

**Flygtningenævnets baggrundsmateriale**

|                                    |                                      |
|------------------------------------|--------------------------------------|
| <b>Bilagsnr.:</b>                  | <b>466</b>                           |
| Land:                              | Gaza-Vestbredden                     |
| Kilde:                             | UNRWA                                |
| Titel:                             | oPt emergency appeal progress report |
| Udgivet:                           | 2020                                 |
| Optaget på<br>baggrundsmaterialet: | 21. maj 2021                         |
|                                    |                                      |



# oPt emergency appeal progress report

for the reporting period 01 January – 30 June 2020

# oPt emergency appeal progress report

for the reporting period 01 January – 30 June 2020

© UNRWA 2020

*The development of the 2020 oPt emergency appeal progress report was facilitated by the Department of Planning, UNRWA.*

### **About UNRWA**

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of over 5.7 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

### **UNRWA communications division**

p.o. box 19149,  
91191 east jerusalem  
t: jerusalem (+972 2) 589 0224  
f: jerusalem (+972 2) 589 0274  
t: gaza (+972 8) 677 7533/7527  
f: gaza (+972 8) 677 7697

[communications@unrwa.org](mailto:communications@unrwa.org)  
[www.unrwa.org](http://www.unrwa.org)

**Cover photo:** Students in their first week back to school at UNRWA Jabalia Elementary Co-educational School in Gaza.  
@ 2020 UNRWA Photo by Khalil Adwan

# table of contents

|                                                                   |           |
|-------------------------------------------------------------------|-----------|
| <b>Acronyms and abbreviations</b>                                 | <b>7</b>  |
| <b>Executive summary</b>                                          | <b>8</b>  |
| <b>Funding summary: 2020 oPt emergency appeal progress report</b> | <b>10</b> |
| <b>Gaza</b>                                                       | <b>11</b> |
| Political, economic and security developments                     | 12        |
| Operational developments                                          | 12        |
| <b>Gaza: sector-specific interventions</b>                        | <b>13</b> |
| Strategic priority 1                                              | 13        |
| Strategic priority 2                                              | 15        |
| <b>West Bank</b>                                                  | <b>19</b> |
| Political, economic and security developments                     | 20        |
| Operational developments                                          | 20        |
| <b>West Bank: sector-specific interventions</b>                   | <b>21</b> |
| Strategic priority 1                                              | 21        |
| Strategic priority 2                                              | 22        |
| <b>Gaza, West Bank and Headquarters</b>                           | <b>23</b> |
| Strategic priority 3                                              | 23        |
| <b>Annexes</b>                                                    | <b>27</b> |
| Annex I: List of contributors to the oPt EA                       | 28        |
| Annex II: Status updated oPt EA risk register                     | 29        |
| <b>Footnotes</b>                                                  | <b>37</b> |



# acronyms and abbreviations

|             |                                                        |               |                                                                                |
|-------------|--------------------------------------------------------|---------------|--------------------------------------------------------------------------------|
| <b>CBOs</b> | Community Based Organizations                          | <b>NGO</b>    | Non-governmental organization                                                  |
| <b>CERF</b> | UN Central Emergency Response Fund                     | <b>OCHA</b>   | United Nations Office for the Coordination of Humanitarian Affairs             |
| <b>CfW</b>  | Cash-for-Work                                          | <b>oPt</b>    | occupied Palestinian territory                                                 |
| <b>CIU</b>  | Crisis Intervention Unit                               | <b>PA</b>     | Palestinian Authority                                                          |
| <b>DIOS</b> | UNRWA Department of Internal Oversight Services        | <b>PAS</b>    | Poverty Assessment Survey                                                      |
| <b>DUA</b>  | Director of UNRWA Affairs                              | <b>PCBS</b>   | Palestinian Central Bureau of Statistics                                       |
| <b>EA</b>   | Emergency Appeal                                       | <b>PPE</b>    | Personal Protective Equipment                                                  |
| <b>EiE</b>  | Education in Emergencies                               | <b>RBM</b>    | Results-Based Monitoring                                                       |
| <b>ERCD</b> | UNRWA External Relations and Communications Department | <b>RSSP</b>   | Relief and Social Services Programme                                           |
| <b>GBV</b>  | Gender-based violence                                  | <b>SEA</b>    | Sexual Exploitation and Abuse                                                  |
| <b>GFO</b>  | Gaza Field Office                                      | <b>SIMS</b>   | Security Information Management System                                         |
| <b>EA</b>   | Emergency Appeal                                       | <b>SOPs</b>   | Standard Operating Procedures                                                  |
| <b>EiE</b>  | Education in Emergencies                               | <b>UNCT</b>   | United Nations Country Team                                                    |
| <b>ERCD</b> | UNRWA External Relations and Communications Department | <b>UNDSS</b>  | United Nations Department of Security and Safety                               |
| <b>GBV</b>  | Gender-based violence                                  | <b>UNHCR</b>  | United Nations High Commissioner for Refugees                                  |
| <b>GFO</b>  | Gaza Field Office                                      | <b>UNICEF</b> | United Nations Children's Fund                                                 |
| <b>GMR</b>  | Great March of Return                                  | <b>UNRWA</b>  | United Nations Relief and Works Agency for Palestine Refugees in the Near East |
| <b>GRM</b>  | Gaza Reconstruction Mechanism                          | <b>WASH</b>   | Water, Sanitation and Hygiene                                                  |
| <b>HCs</b>  | Health centres/health clinics                          | <b>WBFO</b>   | West Bank Field Office                                                         |
| <b>HCT</b>  | Humanitarian Country Team                              | <b>WFP</b>    | World Food Programme                                                           |
| <b>HQ</b>   | UNRWA Headquarters                                     |               |                                                                                |
| <b>IHL</b>  | International humanitarian law                         |               |                                                                                |
| <b>IHRL</b> | International human rights law                         |               |                                                                                |
| <b>ILS</b>  | New Israeli Shekels                                    |               |                                                                                |
| <b>ISF</b>  | Israeli security forces                                |               |                                                                                |
| <b>IPT</b>  | Interpersonal Group Therapy                            |               |                                                                                |
| <b>JCP</b>  | Job Creation Programme                                 |               |                                                                                |

# executive summary

In the first half of 2020, Palestine refugees in the occupied Palestinian territory (oPt) continued to suffer the humanitarian and protection consequences of the Israeli occupation, coupled with the public health and socio-economic impacts of COVID-19.

In Gaza, the blockade, which entered its fourteenth year in June 2020, continues to push Palestine refugees into deeper poverty and despair, suppressing employment and economic opportunities and limiting movements of persons and goods. The unemployment rate stood at 45.5 per cent during the first quarter of 2020,<sup>1</sup> one of the highest rates of joblessness worldwide; in such conditions, many Palestine refugees remain dependent on the assistance provided by UNRWA to meet their basic needs. During the reporting period, the security situation was volatile, with recurrent cycles of violence and hostilities and increased tensions around the Israeli announcements of annexation in the West Bank. The situation was further compounded by the outbreak of the COVID-19 pandemic in March, which increased the burden on an already overstretched health system, struggling with chronic shortages of medical supplies and equipment, electricity rationing and a salary crisis affecting medical personnel. Thanks to the strict quarantine measures imposed by the authorities for persons coming into Gaza from Israel and Egypt, the number of COVID-19 cases remained low through to the end of the reporting period and into July and August. However, on 24 August 2020, the first cases of local transmission were reported in Gaza; since then, the number of cases has risen rapidly.

In the West Bank, Palestine refugees continued to experience protection concerns and difficult socio-economic conditions due to the Israeli military occupation. During the first six months of 2020, tensions increased following the launch by the US Government of the "Deal of the Century" and the Israeli announcements of plans to annex parts of the West Bank. Israeli Security Forces (ISF) operations in Palestine refugee camps continued, often involving the use of live ammunition and tear gas, resulting in casualties, property destruction and longer-term psychosocial consequences. Demolition and confiscation of Palestinian home and properties, in particular for communities in Area C, as well as the continued expansion of Israeli settlements, were also a cause for concern.

The already difficult socio-economic conditions faced by Palestine refugees in the West Bank were exacerbated by the impact of the lockdowns and movement restrictions imposed to contain the spread of COVID-19, which resulted in the loss of employment and income opportunities for many families. A steady increase in COVID-19 cases has been reported in the West Bank since June, putting further strain on the public health system and leading to further deterioration in socio-

economic conditions, with many families in quarantine losing access to their livelihoods.

## The UNRWA Response

In response, UNRWA continued to provide humanitarian assistance to more than one million Palestine refugees in Gaza and the West Bank. Following the outbreak of the COVID-19 pandemic, the Agency rapidly adjusted its programmes to incorporate the necessary health and risk mitigation measures, ensuring the continued availability of basic services.<sup>2</sup>

In these challenging circumstances, during the reporting period, in Gaza UNRWA provided emergency food assistance to 1,043,173 Palestine refugees, of whom 49.7 per cent were women. Food distributions were maintained in conditions of safety for staff and refugees, using a home delivery modality, to avoid overcrowding at distribution centres. Through the Agency Job Creation Programme (JCP) 5,524 refugees, including 1,949 women, benefitted from short-term work opportunities. The UNRWA Education in Emergencies (EiE) programme ensured the continuity of learning for students in schools and vocational training centres following their closure in March due to COVID-19. However, the material support (e.g. school materials) that UNRWA had planned to distribute to all students at the beginning of the school year could not be provided due to funding constraints. Through a programme budget advance, Mental Health and Psychosocial Support (MHPSS) services remained available to Palestine refugees at UNRWA schools and health centres until March, and continued through remote modalities once the schools were closed and in-person visits to health centres were limited to the most urgent services. During the reporting period, secondary and tertiary health care was extended to 2,178 abject poor patients in a critical condition. Neutrality inspections continued to be conducted on UNRWA installations; however, between March and June 2020, routine inspections were constrained by the restriction of movements imposed to contain the spread of COVID-19.

Across the West Bank, UNRWA supported 24,218 abject poor Palestine refugees with emergency cash assistance through the e-card modality, while an additional 37,000 individuals from Bedouin and herder communities received in-kind food assistance provided in partnership with the World Food Programme (WFP). Through its protection programme, the Agency continued to monitor, document, report and provide emergency assistance to those affected by demolitions and/or damage to their private property. During the reporting period, emergency cash assistance was provided to 155 Palestine refugee families affected by displacement or security operations. Semi-annual neutrality inspections were



conducted on 89 per cent of UNRWA installations, however the implementation of this activity was constrained by the lockdowns imposed since the COVID-19 outbreak.

## Impact of Underfunding

UNRWA emergency operations in the oPt continue to face a serious funding shortfall, which is putting at risk the continuity of vital assistance to Palestine refugees. During the reporting period, critical operations could only be maintained thanks to a grant from the UN Central Emergency Response Fund (CERF) and with advances from the UNRWA programme budget. Such advances will no longer be available due to financial pressures on the programme budget. If no additional funding is received for the oPt emergency appeal for the second half of the year, essential services such as cash assistance to abject poor in the West Bank , MHPSS, and food assistance in Gaza may be disrupted, with negative consequences on Palestine refugees and on the stability of the oPt.

# funding summary: 2020 oPt emergency appeal progress report

**Table 2: oPt emergency appeal funding summary by field, 01 January – 30 June 2020 (US\$)**

| Programme Interventions                | Amount            | Total       | Allocation Gaza | Allocation West Bank | Allocation Headquarters |
|----------------------------------------|-------------------|-------------|-----------------|----------------------|-------------------------|
| Emergency food assistance              | <i>required</i>   | 97,230,567  | 95,000,000      | 2,230,567            | 0                       |
|                                        | <i>received</i>   | 48,936,932  | 48,936,932      | 0                    | 0                       |
|                                        | <i>difference</i> | 48,293,635  | 46,063,068      | 2,230,567            | 0                       |
| Emergency cash-for-work                | <i>required</i>   | 30,000,000  | 30,000,000      | 0                    | 0                       |
|                                        | <i>received</i>   | 4,152,418   | 4,152,418       | 0                    | 0                       |
|                                        | <i>difference</i> | 25,847,582  | 25,847,582      | 0                    | 0                       |
| Emergency cash assistance              | <i>required</i>   | 4,054,106   | 0               | 4,054,106            | 0                       |
|                                        | <i>received</i>   | 913,737     | 0               | 913,737              | 0                       |
|                                        | <i>difference</i> | 3,140,369   | 0               | 3,140,369            | 0                       |
| Education in emergencies               | <i>required</i>   | 3,220,000   | 3,220,000       | 0                    | 0                       |
|                                        | <i>received</i>   | 857         | 857             | 0                    | 0                       |
|                                        | <i>difference</i> | 3,219,143   | 3,219,143       | 0                    | 0                       |
| Emergency Health                       | <i>required</i>   | 4,828,000   | 4,828,000       | 0                    | 0                       |
|                                        | <i>received</i>   | 1,149,355   | 1,149,355       | 0                    | 0                       |
|                                        | <i>difference</i> | 3,678,645   | 3,678,645       | 0                    | 0                       |
| Mental Health and Psychosocial Support | <i>required</i>   | 7,000,000   | 7,000,000       | 0                    | 0                       |
|                                        | <i>received</i>   | 264,629     | 264,629         | 0                    | 0                       |
|                                        | <i>difference</i> | 6,735,371   | 6,735,371       | 0                    | 0                       |
| Protection                             | <i>required</i>   | 3,973,365   | 1,200,000       | 2,773,365            | 0                       |
|                                        | <i>received</i>   | 910,125     | 0               | 910,125              | 0                       |
|                                        | <i>difference</i> | 3,063,240   | 1,200,000       | 1,863,240            | 0                       |
| Coordination and management            | <i>required</i>   | 2,029,757   | 1,400,000       | 285,102              | 0                       |
|                                        | <i>received</i>   | 24,892      | 24,892          | 0                    | 0                       |
|                                        | <i>difference</i> | 2,004,865   | 1,375,108       | 285,102              | 0                       |
| Neutrality                             | <i>required</i>   | 245,000     | 245,000         | 0                    | 0                       |
|                                        | <i>received</i>   | 0           | 0               | 0                    | 0                       |
|                                        | <i>difference</i> | 245,000     | 245,000         | 0                    | 0                       |
| Safety and security                    | <i>required</i>   | 2,500,000   | 2,500,000       | 0                    | 344,655                 |
|                                        | <i>received</i>   | 0           | 0               | 0                    | 0                       |
|                                        | <i>difference</i> | 2,500,000   | 2,500,000       | 0                    | 344,655                 |
| <b>To be allocated</b>                 | <i>received</i>   | 0           | 0               | 0                    | 0                       |
| <b>Total</b>                           | <i>required</i>   | 155,080,795 | 145,393,000     | 9,343,140            | 344,655                 |
|                                        | <i>received</i>   | 56,352,946  | 54,529,084      | 1,823,862            | 0                       |
|                                        | <i>difference</i> | 98,727,849  | 90,863,916      | 7,519,278            | 344,655                 |

gaza

## Political, economic and security developments

In a highly volatile political, security and socioeconomic context, UNRWA assisted around 1.4 million registered Palestine refugees in Gaza during the first half of 2020.<sup>3</sup> Residents of this territory endure a humanitarian and economic crisis driven by the Israeli blockade which entered its fourteenth year in June 2020 and which the United Nations considers illegal under international law, as a form of collective punishment. This has been coupled with cycles of violence, political instability and restricted entry and exit at the Rafah border crossing with Egypt. In addition, economic activity in Gaza and the delivery and availability of essential services are hampered by the continued intra-Palestinian divide, as key steps towards implementing the 2017 reconciliation deal between the Fatah and Hamas factions failed to materialize. An agreement among Palestinian factions to hold parliamentary and presidential elections in 2020 is yet to be materialized.

As is the case globally, the COVID-19 pandemic has been the dominant concern in the occupied Palestinian territory (oPt) in recent months. The Palestinian Ministry of Health declared a state of emergency in early March 2020, following the report of five exogenous cases of COVID-19 in Gaza, and subsequently shifted public health efforts and medical supplies to respond to the emergency. A number of measures were put in place to contain the spread of the virus, including the suspension of most commercial and all educational activities, and prohibition of public gatherings. The Israeli-controlled Erez Crossing and Egyptian-controlled Rafah Crossing have been largely closed since mid-March 2020, with incoming travellers sent to quarantine facilities for 14 days, subsequently extended to 21 days.<sup>4</sup> During the first half of 2020, the number of cases recorded was relatively low, i.e. 72, all of which were identified among people in designated quarantine facilities.<sup>5</sup> However, the first cases of local transition were reported on 24 August 2020, with cases rapidly increasing since then. At the time of preparing this report, Gaza had been placed under lockdown by the authorities to contain the spread of the pandemic.

While the general level of violence and associated number of demonstration-related casualties decreased in early 2020, the COVID-19 emergency further compounded the chronic humanitarian crisis in Gaza. Following years of blockade and de-development, Gaza's crumbling public health system is struggling to cope with the pandemic response while maintaining regular operations. The public health system in Gaza is already weakened by protracted shortages of electricity, medical supplies and equipment, a continuing salary crisis and access and movement restrictions affecting patients requiring health care that is unavailable in Gaza.<sup>6</sup> Within this context, UNRWA continued to provide basic health care for affected refugees, including psychosocial support, as well as primary health-care services recording over one million patient visits on a quarterly basis.

The unemployment rate in Gaza stood at 45.5 per cent during the first quarter of 2020.<sup>7</sup> The severe lack of job opportunities continues to aggravate already high levels of despair and frustration among the general population and especially among young people. In addition, the Palestinian Authority's (PA) financial crisis has been further compounded by the suspension of any bilateral contact with Israel including accepting the clearance revenues that Israel collects on its behalf.<sup>8</sup> This has resulted in austerity measures that led to further cuts to the salaries of Gaza-based civil servants as well as reductions in social assistance, the humanitarian consequences of which were partially offset by the distribution of cash payments funded by Qatar. During the reporting period, access to clean water remained at crisis levels and together with electricity rationing continued to impact nearly every aspect of life.

## Operational developments

Financial constraints remained a cause for concern for the implementation of UNRWA emergency operations in Gaza. As of 30 June 2020, the UNRWA oPt Emergency Appeal (EA) remained largely underfunded. Out of the US\$ 145 million requested for the Gaza portion of the oPt EA, US\$ 54 million had been received. In these challenging circumstances and in order to avoid a break in the delivery of lifesaving assistance, the Agency had to seek recourse to CERF for an emergency grant to cover one quarter of food commodities and distribution, and fill critical funding gaps in its emergency interventions through an advance from its programme budget. Prioritized emergency interventions included supporting the food and nutritional needs of over one million vulnerable Palestine refugees, providing short-term employment opportunities to over 5,000 individuals and continuing psychosocial services.

To mitigate any risks associated with the COVID-19 pandemic, at the end of March 2020, UNRWA adjusted its food operation to a home-to-home delivery modality to avoid overcrowding at distribution centres. On 5 March 2020, in line with the authorities' decision to contain the spread of COVID-19, 276 UNRWA schools were closed. To ensure the continuity of education of 282,360 students in UNRWA schools, the Agency rolled out its Education in Emergencies (EiE) approach adjusted to the specific context of COVID-19. Moreover, between March and May 2020, services provided at the 22 UNRWA health centres were limited to critical interventions only, while telemedicine and home delivery of medications were implemented to reduce foot traffic at UNRWA health facilities.

Psychosocial support continued to be provided by UNRWA counsellors in person whenever possible, and through remote modalities, to help Palestine refugees cope with the additional challenges of the COVID-19 situation.

During the reporting period, UNRWA worked on refining and modernizing its emergency food programme in an effort to respond to increased needs within available resources, and

focusing on the most vulnerable. In this regard, as of the third quarter of 2019, home visits to conduct the Agency's Poverty Assessment Survey (PAS) and to identify new families have been suspended.

In the first half of 2020, UNRWA in Gaza successfully re-shaped its engagement with community-based organizations (CBOs) such as Women Programme Centres supporting GBV survivors and Rehabilitation Centres providing specialized education

services to children with disabilities, implementing arrangements for a more formalized and improved cooperation. Despite a very difficult operational context, the Agency continued to uphold its commitment to neutrality, including through the investigation of violations, inspections of its installations and staff capacity development.

## gaza: sector-specific interventions

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

#### Emergency Food Assistance

| Outcome: The severity of refugee food insecurity is tempered.                |                                                        |                                                |                                                |
|------------------------------------------------------------------------------|--------------------------------------------------------|------------------------------------------------|------------------------------------------------|
| Output                                                                       | Indicator                                              | Actual                                         | Target (2020)                                  |
| Refugee households living in poverty meet their most basic food requirements | Number of refugees receiving emergency food assistance | 1,043,173<br>(519,277 female,<br>523,896 male) | 1,000,000<br>(498,000 female;<br>502,000 male) |

Food assistance remains one of the top priorities for UNRWA in Gaza, to address food insecurity amongst Palestine refugees and to support wider market stability. The restrictions imposed to prevent the spread of COVID-19 have exacerbated an already dire socio-economic situation, with increasing numbers of people struggling to meet their basic needs.

Palestine refugees eligible for the emergency food assistance are identified through the Agency's Poverty Assessment Survey (PAS), conducted by UNRWA relief workers through home visits to each household. However, in the third quarter of 2019, UNRWA suspended the assessment for admission of new cases in light of the constrained funding environment. In 2020, UNRWA is reviewing its methodology for assessment, eligibility and prioritization, and monitoring of food assistance. Modifications to this intervention are being explored as appropriate to better respond to increased demand and ensure that the most vulnerable Palestine refugees continue to receive the necessary support to meet their vital needs. UNRWA aims to introduce these changes as part of the 2021 Emergency Appeal, with the possibility of launching a pilot in the last quarter of 2020.

In the first half of 2020, UNRWA provided 1,043,173 refugees (519,277 female and 523,896 male) with in-kind food assistance under the oPt EA. 606,037 Palestine refugees (117,560 families) living below the abject-poverty line received a food basket that covers 80 per cent of a person's daily caloric requirement, while 437,136 Palestine refugees (92,198 families), who live between the abject poverty line and the absolute poverty line, received food assistance covering 43 per cent of their daily caloric needs.<sup>9</sup> The food aid caseload included 16,399 female headed households, 42,392 persons with disabilities, and 45,140 people above the age of 60.

In order to continue with the provision of emergency food assistance during the COVID-19 pandemic, UNRWA introduced new operational modalities as part of an overall mitigation plan to ensure the health and safety of Palestine refugees and staff. More information on the adjustments implemented by UNRWA to respond to the COVID-19 emergency is available in the dedicated report against the UNRWA COVID-19 Flash Appeal for March to July 2020.



Palestine refugees receiving food parcels at Khan Younis distribution centre in Gaza. © 2020 UNRWA Photo by Khalil Adwan



## Emergency Cash for Work (CfW)

| Outcome: The severity of refugee food insecurity is tempered. |                                                   |                |                 |
|---------------------------------------------------------------|---------------------------------------------------|----------------|-----------------|
| Output                                                        | Indicator                                         | Actual         | Target (2020)   |
| Palestine refugees earn wages to cover their basic food needs | Number of workdays generated                      | 230,121        | 2,150,000       |
|                                                               | Number of full-time equivalents created           | 799            | 7,500           |
|                                                               | Number of refugees benefiting from short-term CfW | 5,524          | 21,000          |
|                                                               | Total value provided to CfW beneficiaries         | US\$ 2,766,004 | US\$ 26,000,000 |

During the first half of 2020, UNRWA generated 230,121 working days through its cash for work (CfW) programme. This translated into short-term job opportunities for 5,524 refugees, benefiting a total of around 32,000 individuals (workers and their families), and injecting US\$ 2,766,004 into the local economy. The vast majority of beneficiaries, (3,718) were unskilled workers (67 per cent of the total), followed by skilled workers (1,766 people; 32 per cent). Only 40 people were hired under the professional category (1 per cent).

Twenty-eight per cent of the non-skilled contracts were awarded to women, and 46 per cent to youth (18 to 29 years old), meeting the planned targets of 20 and 40 per cent respectively. Overall, 1,949 women received job opportunities, of which 897 were given skilled or professional positions. Skilled female applicants received 50.8 per cent of the total number of skilled jobs. More than 83 per cent of these skilled female contactors were positioned in UNRWA installations in fields such as education, health, relief and social services and the rest of positions were mainly placed within specialized partnered CBOs, while unskilled women were hired as school attendants, guards, cleaners, packers and agricultural workers. In response to a youth unemployment rate in Gaza of 64.2 per cent (PCBS, 2020), UNRWA made particular efforts to provide recent graduates with short-term work opportunities. During the first half of 2020, 30.8 per cent of all opportunities were awarded to youth, of whom 43 per cent were recent graduates and 31 per cent were women.

The number of CfW opportunities that UNRWA can provide depends on the availability of funding. Coupled with high demand, this leads to long waiting times. In light of available resources, the Agency continued to use a family-based approach whereby preference for employment opportunities

was extended to families where no members had benefited from CfW assistance before. Currently, the average waiting time for a family is over four years. Of the 285,176 applicants on the CfW database, 7,703 submitted their applications during the first half of 2020, confirming the high demand for temporary employment.

Offering CfW opportunities to unskilled women in Gaza remains one of the main challenges for this intervention, mainly due to cultural constraints. To overcome these challenges, some of the available CfW opportunities specifically targeted women, e.g. some opportunities in the agricultural sector. Moreover, new job opportunities were created to help absorb more vulnerable unskilled women in other working fields, including jobs outside the traditional culturally accepted jobs, such as school attendants, guards, cleaners, and food packers at UNRWA distribution centres.

In late March 2020, due to the COVID-19 special circumstances, some CfW contracts were suspended, either due to the temporary suspension of services to which CfW beneficiaries were assigned, or when the post was of frontline nature and the suspension was needed to ensure the safety of individuals. These contracts resumed gradually whenever possible as the situation evolved; at the time of reporting, contracts had been suspended again due to the recent local transmission of the pandemic and the imposed lockdown.

As a result of the temporary suspension of the CfW intervention in the second quarter of 2020 the mid-year target was not achieved. UNRWA will continue to prioritize the most vulnerable refugees to provide CfW opportunities. Ensuring sustainable and predictable funding for this intervention is crucial to support Palestine refugees in meeting their basic needs.

## Strategic priority 2: Palestine refugees maintain access to critical services and are protected from the most severe impacts of hostilities and violence

### Emergency Health

| Outcome: Crisis-affected refugees enjoy their right to health.             |                                                                                                           |                                   |               |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------|---------------|
| Output                                                                     | Indicator                                                                                                 | Actual                            | Target (2020) |
| Crisis-affected refugees have access to secondary and tertiary health care | Number of poor refugees receiving secondary or tertiary healthcare                                        | 2,178<br>(1,450 female, 728 male) | 7,200         |
| Crisis-affected refugees have access to primary health care                | Number of patients provided with life-saving medicines                                                    | 0 <sup>10</sup>                   | 4,500         |
|                                                                            | Number of emergency surge staff hired to cope with increasing demand in UNRWA health centres              | 0 <sup>11</sup>                   | 45            |
| Vulnerable refugee students receive medical support                        | Percentage of identified students provided with necessary assistive devices and tools based on screenings | 75.93%                            | 100%          |

The COVID-19 emergency added an increased burden to an already overstretched health sector in Gaza, making the continued provision of basic health services even more critical. In these circumstances, during the first half of the year, UNRWA provided primary health care to Palestine refugees and supported access to secondary and tertiary health care for those needing critical surgeries but lacking the financial means. During the first half of 2020, 2,178 abject poor patients (1,450 females and 728 males) were supported through secondary and tertiary healthcare, following referral by UNRWA to a network of contracted hospitals.

UNRWA also provided emergency health support and medical follow-up, including physiotherapy and psychosocial support, to 15 patients who were previously injured during the Great March of Return (GMR) demonstrations and who require

longer-term support. As the GMR demonstrations stopped in 2020, no new patients were admitted during the reporting period.

During the 2019/2020 scholastic year, the Agency was able to provide comprehensive and in-depth medical assessments for 7,039 UNRWA students (4,103 girls and 2,936 boys), equivalent to 75.9 per cent of the total referred caseload of 9,270 students. Due to the COVID-19 emergency, the medical assessment of students was temporarily suspended and will be reactivated in the third quarter of the year, depending on the situation, to complete the assessment of remaining cases. The Agency provided students in need with medical treatment and assistive devices, such as hearing aids and eyeglasses, through a systematic referral by the UNRWA Education Programme.



A baby undergoes a medical check-up at the UNRWA Sheikh Radwan Health Centre, Gaza. © 2020 UNRWA Photo by Khalil Adwan



## Education in Emergencies

**Outcome: The effects of the blockade, poverty and violence are countered through a supportive learning environment where refugee students can realize their potential.**

| Output                                                                    | Indicator                                                                                                                  | Actual          | Target (2020)                                |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------|
| The quality of teaching and learning is sustained including during crisis | Number of UNRWA students who have attended at least one UNRWA catch-up class                                               | 0 <sup>12</sup> | 70,000<br>(33,500 female;<br>36,500 male)    |
| Barriers to access learning are reduced                                   | Number of students provided with at least one item of material support to enable them to access education at UNRWA schools | 0               | 282,000<br>(136,500 female;<br>145,500 male) |

During the first half of 2020, UNRWA continued to provide Palestine refugee students with access to inclusive, equitable, quality and safe education, including in emergencies. The 2019/2020 scholastic year started with the enrollment of 282,360 students (136,493 girls and 145,867 boys) in 276 UNRWA schools in Gaza, of which 70 per cent operate on a double-shift basis. At the beginning of the second semester, and specifically in mid-March, in line with the decision of relevant authorities to prevent the spread of COVID-19, all UNRWA schools and Technical Vocational Education and Training (TVET) centres in Gaza were closed and remained closed during the first half of 2020. UNRWA's longstanding Education in Emergency (EiE) programme was reconceptualised in order to better respond to this new challenge and allow for continuity of education through a focus on a self-learning approach. Over the past nine years, UNRWA has developed a range of student materials – text, online, and video – known as its Self-Learning Programme (SLP), as well as guidance for educators. According to a survey

conducted by the UNRWA Education Programme in Gaza, 69.25 per cent of students (52.72 per cent boys, 47.28 per cent girls accessed the Agency's self-learning resources (parent reported) during the period March to May 2020.

UNRWA is further developing its EiE approach to prepare for future needs related to the COVID-19 pandemic. While schools in Gaza were re-opened for a one-month catch up period on 8 August 2020, ahead of the 2020/2021 scholastic year, these were subsequently closed on 24 August, following the identification of local transmission cases in Gaza, and have been closed since then. Reopening of schools will be governed by a scenario that ensures the health and safety of students and staff taking into consideration developments around the spread of the pandemic in Gaza.

Due to the lack of funding for this intervention, UNRWA was unable to provide the planned support material to students in need.



Students at the UNRWA Jabalia Elementary Co-educational School in Gaza.  
© UNRWA 2020 Photo by Khalil Adwan

## Mental Health and Psychosocial Support

| Outcome: The psychosocial well-being of Palestine refugees is enhanced        |                                                                 |                                     |                                         |
|-------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------|-----------------------------------------|
| Output                                                                        | Indicator                                                       | Actual                              | Target (2020)                           |
| UNRWA students and parents receive psychosocial support at UNRWA schools      | Number of students receiving individual counselling             | 7,790<br>(3,560 female, 4,230 male) | 14,000<br>(6,900 female;<br>7,100 male) |
|                                                                               | Number of students receiving group interventions                | 2,728<br>(1,320 female, 1,408 male) | 12,000<br>(5,900 female;<br>6,100 male) |
|                                                                               | Number of public awareness sessions for parents held            | 440                                 | 1,600                                   |
| Families and communities receive psychosocial support at UNRWA health centres | Number of adults receiving individual counselling               | 2,211<br>(1,780 female, 431 male)   | 6,300<br>(4,700 female;<br>1,600 male)  |
|                                                                               | Number of adults receiving group interventions                  | 925<br>(656 female, 269 male)       | 2,000<br>(1,500 female;<br>500 male)    |
|                                                                               | Number of psychoeducation or awareness sessions for adults held | 590                                 | 1,000                                   |

During the reporting period, UNRWA's counsellors in schools and health centres continued to carry out a number of structured interventions to address the psychosocial needs of Palestine refugees. The COVID-19 emergency forced the Agency to adjust the modality of service delivery to continue responding to increasing needs.

After the closure of schools in March, the MHPSS unit at schools adopted a remote counselling and supervision strategy across the Gaza Strip. The school counsellors, in close cooperation with school principals and teachers, formulated virtual support groups for students. However, online accessibility remained a challenge due to frequent electricity and internet cuts, and the high cost of telecommunications via mobile phone. Students and families who needed further support were directed to the counsellor at the respective school. Counsellors followed up on existing cases, and disseminated awareness materials to families and teachers providing guidance on how to handle COVID-19 related reactions. The counsellors were supported, supervised and coached by 21 MHPSS education specialists.

As a result, it was possible to continue providing individual counselling services through tele-counselling whilst schools were closed. Counsellors continued to reach out to students and families to educate them on privacy and confidentiality issues during the remote sessions, in particular when beneficiaries used shared devices to receive their counselling.

A total of 7,790 students (3,560 females, 4,230 males) received individual counselling. During the first quarter, 2,728 students (1,320 females, 1,408 males) received PSS counseling through group interventions, and 440 public awareness sessions were held for parents. However, both group counselling and public awareness sessions were impeded after the closure of schools. As an alternative, counsellors provided 1,874 individual consultations through tele-counselling raising parents' awareness and fulfilling their queries during the second

quarter of the year.

At UNRWA health centres, health counsellors provided individual counselling to 2,211 adults (1,780 female and 431 male). The low number of persons assisted is mainly due to the implementation of COVID-19 preventive measures, which limited UNRWA's health services to critical or urgent cases during the second quarter of 2020. In order to cope with the situation, the counsellors provided psychosocial services through the toll-free lines assigned to each health centre; moreover, home visits and awareness raising sessions were also provided to address the specific impact of COVID-19. Structured psycho-education and group counselling sessions complemented these interventions, contributing to strengthening both individual coping mechanisms and mutual support among participants.

During the first half of 2020, through the health programme, MHPSS counsellors provided support to 925 adults (656 female, 269 male) through group counselling. In addition, 590 psycho-educative sessions<sup>13</sup> were organized as a response to critical psychosocial needs related to the impacts of COVID-19 as well as other social and family issues, especially GBV. Moreover, 1,667 adults (1,345 female, 332 male) received one-time individual consultations and advice concerning personal, family and social issues.

During the reporting period, MHPSS activities remained largely underfunded under the EA and the Agency was only able to maintain services through an advance from the programme budget. The need for MHPSS remains high in Gaza and continues to increase given the prevailing humanitarian situation, coupled with the additional challenges of the COVID-19 pandemic. Ensuring predictable and sustainable funding to the Agency's Emergency Appeal is paramount if these critical services are to be maintained.

## Protection

| Outcome: The protection of the Palestine refugees' human rights is enhanced.                                                                                                      |                                                                                                                                                     |                 |               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------|
| Output                                                                                                                                                                            | Indicator                                                                                                                                           | Actual          | Target (2020) |
| The protection needs (GBV, child protection and needs arising from the GMR) of the most vulnerable Palestine refugees are responded to<br>Barriers to access learning are reduced | Number of protection cases receiving individual case management support                                                                             | 0               | 1,000         |
|                                                                                                                                                                                   | Percentage of protection cases (including GBV) provided with targeted cash assistance                                                               | 0               | 100%          |
|                                                                                                                                                                                   | Number of briefings on the protection context, including protection concerns related to the GMR, provided to members of the international community | 48              | 25            |
|                                                                                                                                                                                   | Number of staff members trained on protection, safe identification and referral, and case management                                                | 0               | 300           |
| Vulnerable Palestine refugee children and women are provided with special protection interventions through CBOs                                                                   | Number of children with disabilities receiving protective and specialized educative support                                                         | 0 <sup>14</sup> | 1,000         |
|                                                                                                                                                                                   | Number of GBV survivors receiving legal advice and social interventions                                                                             | 0 <sup>15</sup> | 5,000         |

During the reporting period, no funding was available under the EA to support emergency protection programming. Funding constraints impacted UNRWA's ability to implement protection activities at the scale needed, such as providing additional targeted support to vulnerable refugees facing protection risks including abuse, exploitation and neglect. However, given the high level of needs, core protection responses continued through other sources of funding, including the UNRWA programme budget. During the reporting period, the Relief and Social Services, Health and Education Programmes provided assistance to 965 individual cases experiencing protection threats (700 females, 53 males, 115 girls and 97 boys, including 30 persons with disabilities). In response to the COVID-19 emergency, management of critical and high risk protection cases continued remotely.

Between January and June 2020, UNRWA organized 48 briefings for different international stakeholders including Ministers, donors, politicians, diplomats, journalists and researchers to raise awareness of protection issues affecting Palestine refugees in Gaza. The Protection and Neutrality Team also continued to cooperate and provide information to embassies, NGOs and UNHCR. Online tools were often used to

reach wider audiences while taking safety measures.

In Gaza, UNRWA has been supporting special protection interventions through selected Community Based Organizations (CBOs) to respond to the needs of refugee children with disabilities and GBV survivors. While no funding was received under the EA for this intervention during the reporting period, CBOs continued to be supported through the Agency's programme budget as well as through coordination with other partners, such as UNDP's Sawasiya Program, for referral and provision of legal support. Due to the COVID-19 emergency, Community Based Rehabilitation Centre schools for children with disabilities operated through distance learning reaching 806 children (455 male and 351 female). However, the limited funding to support these CBOs and the COVID-19 circumstances affected the achievement of the planned target. During the reporting period, 729 GBV survivors (615 females and 114 males, including 122 children -7 boys and 115 girls- under 15 years old) received legal advice and social interventions through CBOs, while 806 children with disabilities (351 females and 455 males) received protective and specialized educative support.

west bank



## Political, economic and security developments

During the first half of 2020, the Israeli military occupation continued to impact most aspects of the daily lives of Palestine refugees in the West Bank, including East Jerusalem. Levels of tension and violence increased, particularly in the weeks following the release of the US-sponsored “Deal of the Century” on 28 January 2020. The announcement triggered a strong uptick in confrontations and violence, Israeli Security Forces (ISF) operations and settler activity.

Between January and June 2020, the ISF conducted over 2,657 security-related operations in which 15 Palestinians, including two refugees, were killed and 1,171 were injured. During the same period, one Israeli fatality and 59 injuries were recorded. The ISF conducted 250 security operations in the 19 West Bank refugee camps, which represents an average of almost 1.4 security operations per day. Many of those operations involved the use of live ammunition and the deployment of large quantities of tear gas, often resulting in injuries, property damage and pronounced psychosocial consequences. While the presence of ISF in Palestine refugee camps has decreased during the COVID-19 pandemic, ISF operations and confrontations have continued, particularly in East Jerusalem. The indiscriminate use of tear gas also continued during the reporting period including one serious incident on 4 May 2020 that affected UNRWA health staff and patients at Kalandia Health Centre and required the early closure of the centre on that day.<sup>16</sup>

The number of detentions of Palestinians decreased in the period immediately following the declaration of a state of emergency due to the outbreak of COVID-19 on 5 March 2020. Detention of minors, however, continued, despite a joint statement made on 11 May 2020 by the UN Resident and Humanitarian Coordinator, UNICEF and OHCHR calling on the Israeli and Palestinian authorities to immediately release children in detention.<sup>17</sup> Out of the 201 Palestinian minors detained since the beginning of the year, at least 21 were reported to be Palestine refugees.

Palestinian communities, especially those in Area C, continued to face the threat of or actual home demolitions and confiscations, a central element of the coercive environment they face that may lead to their displacement and risk of forcible transfer. During the reporting period, Israeli settlement expansion continued. Between January and June 2020, at least 319 Palestinian-owned structures were demolished, of which 94 belonged to Palestine refugees.<sup>18</sup>

Socio-economic conditions in the West Bank also remained difficult, with Palestine refugees facing high unemployment rates (reaching 17 per cent in camps).<sup>19</sup> This continued to contribute to high levels of poverty and food insecurity in Palestine refugee households. The number of Palestinians living below the poverty line is expected to double from 14 to 30 per cent, as a consequence of the economic impact of both

the occupation and the COVID-19 pandemic.<sup>20</sup>

## Operational developments

In 2020, 865,274 Palestine refugees were registered with UNRWA in the West Bank, including East Jerusalem. During the reporting period, UNRWA delivered emergency assistance in a context of shrinking resources and increased operational constraints, which were exacerbated due to the COVID-19 outbreak.

Through the e-card modality, the Agency provided cash assistance to 24,218 abject poor Palestine refugees. In partnership with the World Food Programme (WFP), in-kind food assistance was extended to 37,000 Bedouin and herder individuals assessed to be food-insecure or vulnerable. Protection monitoring and advocacy activities continued, in spite of restricted access to the field due to COVID-19. Most home visits had to be cancelled as a precautionary measure, however UNRWA social workers provided assessments of vulnerable cases and psychosocial support. Personal Protective Equipment (PPE) was procured for all frontline staff.<sup>21</sup> Overall, the Agency was able to continue supporting the most vulnerable Palestine refugees through its emergency interventions despite the very difficult context.

During the reporting period, very limited funding was received for emergency appeal interventions. Funds received for the provision of emergency cash assistance through e-cards could only cover one round of distribution (25 per cent of the yearly requirements). To avoid a suspension in this activity, the Agency had to cover the second round through an advance from its programme budget. No funding is currently available for emergency cash assistance in the second half of the year. Failure to provide this support in the current circumstances would increase Palestine refugees’ vulnerability and negatively impact their food security. Regarding the Bedouin and Herder food assistance programme, in-kind food parcels were received through a renewed partnership with WFP. However, the Agency still faces a funding gap to cover distribution and logistics costs. For protection and neutrality needs, only 44 per cent of 2020 requirements were covered, jeopardizing the capacity of the Agency to sustain its monitoring, advocacy and assistance efforts to victims of possible violations of humanitarian law and human rights law. Finally, no funding was received for capacity and management components of the appeal, placing further pressure on the Agency’s internal resources.

## west bank: sector-specific interventions

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

#### Emergency Food Assistance

| Outcome: The severity of refugee food insecurity is tempered.                                                          |                                                                                                                                  |        |               |
|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|--------|---------------|
| Output                                                                                                                 | Indicator                                                                                                                        | Actual | Target (2020) |
| Food-insecure refugee households are provided with the means and knowledge to 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 | 37,000 | 37,000        |

During the reporting period, emergency food assistance was provided to Bedouin and herder communities through a joint partnership between UNRWA and WFP. This intervention contributed to enhanced food security for 37,000 individuals from 6,192 families in 86 communities, helping them meet their basic food needs and strengthening their resilience. Distributions were largely carried out according to plan through two rounds, reaching all targeted communities.

In the context of the COVID-19 outbreak, UNRWA and WFP made efforts to ensure the continuous delivery of food assistance to vulnerable Bedouin and herder communities in Area C. Personal protective equipment (PPE) was provided to the distribution team and new teams were formed to carry out the distribution in infected areas.



UNRWA-WFP joint food distribution at Beit Fureik, West Bank.  
© 2020 UNRWA Photo by Hassan Hajjeh

## Emergency Assistance

| Outcome: The severity of refugee food insecurity is tempered.                     |                                                                                                                                                              |                                           |                                           |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------|
| Output                                                                            | Indicator                                                                                                                                                    | Actual                                    | Target (2020)                             |
| Abject poor refugees receive emergency cash 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 assistance through the e-card modality  | 3,390<br>(137 female-headed households)   | 3,573                                     |
|                                                                                   | Number of abject poor refugee individuals in the West Bank (in rural, urban areas and in the 19 camps) receiving cash assistance through the e-card modality | 24,218<br>(11,787 female;<br>12,431 male) | 25,330<br>(12,344 female;<br>12,986 male) |
|                                                                                   | Total value disbursed as cash to abject poor refugee households                                                                                              | US\$ 1,720,837                            | US\$ 3,546,200                            |

Despite the limited funding received under the EA, during the first half of 2020, UNRWA continued to provide emergency cash assistance through its e-card modality to 3,390 abject poor refugee households (24,218 individuals, including 3,964 persons with disability). The e-card modality, which provides cash to vulnerable refugees through bank debit cards in partnership with the Bank of Palestine, contributed to empowering beneficiaries by providing more freedom of choice and more control on managing their household expenditure.

The socio-economic consequences of the COVID-19 outbreak created additional challenges for the delivery of this intervention. The impact of the deterioration of the economy on the US\$ – New Israeli Shekel (ILS) exchange rate generated an added financial burden. In order to continue to provide

ILS 125 per individual per quarter as planned, UNRWA now requires around US\$ 36.40 as compared to the originally planned US\$ 32.50 per person.

Moreover, and as a result of the negative impact of the COVID-19 crisis on the economy, a significant increase was noted in the number of new applications submitted to UNRWA by poor and vulnerable refugee households requesting regular assistance through the social safety net and/or the emergency cash assistance programme. These applications have not been fully processed yet since home visits by social workers have been put on hold due to COVID-19 precautions. However, given the current funding constraints, it is unlikely that the Agency will be able to increase the caseload for this intervention.

## Strategic priority 2: Palestine refugees maintain access to critical services and are protected from the most severe impacts of hostilities and violence

### Protection

| Outcome: Refugees receive enhanced protection from the immediate and most serious effects of occupation related policies, practices and hostilities, respect for IHL and IHRL is promoted, and abuses are mitigated |                                                                                                                                                                                           |        |               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------|
| Output                                                                                                                                                                                                              | Indicator                                                                                                                                                                                 | Actual | Target (2020) |
| Systematic follow up to alleged violations of IHL and other applicable standards.                                                                                                                                   | Percentage of external stakeholders who report awareness raised and intention to take action, or who take a concrete action as a result of UNRWA's advocacy interventions                 | 33%    | 40%           |
|                                                                                                                                                                                                                     | Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities                                                                | 67%    | 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 targeting external actors and duty bearers                      | 126    | 80            |
| 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 assistance | 60%    | 50%           |
|                                                                                                                                                                                                                     | Percentage of refugee households affected by demolitions/evictions who re-establish stable accommodation at the cessation of interventions <sup>22</sup>                                  | 59%    | 50%           |

The current protection situation in the West Bank is characterized by high levels of violence, the routine exposure of Palestinian civilians to the risk of both injury and death in the context of ISF operations, an increase in exposure to settler violence, and ongoing demolitions and displacement. This is

coupled with political insecurity arising from the suspension of Israeli/Palestinian cooperation due to the Israeli annexation plans, the lack of progress on Palestinian political unity and the consequences of COVID-19. Already facing socioeconomic challenges, the Palestine refugee population in the West Bank



in camps, cities and Area C remains particularly at risk.

During the reporting period and due to the COVID-19 crisis, UNRWA did not meet the expected target related to the percentage of external stakeholders who report an intention to take action, or who take concrete action as a result of UNRWA's advocacy interventions. Briefings to external actors – in particular representatives of third countries, diplomats, donors, etc – usually accounting for a major part of the total advocacy interventions, were nearly all cancelled due to the COVID-19 crisis. Nevertheless, efforts were taken to engage other interlocutors, in particular representatives of the Israeli authorities in order to achieve concrete action following UNRWA advocacy interventions.

Between January and June, UNRWA documented six incidents, out of which four were presented and addressed to the relevant authorities. Incidents documented included concerns about excessive use of force by the ISF, resulting in the injury and death of Palestine refugees, (including incidents that impacted on children), in addition to punitive demolitions and the use of tear gas and other weaponry in and around UNRWA installations including schools.

In-person briefings to external actors were also limited due to the COVID-19 crisis. To compensate for this, UNRWA initiated engagements through online briefings, video-conferencing

focused its advocacy efforts mainly on duty bearers (and in particular the Israeli authorities). During the reporting period 126 advocacy interventions were conducted, thus surpassing the annual target of 80 interventions.

During the reporting period, 60 per cent (93 out of 155 families) of refugee households impacted by protection threats re-established the physical safety and security of their residence after receiving emergency cash assistance, surpassing the planned target. The overachievement of the target is related to the efficiency and ability of the Crisis Intervention Unit (CIU) to conduct a comprehensive rapid assessment of affected families and to provide them with a full package of assistance, including cash assistance and referral to specialized services. Similarly, the number of refugee households affected by demolitions/ evictions who re-established stable accommodation after the cessation of interventions was above the target of 50 per cent, reaching 59 per cent (27 out of 46 families) for the reporting period. UNRWA rapidly adjusted its operations so that these services could continue even during the COVID-19 outbreak. Phone and social media assessments and interviews, as well as the utilization of bank wires and transfers when feasible, were some of the approaches taken by the CIU to ensure the continued availability of this intervention.

## gaza, west bank and headquarters

### Strategic priority 3: effective management and coordination of the emergency response

#### Coordination, Management and Safety and Security

| Outcome: The severity of refugee food insecurity is tempered.   |                                                                                                                      |          |               |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|----------|---------------|
| Output                                                          | Indicator                                                                                                            | Actual   | Target (2020) |
| 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.             | 1        | 2             |
|                                                                 | Mid-year EA progress report drafted and completed within a set period of time after the end of the reporting period. | 120 days | 120 days      |
|                                                                 | Draft annual EA report issued within a set period of time after the end of the reporting period.                     | N/A      | 120 days      |

During the reporting period, due to funding shortfalls against the emergency appeal, the support functions described in this paragraph were primarily made possible through UNRWA's programme budget. With these funds, the Agency continued to support the planning, monitoring and evaluation of emergency interventions and activities related to the safety and security of staff and refugees and the neutrality of its facilities. This proved vital for the efficient and effective delivery of services and to maintain and further develop capacity to respond to rapid-onset emergencies, including COVID-19.

At the Headquarters level, a senior emergency officer in the Department of Planning was responsible for the planning and coordination of emergency response activities. Guidance from HQ was also provided to support the fields in adjusting

existing interventions to the COVID-19 challenges, and in planning for COVID-19 specific response plans.<sup>23</sup>

The Department of Planning also continued to oversee emergency appeal planning, monitoring and reporting activities, while the online Results Based Monitoring (RBM) system allowed the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. During the reporting period, UNRWA also maintained other HQ functions in support of emergency operations, including data analysis for emergency programming and legal services supporting, among other things, and engagement with the international human rights system on protection issues that raise concerns about possible violations under international law.

## Emergency Preparedness

| Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities. |                                                                             |                                   |                                    |
|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------|------------------------------------|
| Output                                                                                                        | Indicator                                                                   | Actual                            | Target (2020)                      |
| The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies.          | Number of staff trained on emergency preparedness and response (area level) | 0                                 | 1,026 (Gaza)                       |
|                                                                                                               | Number of staff trained on early recovery                                   | 0                                 | 342 (Gaza)                         |
|                                                                                                               | Number of refugee households covered by available emergency stocks          | 49 refugee households (West Bank) | 100 refugee households (West Bank) |

Since March 2020, all trainings were suspended in Gaza due to the COVID-19 pandemic. Funding shortages further constrained the achievement of the planned targets for this intervention.

In the West Bank, the UNRWA Relief and Social Services Programme continued to respond to the emergency needs of Palestinian refugee families. Non-food items, including mattresses, blankets, kitchen kits as well as selective cash were provided to families facing sudden economic or social hardship.

During the first half of 2020, 49 families were assisted through the EA to support them in emergency situations caused by flooding and fires, amongst others.

Maintaining an adequate response capacity to address both protracted crises and sudden-onset emergencies remain a priority for UNRWA. At the beginning of the year, the West Bank Field Office (WBFO) conducted a full update of its business continuity and contingency plans in light of the

new risks posed by the COVID-19 outbreak. Since March 2020, WBFO emergency structures have been activated and the Agency's COVID-19 response in the West Bank has been coordinated using the existing tools and guidelines. In addition, UNRWA continued to strengthen and adapt its emergency preparedness capacity for other scenarios (e.g. political tensions) in coordination with other UN agencies and government authorities, while being fully involved in the COVID-19 emergency response. Contingency and business continuity plans were also updated in Gaza to reflect COVID-19 challenges and ensure continuity of essential services.

Due to the COVID-19 outbreak, UNRWA WBFO was not able to conduct the planned area-level emergency preparedness training. Moreover, the Agency's staff were already fully involved in the COVID-19 response and several training activities were cancelled. When the situation allows, UNRWA will review the lessons learned of the COVID-19 response, collect good practices and identify future training needs based on the current emergency response.

## Neutrality: Gaza

| Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities. |                                                        |        |               |
|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------|---------------|
| Output                                                                                                        | Indicator                                              | Actual | Target (2020) |
| Installation inspections are carried out to safeguard neutrality                                              | Percentage of installations monitored biannually       | 54%    | 100%          |
|                                                                                                               | Percentage of recorded neutrality breaches followed up | 100%   | 100%          |

UNRWA continued to safeguard the neutrality of UNRWA installations to facilitate the provision of humanitarian services in a challenging operational environment, in line with the Agency's Neutrality Framework and Standard Operating Procedures (SOPs), which guide implementation of the Agency's commitment to humanitarian principles, including neutrality.

During the reporting period, no funding was received under the EA for this intervention, which continued to be implemented through the Agency's programme budget. Movement restrictions amidst COVID-19 prevented the routine inspection of UNRWA installations between March and July. During this period, school attendants and Installation Managers remained responsible for upholding the neutrality of installations.

Security patrols/inspections were also undertaken twice a day by the UNRWA Field Security and Risk Management team (FSRM) to maintain the integrity and neutrality of installations. During the reporting period, the Protection and Neutrality team conducted 149 visits to UNRWA installations. Issues related to neutrality that were observed during the visits included the use of inappropriate posters, graffiti, stickers, national flags, unauthorized maps, unauthorized entry of third parties and land encroachment. One critical neutrality incident was identified and addressed. All issues were addressed in a timely manner. During neutrality inspection visits, UNRWA Associate Protection and Neutrality Officers also raised awareness relating to neutrality with installation managers and staff.

An UNRWA Protection and Neutrality team member during a visit to UNRWA Beach Elementary Co-Ed School, Gaza @ 2020 UNRWA Photo by Khalil Adwan



### Neutrality: West Bank<sup>24</sup>

| Output                                                                                                             | Indicator                                                         | Actual | Target (2020) |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|--------|---------------|
| Installation inspections and sensitization training and management reviews are carried out to safeguard neutrality | Percentage of installations monitored biannually                  | 89%    | 100%          |
|                                                                                                                    | Percentage of noted neutrality breaches with an initial follow up | 50%    | 100%          |

During the reporting period, UNRWA staff carried out inspections in 89 per cent of its installations across the West Bank (208 out of 233). The underachievement of the target is mainly due to challenges related to the lockdowns and

movement restrictions imposed to contain the spread of COVID-19, which limited the ability of Agency staff to access all installations in a timely manner.

annexes



# annex 1: list of contributors to the oPt emergency appeal

**CERF**

**ECHO**

**France**

**Germany**

**Japan**

**King Salman Humanitarian Aid and Relief Centre**

**Kuwait Red Crescent Society**

**Oman**

**Qatar**

**Spain, Balears Government**

**Spain, Basque government**

**Spain, Catalonia Government**

**Spain, Gran Canaria Regional Government**

**Spain, Oviedo City Council**

**Sweden**

**Turkey**

**UNRWA USA National Committee**

**Various private donors**

# annex 2: status updated oPt emergency appeal risk register

| Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Consequences                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Mitigation / Coping Mechanisms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Monitoring                                                                                                                                                                                                                                                                                                                                                                                                                                    | Hazards                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                               | Gaza                                                                                                                                                                                                                                                                                                                                                                                  | West Bank                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>Escalated conflict in Gaza and the West Bank (local and regional in origin) leading to increased humanitarian vulnerability and possible interruptions to UNRWA services/assistance.</li> <li>Escalation and increase in IHL and IHL violations affecting Palestine refugees and refugee camps, as well as incidents of GBV, SEA and violence against children.</li> <li>Inability of the PA Government to provide salaries to civil servants, with subsequent security and service delivery implications.</li> </ul> | <ul style="list-style-type: none"> <li>Increased humanitarian needs and vulnerabilities among Palestine refugees</li> <li>Increase in protection issues, including GBV, SEA and violence against children, violations of IHL/IHRL, fatalities, injuries and people detained due to law enforcement operations or armed conflict</li> <li>Tightened restrictions in the movement of people, goods and services in and out of the Gaza Strip and access restrictions in the West Bank including East Jerusalem</li> </ul> | <ul style="list-style-type: none"> <li>Gaza Field Office and the West Bank Field Office (WBFO) continue to strengthen their emergency and rapid response capacity through the review and improvement of relevant systems. A thoroughly reviewed emergency response manual and related SOPs will strengthen GFO and WBFO integrated management and coordination during the emergency phase.</li> <li>UNRWA can access existing logistical and administrative capacities during emergencies; thereby, providing a surge capacity mechanism during a crisis.</li> <li>GFO and WBFO have minimum-preparedness steps in place, such as updated emergency supply lists, critical/essential staff lists and the ability to utilize the Agency's emergency staff roster.</li> <li>UNRWA coordinates with United Nations Country Team (UNCT)/United Nations Department of Security and Safety (UNDSS) to ensure maximum coverage and efficiency. Both GFO and WBFO actively participate in inter-agency simulations and emergency preparedness/response workshops.</li> <li>The UNRWA Department of Security and Risk Management works with UNDSS to closely and continuously monitor the political and security situation to allow, where possible, pre-emptive planning for escalations.</li> <li>Security briefings for incoming staff support conduct and behaviour that reduce risk, both to the individual and to the Agency.</li> <li>Cross-cutting initiatives addressing issues such as GBV, SEA and violence against children are mainstreamed into emergency response plans and processes.</li> </ul> | <ul style="list-style-type: none"> <li>Close monitoring of the political environment; trends analysis, protection incidents and early identification of factors that can trigger an escalation</li> <li>Regular use of the Security Information Management System (SIMS), including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell</li> <li>Daily media reviews</li> </ul> | <ul style="list-style-type: none"> <li>Reconciliation talks have largely collapsed, further worsening the political impasse and contributing to service delivery crisis and deteriorating socio-economic conditions on the ground.</li> <li>Salaries of PA civil servants continued to be reduced to approximately 40 per cent along with reductions in social assistance.</li> </ul> | <ul style="list-style-type: none"> <li>Tensions and violence have increased across the West Bank including East Jerusalem during 2020. This has been most noticeable in the four weeks directly following the announcement of the "Deal of the Century". While the presence of ISF in Palestine refugee camps has decreased during the COVID-19 crisis, ISF operations and confrontations have continued, particularly in East Jerusalem. The indiscriminate use of tear gas also continued during this period, including one serious incident on 4 May 2020 that affected UNRWA health staff and patients at Kalandia Health Centre and required the early closure of the centre on that day</li> <li>The number of detentions overall decreased in the period immediately following the declaration of a state of emergency due to the outbreak of COVID-19 on 5 March 2020.</li> <li>Insufficient revenues have left the Palestinian Authority (PA) unable to pay the May salaries for around 133,000 government employees. On 2 June 2020 Palestinian Finance Minister Shukri Bishara announced that the government would only pay 50 percent of salaries for its employees for the months of May and June, with a minimum of 1,750 shekels. He added that those who have salaries below 1,750 shekels will be fully paid, and those whose salaries are above this amount will receive 50 per cent.</li> </ul> |

| Strategic                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Inadequate funding level to meet rising needs</li> <li>The suspension of peace talks, if sustained, could lead donors to reconsider their long-term commitment</li> </ul> | <ul style="list-style-type: none"> <li>Service delivery to refugees interrupted and/or service is not delivered to most vulnerable beneficiaries</li> <li>Not meeting expected results due to reduction in donor assistance</li> <li>Negative impact on public perceptions of UNRWA</li> <li>Threats to staff/service delivery</li> </ul> | <ul style="list-style-type: none"> <li>More effective resource mobilization and advocacy</li> <li>Regular briefings to donors</li> <li>Community outreach/communication</li> <li>Resource rationalization and prioritization of interventions</li> <li>Contingency planning</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>Engagement with the Department of External Relations and Communications (ERCD) to track income/pledges</li> <li>Engagement with ERCD to diversify donors and donor income to the EA</li> <li>Monitoring of service interruptions and refugee satisfaction and reactions</li> </ul>                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>EA activities prioritize most critical and life-saving interventions mainly focusing on 1. Food Assistance, 2. Cash for Work, and 3. MHPSS. Yet, the EA remains largely underfunded.</li> <li>Continued outreach efforts to donors and partners to mobilize resources for the EA 2020, as well as approaching private donors</li> </ul> |
| Operational                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks, as well as dissatisfaction towards employment conditions</li> </ul>           | <ul style="list-style-type: none"> <li>Industrial action resulting in interruption of service delivery</li> <li>Misuse of materials and assets</li> </ul>                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>UNRWA HQ and field office management have regular meetings with the Area Staff Unions to discuss specific issues of staff concern.</li> <li>In case of industrial action, within 48 hours, both offices are capable of relocating to remote locations with necessary support.</li> <li>Regular updates with stakeholders (staff and institutional partners) are provided to ensure understanding of reforms and structural reorganization requirements.</li> <li>Through consultations between supervisors, supervisees and Human Resources representatives, constructive staff dialogue is promoted.</li> <li>Access to and use of staff portal and social media platforms for GFO and WBFO staff as a tool for effective communication with staff</li> </ul> | <ul style="list-style-type: none"> <li>Monitoring/documenting of key issues to the Area Staff Union and of union messaging</li> <li>Updates to donors on key developments affecting Agency operations</li> <li>Periodic review of business continuity plans</li> <li>Regular interaction and communication with the Commissioner-General and Executive Office staff</li> <li>Regular updates through communication with Field Office management</li> <li>Periodic monitoring and review of staff survey results</li> </ul>                        | <ul style="list-style-type: none"> <li>The Agency continued to maintain regular communication with staff on changes to EA programming.</li> <li>Meetings with donors and media at various levels have been conducted to update and brief on the funding situation regarding the EA and implications on programming.</li> </ul>                                                 |
| Financial                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Fiduciary risks in operational implementation</li> <li>Reputational risk impacts donor support to UNRWA</li> </ul>                                                        | <ul style="list-style-type: none"> <li>Donors reduce their contributions</li> <li>Financial viability of projects/programmes compromised</li> <li>Dissatisfaction among beneficiaries towards UNRWA due to negative perception of UNRWA operations and potential cuts</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning system.</li> <li>Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes.</li> <li>UNRWA systems are monitored and audited to identify and address operational and financial risks.</li> <li>Continued bilateral and ad-hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support.</li> </ul>                                                                                                                                                 | <ul style="list-style-type: none"> <li>Monthly meetings in GFO and WBFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions</li> <li>Quarterly results-based monitoring (RBM) of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected</li> <li>In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs-</li> </ul> | <ul style="list-style-type: none"> <li>UNRWA managed to continue to operate and maintain services with the limited budget available and thanks to a PB advance to the EA.</li> <li>The assistance provided by UNRWA to respond to COVID-19 specific needs was positively received.</li> </ul>                                                                                  |

## Socio-political

|                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Real or perceived breach of UNRWA neutrality as a humanitarian actor</li> <li>• Beneficiary expectations go unmet due to a perceived (or actual) decrease in humanitarian assistance</li> <li>• Lack of trust in reporting systems</li> <li>• Persistence of harmful cultural practices</li> </ul> | <ul style="list-style-type: none"> <li>• Death or injury of refugees accessing services/UNRWA staff</li> <li>• Donors reduce financial support</li> <li>• Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries</li> <li>• Incursions in UNRWA installations create general insecurity in the refugee community</li> <li>• Unstable/unfavorable community relationships</li> <li>• Obstruction of service delivery for the beneficiaries</li> <li>• Exposure of UNRWA staff to threats and compromising situations and retaliation for reporting</li> <li>• Mistrust towards UNRWA among Palestine refugees who do not receive the expected support</li> </ul> | <ul style="list-style-type: none"> <li>• Controls are in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure all equipment is present and accounted for. In addition, the car log system protects against theft/misuse of Agency vehicles.</li> <li>• Staff outreach through communications, annual/biannual presentations and workshops on neutrality/access/protection.</li> <li>• Proper inductions are provided for newly-hired staff that includes training on UN privileges and immunities and the UN humanitarian principles, including neutrality.</li> <li>• Allegations concerning neutrality breaches are investigated and where breaches are identified disciplinary action is undertaken in accordance with the Agency's Regulatory Framework.</li> <li>• In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place. Incidents are protested in writing to relevant interlocutors.</li> <li>• Interventions are conducted with key interlocutors, sometimes jointly with other UN agencies.</li> <li>• The Agency updates and implements communication plans that include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, Camp Service Committees and the Palestinian Authority (PA).</li> <li>• Feedback is sought and stakeholder concerns addressed. Transparency is improved through stronger community-level engagement.</li> <li>• WBFO operates a feedback mechanism related to the social safety net programme. This has improved transparency and has reduced frustration, especially at camp level. It also limits the extent to which camp service officers and other front-line staff are exposed to/deal with complaints regarding emergency assistance.</li> <li>• However, a lack in accountability toward beneficiaries has been identified for other programmes, contributing to beneficiary frustration. WBFO is working to improve its feedback mechanism, to make sure that trusted and systematic procedures are in place.</li> </ul> | <ul style="list-style-type: none"> <li>• Tracking and analysis of neutrality violations in UNRWA installations</li> <li>• An updated record of staff members trained on humanitarian principles, including neutrality, is maintained.</li> <li>• Media analysis and follow-up</li> <li>• Regular donor contact</li> <li>• Results of internal surveys and evaluations from non-UNRWA sources</li> <li>• Staff expectations recorded as part of appeal programme design</li> <li>• SIMS reporting on incidents and complaints</li> <li>• Neutrality-related incidents and follow up are tracked.</li> <li>• DIOS data on case investigations</li> </ul> | <ul style="list-style-type: none"> <li>• The Protection &amp; Neutrality Team monitored neutrality of installations and followed up on violations and all staff have or are taking the mandatory neutrality course online.</li> </ul> | <ul style="list-style-type: none"> <li>• Regular allegations of perceived lack of neutrality of UNRWA continue to be reported in the media. All listed mitigation measures on neutrality are taken, so as to reassure donors and partners on UNRWA neutrality.</li> <li>• Continuous dialogue is maintained with the community on the current financial situation of UNRWA so as to respond to unmet expectations and ensure beneficiaries are well informed.</li> </ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Socio-political

- The GFO Monitoring and Evaluation Unit conducts independent beneficiary satisfaction surveys that both increase management awareness of areas of discontent among target groups and improves effectiveness and targeting.
- The GFO and WBFO maintains regular contact with beneficiaries, explaining their service access rights, as well as the reasons for any cuts implemented.
- The GFO-reformed PAS enables the Field Office to refine its poverty-targeting mechanism to identify Gaza's poorest and most marginalized families. The new poverty assessment system is more rapid, accurate and fair and includes a robust appeal mechanism.
- Information collected from beneficiaries is fed back to senior management in order that their expectations can be positively managed.
- The UNRWA YouTube channel is utilized through DUA/CG/programmes on broad issues and answering broader questions from refugees.
- GFO communications has dedicated communication with communities/outreach stream to ensure better flow of two-way dialogue with refugees.
- Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS.
- GFO increased outreach efforts through Communications with Communities (CwC) that provides refugees greater access to information on UNRWA activities, service access rights and rationale of distribution of available funds, while also ensuring refugees' voices are heard and taken into account in decision-making processes related to the provision of humanitarian services.
- GFO regular meetings with Palestinian Refugee Committees



| Event                                                                                                                              | Consequences                                                                                                                                                                                                                                                                                                                                                                                                | Mitigation / Coping Mechanisms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Monitoring                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Status Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Socio-political</b>                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza</li> </ul> | <ul style="list-style-type: none"> <li>Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies</li> </ul>                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays of commodities.</li> <li>Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays.</li> <li>Whenever necessary, UNRWA undertakes steps that ensure that the Israeli authorities allow unhindered humanitarian relief into Gaza.</li> <li>Support is sought from the international community and donors to use their position in advocating for the unhindered access of humanitarian assistance into Gaza.</li> <li>As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained.</li> </ul> | <ul style="list-style-type: none"> <li>Clear external reporting on the impact of access barriers on programme delivery</li> <li>Regular communication with the Israeli authorities</li> <li>Analysis of incidents and trends</li> <li>Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel</li> <li>Monitoring of the media and dialogue with local economic actors</li> </ul> | <ul style="list-style-type: none"> <li>Occasional temporary delays in importing supplies to Gaza due to incidents of escalation of violence. Increasingly restrictive approach by Israeli authorities with regard to granting permits for UN/UNRWA Palestinian staff, with a number of staff banned from re-applying for a period of 12 months. The Agency continues to engage the Israeli authorities in coordination with other actors.</li> </ul>                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Attempted political interference in UNRWA activities</li> </ul>                             | <ul style="list-style-type: none"> <li>Delays in the implementation of activities, with possible cancellations</li> </ul>                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>The humanitarian purpose and neutrality of UNRWA interventions are highlighted to stakeholders</li> <li>Open communication channels with stakeholders who advocate for the Agency's humanitarian mandate</li> <li>Close observance of and constant reminders provided on the UNRWA mandate and scope of work</li> <li>Reporting mechanisms from all programmes and installations to inform on incidents of interference by government representatives on UNRWA activities</li> <li>Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions</li> </ul>                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Record and ensure analysis of incidents</li> <li>Maintain regular contacts with key stakeholders, including donors</li> <li>Depending on the case, and if required, communicate publicly</li> </ul>                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>No notable incident was reported.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>Worsening of the political divide</li> </ul>                                                | <ul style="list-style-type: none"> <li>Possible escalation of violence and conflict in Gaza due to increased internal division</li> <li>Further tightening of restrictions in the movement of people, goods and services in and out of the Gaza Strip</li> <li>Deterioration of socioeconomic conditions among refugees in Gaza resulting in increased pressure on UNRWA and humanitarian actors</li> </ul> | <ul style="list-style-type: none"> <li>In coordination with UNDSS, UNRWA closely monitors the political and security situation to strengthen contingency planning and where possible allow pre-emptive planning for escalations.</li> <li>Continued coordination with United Nations Country Team (UNCT)/United Nations Department of Security and Safety (UNDSS) to ensure maximum coverage and efficiency.</li> <li>UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis.</li> </ul>                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Collaborate with other humanitarian partners in monitoring of the political environment and early identification of factors that can trigger an escalation</li> <li>Regular use of the Security Information Management System (SIMS), including ongoing collection and coordination of security data through the UN Security Management Team</li> <li>Daily media reviews</li> </ul>                                     | <ul style="list-style-type: none"> <li>Talks have largely collapsed, complicating service delivery and further worsening the socio-economic context in Gaza as salary payments and social assistance are reduced. The impact on purchasing power is partially offset due to monthly cash injections, including to support salary payments to employees of the de facto authorities, social assistance to vulnerable families and fuel supply, through Qatar as part of an unofficial ceasefire arrangement with Israel.</li> <li>Delays in the implementation of activities, with possible cancellations</li> </ul> |

| Event                                                                                                                                                                                                                                                                 | Consequences                                                                                                                                                                                                                                                                                                     | Mitigation / Coping Mechanisms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Monitoring                                                                                                                                                                                                                                                                                                                                                        | Status Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Financial</b>                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Decline in purchasing power and persistent high unemployment rates and rising food prices in local markets</li> <li>Further reduction in emergency funding affecting the ability to provide humanitarian assistance</li> </ul> | <ul style="list-style-type: none"> <li>Increased needs among Palestine refugees.</li> <li>Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries.</li> <li>Funding shortfalls force the Agency to implement changes in its emergency activities</li> </ul> | <ul style="list-style-type: none"> <li>Implementation of intensive reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified.</li> <li>UNRWA beneficiaries in Gaza are targeted solely through a proxy-means benchmarking mechanism in line with international best practice.</li> <li>Through the Poverty Assessment Survey, the Agency conducts a large-scale reassessment process for its food assistance caseload to best capture and respond to the needs of families coping with unexpected shocks that affect their ability to meet basic caloric requirements.</li> <li>Strengthened/planned procurement processes ensure better anticipation of requirements and thus lower prices.</li> <li>Sustained fundraising and planning efforts to ensure that vital and life-saving services continue to be provided</li> </ul> | <ul style="list-style-type: none"> <li>Monthly price monitoring system (collection of prices of key food commodities)</li> <li>Tracking of socio-economic indicators using PCBS data on labour force, national accounts, poverty and prices, as well as other primary and secondary sources</li> <li>Information provided by other humanitarian actors</li> </ul> | <ul style="list-style-type: none"> <li>Monitoring of socio-economic conditions in Gaza continued. The PA's financial crisis has resulted in austerity measures that have seen further cuts to the salaries of civil servants to approximately 40 per cent as well as reductions in social assistance. The resulting impact on purchasing power within the economy was partially offset by the Qatari cash payments to some vulnerable families in Gaza.</li> </ul>                                                                                                           |
| <ul style="list-style-type: none"> <li>Disruption to the effective functioning of the Gaza Reconstruction Mechanism (GRM)</li> </ul>                                                                                                                                  | <ul style="list-style-type: none"> <li>Increased monitoring/implementation costs for UNRWA</li> <li>Public frustration over stalled recovery / reconstruction</li> </ul>                                                                                                                                         | <ul style="list-style-type: none"> <li>Enhanced efforts to secure funding for self-help repair/reconstruction.</li> <li>Possible use of contracted construction to meet shelter needs.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Monthly Shelter tracker, engagement with GRM stakeholders</li> </ul>                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Despite various improvements to the GRM following a joint review in 2019, delays continued to be experienced and stakeholder engagement is ongoing.</li> <li>One of the major restrictions facing the Palestinian economy remains limited access to key production inputs, namely those deemed as 'dual use.' The dual-use list mentions 118 items for Gaza.</li> <li>PA ending its bilateral coordination with Israel affecting contractors losing any guarantees to collect their VAT, causing higher construction costs</li> </ul> |
| <b>Environmental</b>                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Worsening of environmental problems due to the energy crisis</li> </ul>                                                                                                                                                        | <ul style="list-style-type: none"> <li>Water crisis becomes irreversible</li> <li>Steps taken by international actors do not equally benefit refugees.</li> <li>Families use makeshift power solutions that put them at risk.</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>Increased focus and investment on environmentally sustainable solutions (e.g. desalination plants, solar panels)</li> <li>Prevention measures, such as those to counter flooding</li> <li>Advocacy and engagement of local and international stakeholders on solutions around the crisis</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>UNRWA internal installation report</li> <li>Information provided by other humanitarian actors</li> </ul>                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Availability of electricity remains 11-15 hours a day, and access to clean water and electricity remains at crisis level and impacts nearly every aspect of life in Gaza. UNRWA and other humanitarian partners continue to fundraise for fuel needs for critical health and WASH services.</li> <li>Focus on green energy and the installation of PV solar system in UNRWA facilities continue in order to complement the lack of electricity.</li> </ul>                                                                            |

| Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Consequences                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Mitigation / Coping Mechanisms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Monitoring                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Status Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Programmatic</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Further economic deterioration in the West Bank, including East Jerusalem and decline in purchasing power due to high unemployment rates and rising food prices in global and local markets</li> <li>Increased International Humanitarian Law (IHL) and International Human Rights Law (IHRL) affecting Palestine refugees and refugee camps, especially related to demolitions, settler violence and military operations.</li> <li>Fiduciary risks in operational implementation</li> </ul> | <ul style="list-style-type: none"> <li>Increased food insecurity and poverty among Palestine refugees</li> <li>Difficulties in meeting humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need</li> <li>Increased protection threats, humanitarian need and reliance on humanitarian assistance</li> <li>Increased tension and frustration of refugees in the West Bank, including East Jerusalem in the event of service cuts</li> </ul>               | <ul style="list-style-type: none"> <li>Strategy developed/being implemented to move beneficiaries from dependence on aid towards economic empowerment through more sustainable programming and an emphasis on livelihoods and self-reliance.</li> <li>In 2020 the Agency will continue to update its caseload based on regular field assessments, to ensure that emergency services provided are provided to the most vulnerable.</li> <li>Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring that the most vulnerable are prioritized.</li> <li>The Agency maintains international protection and neutrality staff to ensure continuous monitoring, reporting and advocacy, especially in civil/military coordination and private diplomacy with Israeli authorities on the ground.</li> <li>The crisis intervention unit continues to provide assistance to refugees facing possible IHL and IHRL violations as a result of demolitions, settler violence and military operations.</li> </ul> | <ul style="list-style-type: none"> <li>Quarterly monitoring of each project/programme through the UNRWA RBM system</li> <li>Economic, household and labour market analysis conducted by UNRWA or other actors</li> <li>Following trends and discussions through active participation of WBFO in the Food Security Sector and Food Security Analysis Unit</li> <li>Internal bi-weekly protection reporting and trends analysis on relevant incidents</li> </ul> | <ul style="list-style-type: none"> <li>The Palestinian economy grew by just one per cent in 2019 and is projected to shrink by 11 per cent in 2020 in the context of the COVID-19 crisis. The shrinking of the economy is expected to be compounded further by the funding gap in the PA's budget which is predicted to be over US \$1.5 billion this year, up from US\$ 800 million in 2019. The number of Palestinians living below the poverty line is expected to double according to the World Bank, increasing to 30 per cent from the current rate of 14 per cent. The share of poor households is now expected to increase to 30% in the West Bank and to 64 per cent in Gaza.<sup>25</sup></li> <li>The work of the Crisis Intervention Unit and Protection and Neutrality Department has been maintained to monitor and respond to increased IHL and IHRL violations (settler violence, demolitions and security operations)</li> <li>There were no additional cuts in service delivery under the EA in 2020 in the first half of the year. However, the funding situation is of concern.</li> </ul> |
| <b>Strategic</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Failure to respond to the needs of refugees to improve their conditions / further build their resilience.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience.</li> </ul>                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programme implementation progress.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Quarterly monitoring of each project/programme through the UNRWA RBM system.</li> <li>Review through EA reporting mechanisms.</li> </ul>                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>Quarterly monitoring of each project/programme is conducted through UNRWA RBM to make sure UNRWA responds to the needs of refugees.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Socio-political</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Practices of and rules imposed by the Israeli authorities related to the occupation affect the ability of UNRWA to effectively implement emergency programming in Area C, including in closed military areas</li> <li>Increased tensions around UNRWA's presence in East-Jerusalem affect UNRWA's ability to operate</li> <li>Political tensions and dialogue are affected due to the negative perception of a perceived or actual reduction in UNRWA services</li> </ul>                    | <ul style="list-style-type: none"> <li>Disruptions in service provision / the ability of UNRWA staff to deliver services</li> <li>Obstruction of donor-funded structures in Area C due to the lack of building permits</li> <li>Obstacles to reconstruction / major maintenance of UNRWA installations in East Jerusalem / Area C due to the lack of permits</li> <li>Restriction of access to UNRWA facilities in East-Jerusalem / suspension of UNRWA services in East Jerusalem</li> </ul> | <ul style="list-style-type: none"> <li>WBFO liaises with the Israeli authorities on access / protection issues through international protection and neutrality officers. In some instances, issues are raised at the level of the UNRWA Executive Office with Israeli counterparts, at times jointly with other UN agencies.</li> <li>Specific programme teams implement activities in Area C, including in closed military areas, on a regular basis and ensure monitoring and feedback loops.</li> <li>UNRWA has adopted the Humanitarian Country Team Area C Framework Policy and is a member of the East-Jerusalem task force.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Daily access monitoring through the UNRWA Radio Room</li> <li>Documentation and reporting of access incidents.</li> <li>Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT</li> </ul>                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Access restrictions continued to be an important concern, as well as increased restrictions in construction permits in area C. Continuous liaison with the Israeli authorities is maintained through the Protection and Neutrality Department. When necessary, issues are raised at Headquarters level or jointly with other UN agencies.</li> <li>Contingency and business continuity plans at WBFO and Area levels were strengthened. This is particularly essential to guarantee continuous service delivery in the light</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

risks specific to wbfo

| Event                  | Consequences | Mitigation / Coping Mechanisms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Monitoring | Status Update                                                                                                                                                                       |
|------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Socio-political</b> |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |                                                                                                                                                                                     |
|                        |              | <ul style="list-style-type: none"> <li>East Jerusalem Taskforce set up at the Field level with the aim to strengthen the quality of service delivery in its schools and health centres, together with close engagement with legal counsel.</li> <li>In 2019, UNRWA conducted a field level simulation exercise to test business continuity capacity in case of an emergency and will continue with area level capacity-building activities in 2020.</li> <li>In 2018-19, business continuity plans at the West Bank Field Office and Area levels were developed/ strengthened, together with relocation plans in case of an emergency.</li> </ul> |            | <ul style="list-style-type: none"> <li>of recent political developments, and announcements of the planned annexation of part of the West Bank by the Israeli authorities</li> </ul> |

# footnotes

- 1 Palestinian Central Bureau of Statistics (Q1, 2020). [http://www.pcbs.gov.ps/portals/\\_pcbs/PressRelease/Press\\_En\\_31-5-2020-LFS-en.pdf](http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_31-5-2020-LFS-en.pdf)
- 2 More information on the UNRWA response to COVID-19 can be found in the standalone report against the UNRWA COVID-19 Flash Appeal for the period March-July 2020. Available at [https://www.unrwa.org/sites/default/files/content/resources/unrwa\\_flash\\_appeal\\_for\\_the\\_covid-19\\_response\\_report.pdf](https://www.unrwa.org/sites/default/files/content/resources/unrwa_flash_appeal_for_the_covid-19_response_report.pdf)
- 3 It should be noted that 101,384 persons who are categorized as “married to non-refugees” and an additional 47,629 “other registered persons” are registered with the Agency in Gaza. “Other registered persons” is a term that refers to those who, at the time of original registration, did not satisfy all of the UNRWA Palestine refugee criteria but were determined to have suffered significant loss or endured considerable hardship for reasons related to the conflict of 1948 in Palestine, and those who belong to the families of other registered persons
- 4 Office for the Coordination of Humanitarian Affairs (OCHA) in the occupied Palestinian territory, Monthly Humanitarian Bulletin, March-May 2020; posted on 2 June 2020: <https://www.ochaopt.org/content/humanitarian-bulletin-march-may-2020>
- 5 OCHA, COVID-19 Emergency Situation Report 12 (17 – 30 June 2020); posted on 1 July 2020: <https://www.ochaopt.org/content/covid-19-emergency-situation-report-12>
- 6 From January to November 2019, on average 65 per cent of patients’ applications to exit Gaza via Israel were approved, while 35 per cent were delayed/denied, constituting a slight improvement compared to the average annual approval rate of 61 per cent in 2018. [https://www.ochaopt.org/sites/default/files/early\\_warning\\_indicator\\_november\\_2019.pdf](https://www.ochaopt.org/sites/default/files/early_warning_indicator_november_2019.pdf)
- 7 Palestinian Central Bureau of Statistics (Q1, 2020). [http://www.pcbs.gov.ps/portals/\\_pcbs/PressRelease/Press\\_En\\_31-5-2020-LFS-en.pdf](http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_31-5-2020-LFS-en.pdf). This represents an increase from 2018 with 43.1% and from 2019 with a 45.1% revised unemployment rate. Following ILO technical assessment mission in 2018, the PCBS implemented revisions to the concepts and definitions underpinning labour underutilization statistics, hence the figures presented in this report were revised accordingly.
- 8 OCHA, The Humanitarian Bulletin (June – July 2020); posted on 20 July 2020: <https://www.ochaopt.org/content/end-palestinian-authority-coordination-israel-response-annexation-threat-decision-already>
- 9 Abject poor category refers to those living on less than US\$ 1.74 per person per day, while absolute poor category refers to those living under US\$ 3.87 per person per day.
- 10 While service provided to GMR patients continued in 2020, there were no new cases that requested lifesaving medicines.
- 11 No EA funding was available to hire emergency surge staff
- 12 No EA funding was received for this intervention. However, through COVID-19 Flash Appeal funding, UNRWA re-opened its school for catch up classes on 8 August 2020. However, these were subsequently closed on 24 August due to the identification of local transmission cases of COVID-19 in Gaza.
- 13 The psycho-educational group sessions are structured sessions focused on learning about a problem and developing new life skills for the purpose of prevention, growth, or remediation through reinforcing coping (e.g., relieving feelings of stress and depression, better sleep habits). It is a self-help model of intervention, and considered as the first level of psychological intervention by the counsellors at the HCs.
- 14 No funding was received under the EA for this intervention, which was supported through the Agency’s programme budget
- 15 No funding was received under the EA for this intervention, which was supported through the Agency’s programme budget
- 16 UNRWA WB Protection and Neutrality records.
- 17 <https://news.un.org/en/story/2020/05/1063722>
- 18 UNRWA WB Protection and Neutrality records.
- 19 PCBS, Labour Force Survey, Q2 2020.
- 20 World Bank, June 2020.
- 21 More information on UNRWA’s response to COVID-19 is provided in the standalone report against the March-July UNRWA COVID-19 Flash Appeal.
- 22 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 demolition).
- 23 UNRWA Appeals for COVID-19 response can be found at <https://www.unrwa.org/resources/emergency-appeals/updated-unrwa-flash-appeal-covid-19-response> and [https://www.unrwa.org/sites/default/files/content/resources/unrwa\\_covid-19\\_appeal\\_august-december\\_2020.pdf](https://www.unrwa.org/sites/default/files/content/resources/unrwa_covid-19_appeal_august-december_2020.pdf)
- 24 The indicator framework for this intervention has been modified to better reflect the operational reality. The indicator “Percentage of new staff members receiving training on the use of social media (on-line training)” will continue to be reported Agency-wide through UNRWA Annual Operational Report (AOR).
- 25 Middle East Monitor: Poverty rates to double as occupation suffocates Palestine, June 2020





دائرة التخطيط  
الأونروا - عمان  
العنوان البريدي: ص.ب: ١٤٠١٥٧ ، عمان ١١٨١٤  
الأردن  
هـ: ٥٨٠٢٥١٢ (٩٦٢ ٦)

department of planning  
unrwa headquarters - amman  
po box 140157, amman 11814  
jordan

t: (+962 6) 580 2512

[www.unrwa.org](http://www.unrwa.org)

united nations relief and works agency  
for palestinian refugees in the near east

وكالة الأمم المتحدة لإغاثة وتشغيل  
اللاجئين الفلسطينيين في الشرق الأدنى