per cent of Palestine refugee households in the West Bank reported using a hand dug hole in the ground as their waste drainage system. Only 74.8 per cent of refugee households reported having access to a sufficient quantity of water for drinking and domestic purposes. UNRWA completed the sewerage network and household connections for over 1,200 households in Aqbat Jabr refugee camp (Jericho) in 2021. Under this EA, the Agency will establish connections for the remaining 200 households in the camp who have yet to be connected to the network. Furthermore, UNRWA will undertake urgent maintenance and/or repairs of WASH facilities to ensure access to services in 96 UNRWA schools, 43 UNRWA health centres and Qalqilya Hospital.

Finally, UNRWA will support vulnerable households in COVID-19 home quarantine/isolation with hygiene kits, designed and distributed in line with the Hygiene Promotion Working Group and WASH Cluster guidance and recommendations. The kits contain hygiene and sanitary items tailored to be inclusive of women, girls, infants and elderly person's needs, such as sanitary napkins, hypoallergenic sanitary soap, infant diaper and incontinence pads. These items are intended to help maintain dignity, health, mobility and safety.



UNRWA labourers resurface road for the new sewerage network project in Aqbat Jabr refugee camp, Jericho, West Bank. © 2021 UNRWA Photo

gaza, west bank and headquarters

Emergency Preparedness Training implemented by UNRWA in the West Bank. © 2021 UNRWA Photo by Isabel de la Cruz

strategic priority 3: effective coordination and management of the emergency response (gaza and west bank)



coordination and management and safety and security

to maintain effective coordination and management of the emergency response



emergency preparedness

to ensure adequate response capacity to address sudden-onset emergencies

Coordination and Management and Safety and Security

Output	Indicators	Target (2022)
The response, as funded, is effectively implemented and managed	Number of times EA implementation is reviewed within the context of mid-year and annual results reviews	2
	Number of days from the end of the reporting period until the issuance of the mid-year EA progress report draft	120
	Number of days from the end of the reporting period until the issuance of the draft annual EA report	120

UNRWA requires additional capacity to reinforce the planning, management, monitoring and evaluation of emergency interventions, ensure the safety and security of staff and refugees and safeguard the neutrality of its facilities. This is vital for the efficient and effective delivery of services and to maintain and further develop capacity to respond to rapid-onset emergencies, including the humanitarian impacts of increased tensions and possible escalation in hostilities, and the health and non-health consequences of COVID-19.

To improve the safety of UNRWA personnel, the Agency requires continued and strengthened capacity to: (i) support the management and training efforts of the Department of Security and Risk Management and the respective Field Security and Risk Management Offices; and (ii) deploy an appropriate guard force to address security and other risks. Given the deteriorating security situation, UNRWA will strengthen its security measures in all areas across the West Bank, including for the UNRWA compound in East Jerusalem, to ensure safety of Agency staff and compliance with measures outlined in UNRWA and the United Nations Department for Safety and Security (UNDSS) Security Risk Management processes.

Resources are also needed to ensure effective coordination with other humanitarian organizations in the oPt, bilaterally and through established multi-agency structures, including the HCT, UN Agencies and NGOs, and legal support.

At the HQ level, the Department of Planning is responsible for the planning and coordination of the Agency's emergency response activities. Under the 2022 EA, a senior emergency officer⁶⁹ will oversee emergency planning, monitoring and reporting activities. Reporting will be managed through an online results-based monitoring (RBM) system that allows the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. UNRWA will also maintain other HQ functions in support of emergency operations, such

as: i) guidance on cash programming and support to data collection, provided by the Agency's Department of Relief and Social Services through a senior cash specialist and a statistician;⁷⁰ and ii) engagement with international human rights mechanisms and other legal support led by the Department of Legal Affairs.

To prevent the spread of COVID-19 at its HQ premises, UNRWA will continue to equip its facilities with adequate hygiene and sanitation items. Additional PPE will be made available for staff in direct contact with the public. Where necessary, telecommuting will be implemented as a risk mitigation measure in line with the host government and UNCT recommendations. At the Agency HQ level, the Department of Health has been responding to COVID-19 with existing staff by developing technical guidelines, establishing surveillance systems and providing technical support in primary health care field operations. In order to strengthen Agency-wide pandemic health response capacity, a COVID-19 health coordinator is included in this appeal to promote coordination with relevant internal and external stakeholders and to ensure alignment of the Agency's response with global COVID-19 guidelines.⁷¹

Finally, in 2022, UNRWA aims to conduct an external evaluation of its emergency appeals to identify good practices, challenges and lessons learned to assist in improving the Agency's emergency response, inform future emergency programming and, where appropriate, harmonize UNRWA emergency work across the five fields of Agency operation.⁷²

Emergency Preparedness (Gaza)⁷³

Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities		
Output	Indicators	Target (2022)
The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies	Number of families affected by small-scale sudden-onset disasters provided with NFIs	13,000
	Number of UNRWA DESs maintained and kept ready for emergencies	54
	Number of mobile emergency shelters procured with movable WASH facilities	25
	Number of UNRWA staff trained for emergency preparedness	13,000 (7,644 females, 5,356 males)
	Number of compactor trucks replaced	7

UNRWA will continue to strengthen its emergency preparedness and risk management capacity in Gaza through: (i) warehouse stockpiling and NFI support; (ii) maintenance of existing DESs; (iii) the establishment of mobile DESs; and (iv) staff training on preparedness.

In response to small scale sudden-onset disasters, such as fires, winter storms and floods, which are expected to increase in the low-lying Gaza Strip with climate change,⁷⁴ UNRWA will have capacity to provide NFIs to an estimated 13,000 affected refugee households. These include blankets, mattresses, kitchen kits, cleaning kits and nylon and tarpaulin sheets, that will be stockpiled in Agency warehouses as a preparedness measure.

Through this appeal, UNRWA will also provide for the maintenance of 54 Agency schools equipped to function as DES in emergencies, ensuring that these installations remain fit for purpose in the event of future hostilities or environmental disasters. This will include maintenance work on hard components, such as water wells and pumps, the desalination plant, shower and toilet units, and providing backup electricity through solar systems and generators. UNRWA recognises that

refugees and non-refugees in marginalized areas in Gaza cannot access UNRWA DESs in an emergency. This places many people's lives at risk with very limited to or no service provision. In order to ensure that no one is left behind, under this EA, UNRWA plans to establish 25 mobile emergency shelters equipped with movable WASH facilities (mobile toilet and shower units), food assistance and NFIs.

UNRWA is committed to maintaining a high level of readiness amongst its 13,000 staff members and will carry out emergency simulations and training (including through on-line modules) to this end.

In order to maintain a safe and clean displacement environment, the Agency is committed to the continued operation of solid waste collection services during emergencies. This is, however, contingent on the assumption that movement, including access to landfill sites, is unrestricted during an emergency and that the Agency will be able to replace its seven compactor trucks through this EA, equipment that has deteriorated since last being replaced in 2009.

Emergency Preparedness (West Bank)

Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities		
Outputs	Indicators	Target (2022)
The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies	Number of families affected by small-scale disasters provided with NFIs	13,000

UNRWA will seek to secure a safe and dignified standard of living for Palestine refugee households who are affected by sudden-onset emergencies, such as fire, floods, forced displacement and severe winter conditions. In this regard, the Agency will provide NFIs, including blankets, mattresses, kitchen kits, gas bottles, tents and tarpaulins to an estimated 405 refugee households affected by sudden-onset emergencies in 2022.

In coordination with the Palestinian Authority (PA) and the humanitarian community in the West Bank, UNRWA will primarily provide NFIs to refugees residing in the 19 refugee camps. At the request of the PA, the Agency will also deliver NFIs to affected refugees living

outside refugee camps, particularly in Area C. To ensure accountability to affected populations, the content of NFI packages is based on feedback from refugees and is regularly reviewed to meet the needs of families in crisis.

To prepare for the possibility of another prolonged COVID-19 lockdown and/or increased tensions and violence leading to access constraints, UNRWA will upgrade its internet bandwidth and provide sufficient infection control materials, including PPE for all Agency offices in the West Bank, including East Jerusalem.

endnotes

1. Office of the United Nations Special Coordinator for the Middle East Peace Process, Report to the Ad-Hoc Liaison Committee, 17 November 2021. https://unsco.unmissions.org/sites/default/files/unsco_report_to_the_ahlc_-_17_november_2021.pdf
2. World Bank, 2021. <https://www.worldbank.org/en/country/westbankandgaza/publication/the-gaza-2021-rapid-damage-and-needs-assessment-june-2021>
3. Palestinian Central Bureau of Statistics (PCBS), 2021. Labour Force Survey: (July- September, 2021) Round, (Q3/2021). "Press Report Labour Force Survey. Ramallah - Palestine. https://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_8-11-2021-LF-en.pdf
4. UNSCO, The Secretary-General's Remarks to the General Assembly Meeting on the Situation in the Middle East and Palestine, New York, 20 May 2021. https://unsco.unmissions.org/sites/default/files/the_secretary-generals_remarks_to_the_general_assembly_meeting_on_the_situation_in_the_middle_east_and_palestine.pdf
5. World Bank; European Union; United Nations. 2021. Gaza Rapid Damage and Needs Assessment, June 2021. World Bank, Washington, DC. © World Bank. <https://openknowledge.worldbank.org/handle/10986/35968> License: CC BY 3.0 IGO. 8
6. PCBS Labour Force Survey (July-September, 2021) Round (Q3/2021). Press_En_8-11-2021-LF-en.pdf (pcbs.gov.ps)
7. As of the second quarter (Q2) 2021.
8. Office of the United Nations High Commissioner for Human Rights (OHCHR). Israeli settlements in the Occupied Palestinian Territory, including East Jerusalem, and the occupied Syrian Golan. Report of the Secretary-General (A/76/336), 23 September 2021. <https://www.un.org/unispal/document/israeli-settlements-in-the-opt-including-east-jerusalem-and-the-occupied-syrian-golan-secretary-general-report-a-76-336/>
9. Some elements of this appeal (e.g., some costs under health, education, MHPSS, and safety and security) are also included in the Agency's programme budget requirements and are reflected here for fundraising purposes to ensure the integrity of the overall intervention.
10. Priority for the self-help shelter rehabilitation intervention in Gaza will be given to vulnerable refugees, including female and adolescent-headed households, families that include persons with disabilities and families with elderly relatives.
11. Households targeted for this intervention were identified based on poverty levels and other vulnerabilities, such as family composition and size, shelter condition and the number of family members with disabilities.
12. Some elements (e.g. some costs under health, education, MHPSS, and safety and security) of this appeal are also included in the Agency's programme budget requirements and are reflected here for fundraising purposes to ensure the integrity of the overall intervention.
13. The total EA budget is higher than the total amount listed for UNRWA in the HRP funding requirements for 2022. This is due to the inclusion in the EA of additional interventions (e.g. reconstruction of totally destroyed shelters in Gaza, additional daily paid teachers and sanitation labourers in the West Bank) to cover the needs of Palestine refugees, and/or the inclusion of a higher caseload (e.g. in the case of food assistance, cash for work, minor/major shelter repairs in Gaza). In addition, the EA includes operational, safety and security and capacity and management costs which are not eligible under the HRP, however are essential to ensure the effective delivery of the Agency's humanitarian response.
14. See, among others, Special Rapporteur on the situation of human rights in the Palestinian territories occupied since 1967, 'Situation of human rights in the Occupied Palestinian Territory, including East Jerusalem, with a focus on collective punishment' (22 December 2020) UN Doc A/HRC/44/60.
15. UNSCO, The Secretary-General's Remarks to the General Assembly Meeting on the Situation in the Middle East and Palestine, New York, 20 May 2021. https://unsco.unmissions.org/sites/default/files/the_secretary-generals_remarks_to_the_general_assembly_meeting_on_the_situation_in_the_middle_east_and_palestine.pdf
16. See, among others, 'Children and Armed Conflict – Report of the Secretary General' UN Doc A/75/873 – S/2021/437, paras 75-86.
17. United Nations Office for the Coordination of Humanitarian Affairs (OCHA). Response to the escalation in the oPt: Situation Report No. 10 (September 2021), published on 14 October 2021. <https://www.ochaopt.org/content/response-escalation-opt-situation-report-no-10-september-2021>
18. Ibid.
19. oPt Humanitarian Needs Overview (HNO) 2022. At the time of preparing this EA, the HNO was still being finalized and not yet published.
20. 2021 Multisectoral Needs Assessment (MSNA). July 2021. <https://www.ochaopt.org/page/msna>
20. 2021 Multisectoral Needs Assessment (MSNA). July 2021. <https://www.ochaopt.org/page/msna>
21. PCBS Labour Force Survey (July-September, 2021) Round (Q3/2021). Press_En_8-11-2021-LF-en.pdf (pcbs.gov.ps)
22. World Bank, 2021. <https://www.worldbank.org/en/news/press-release/2021/07/06/the-rebuilding-of-gaza-amid-dire-conditions-damage-losses-and-needs>
23. Food and Agriculture Organization (FAO). Socio-Economic Food Security Survey 2018, State of Palestine. <https://www.fao.org/3/cb0721en/CB0721EN.pdf>
24. United Nations Environment Programme (UNEP), State of Environment and Outlook Report for the oPt 2020. <https://www.un.org/unispal/document/state-of-environment-and-outlook-report-for-the-opt-2020-un-environmental-program-report/>
25. Health Cluster, Health Cluster Bulletin September 2021. https://healthclusteropt.org/admin/file_manager/uploads/files/shares/Documents/617abe2e-ae844.pdf
26. These are continuous needs that were initially presented under the UNRWA 2021 Humanitarian and Early Recovery Appeal (covering the period June – December 2021), https://www.unrwa.org/sites/default/files/content/resources/gazawbappeal_may-dec_eng.pdf
27. As of the second quarter (Q2) 2021.
28. UNRWA Protection and Neutrality Database (conflict related data – injuries and fatalities).
29. Ibid.
30. Ibid.
31. Ibid.
32. Israeli settlements and outposts have been repeatedly declared illegal under international law, against the commitments taken by Israel in the peace process, and as undermining the peace process itself. See, among other sources, Geneva Convention (IV) related to the Protection of Civilian Persons in Times of War (adopted 12 August 1949, entered into force 21 October 1950) 75 UNTS 287 (Geneva Convention IV), article 49; UNSC Res 446 (22 March 1979) UN Doc S/RES/446; UNSC Res 2334 (23 December 2016) UN Doc S/RES/2334; and Legal Consequences of the Construction of a Wall in the Occupied Palestinian Territory, Advisory Opinion, I.C.J. Reports 2004, p. 136 (ICJ Advisory Opinion 2004), paras 99, 120.
33. Office of the United Nations High Commissioner for Human Rights (OHCHR). Israeli settlements in the Occupied Palestinian Territory, including East Jerusalem, and the occupied Syrian Golan. Report of the Secretary-General (A/76/336), 23 September 2021. <https://www.un.org/unispal/document/israeli-settlements-in-the-opt-including-east-jerusalem-and-the-occupied-syrian-golan-secretary-general-report-a-76-336/>
34. OCHA OPT Database, with refugee disaggregation by UNRWA.
35. Global Policy Review, 15 October 2020, "The Impact of Covid-19 on Palestinian Women: Policy Implications". <https://static1.squarespace.com/static/552fe729e4b0c3e91169c8e/t/5f9691a00a0443568c1ab846/1603703256950/Global-Policy-Review--Policy-Briefs--Conditions-of-Women-in-Palestine-COVID-19+%20Impact+of+the+COVID-19+Outbreak+and+Lockdown+on+Family+Dynamics+and+Domestic+Violence+in+Palestine.pdf>, United Nations Population Fund (UNFPA) Research Paper, June 2020. <https://palestine.unfpa.org/sites/default/files/pub-pdf/Impact%20of%20COVID19%20outbreak%20and%20lockdown%20on%20family%20dynamics%20and%20domestic%20violence%20in%20Palestine.pdf>
36. 2021 MSNA, July 2021. <https://www.ochaopt.org/page/msna>
37. State of Palestine Ministry of Health. Health Annual Report Palestine 2020, June 2021. https://healthclusteropt.org/admin/file_manager/uploads/files/shares/Documents/614f7668bc5ba.pdf
38. UNRWA. Maternal and child health data, 2018-2020.
39. These camps are: Jenin, Tulkarm, Jalazone, Am'ari, Kalandia, Arroub and Fawwar.
40. UNRWA Relief and Social Services Programme (RSSP) regularly conducts focus groups to discuss key items such as the quality of the food assistance, the quantity of commodities included in the food basket and the process of food distribution. RSSP has a complaint system in place to receive beneficiary input. An appeal mechanism, as well as a committee feedback system, are also in place for the families who are confirmed "not-eligible" for the intervention based on the results of the criteria applied. Anyone can access to RSSP area offices across the Gaza Strip. UNRWA RSSP replies to the families regarding the status of their complaint or appeal. GFO's Monitoring and Evaluation (M&E) unit also ensures accountability to affected populations (AAP) by regularly conducting interviews with beneficiaries across all distribution centres, other distribution points, beneficiaries' homes, and/or via phone calls. Feedback is collected regarding the quality of the received commodities, the behaviour of the staff in charge of distributing the food and any other issues related to their satisfaction.

41. The costs of implementation of the digital verification system are included under the Gaza coordination and management ask of this appeal.
 42. Results disaggregated by sex and disability will be provided in the mid-year report.
 43. GFO expects to screen around 100,000 students for this intervention.
 44. The MoH receives COVID-19 vaccines through COVAX and bilateral agreements with other governments and distributes them between MoH clinics and UNRWA health centres to be administered to the public.
 45. During emergency situations, Palestine refugee children may not be able to attend school. The UNRWA DLP was developed to help UNRWA students, whatever their age, keep up with their classwork even when it is not possible to go to school every day. It was developed to provide age-appropriate, relevant, and safe self-learning material in line with UN values and humanitarian principles. The platform includes free learning material for all students from grades 1-9 in UNRWA schools in Gaza, Syria and Lebanon, and for grades 1-10 in UNRWA schools in the West Bank and Jordan. UNRWA education programme teams in each Field have developed the on-line materials, which include self-learning cards, worksheets, videos, audio files, education games and tests and information for parents is also provided. The platform is easily accessible for all children, including children with disabilities, and can be accessed from personal computers, smartphones and tablets. The material for each subject and grade level is presented in a systematic way, is designed to support student protection and psychosocial wellbeing, and respects copyrights and cites all references. The DLP can be accessed at UNRWA Self-Learning Platform. <https://keeplearning.unrwa.org/en/>
 46. Efforts are still underway to reconstruct the remaining shelters impacted during the 2014 conflict. In accordance with the approach recommended by the oPt Shelter Cluster, families who lost their homes in the 2014 escalation of hostilities and remain displaced, and those who live in shelters that were damaged and are yet to be repaired, remain priorities and support will resume upon availability of funds. Financial requirements in this appeal do not include the outstanding needs from 2014; however UNRWA continues to explore fundraising options to support these families.
 47. UNRWA self-help approach, under the technical support and supervision of the Agency's engineers, directly involves refugee families in the rehabilitation of their own homes. The self-help approach not only encourages refugee ownership, but also reduces the need for Agency rehabilitation work on each structure and stimulates economic activity in the Palestine refugee camps.
 48. A case is defined as critical when there is significant harm apparent or certain likelihood of imminent and/or life-threatening injury or harm with significant impact.
 49. A case is defined as high risk where it is anticipated there is high probability and/or serious risk of harm.
 50. Sixty per cent of the Bedouin and herder population in the West Bank have refugee status, according to UNRWA registration records. With regards to food security status, approximately 52 per cent of the Palestinian population in Area C, who are mainly Bedouins and herders, ranges from severely food insecure to food insecure, according to the 2018 Socio-Economic and Food Security Survey.
 51. Including animal shelters.
 52. For more information please see: <https://corehumanitarianstandard.org/files/files/Core%20Humanitarian%20Standard%20-%20English.pdf>
 53. COVID-19 vaccinations will be provided at all UNRWA health centres providing comprehensive primary health care 5 days a week, in line with MoH guidance. Depending on the number of vaccines provided by the MoH, a third booster vaccination will be provided to refugees aged 12 years and above and UNRWA health teams will participate in the vaccination of students in UNRWA schools.
 54. The targeted communities are Barta'a, Kafr Qaddoum, Habla, Barieh Rashaydeh, Al Rashaydeh, Umm al-Khair, Dkeikeh, Umm ad Daraj, Beit Awwa, Al Izariyah, Khan al-Ahmar, Silwad and An-Nabi Samwil.
 55. The target schools are Jerusalem Boys, Jerusalem Girls, Sur Baher Coed, Aqbat Jabr Boys, Aqbat Jabr Girls, and Ghor al-Fara Coed (Jordan Valley).
 56. Implemented in Hebron Boys School and Ghor al-Fara Co-educational Schools.
 57. A protective presence provides students with a feeling of security. It also helps to reduce delays at Israeli checkpoints and is known (from the experience of a previous NGO programme) to deter settler harassment and violence towards school students.
 58. A 2013 UNRWA school dropout study showed that one of the most important factors that leads to drop out is lack of basic support (e.g., assistive devices such as eye glasses).
 59. https://connectinglearners.economist.com/data/EIU_Ericsson_Connecting.pdf
59. A 2013 UNRWA school dropout study showed that one of the most important factors that leads to drop out is lack of basic support (e.g., assistive devices such as eye glasses).
 60. https://connectinglearners.economist.com/data/EIU_Ericsson_Connecting.pdf
 61. Stable accommodation refers to those assisted who report that they believe they will be able to remain in their current accommodation for up to 12 months after the protection incident (e.g. military operation, settler violence and/or house demolition).
 62. Illegal practice according to relevant international law. See Geneva Convention IV, article 49; ICRC Customary IHL Study, Rule 130; see footnote 32.
 63. On the illegality of Israeli settlements, see footnote 32.
 64. The internment of protected persons, including civilians, by the occupier has to be limited to only those cases in which it is required by "imperative reasons of security", and coupled with procedural guarantees, including a right to appeal, and other guarantees provided by the Convention, see Geneva Convention IV, article 78; ICRC Customary IHL Study, Rule 99. In addition, it is important to highlight that IHL applicable to the liberty of every human being also applies in situations of occupation. See, among other sources, ICJ Advisory Opinion 2004, in particular paras 106-111.
 65. Whilst detention of children is not completely prohibited by relevant international law, this should happen only in extreme circumstances, as "a measure of last resort and for the shortest appropriate period of time". Furthermore, children involved in administrative and criminal procedures and trials, or those who fall victim of use of force by the authorities, should be provided "with safe and child-friendly complaint mechanisms". States are also responsible for taking "all appropriate measures to promote the physical and psychological recovery and social reintegration of a child victim" of any form of neglect, exploitation, or abuse; torture or any other form of cruel, inhuman or degrading treatment or punishment; or armed conflicts. See, among others, Committee on the Rights of the Child, "Concluding observations on the second to fourth periodic reports of Israel, adopted by the Committee at its sixty-third session (27 May – 14 June 2013)" (4 July 2013) UN Doc CRC/C/ISR/CO/2-4, paras 35-36; Convention on the Rights of the Child (adopted 20 November 1989, entered into force 2 September 1990) 1577 UNTS 3 (CRC), articles 19, 37, 39.
 66. <https://www.ochaopt.org/coordination/coordination-structure>
 67. https://www.unrwa.org/sites/default/files/content/resources/child_protection_framework.pdf
 68. Clark, Cari Jo et al, "Association between exposure to political violence and intimate-partner violence in the occupied Palestinian territory: a cross-sectional study". The Lancet, 23 January 2010. ([https://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(09\)61827-4/fulltext?cc=y](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(09)61827-4/fulltext?cc=y)). UN Women, June 2021. "Gender and Wars in Gaza Untangled: What Past Wars Have Taught Us?". <https://reliefweb.int/sites/reliefweb.int/files/resources/d8-rga%20brief-compressed%203.pdf>
 69. <https://corehumanitarianstandard.org/the-standard>
 70. Costs will be shared between this appeal and the 2022 Syria, Lebanon and Jordan EA.
 71. Ibid.
 72. Ibid.
 73. Ibid.
 74. In 2021, UNRWA conducted an After Action Review (AAR) exercise to identify the main lessons learned from the response to the May 2021 hostilities. The actions included in this intervention are aligned with the AAR recommendations and aim to enhance preparedness through increased resources, training, maintenance of DESs and replenishment of critical emergency stocks (e.g., NFIs).
 75. UNEP, State of the Environment and Outlook Report for the oPt, 2020. <https://www.un.org/unispal/document/state-of-environment-and-outlook-report-for-the-opt-2020-un-environmental-program-report/#:~:text=UNEP%20found%20substantial%20evidence%20of,solid%20waste%20and%20unregulated%20industries>



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