



# UNRWA Updated oPt Flash Appeal April – December 2024



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The development of the Updated oPt Flash Appeal was facilitated by the Department of Planning, UNRWA.

## 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 areas of operation, namely the West Bank, including East Jerusalem, Gaza, Syria, Lebanon and Jordan, 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-five 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:** View of an UNRWA school turned into shelter in Deir al-Balah, Gaza Strip. © November 2023 UNRWA photo by Ashraf Amra

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# introduction

This is the second revision of the UNRWA Flash Appeal for the occupied Palestinian territory (oPt), covering the period April – December 2024. UNRWA is seeking US\$ 1.21 billion to address the most critical humanitarian needs of 1.7 million of the most vulnerable refugees and non-refugees in Gaza, as well as over 200,000 individuals in the West Bank, including East Jerusalem. This appeal comes in response to the ongoing and unprecedented escalation of conflict and resulting needs in the Gaza Strip and the West Bank. It outlines the resource requirements to reduce suffering and prevent further loss of life.

The entire 2.3 million population of the Gaza Strip is in need, on the brink of famine. Most health, water and shelter infrastructure has been flattened or placed out of commission by Israeli military operations and denial of access.

Unprecedented needs require a response at scale; UNRWA is the backbone of that response. Even before the current escalation, the Agency was supporting two-thirds of the population of Gaza and was by far the largest humanitarian actor on the ground.<sup>1</sup> When hostilities erupted, UNRWA swiftly scaled up, reaching 1.8 million of the most vulnerable refugees and non-refugees with food and access to basic services including health. Within weeks over one million people – almost half of the population of Gaza – were sheltering in and around UNRWA facilities, primarily schools. UNRWA has the unique scale of infrastructure, footprint, community acceptance and capacity – notably the thousands of experienced long-standing front-line staff who have continued to deliver, without pause. This allowed the Agency to respond rapidly following the outbreak of hostilities, adjusting and adapting its intervention in response to changing and deteriorating conditions.

In addition to direct distribution of assistance, the entire aid operation in Gaza is reliant on UNRWA for critical common services and last mile support to all humanitarian responders. UNRWA provides the entirety of the back-to-back and cross-border movement of humanitarian assistance, receives, stores and distributes all fuel that formally enters the Gaza Strip, coordinates monitoring and support for aid missions inside Gaza, and hosts an average of 40 sister humanitarian agencies and the inter-agency coordination mechanism in its facilities in Rafah. Notwithstanding the challenges of delivering aid inside Gaza, UNRWA's presence is a pre-requisite for an effective humanitarian response in the Gaza Strip.

In Gaza, UNRWA is urgently seeking funding to cover the distribution of critical food rations for over 1.1 million people, including nutritional supplies for vulnerable groups who have sought refuge in and around UNRWA emergency shelters, to avert famine. UNRWA will provide primary health care at more than eight of its health centres<sup>2</sup> and 97 mobile medical points located in and outside the shelters, which are equipped with emergency, trauma and delivery kits. Inside and around shelters, non-food items (NFIs), such as mattresses, blankets, kitchen sets and hygiene kits, will be delivered to at least 1.2 million Internally Displaced Persons (IDPs). Psycho-social support will be provided to IDPs sheltering at UNRWA facilities, particularly some 462,000 children. As the situation allows, multi-purpose cash assistance (MPCA) for up to 50,000 of the most vulnerable individuals will also be provided.

In the West Bank, including East Jerusalem, UNRWA will assist 4,000 Palestine refugee households in and outside camps affected by conflict-related violence, including demolitions, displacement and Israeli operations. The Agency will provide cash-based assistance for shelter repair and rehabilitation as well as mental health and psychosocial support (MHPSS). UNRWA will also repair critical water and sanitation infrastructure in camps damaged by Israeli military operations, to ensure continuity of services for the refugees living in them, who represent a quarter of the total registered refugee population.<sup>3</sup>

The Agency will address the basic needs of the most vulnerable Palestine refugees and others affected by movement restrictions, including through in-kind food assistance to 38,000 Bedouins and members of herder communities and food vouchers to 15,000 Palestine refugee households; cash for work interventions befitting 10,000 Palestine refugee households; and MPCA for 4,400 Gazans stranded in the West Bank. Finally, UNRWA will ensure access to basic services for populations in hard-to-reach communities, including healthcare for 36,573 individuals, and education for 21,000 vulnerable students.

The appeal includes the HQ functions required to support emergency response in Gaza, West Bank and other regional fields witnessing sudden conflict related needs.

UNRWA is also seeking funds to prepare 11 emergency shelters in Lebanon with fuel, water and sanitation, as well as prepositioned medical, food, NFI and PSS

supplies to serve the immediate needs of 7,000 individuals in case of a mass displacement of Palestine refugees and others, within and from the southern part of the country.

UNRWA's interventions will be reviewed as the situation evolves, and the Agency's planning is fully aligned with the assumptions laid out in the inter-agency oPt Flash Appeal and Lebanon inter-agency Contingency Plan:

## Operational assumptions

**In the Gaza Strip, hostilities continue, characterized by large scale loss of life and injuries, mass destruction of public and private infrastructure and ongoing and unprecedented civilian displacement.**

Conditions will require continued large-scale delivery of humanitarian assistance throughout the remainder of 2024, with the United Nations (UN), and in particular UNRWA, remaining the largest actor on the ground.

**Sustained Israeli presence and land incursions to continue alongside lawlessness** as law-and-order institutions are themselves targeted.

**Restricted access continues throughout 2024**, including of goods, electricity and water, resulting in continued wholesale reliance on humanitarian assistance.

**Essential conditions that are necessary to create an enabling environment for the delivery of assistance to the population of Gaza:**

- **UN and other humanitarian partners must be able to safely deliver assistance in all areas of Gaza, consistent with principles of international humanitarian law**, protection of humanitarian locations and movements. For the safety of humanitarian convoys, police escorts may be needed in certain locations. This requires the agreement of all parties.
- **Equipment to operate**, including communications equipment, protective gear, armoured vehicles, generators etc.
- Very serious overcrowding of IDPs in the south (an estimated 1.4 million people squeezed into Rafah) should be alleviated by **allowing IDPs who want to return to the north to do so, if conditions allow.**

- **More entry points into Gaza**, including directly into northern Gaza (Karni, Erez) are needed as well as increased opening hours of Kerem Shalom.
- **Improved ability to move within Gaza and North Gaza Governorates.** To effectively deliver assistance to the north, both the coastal road and Salah al Deen road need to be open from first light with smooth access through checkpoints based on agreed procedures.
- Private sector to complement the humanitarian **response through resumption of trade.** Basic commodities from the private sector need to enter at scale; humanitarian aid cannot sustain a population of over two million people. The minimum target is 600 trucks entering Gaza per day: 300 with commercial goods, 200 with UN and INGO supplies, and 100 with items collected by the Red Crescent societies.
- **Access to all of the Gaza Strip.** Humanitarian assistance, including fuel, must be facilitated to all parts of Gaza Strip, to address the most urgent needs and maintain the trust of the community.
- **Entry of critical humanitarian items.** Restrictions on items such as spare parts for sanitation infrastructure, solar panels and generators, and materials for demining need to be lifted immediately.
- **Enough fuel will be needed for hospitals, water and sanitation infrastructure, communications, and humanitarian operations.**

**In the West Bank, violence and large-scale access and movement restrictions continue or intensify throughout 2024.** This includes search and arrest operations, settler violence and an increased number of sustained military operations by Israeli forces and armed clashes between Palestinians and Israeli forces. Restrictions continue to hinder the movement of hundreds of thousands of Palestinians and limit their access to markets, livelihoods and essential services, including health and education. Protection risks increase for female-headed households; women; children; persons with disabilities; and Bedouin and herder communities. Palestinian Authority (PA) revenues collapse, resulting in the inability to pay salaries and contractors, and to provide services. The private sector is unable to maintain liquidity / roll over loans and lending. Donors continue to be reluctant to directly support the PA.



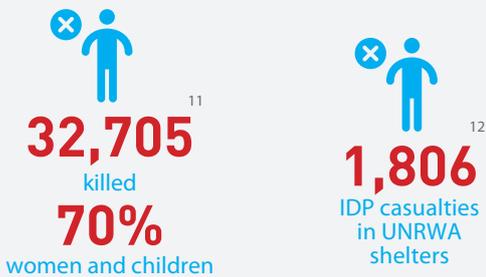
Gaza Strip. © 16 February 2024 UNRWA Photo by Abdallah El Hajj

# the Gaza Strip context

The scale and severity of the humanitarian crisis in Gaza is unprecedented. Since 7 October 2023, 32,705<sup>4</sup> Palestinians have been killed and 75,190<sup>5</sup> injured, with thousands more unaccounted for and likely buried beneath the rubble of destroyed buildings. Most of the Strip's housing stock and essential infrastructure has been damaged or destroyed. The UN estimates that 75 per cent of the population have been displaced, with over a million Palestinians forced into Rafah, close to the Egyptian border.<sup>6</sup> Many have been displaced multiple times. Rafah is now one of the most densely populated places on earth, and has an infrastructure intended for one sixth of its population. Despite initial Israeli indications of safe routes and evacuation areas, nowhere in Gaza is safe, including Rafah, which is itself threatened with an Israeli ground incursion at the time of writing.

Even before 7 October, a 15-year-old child in Gaza had lived through five conflicts,<sup>7</sup> and 80 per cent of the population was already dependent on humanitarian assistance. New Israeli restrictions have compounded the impacts of a 17-year blockade that has severely limited imports of food, fuel and medicine. Humanitarian access is now frequently and systematically denied. As of 30 March, 169 UNRWA personnel had been killed in Gaza, the highest number of UN casualties in the history of the organization.<sup>8</sup> In addition, following IDF killings of a number of ranking members of police leadership in Gaza in February 2024, the police force has largely disbanded, substantially degrading basic law and order capacity, social cohesion and the movement of humanitarian supplies. As a result of access restrictions, compounded by targeting of the police, Gaza is on the brink of famine.

## overview: since 7 October



Sources: United Nations and Ministry of Health in Gaza

# humanitarian needs

## Food

**100%**<sup>13</sup>

of the population faces crisis levels of food insecurity

the northern governorates are expected to enter famine by **May**

Of all the people facing famine or catastrophic hunger worldwide



**80%**<sup>14</sup>  
are in the Gaza Strip

## Shelter



Over <sup>15</sup>

**70%**

of homes have been damaged or destroyed

## Health and Nutrition



acute child malnutrition estimated at

**15%**<sup>16</sup>  
across Gaza

**30%**  
in the North



**9**

out of 36 hospitals are partially functioning



An average of

**10**

children per day have lost one or both limbs since 7 October 2023

Many amputations, C-sections and other surgeries are carried out without anesthetic due to Israeli-imposed medical import restrictions

Other **restricted medical imports** include:

- oxygen cylinders
- anesthesia machines
- maternity kits
- cancer medicines

## Water and Sanitation



**<1L**<sup>17</sup>

of water per person per day for drinking, washing and bathing against the 15l minimum SPHERE standards



Over <sup>18</sup>

**883**

persons per toilet in collective centers against the SPHERE minimum standard of 50 persons per toilet



Over

**690,000**<sup>19</sup>

menstruating women and girls in Gaza struggle to access menstrual hygiene products, water, hygiene facilities, and privacy, heightening risks of infections and GBV

## Protection, including a lasting ceasefire



At least <sup>20</sup>

**17,000**

children are unaccompanied or separated from their families



Some <sup>21</sup>

**83%**

of people with disabilities have lost their assistive devices during displacement



Very limited capacity to provide referrals and safe havens for GBV survivors as **the two shelters previously operating have been destroyed**<sup>22</sup>

## Immediate access

In February <sup>23</sup>

**40%**

of aid missions were denied or impeded access, notably those to the north of Wadi Gaza

Before 7 October 2023 <sup>24</sup>

**536**

trucks entered Gaza per day



In February 2024 <sup>25</sup>

**<100**

Aid in February 2024 decreased by half

Despite the January 2024 International Court of Justice (ICJ) provisional measure ordering Israel to ensure adequate humanitarian aid reaches Gaza<sup>26</sup>

## Education



**300,363**<sup>27</sup>

UNRWA students are being denied their right to access education

# the West Bank context

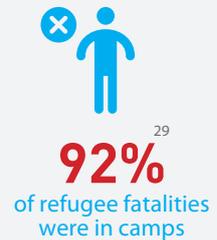
Violence in the West Bank was surging to levels not seen in two decades, even before 7 October 2023, and has worsened since the conflict began. Palestine refugees in camps are disproportionately affected. Camps such as Jenin, Nur Shams, Tulkarem, Balata, and Far'a in the Northern West Bank have experienced frequent incursions by larger Israeli Security Forces (ISF) formations, some lasting over 30 hours. This has resulted in record casualties, numerous arrests, extensive infrastructure damage and internal displacement. There has also been a noticeable rise in the presence of Palestinian armed groups and the use of improvised explosive devices (IEDs) in these camps. Between 7 October 2023 and 30 March 2024, three

times the number of people were forcibly displaced by home demolitions compared to the corresponding period 12 months earlier. Enhanced Israeli restrictions on the movement of Palestinians in the West Bank since 7 October have substantially impeded access of humanitarian actors to affected communities, as well as Palestinian access to livelihoods and essential services such as health and education. One in three workers have lost their jobs since 7 October due to the cancellation of work permits in Israel and Israeli settlements, and their inability to reach their place of work in the West Bank. As a result, the humanitarian and protection needs of the most vulnerable Palestinians, including refugees, have risen significantly.

In 2023:



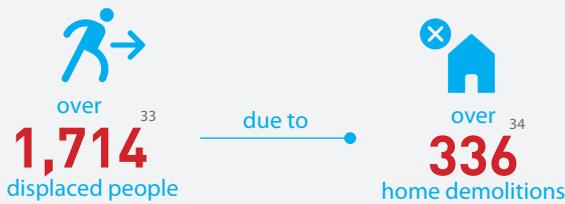
The highest number of Palestinian fatalities since the UN started systematically documenting casualties in 2005



# humanitarian needs

## Protection, including safe shelter

From 7 October 2023 to 30 March 2024:



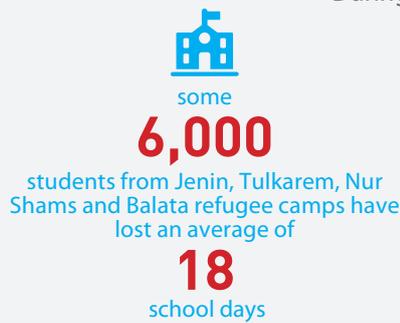
This is nearly **3x** the number of people forcibly displaced by home demolitions compared to the corresponding period 12 months earlier <sup>35</sup>

Though refugees in camps make up only **28 percent** of the refugee population, **about half of displacements** resulted from operations and incursions carried out by ISF in northern refugee camps



## Education in Emergencies and MHPSS

During the first semester of the 2023/2024 school year



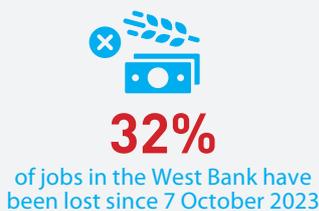
due to



ongoing Israeli forces incursions and armed confrontations between ISF and Palestinians

These incidents impact children socially and psychologically, as well as affecting their academic performance

## Access to Livelihoods, Essential Services and Humanitarian Assistance



due to



Cancellation of work permits in Israel and Israeli settlements



The inability of workers to reach their place of work in the West Bank

**200,000** <sup>37</sup>  
Palestinian livelihoods lost due to Israel's suspension of permits for work in Israel and Israeli settlements

**67,000** <sup>38</sup>  
Palestinian workers who have jobs in West Bank governorates face difficulties reaching their duty station

with over **US\$ 350M** <sup>39</sup>  
in lost revenue for the West Bank economy each month

**4,400**  
Gaza workers stranded in the West Bank are dependent on humanitarian actors to meet their basic needs



For those living, or owning agricultural land, in Area C and the Seam Zone, <sup>40</sup> movement restrictions are negatively impacting their livelihoods, access to safe education and health services, and the psychosocial well-being of the whole Palestinian community, including refugees.



Throughout 2023 and to date in 2024, increased ISF incursions and clashes in the vicinity of **UNRWA installations**, particularly in refugee camps, **combined with movement and access restrictions significantly impacted UNRWA operations.**

# region, context and preparedness needs, including Lebanon

As a result of events in Gaza, armed confrontations have also been escalating at Lebanon's southern border with Israel since 8 October 2023, as well as in the broader region. Following a suspected Israeli strike on the Iranian consulate in Syria, on 13 April Iran launched its first ever direct attack on Israel from Iranian soil. In Lebanon, as of April 2024, over 92,000<sup>41</sup> individuals have been displaced from nine districts in southern Lebanon and in the Beqaa Valley. Further intensification and expansion of the armed conflict could lead to attacks in five Palestine refugee camps in the South and areas where Palestine refugees

reside in the Beqaa. This could see mass displacement, particularly from the South to nearby areas/camps and emergency shelters further North depending on the scale of conflict. An even wider geographic scope inside Lebanon cannot be ruled out. At the same time, access routes to vulnerable populations may well be cut. In the event of large scale displacement, and corresponding demands on infrastructure by Palestine refugee as well as other populations, shelter, Water, Sanitation and Hygiene (WASH) and health services in hosting areas could fast be overwhelmed.



Buildings destroyed in Khan Younis, Gaza Strip. © 26 November 2023 UNRWA Photo by Ashraf Amra

# funding requirements (US\$)

The UNRWA Flash Appeal for the oPt was originally published on 12 October 2023. The first revision was issued in early November 2023 seeking US\$ 481 million to cover the most critical humanitarian needs of an estimated 1.6 million people in Gaza, both refugees and non-refugees, and around 150,000 persons in the West Bank, for the period October – 31 December 2023. It was subsequently extended to cover the first quarter of 2024. The budget sought here of

US\$ 1.2 billion comes on top of previous appeals. The humanitarian needs in this document are also reflected in the OCHA Inter-Agency Flash Appeal for the oPt. The response in this Appeal can only be implemented if UNRWA also receives the necessary funding for its regular programme budget, which is the foundation for all Agency services in Gaza and all other fields of operation.

| Intervention                            | Gaza                 | West Bank         | HQ and regional  | Total                |
|---|----------------------|-------------------|------------------|----------------------|
| Food Security                           | 392,358,915          | 28,508,786        | 459,000          | 421,326,701          |
| Multi-Purpose Cash Assistance           | 23,126,850           | 8,417,574         | 150,000          | 31,694,424           |
| Shelter and Non-Food Items              | 206,782,525          | 15,371,014        | 862,180          | 223,015,719          |
| Emergency Health and Nutrition          | 54,680,939           | 4,852,205         | 674,630          | 60,207,774           |
| Water, Sanitation and Hygiene           | 131,899,784          | 8,253,227         | -                | 140,153,011          |
| Protection                              | 123,508,825          | 8,312,863         | 307,000          | 132,128,688          |
| Education in Emergencies                | 17,008,153           | 3,719,876         | 169,944          | 20,897,973           |
| Mental Health and Psychosocial Support  | 11,751,270           | 2,522,549         | 500,000          | 14,773,819           |
| Emergency Repair of UNRWA Installations | -                    | 2,633,808         | -                | 2,633,808            |
| Site Management                         | 27,298,952           | -                 | -                | 27,298,952           |
| Logistics                               | 5,883,000            | -                 | 198,000          | 6,081,000            |
| Coordination and Management             | 128,164,617          | 2,596,017         | 1,984,259        | 132,744,893          |
| <b>Total</b>                            | <b>1,122,463,830</b> | <b>85,187,921</b> | <b>5,305,013</b> | <b>1,212,956,764</b> |

# interventions

## Gaza

### Food Security

To avert crisis levels of food insecurity across the entire 2.3 million population of the Gaza Strip, and imminent famine in the North, UNRWA will provide in-kind food assistance targeting 1.1 million people. UNRWA’s food basket consists of flour, rice, sugar, oil, chickpeas, powdered milk, lentils, halawa, feta cheese, canned hummus, canned beans, canned tuna, canned sardines, salt and yeast. Due to high food insecurity and limited availability of food items in Gaza, the food basket is intended to cover 90 per cent of caloric needs. Its composition may change as the context and needs develop.

To further support alleviating food insecurity and allow beneficiaries to meet their most basic needs, UNRWA will expand its Cash for Work (CfW) programme. UNRWA has continued to create jobs in Agency-managed shelters since the beginning of the displacement. UNRWA will increase the number of contracts active at any one time from 4,000 to over 7,000 by the end of 2024. Current CfW jobs include guards, cleaners, sanitation workers, maintenance technicians, distribution labourers, social workers,

administrative assistants, clerks and monitors. As the situation changes, UNRWA will look into other job categories, as appropriate. UNRWA will continue to align with the Gaza Cash Working Group (CWG) guidance on pay scale, currently placing skilled workers at a daily rate of NIS 65 (US\$ 18) and unskilled workers at the daily rate of NIS 50 (US\$ 14).

### Emergency Multi-Purpose Cash Assistance

As market functionality permits, UNRWA will use and expand MPCA to ensure that families with specific vulnerabilities have the capacity to meet their most basic needs with the most flexible and dignified modalities feasible. UNRWA will target up to 10,000 families who would not be able to benefit from other interventions such as CfW. Beneficiary categories may include, but are not limited to, female headed households, adolescent and child headed households, and households with elderly members. For these most vulnerable populations UNRWA will provide a MPCA transfer value aligned with the Gaza CWG recommended transfer value, currently NIS 1,000 (US\$ 277.8) per family for up to three rounds, with at least two months between instalments.



UNRWA distributes flour to displaced families in the southern governorates, Gaza Strip. © March 2024 UNRWA Photo by Mohammed Hinnawi



An UNRWA staff member assesses a child's level of malnutrition, Rafah, Southern Gaza Strip. © March 2024  
UNRWA Photo by Muhammad Al-Hinnawi

## Emergency Shelter and other NFIs

UNRWA will respond to continuing large scale and repeated displacement, and people's limited capacity to bring even the most essential belongings with them when forced to move. UNRWA will continue to provide critical shelter and NFIs to displaced families, including tents and sealing kits, mattresses, mats, blankets, jerry cans, basin and kitchen sets for up to 1.2 million IDPs (240,000 families). To respond to overcrowding and extended sheltering in UNRWA facilities, this intervention also includes the maintenance and operational needs of Agency shelters.

## Emergency Health

UNRWA currently provides primary healthcare services through eight of its health centres and 68 health points at UNRWA managed shelters and sites. The number of health centres, shelters and sites fluctuates depending on access, security conditions and demand. Services provided include maternal and child health care, management of communicable and non-communicable diseases (NCDs) and MHPSS. To mitigate the degradation of access to tertiary medical care across the Gaza Strip<sup>42</sup> and enhance preparedness, UNRWA will expand its support to trauma and emergency care by prepositioning trauma and emergency kits, as well as through hospitalization and hospital subsidies. The Agency will also provide assistive devices and rehabilitation services, where feasible.

## Nutrition

In the face of imminent famine in Gaza, and rapid increases in reported deaths from malnutrition, UNRWA continues to conduct nutritional assessments and screening of malnutrition for children from six months to five years old at its health centres, as well as shelters and sites where UNRWA health points are operating. UNRWA will coordinate with other humanitarian actors, such as UNICEF and WFP, to provide supplementary food for children and pregnant and breastfeeding women identified as malnourished or at risk of thereof, through partners' resources.

## Protection

Ongoing full-scale hostilities, unprecedented mass displacement and overcrowding in IDP sites have compounded protection risks. UNRWA will scale-up protection monitoring through protection focal points in each UNRWA managed collective shelter, and will follow up on identified cases through its case management system. UNRWA will provide NFIs, including dignity kits, baby hygiene kits, diapers, summer and winter clothes, and assistive devices. UNRWA will also provide Explosive Ordnance Risk Education (EORE) sessions to raise awareness of affected populations, especially children, who are constantly exposed to risk due to the current situation. As part of the effort to strengthen social cohesion, the Agency will provide community radio programming,



Children queueing to receive food in Deir al-Balah, Middle Areas, Gaza Strip. © February 2024 UNRWA photo by Ashraf Amra



UNRWA delivers water to displaced people in Khan Younis, Southern Gaza Strip. © February 2024 UNRWA  
Photo by Mohammed Hinnawi

including messaging on various protection issues and risks. UNRWA will also reinforce its Prevention of Sexual Exploitation and Abuse (PSEA) mechanisms.

### **Water, Sanitation and Hygiene**

UNRWA will sustain and increase access to water through continuing and maintaining the operation of existing desalination systems, water wells and water trucking. This will be done by providing fuel to desalination stations, generators and fuel for wells, and trucking for water. Where necessary, UNRWA will provide bottled water to ensure that clean and safe water is available for those who cannot access other sources of water. The sanitation situation has been impacting the health of IDPs who are forced to stay without adequate WASH facilities for a prolonged period. Through this appeal, UNRWA aims to improve the situation of environmental health through providing family hygiene kits, maintaining hygiene at UNRWA managed shelters and sites through cleaning supplies, strengthening solid waste management, constructing mobile toilet units and vector control.

### **Education in Emergencies and MHPSS**

As soon as the hostilities began, many people sought refuge and protection in UNRWA emergency shelters, mostly school buildings. Formal education has been interrupted, affecting students' learning and well-being, as they are exposed to daily traumas. UNRWA will continue to focus on providing MHPSS through its counsellors and assistant counsellors to alleviate the stress and trauma that children are enduring.

Individual and group sessions will support up to 462,000 children. Additionally, recreational kits will be provided to up to 220,000 families with children. In line with the UNRWA Education in Emergencies approach and the oPt Education Cluster Gaza response plan, UNRWA will transition to non-formal education provision using radio education programmes and printed activity books, to help children reconnect with some learning in the absence of a ceasefire. When the situation allows for the setting up of non-formal education spaces, UNRWA will provide printed self-learning materials for core subjects to students and guidance to facilitators.

### **Site Management**

With 75 per cent of the population in the Gaza Strip displaced, many multiple times, a strengthened site management system is needed to ensure that IDPs have equitable access to basic services and essential supplies. UNRWA already has a system in place as part of its Emergency Preparedness planning that covers the management of Designated Emergency Shelters (DESSs), with a management team in each shelter. This arrangement has been extended to sites that are outside of UNRWA facilities due to the scale of displacement. UNRWA aims to target 58 currently accessible UNRWA shelters and sites (i.e. south of Wadi Gaza), and up to 116 sites in total, providing general site management, including coordination and information management, maintenance and protection mainstreaming at each site. Accountability to affected populations will be ensured.

## Common Services, Coordination and Management

UNRWA is the backbone of the humanitarian response in Gaza. From day one, in the face of daily threats against the lives of humanitarian workers, UNRWA staff and logistics systems have stayed and delivered, at scale. Currently, UNRWA has over 3,500 staff members who are actively engaged in the daily delivery of humanitarian aid across the Gaza Strip despite the hindering security challenges. The overwhelming majority of these staff are IDPs themselves and many have been displaced multiple times. In terms of supplies entering Gaza, stock handling and distribution, UNRWA remains the largest humanitarian agency across the supply chain. To sustain these direct emergency response interventions, UNRWA requires funds for logistical and operational needs, including staff, non-staff and safety requirements.

In addition to direct distribution of assistance, the entire aid operation in Gaza is reliant on UNRWA, due to the Agency's infrastructure, logistics and personnel, which ensure common services and last mile support to all humanitarian responders. This includes receipt of assistance, storage and onward distribution across Gaza as well as tracking and reporting on aid that has been distributed. UNRWA will continue to provide the coordination and trucking for the entirety of the back-to-back and cross-border movement of humanitarian assistance through Kerem Shalom into Gaza at Rafah Crossing. All fuel that formally enters the Gaza Strip is

brought in by UNRWA (some 90,000 litres on average per day). UNRWA will continue to negotiate with the Israeli authorities to bring fuel into Gaza. UNRWA will utilize its trucks for transportation, and deploy its staff and pumps to ensure coordinated dispatch of fuel to hospitals, water desalinization stations, sewage processing centres, humanitarian agencies and other critical providers of lifesaving services across the Gaza Strip. UNRWA likewise will continue to provide hosting facilities. These facilities currently accommodate an average of 40 agencies and 200 colleagues from the UN, international and national NGOs, and the inter-agency coordination mechanism, at its Joint Humanitarian Operations Centre (JHOC) facility in Rafah. This serves as the current ground zero of humanitarian operations in the Gaza Strip.

As the situation changes, the operation will be adjusted in consultation with other humanitarian actors to sustain the response. In coordination with UNDSS, UNRWA will continue to coordinate mission clearance, monitoring and support for aid missions inside Gaza (this includes daily inter-agency missions) and handle all aspects of coordination with the Israeli authorities. The information UNRWA generates and disseminates in Gaza, including on supplies, health and movements of IDPs, will remain critical for humanitarian organisations and the international community to plan and prioritize assistance and advocate on behalf of the affected population.



UNRWA food supplies distributed from an UNRWA warehouse in the Khan Younis Training Centre, Southern Gaza Strip. © November 2023 UNRWA Photo by Mohammed Hinnawi

## West Bank

### Food Assistance and Livelihoods

UNRWA will sustain its support to food insecure Bedouin and herder communities in Area C. Through an established partnership with WFP, UNRWA plans to provide in-kind food assistance to 38,350 individuals on a quarterly basis. Targeted communities, predominantly composed of refugees, are among the most vulnerable in the West Bank, facing threats of home and livelihood demolitions and forcible displacement. Additionally, UNRWA plans to continue its collaboration with WFP to provide food vouchers valued at US\$ 13.66 per person per month (ILS 50), for up to 15,000 households who have been hardest hit by the deteriorating security situation, and movement and access restrictions (80,000 individuals).

Furthermore, UNRWA will target 10,000 households for emergency CfW, focusing on those residing inside refugee camps. Targeted households will be selected among those that have been most severely affected by the ongoing emergency, and have lost access to livelihood and economic opportunities due to movement and access restrictions. One member of each selected household will be offered a CfW contract of US\$ 420 per month for three months. Participants will engage in various tasks such as maintenance, repair and sanitation efforts that are critical to the community infrastructure within the camps.

### Emergency Multi-purpose Cash Assistance

UNRWA will continue supporting some 4,400 vulnerable Gazan labourers and patients stranded in the West Bank after 7 October 2023 and cut off from previous livelihood opportunities. This support will be delivered through MPCA, with beneficiaries receiving US\$ 187 per quarter (ILS 700) to help cover their basic needs, in coordination with other humanitarian partners and host authorities.

### Emergency Shelter and NFIs

UNRWA will respond to the major increase in shelter needs, extensive damage to housing units and consequent prolonged displacement resulting from ISF incursions and armed confrontations in refugee camps. Shelter destruction leads to prolonged displacement of affected families and reliance on insufficient temporary shelter solutions. UNRWA will support 500 households in rehabilitating their shelters through a self-help approach, to improve housing quality and security of tenure, particularly in the aftermath of hostilities, leading to more positive health and social outcomes. The self-help approach will be implemented through a cash transfer methodology,<sup>43</sup>

which will allow families to directly manage the repairs. Families will be responsible for purchasing materials and, if needed, hire labourers. UNRWA site engineers will closely monitor the process and provide technical support. A further 100 homes will be reconstructed, also through a self-help approach, with families receiving rental subsidies as a temporary measure whilst homes are being reconstructed. The targeted refugee camps include Tulkarm, Nur Shams, Balata, Fara'a, Jalazone, Am'ari, Kalandia, Arroub, Fawwar and Jenin. These camps have been selected due to their high vulnerability and continuing exposure to protection threats and conflict-related violence.

### Water, Sanitation and Hygiene

In response to significant damage inflicted on water and sanitation systems due to large-scale ISF incursions in refugee camps, UNRWA is committed to restoring access to WASH services for Palestine refugees, with a primary focus on highly affected camps in the Northern West Bank. The Agency will contribute to the repair of water and sewage networks and conduct emergency household connections to ensure uninterrupted access to essential services. Furthermore, UNRWA will address the heightened demand for solid waste collection and removal, especially in camps that are experiencing frequent ISF incursions and clashes, by hiring additional sanitation labourers. UNRWA will ensure adequate maintenance of the existing solid waste management fleet and replace containers in refugee camps that were damaged in incursions and exchanges of fire. In addition, towards the end of 2024, UNRWA will implement a rapid winterization response to mitigate the risk of flooding. Essential repairs and rehabilitation of WASH facilities in select installations will also be undertaken to ensure the continued provision of critical services to Palestine refugees.

### Emergency Health

UNRWA remains committed to ensuring uninterrupted healthcare services to Palestine refugees, amidst increases in demand due to conflict-related violence, growing socio-economic vulnerabilities, and enhanced movement and access restrictions. To address recurring emergencies in refugee camps, UNRWA plans to enhance trauma response capabilities in its health centres with emergency care medical supplies. The Agency will also secure access to healthcare for isolated communities in the West Bank, targeting 36,573 individuals in Jerusalem, Jericho and Jenin areas. This will be facilitated through the deployment of three mobile health teams, that provide a range of primary healthcare services including treatment for various illnesses, management of NCDs, nutrition

interventions, reproductive health services, MHPSS and support for survivors of gender based violence (GBV). UNRWA will also deploy 48 additional healthcare workers, including psychosocial counsellors, nurses, midwives, pharmacists and laboratory technologists, across its health clinics in the West Bank to respond to increasing workload and replace those health staff who are unable to reach their duty station due to movement and access restrictions. Furthermore, UNRWA will arrange for epidemic preparedness and response, due

to the possible re-emergence of hepatitis, meningitis, and increased cases of acute, respiratory infections and diarrhoea. Emergency preparedness will also cover the local procurement of key NCD medications for which UNRWA might face shortages, should there be challenges with customs clearances of those supplies procured internationally. In addition, UNRWA will strengthen nutrition surveillance in the West Bank, including quality detection and referrals for treatment for malnourished children under the age of five.



UNRWA staff assess the damage caused by an ISF military operation in Jenin refugee camp, West Bank. © July 2023 UNRWA Photo

## Protection

UNRWA will continue its vital protection work across the West Bank. Protection teams uphold crucial relationships with targeted and affected communities, engaging in the documentation and monitoring of protection incidents in the field. This includes vigilance regarding violations of International Humanitarian Law (IHL) and International Human Rights Law (IHRL). UNRWA also plans to conduct trainings on humanitarian principles for its frontline staff, beyond those who are conducting quarterly integrated assessments.<sup>44</sup>

Addressing the humanitarian consequences of protection threats, including search and arrest operations and incursions in and around refugee camps, settler violence, demolition and displacement, remains a top priority. The UNRWA Crisis Intervention Unit will identify affected households, and will provide psychological first aid and cash-based assistance so that they can carry out minor shelter repairs, recover from livelihood losses and cope with displacement. UNRWA will also support preventative measures and short-term case management. Efforts will be scaled up to support vulnerable groups, including women, children and persons with disabilities, through Community-Based Organizations. Additionally, UNRWA plans to deliver cash for protection to 430 families facing

immediate or urgent protection needs, including GBV, child abuse, and for the elderly and persons with disabilities. UNRWA also plans to support persons with disabilities through cash-based assistance for 300 cases identified as in need of essential assistive devices, including wheelchairs, prostheses, hearing and visual aids. UNRWA will also provide support for specialized software and hardware to enhance mobility, hearing, vision and communication. Trainings on enhancing inclusion of persons with disabilities in the community will be organized for Women Programme Centres in ten refugee camps.

## Education in Emergencies

The UNRWA education in emergencies programme will prepare for and respond to increasing learning loss and child trauma resulting from tensions and violence in high-risk areas. UNRWA will provide transportation for over 766 children and teachers to enable them to reach their schools safely. UNRWA will also implement two catch-up programmes, one for 35 days during the summer, and a second on Saturdays from September to December 2024, focused on those schools that were most impacted by intermittent closures: 22,500 students will receive learning support through catch-up classes, and through specific support on core subjects such as mathematics and Arabic. UNRWA



An UNRWA protection team listens to an elderly refugee's testimony in Wadi al-Siq, West Bank. © February 2024 UNRWA Photo by Mohammed AlSharif

will improve schools' emergency preparedness and responsiveness, including through prepositioning of first aid and trauma kits in 43 schools.

### **Mental Health and Psycho-Social Support**

Within the emergency education response, to enhance the well-being and mental health of students, UNRWA will provide individual and group counselling to 19,819 students from 43 vulnerable schools, and 1,500 education staff. Furthermore, 15,000 vulnerable students will take part in winter and summer camps based in UNRWA schools. Integration of MHPSS in teaching and learning processes will be strengthened and teachers will be trained on how to implement MHPSS exercises in the classroom setting. The Agency plans a comprehensive capacity building programme for 230 UNRWA health staff that includes mental health training with a focus on children and youth.

### **Emergency Repair of UNRWA installations**

As a result of ISF operations in refugee camps, several UNRWA installations across the West Bank have

incurred and continue to incur damages. UNRWA will repair damaged installations to restore access to life-sustaining services. The Agency will also repair critical generators in essential UNRWA facilities to ensure uninterrupted operations, particularly during emergencies when power may be disrupted. Wherever possible, the Agency will look at opportunities for 'Building Back Better' including using energy-saving approaches and improving accessibility for persons with disabilities.

### **Coordination and Management**

UNRWA will maintain the timely and uninterrupted delivery of essential services and humanitarian aid to Palestine refugees in the West Bank. UNRWA will address challenges posed by the fluid and highly volatile operational environment. The Agency will enhance the safety of its installations in high-risk areas. UNRWA will likewise recruit additional staff to address movement restrictions that prevent many from serving in their intended duty stations.



A woman in front of her house in Wadi Al-Siq, a community at risk of displacement in the West Bank. © February 2024 UNRWA Photo by Mohammed AlSharif

## Regional Preparedness

Through this appeal, UNRWA is also seeking funds so that the Agency is ready to respond in the event of the displacement of Palestine refugees within and from southern Lebanon, particularly in the areas of Saida and Tyre.<sup>45</sup>

### Designated Emergency Shelters and preparedness in refugee camps in Lebanon

UNRWA will prepare 11 DESs to receive displaced populations through the installation of self-sufficient energy supplies (solar, fuel, generators and related spare parts). In the DESs, UNRWA will install fuel storage tanks, and stock fuel, detergents, and chlorine tablets to ensure the continuity of service of camp water wells and sanitation systems. The Agency will also install emergency lighting for toilets, additional water tanks and prefabricated toilet and shower units to accommodate the expanded sanitation needs of displaced persons living in the DESs. Additional work will support improvement of security infrastructure, privacy curtains on windows, adaptation of medical storage facilities, including with solar panels, and maintenance of accommodation facilities for staff working in the DESs. Consumable materials (fuel, chlorination and cleaning supplies will be sufficient to run the DESs for two months.

### Emergency Health

A majority of health preparedness actions were successfully completed by UNRWA during the fourth quarter of 2023. In addition, to ensure the continuity of health services, the Agency will equip some of its vehicles with refrigeration capacity for the transportation of medicines. UNRWA will likewise replenish and position one month's supply of basic medicines to ensure the availability of drugs for life threatening and chronic conditions, including NCD medication for 22,150 patients.

### Food

UNRWA will preposition and ensure appropriate storage of food parcels and NFIs for 7,000 beneficiaries for three months in the DESs. In the event of an emergency it will be critical to ensure streamlined digital recording and identification of displaced Palestine refugees and other population groups. This will both assist individuals in accessing basic assistance and protection services and also aid UNRWA in tracking and managing incoming populations into the DESs. To do so the Agency will acquire tablets and establish two satellite stores in the south and north regions.

### Protection

UNRWA will preposition MHPSS and recreational supplies for children and adults, reinforce legal aid and PSEA referral pathways, and train DES staff on protection in emergency contexts.

### Security and communications

UNRWA will strengthen security preparedness, including by providing 100 sets of personal protective equipment (PPE) for staff. The Agency will likewise ensure reliable communication channels between DESs and other key staff members during emergencies, by acquiring satellite phones and VHF radios, and hiring additional radio room staff.

## HQ Coordination and Management

As an integral component of the regional response, UNRWA will uphold various HQ functions to support emergency operations. This includes additional expertise in key programmatic interventions, logistics, information management, coordination and reporting, as well as necessary travel, communications and administrative needs and functions to ensure the efficiency and effectiveness of humanitarian efforts. Needs assessments and real time evaluations will be conducted to support evidence-based response.

# endnotes

- 1 Prior to October 2023, UNRWA distributed food aid to some 1.2 million Palestine refugees quarterly.
- 2 UNRWA is currently operating eight of its 24 health centres in Gaza, including two established after 7 October.
- 3 UNRWA Refugee Registration Information System (RRIS), 2023.
- 4 [Ministry of Health \(MoH\) in Gaza as of 30 March 2024](#), cited by the Palestinian Central Bureau of Statistics (PCBS).
- 5 Ibid.
- 6 This includes one million individuals residing in or near emergency shelters or informal shelters. Notably, as of October 12, approximately 160,000 IDPs were recorded in UNRWA shelters in North Gaza and Gaza governorates. UNRWA currently estimates that the population of North Gaza and Gaza governorates is up to 300,000 people. However, the ability of UNRWA to provide humanitarian support and updated data in these areas has been severely restricted. The ongoing hostilities and evacuation orders issued by Israeli Forces, and the constant need for safer locations have resulted in people being displaced multiple times. Due to the continued escalation of fighting and evacuation orders, some households have moved away from the shelters where they were initially registered. UNRWA plans to conduct a more accurate count of IDPs in shelters, including informal shelters, as soon as the security situation allows.
- 7 2008-9, 2012, 2014, 2021, 2022 and 2023.
- 8 [UN Secretary General, 6 November 2023](#).
- 9 [Palestinian Central Bureau of Statistics \(PCBS\)](#).
- 10 1,476,706 are Palestine Refugees registered with UNRWA, RRIS, as of fourth quarter of 2023.
- 11 [Ministry of Health \(MoH\) in Gaza cited by PCBS, as of 30 March 2024](#).
- 12 UNRWA is still verifying the number of casualties caused by incidents that impacted its installations and notes that these figures do not include some reported casualties where the number of injuries could not be determined.
- 13 [IPC Gaza Strip Acute Food Insecurity, February to July 2024](#).
- 14 WFP, as of 2 February 2024.
- 15 World Bank/IPSOS. Interim RDNA. Pending publication.
- 16 [UNICEF, 15 March 2024](#).
- 17 [Global Nutrition Cluster \(GNC\), Nutrition Vulnerability and Situation Analysis / Gaza, February 2024](#).
- 18 Preliminary Findings of the Rafah Governorate Rapid WASH Assessment by the WASH Cluster, February 2024.
- 19 [UNFPA, 1 March 2024](#).
- 20 UNICEF, February 2024.
- 21 Atfaluna. Inclusive Needs Assessment About Conflict-affected Persons with and without Disabilities in the Gaza Strip. March 2024.
- 22 UNDP/PAPP Gaza Insights, The Impact of the War on Women in the Gaza Strip. Presentation March 2024.
- 23 Currently all missions to the north of Wadi Gaza require coordination. Inter-agency access data from: UNOCHA, March 2024.
- 24 [OCHA, August 2023](#).
- 25 Ibid.
- 26 International Court of Justice, "Application of the Convention on the Prevention and Punishment of the Crime of Genocide in the Gaza Strip (South Africa v. Israel)", [Order of 26 January 2024](#). On 28 March 2024, the International Court of Justice issued a further Order, in which the Court reaffirmed the provisional measures indicated in its Order of 26 January 2024. It also ordered additional provisional measures, including obligations for Israel to "take all necessary and effective measures to ensure, without delay, in full co-operation with the United Nations, the unhindered provision at scale by all concerned of urgently needed basic services and humanitarian assistance," and to "ensure with immediate effect that its military does not commit acts which constitute a violation of any of the rights of the Palestinians in Gaza as a protected group under the Convention on the Prevention and Punishment of the Crime of Genocide, including by preventing, through any action, the delivery of urgently needed humanitarian assistance."
- 27 298,363 UNRWA basic education students and close to 2,000 TVET students.
- 28 So far in 2024, there have been 112 fatalities. Fifty two were refugees (46 per cent). Thirty-one were children.
- 29 UNRWA Protection Department, 2023.
- 30 Ibid.
- 31 Ibid.
- 32 [UNESCWA, November 2023](#).

33 UNRWA Protection data, March 2024.

34 Ibid.

35 38 per cent were displaced by the demolition of homes that lacked Israeli-issued building permits, and 8 per cent due to demolitions on punitive grounds.

36 [OCHA oPt, 2023](#).

37 [World Bank, December 2023](#).

38 [ILO, December 2023](#).

39 Ibid.

40 Over 60 percent of the West Bank is considered Area C, where Israel retains near exclusive control, including over law enforcement, access and movement, and planning and construction. The Seam Zone are the areas between the Green line/1949 Armistice Line and the West Bank Barrier.

41 IOM, Mobility Snapshot, April 2024.

42 WHO has documented 410 attacks on health care damaging 155 health-care facilities and 104 ambulances. Only nine of Gaza's 36 hospitals are currently even partially functional. [OCHA, February 2024](#).

43 The cash transfer will be provided in instalments via bank transfer. In order to receive the subsequent instalment, families will have to demonstrate that they completed at least 75 per cent of the previous stage and respected the allocated budget and rules.

44 Integrated assessments are conducted in all Agency installations on a quarterly basis. Assessments involve visits to installations by international and senior area staff to ensure that safe, inclusive, dignified, and universally accessible humanitarian services for all UNRWA beneficiaries can be provided.

45 Only highly prioritized emergency preparedness measures were included in the 2024 Syria, Lebanon and Jordan Emergency Appeal. With a substantial increase in military escalation and displacement following the writing of the EA, UNRWA assessed that broader contingency interventions were necessary to be included in this Flash Appeal.



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