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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 Gaza achieve their full human development potential, pending a just solution to their plight. The Agency's services encompass protection, health care, education, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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Cover Photo: A schoolgirl celebrates her first day back to learning at the UNRWA Am'ari Girls School, West Bank. © 2020 UNRWA Photo by Iyas abu Rahmeh

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acronyms and abbreviations

1946 Convention	Convention on the Privileges and Immunities of the United Nations	HRCRT	Human rights, conflict resolution and tolerance
AAP	Accountability to affected populations	HRP	Humanitarian Response Plan
ACIO	Advisory Committee on Internal Oversight	IASC	Inter-agency Standing Committee
AOR	Annual Operational Report	IATI	International Aid Transparency Initiative
CBO	Community based organization	ICIP	Infrastructure and Camp Improvement Programme
CBRC	Community based rehabilitation centre	IED	Improvised explosive device
CEB	Chief Executives Board for Coordination	IHL	International humanitarian law
CERF	Central Emergency Response Fund	IHRL	International human rights law
CfW	Cash-for-work	IMF	International Monetary Fund
CMM	Common Monitoring Matrix	ISF	Israeli security forces
COVID-19	Coronavirus disease 2019	ISP	Individual service provider
DIOS	Department of Internal Oversight Services	JFO	Jordan Field Office
DM	Diabetes mellitus	JHAS	Jordan Health Aid Society
EA	Emergency Appeal	KAP	King Abdullah Park
EiE	Education in Emergencies	kg	Kilogram
e-MCH	Maternal and Child Health Mobile Application	Kw	Kilowatt
EMIS	Education Management Information System	LAS	League of Arab States
e-NCD	Non-Communicable Disease Mobile Application	LBP	Lebanese pound
EPI	Expanded Programme of Immunisation	LCRP	Lebanon Crisis Response Plan
ERW	Explosive remnants of war	LFO	Lebanon Field Office
ES	Education specialists	LSP	Learning support programme
ESF	Education Science Faculty	LTA	Long-term agreement
e-SRS	Electronic Student Registration System	MEHE	Ministry of Education and Higher Education
FESA	Faculty of Educational Sciences and Arts	MI	Management initiatives
FHT	Family health team	MES	Multilateral engagement strategy
FSO	Family Support Office	MFA	Ministry of Foreign Affairs
FSRM	Field security and risk management	MHPSS	Mental health and psychosocial support
FTE	Full-time equivalent	MoPH	Ministry of Public Health
GBV	Gender-based violence	MoU	Memorandum of Understanding
GCC	Gulf Cooperation Council	MTS	Medium Term Strategy
GES	Gender Equality Strategy	MYA	Multi-year agreement
GFO	Gaza Field Office	NAM	Non-Aligned Movement
GMR	Great March of Return	NBC	Nahr el-Bared Camp
HC	Health centre	NCD	Non-communicable diseases
HP	Health point	NFI	Non-food items
HQ	Headquarters	OCHA	United Nations Office for the Coordination of Humanitarian Affairs
		OECD	Organisation for Economic Cooperation and Development
		OIC	Organisation of Islamic Cooperation

oPt	occupied Palestinian territory	TVET	Technical and vocational education and training
PA	Palestinian Authority	UN	United Nations
PAS	Poverty assessment survey	UNBOI	United Nations Board of Inquiry
PCBS	Palestinian Central Bureau of Statistics	UNCT	United Nations Country Team
PCR	Polymerase chain reaction	UNDAF	United Nations Development Assistance Framework
PDM	Post-distribution monitoring	UNDIS	United Nations Disability Inclusion Strategy
PHC	Primary health care	UNDP	United Nations Development Programme
PMTF	Proxy-means testing formula	UNDSS	United Nations Department for Safety and Security
POA	Post occupancy assessment	UNEG	United Nations Evaluation Group
PPE	Personal protective equipment	UNESCO	United Nations Educational, Scientific and Cultural Organization
PRI	Palestine refugees from Iraq	UNHCR	United Nations High Commissioner for Refugees
PRL	Palestine refugees in Lebanon	UNICEF	United Nations International Children's Emergency Fund
PRS	Palestinian refugees from Syria	UN-RIAS	United Nations Representatives of Internal Audit Services
PSEA	Protection from sexual exploitation and abuse	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
PSHAA	Prevention of sexual harassment and abuse of authority	UN-SWAP	United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women
PSS	Psychosocial support	US\$	United States dollar
PTA	Parent-teacher association	VAT	Value added tax
RBM	Results-based monitoring	VTC	Vocational training centres
RMS	Resource Mobilization Strategy	WASH	Water, sanitation and hygiene
RRIS	Refugee Registration Information System	WBFO	West Bank Field Office
RSS	Relief and Social Services	WFP	World Food Programme
SDG	Sustainable Development Goal	WGSS	Washington Group short set on functioning
SEA	Sexual exploitation and abuse	WHO	World Health Organization
SFO	Syria Field Office	WPC	Women's programme centre
SH	Sexual harassment	WSAT	Women's security awareness training
SLM	Self-learning materials		
SOP	Standard operating procedure		
SSAFE	Safe and secure approaches in field environments		
SSN	Social safety net		
SSNP	Social Safety Net Programme		
SSU	Strategic Support Unit		
STC	Siblin Training Centre		
SWM	Solid waste management		
SYP	Syrian pound		

executive summary

A year after the Coronavirus disease 2019 (COVID-19) pandemic was declared, the public health, humanitarian and development consequences continue to unfold. The pandemic has hit the poorest and most vulnerable the hardest, threatening the gains made towards the 2030 Agenda for Sustainable Development. Against a radically changed operating environment that exacerbated an already acute funding crisis, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was able to maintain the delivery of human development, protection and humanitarian assistance for Palestine refugees in 2020, albeit amid significant challenges. This was possible through a collective commitment on the part of the Agency, host countries and the international community. Under programme budget support, UNRWA succeeded in providing 5,798,904 primary health care (PHC) consultations,¹ education for 533,342 children during the 2019/20 academic year, social safety net (SSN) assistance (including cash and food) for 390,443 persons,² technical and vocational education and training (TVET) for 8,270 youth and microfinance loans for 21,339 clients.³ In addition, 1,082 shelters were rehabilitated or constructed through emergency and project-based assistance and, in accordance with Agency protection and safety standards, UNRWA either constructed, upgraded or reconstructed three health centres (HC) and 13 schools. Protection assistance extended across all fields of Agency operation with a notable emphasis on advocacy and further equipping UNRWA personnel to deliver practical protection outcomes for Palestine refugees.⁴

The UNRWA response to the COVID-19 pandemic showcased the Agency's strength as a frontline service provider through innovative and adjusted service provision. In this regard, UNRWA: (i) maintained core service provision, especially in relation to PHC, education, sanitation and social protection services; (ii) adapted working modalities, including through the introduction of telemedicine and staggered HC appointment and triage protocols, the home delivery of essential medicines and the use of self-learning materials (SLM) / interactive computer-based learning to minimize the spread of disease; and (iii) scaled up in key areas including in relation to food and cash distributions for the most vulnerable. This response was facilitated through the development and implementation of dedicated COVID-19 response flash appeals, underpinned by the Agency's core infrastructure and staffing.

In 2020, the provision of food assistance remained a priority in Gaza. Using emergency funds, the Agency supported the food and nutritional needs of 1,043,173 vulnerable Palestine refugees. UNRWA also provided temporary cash-for-work (CfW) opportunities for 8,105 refugees, including 2,400 women. Health services were maintained through 22 HCs and 2,728 refugees benefitted from Mental Health and Psychosocial Support (MHPSS) services. In the West Bank, including East Jerusalem, emergency in-kind food assistance continued to be provided, in partnership with the World Food Programme (WFP), to 37,000 individuals from Bedouin and herder communities assessed to be food insecure or vulnerable to various protection threats. In addition, UNRWA distributed emergency cash assistance to 24,218 abject poor Palestine refugees. In relation to those affected by protection threats, including refugees suffering the demolition of and/or damage to their private property, the Agency continued to monitor, document, report and provide emergency assistance.⁵

Throughout the reporting period, UNRWA provided vital humanitarian assistance to Palestine refugees in Syria and Palestinian refugees from Syria (PRS) in Lebanon and Jordan.⁶ In this regard, the Agency distributed emergency cash assistance to 415,781 Palestine refugees in Syria and additional in-kind food assistance to 145,365 of the most vulnerable. Some 49,145 Palestine refugee students in Syria benefitted from education through Agency schools and PHC services were maintained through 25 health facilities.⁷ Psychosocial support (PSS) was extended to 18,474 refugees. In Lebanon, cash grants supported the food, housing and winterization needs of an annual average of 27,398 PRS and 4,935 PRS children were provided with quality, inclusive and equitable education. PHC services were extended through 27 HCs and 5,218 PRS received vital protection services. In Jordan, cash grants were provided to 16,571 PRS in support of basic needs while 460 extremely vulnerable PRS families were assisted through one-off emergency cash assistance to help them absorb shocks and respond to specific protection concerns. PHC was extended to the PRS population through 25 HCs while 1,063 PRS and Syrian children received education across 131 UNRWA schools in Jordan.⁸

The Agency's funding situation, which has steadily deteriorated over the past several years, reached a critical point in 2020. The Agency operated on the basis

of a 90 per cent allocation of the approved programme budget and expenditure was controlled through strict vacancy management and reductions in non-staff expenditure (e.g. travel, consultancy, utilities) due to COVID-19 related remote working and movement restrictions. Payments to suppliers were suspended from September, staff salaries were partially deferred for the final two months of the year and critical operations were only sustained through a UN Central Emergency Response Fund (CERF) grant of US Dollar (US\$) 22,293,277 and loans totalling US\$ 30 million. As a result, the Agency carried forward approximately

US\$ 75 million in liabilities into 2021. In 2020, UNRWA received US\$ 940 million,⁹ US\$ 649 million short of total requirements and US\$ 60 million less than in 2019. Donors did, however, react generously to the urgent needs arising from the COVID-19 pandemic. Here, UNRWA received US\$ 55 million, or 58.9 per cent of total requirements (US\$ 93.4 million) through its first COVID-19 response flash appeal, launched in March 2020, although only US\$ 19.5 million, or 20.6 per cent of total requirements (US\$ 94.6 million) for the second COVID-19 response flash appeal, launched in August 2020.

report overview

The 2020 Annual Operational Report (AOR) describes Agency progress towards the attainment of the strategic outcomes set out in the UNRWA Medium Term Strategy 2016-22 (MTS). Building on efforts to harmonize results reporting and consistent with Grand Bargain¹⁰ and Funding Compact¹¹ commitments and principles enshrined under the 2005 Paris Declaration on Aid Effectiveness,¹² the AOR provides a holistic view of programming implemented by the Agency and consolidates the 2020 Report of the Commissioner-General to the General Assembly and UNRWA annual reports in relation to the 2020 occupied Palestinian territory (oPt) Emergency Appeal (EA), the 2020 Syria regional crisis EA and the COVID-19 response flash appeal (August to December 2020).¹³ It also contains an analysis of progress achieved against programmatic and resource mobilization targets set out under the MTS common monitoring matrix (CMM) and the Agency's Resource Mobilization Strategy 2019-2021 (RMS). In addition, the AOR details achievements and areas where targets have not been met. A series of annexes include results frameworks and key statistics.

Results reporting is derived from the UNRWA Results-Based Monitoring (RBM) system which enables data collection and analysis against MTS strategic outcomes. The system also hosts monitoring structures for EAs, projects and other results frameworks used by the Agency. Data is collected and analysed on a quarterly basis and on a semi-annual basis through Agency-wide results reviews.

The AOR is the final report on operations for 2020 carried out pursuant to the current MTS. It was developed through inputs received from UNRWA field offices, headquarters (HQ) departments, the Harmonized Results Working Group, which includes the Agency's principal donors and the Sub-Committee of the Advisory Commission on UNRWA. Agreed principles upon which the AOR is based are as follows:

- Reporting takes place once per calendar year and is finalized by the second quarter of the subsequent reporting period;
- Indicators, baselines and targets are based on Agency-wide internal monitoring arrangements (i.e. the CMM), EAs, COVID-19 response flash appeal and the RMS; and
- The presentation of results data is complemented by narrative sections that analyse progress made towards the achievement of targets and the impact of achievement, underachievement or non-achievement on the overall realization of MTS strategic outcomes, EA strategic priorities, COVID-19 response flash appeal strategic objectives and RMS goals.

Results are disaggregated by field office and, where relevant, by sex, poverty status and disability, in accordance with the Agency's guidelines for defining disability, spatial distribution (camp, non-camp, urban, rural) and key age groups (e.g. youth).

chapter one: context

1.1 political, economic and security developments

1.1.1. Gaza

Within a highly volatile political, security and socioeconomic environment, UNRWA continued to provide assistance to 1,476,706 registered Palestine refugees in Gaza.¹⁴ During the reporting period, key steps to end the long-standing political divide between Fatah and Hamas failed to materialize and parliamentary and presidential elections, agreed between Palestinian factions for 2020, were deferred to 2021. Between May and November, the Palestinian Authority (PA) suspended all bilateral contacts with the Israeli authorities in response to West Bank annexation plans.¹⁵ This deepened the economic crisis across the oPt and further constrained movement from Gaza to Israel via the Erez crossing, movement that was already limited due to the blockade and COVID-19.¹⁶

Security conditions in Gaza remained volatile. During the first quarter of the year, demonstrations were organized against the US Government's "Peace to Prosperity" initiative. A serious escalation of hostilities occurred on 23-24 February in response to the killing of a member of the Palestinian Islamic Jihad who was allegedly attempting to place an explosive device along the perimeter fence with Israel. In an incident caught on camera, his body was retrieved by an Israeli bulldozer in a manner that triggered widespread outrage across Gaza. Subsequently, approximately 80 rockets and mortars were fired towards Israel, with over 20 Israelis reportedly injured. The Israeli military responded with multiple airstrikes against targets in Gaza, injuring 12 Palestinians.¹⁷

The COVID-19 pandemic added a further burden to Gaza's already degraded health system. On 5 March, a state of emergency was declared and public health efforts and medical supplies were shifted to respond to the pandemic.¹⁸ The number of COVID-19 cases remained relatively low until the first instances of local transmission were recorded on 24 August, and spread rapidly thereafter. In response, local authorities enacted several restrictive measures including periodic lockdowns and curfews. By 31 December, 40,575 cases, resulting in 356 deaths, had been recorded.¹⁹

In June, the land, air and sea blockade entered its fourteenth year, aggravating an already dire humanitarian and economic crisis in Gaza. Limited

economic activity, compounded by the ongoing political divide, the PA's worsening financial situation, a reduction in social assistance, deteriorating public infrastructure and the impact of COVID-19 collectively served to hinder the delivery and availability of essential services. During the reporting period, the unemployment rate reached 43.1 per cent.²⁰ A chronic electricity deficit continued to disrupt the daily lives of residents, inhibiting access to healthcare, water and sanitation, and economic opportunities. Access to clean water remained critical, with over 90 per cent of the household supply being non-potable due to over-extraction from the underlying coastal aquifer, alongside sea water seepage.²¹

1.1.2. West Bank

Throughout 2020, the daily lives of 871,537 Palestine refugees registered with UNRWA²² in the West Bank, including East Jerusalem, remained heavily impacted by the Israeli occupation. The first months of the year were dominated by the announcement of the US Government's "Peace to Prosperity" initiative²³ and Government of Israel plans to annex areas of the West Bank.²⁴ These developments triggered demonstrations and a decision by the PA to suspend all co-operation with Israel and sever ties with the United States.²⁵ After a brief lull following the onset of COVID-19, Israeli military operations and security incidents, including settler violence, increased. During the reporting period, over 5,800 operations were conducted by the Israeli security forces (ISF) in which 27 Palestinians, including three Palestine refugees, were killed and a further 1,842 were injured. During the same period, two Israeli fatalities and 38 injuries were recorded. Of the ISF operations conducted in 2020, 568 occurred in Palestine refugee camps in the West Bank, the vast majority of which occurred in Arroub, Shu'fat, Jalazone, Fawwar and Aida camps. In Arroub and Shu'fat camps, the ISF conducted, on average, nearly three operations each week. Many of these involved the use of live ammunition and the deployment of tear gas, often resulting in injuries, property damage and pronounced psychosocial consequences.²⁶

In 2020, the Israeli authorities increased the rate of demolitions of Palestinian homes and businesses, leading to a sharp increase in displacement.

Palestinian communities, especially those in Area C, routinely faced actual and threatened home demolitions and confiscations, contributing to an overall coercive environment that placed them at risk of forcible transfer. At least 847 Palestinian-owned structures were demolished, of which 218 belonged to Palestine refugees. This represents a 34 per cent increase from 2019 in Palestinian-owned structures demolished and a 10 per cent increase in demolished structures owned by Palestine refugees.²⁷

On 5 March, the PA declared a state of emergency and imposed a 30-day national lockdown to counter the spread of COVID-19.²⁸ Schools, hotels, restaurants and other non-essential businesses were closed. Subsequent lockdowns were introduced throughout the remainder of the year. By 31 December, 96,869 confirmed COVID-19 cases, resulting in 1,015 deaths, had been recorded in the West Bank, including East Jerusalem.²⁹ The pandemic compounded an already difficult socioeconomic situation. In 2020, the economy contracted by 11.5 per cent³⁰ and the unemployment rate stood at 15 per cent.³¹ The withholding of tax revenues collected on behalf of the PA by the Government of Israel contributed to a worsening of the economic situation. In December, US\$ 1.14 billion of these monies were released to the PA, although the transfer came too late in the year to reverse the serious economic consequences that the withholding of the tax revenues created.³²

1.1.3. Syria

The crisis in Syria continued to pose severe challenges for the population, including the estimated 438,000 Palestine refugees who remain in the country.³³ In 2020, approximately 40 per cent of this population remained in a state of protracted displacement with the combined impact of the conflict, COVID-19 and an economic crisis reinforcing an already dire humanitarian situation across the country.

While active conflict subsided in large areas of Syria in 2020, fighting continued in the northwest (Idlib governorate and surrounding areas) with fluctuating levels of intensity. The situation in Dera'a governorate remained precarious, with reconciliation agreements becoming increasingly fragile and tensions mounting between government and non-state armed forces. Explosive remnants of war (ERW) continued to claim the lives of civilians, including one death and one injury among Palestine refugees³⁴ and the threat posed by the continued use of improvised explosive devices remained a concern. The situation was further inflamed by regional tensions and sporadic

actual and suspected Israeli strikes, mostly targeting Damascus/Rif Damascus, Quneitra and Homs/Hama governorates.³⁵

The first case of COVID-19 in Syria was announced on 22 March, leading to the suspension of all non-essential businesses, public transport and social and cultural activities. The pandemic stretched the resources of the country's health system, with the actual number of cases remaining unknown, given limited testing capacity, particularly in remote areas.³⁶ As of 31 December, the country had registered 11,344 COVID-19 cases, resulting in 704 deaths.³⁷

The impact of the pandemic increased socioeconomic pressures on Syrians and Palestine refugees alike. According to an assessment conducted by UNRWA in July 2020, almost 80 per cent of refugees surveyed stated that the quantity of food consumed had decreased, with more than 90 per cent of respondents resorting to the consumption of cheaper and less nutritious food since the onset of the virus.³⁸ These hardships were amplified under a rapidly deteriorating economy. Palestine refugees faced widespread unemployment, the loss of assets and livelihoods, shortages of fuel and electricity and a sharp increase in commodity prices.

As at December 2020, the average cost of the standard reference food basket³⁹ had increased by 236 per cent during the course of the year⁴⁰ while the value of the Syrian Pound (SYP) against the US\$ continued to decline, reaching a historic low of SYP 3,200 to US\$ 1 in June 2020.⁴¹ The economic situation was further affected by the crisis in Lebanon, a nation that had previously served as a vital source of hard currency and remittances and a destination for deposits.⁴²

During the reporting period, UNRWA recorded 1,383 Palestine refugee returns to Syria, mostly from Lebanon and Jordan. In this regard, hundreds of vulnerable refugee families returned to Yarmouk, Dera'a and Ein El-Tal (Aleppo) camps, despite massive destruction and the continued lack of basic infrastructure and services.

1.1.4. Lebanon

In 2020, Lebanon grappled with three overlapping crises, the: (i) tenth year of the Syrian refugee crisis; (ii) devastating impact of COVID 19; and (iii) socioeconomic and political crisis that began in October 2019. The Government of Lebanon estimates that the country hosts 1.5 million persons who have fled the conflict in Syria,⁴³ of whom 865,531 are registered with the United Nations High Commissioner for Refugees (UNHCR)⁴⁴

and 27,803 are registered as PRS with UNRWA. In addition, 479,537 Palestine refugees in Lebanon (PRL) are registered with the Agency.⁴⁵

Despite the formation of a new government on 21 January 2020,⁴⁶ civil unrest targeting the national economic situation and political inability to enact reforms continued unabated throughout the year, leading to large numbers of casualties amongst demonstrators and law enforcement personnel. Enmity towards the government increased on 4 August when a fire in the port of Beirut ignited 2,750 tonnes of ammonium nitrate.⁴⁷ The subsequent explosion killed 190 people, injured some 6,500 and left an estimated 300,000 residents homeless. Damage to the city was valued at US\$ 15 billion.⁴⁸ The explosion led to the resignation of the government, with Saad Hariri being reappointed as Prime Minister on 22 October.⁴⁹

In February, the first cases of COVID-19 were recorded in Lebanon, leading to a nationwide lockdown from 15 March until 24 May which saw the closure of the State border, airports, schools and non-essential businesses. Subsequent nationwide and localized lockdowns occurred in August, October and November. By 31 December, Lebanon had recorded 177,996 COVID-19 cases, resulting in 1,443 deaths.⁵⁰ The pandemic worsened an already dire economic situation. In March, the government defaulted on its sovereign debt for the first time in the nation's history⁵¹ and negotiations with the International Monetary Fund (IMF) for financial assistance broke down in July.⁵² According to the World Bank, inflation hit 120 per cent in August, severely affecting the ability of the local population to fulfil their basic food needs and increasing cases of malnutrition.⁵³ Overall, Lebanon's economy was projected to shrink by 25 per cent in 2020 and amidst the unfolding crisis, the poverty rate rose from 28 per cent in 2019 to 55 per cent in 2020, with 23.2 per cent of the population estimated to exist in conditions of extreme poverty.⁵⁴

Palestine refugees were already among the most vulnerable and marginalized communities in Lebanon and deteriorating conditions added to their hardship. During the reporting period, they remained barred from 39 professions and endured precarious legal status. As a result, Palestine refugees faced high rates of poverty and unemployment. Despite this complex environment, the overall security situation in the vast majority of Palestine refugee camps in Lebanon remained relatively stable.

1.1.5. Jordan

In Jordan, 2,307,011 Palestine refugees are registered with the Agency, the majority of whom are understood to possess Jordanian citizenship that allows them to enjoy the same rights as other Jordanian nationals.⁵⁵ The approximately 171,616 Palestine refugees who fled Gaza in 1967 stand as an exception as this group do not possess Jordanian nationality and face restricted access to some public services and livelihood opportunities, although their rights and privileges have expanded in recent years.⁵⁶ In addition, 17,343 PRS in Jordan were registered with UNRWA at the end of 2020. The estimated 9.9 per cent of PRS without legal status in the country⁵⁷ remained particularly vulnerable as they faced restricted access to the labour market, courts, civil status and registration, and humanitarian assistance that is available to the non-PRS Syrian refugee population. PRS also faced the constant threat of detention and possible forcible return. UNRWA continued to appeal to the Government of Jordan to uphold the principle of equal treatment for all refugees, in accordance with international law, and to consider temporary access to State services for PRS fleeing the conflict in Syria for humanitarian reasons.

In response to the onset of COVID-19, the Jordanian government declared a state of emergency as part of a series of measures to limit the spread of the virus, including an extensive nationwide lockdown from 13 March to 1 June. During this period, the State border, airports, education facilities, most private businesses and non-essential public services were closed. Although these measures were initially successful in limiting the number of infections, by the end of the year, Jordan had recorded 294,494 COVID-19 cases that resulted in 3,834 deaths.⁵⁸ The pandemic weakened an already fragile economy. Unemployment rose by 5.7 per cent to 24.7 per cent by the end of 2020,⁵⁹ with youth unemployment projected to reach almost 35 per cent.⁶⁰ To mitigate the social and economic hardship caused by COVID-19, the government introduced stimulus measures that included the deferral of loan repayments and a reduction in the ratio of compulsory reserves held by banks.⁶¹ In May, the IMF extended emergency financial assistance of US\$ 396 million in direct response to the pandemic.⁶² Despite these measures, Jordan's economy contracted by 1.8 per cent⁶³ and the poverty rate was projected to increase by 11 per cent to 26.7 per cent.⁶⁴

1.2. operational and organizational developments

During the reporting period, the provision of UNRWA services to Palestine refugees was impacted by: (i) the onset of COVID-19; (ii) severe funding constraints which affected all programmes; (iii) the ongoing conflict in Syria; (iv) civil unrest in Lebanon; (v) the blockade in Gaza; and (vi) the occupation of the West Bank. The pandemic led the Agency to rapidly adapt its interventions, supported through dedicated COVID-19 response flash appeals, to ensure that Palestine refugees' most basic needs continued to be met. In this regard, UNRWA HC's introduced triage systems for people with respiratory symptoms and, wherever possible, provided the home delivery of medicines to non-communicable disease (NCD) patients. Telemedicine was introduced in four fields to reduce HC foot traffic and medical staff were provided with personal protective equipment (PPE). Furthermore, the Agency expanded sanitation services in all camps, including the implementation of disinfection campaigns. Following the closure of schools and vocational training centres (VTCs) in mid-March, UNRWA education institutions transitioned to remote learning for 533,342 school children (265,362 girls; 267,980 boys) and 8,270 TVET students (3,681 female; 4,589 male). Where possible, cash assistance was increased and food distribution was maintained through social distancing measures in distribution centres and the home delivery of food parcels in Gaza. Non-critical health services were suspended between March and August and microfinance branch offices were closed from March to June. Services were also impacted by gaps in capacity caused by staff members falling ill with the virus. As at 31 December, 2,173 confirmed cases of COVID-19 among Agency staff had been registered, with nine staff members passing away as a result. To ensure that the UNRWA response to COVID-19 related challenges, Agency innovations and lessons learned were captured, during the reporting period, the Department of Internal Oversight Services (DIOS) conducted real-time evaluations in the West Bank, Gaza and Jordan.

1.2.1. Gaza

During the 2019/20 academic year, UNRWA provided basic education to 282,360 students (136,493 girls and 145,867 boys) at 276 Agency schools. An additional 1,945 young people (720 female; 1,225 male) benefitted from TVET. Twenty-two HC's provided 2,683,834 in-person PHC consultations during the reporting period and quarterly food parcels were distributed

to 98,935 abject poor refugees under the Social Safety Net Programme (SSNP). UNRWA also extended microfinance loans to 1,790 clients with a total loan value of US\$ 2,231,600, including 744 loans to women, valued at US\$ 766,500.

Funding shortfalls limited UNRWA's emergency interventions in Gaza. The Agency only avoided a suspension of its food aid programme, which reached up to 1,049,173 refugees (519,277 female; 523,896 male) each quarter, through a CERF grant and exceptional advances from the programme budget. CfW programming was prioritized, through which 8,105 refugees (2,400 female; 5,705 male) received short term employment opportunities that benefitted 46,900 workers and their families and 396 shelters were rehabilitated. MHPSS, dedicated to improving the overall health and psychosocial well-being of Palestine refugees, was embedded across all Agency schools and HC's. Additionally, through the COVID-19 response flash appeals,⁶⁵ UNRWA extended cash assistance to 84,249 Palestine refugees, supported the hospitalization of 7,937 patients for non-COVID-19-related treatment and extended counselling to 31,968 refugees.

1.2.2. West Bank

In 2020, UNRWA provided basic education to 45,726 pupils (18,345 boys and 27,381 girls) during the 2019/20 academic year at 96 schools, and TVET for an additional 1,078 young people (629 female; 449 male). Forty-three HC's provided 758,746 in-person PHC consultations during the reporting period and efforts, initiated in 2019, to improve the quality of services provided at the Agency's Qalqiliya Hospital, continued through enhanced maintenance works, the procurement of new equipment and staff training. Through the SSNP, quarterly cash assistance was distributed to 36,129 abject poor refugees. In addition, the Agency rehabilitated shelters for 99 families and extended 4,516 microfinance loans with a total loan value of US\$ 6,179,799, including 1,980 loans, valued at US\$ 2,557,202, to women.

Under the 2020 oPt EA, UNRWA maintained humanitarian assistance, including emergency cash assistance for 24,218 refugees (11,781 female; 12,431 male). In partnership with the WFP, an additional 37,000 Bedouin and herder individuals, vulnerable

to various access restrictions and protection threats, were provided with in-kind food assistance. Furthermore, through the COVID-19 response flash appeals, the Agency supported 11 isolation centres, distributed 63,272 hygiene kits and 164,810 food parcels and 31,200 food vouchers and supported counselling for 3,054 Palestine refugees (1,944 female; 1,110 male).

1.2.3. Syria

In 2020, UNRWA provided basic education to 50,143 students (24,661 girls and 25,482 boys) during the 2019/20 academic year at 103 schools, and TVET for 1,271 young people (645 female; 626 male). Twenty-five health facilities provided 672,008 in-person PHC consultations during the reporting period, including through two mobile clinics deployed to remote locations and areas where Palestine refugees faced movement restrictions, particularly in Yalda, adjacent to Yarmouk. Through the programme budget, supplementary cash transfers were distributed to 134,995 refugees, although the discrepancy between the official and informal exchange rates resulted in a 50 per cent drop in their actual value compared to 2019. UNRWA microfinance operations were expanded through the opening of a new branch office in Sahnaya, the targeting of new clients in Al-Husseinieh and the reduction of interest rates for Palestine refugee clients to stimulate business opportunities. Some 7,834 clients benefited from loans to a total value of US\$ 1,810,581, including 3,276 loans, valued at US\$ 647,747, that were extended to women.

Through the Syria regional crisis EA, the Agency continued to provide humanitarian assistance, including emergency cash, health, education, protection and winterization assistance. During the reporting period, cash grants for basic needs were provided to 415,781 Palestine refugees (217,982 female; 197,799 male)⁶⁶ while a further 145,365 refugees (85,558 female; 59,807 male) received food assistance. Through both COVID-19 response flash appeals, UNRWA extended exceptional cash assistance to 414,615 Palestine refugees, distributed 80,286 hygiene kits and extended counselling to 10,509 refugees (6,216 female; 4,293 male).

1.2.4. Lebanon

During the reporting period, UNRWA provided basic education to 36,817 students (19,179 girls and 17,638 boys), including PRS, during the 2019/20 academic year at 65 Agency schools. TVET services were extended to an additional 895 youth (362 female; 533 male). In addition, 27 HCs provided 556,511 in-person PHC

consultations during the year. SSNP cash transfers of US\$ 130 per quarter were distributed to 61,076 refugees.⁶⁷ Thirteen years after the almost complete destruction of Nahr el Bared camp (NBC), reconstruction was 72 per cent complete and, through to the end of the year, the Agency rehabilitated 430 shelters (429 of which were in NBC), all but one of which was completed through project funding.

Through its 2020 Syria regional crisis EA, UNRWA continued to provide humanitarian assistance, including emergency cash, health, education, protection and winterization assistance to the 27,700 PRS registered with the Agency in Lebanon. During the reporting period, cash grants for basic needs were provided to 27,398 PRS (14,257 female; 13,141 male), while 1,802 families were supported through winterization assistance and an additional 125 shelters were rehabilitated. Secondary and tertiary medical care was extended through 55,417 consultations to PRS (31,327 female; 24,090 male) while the education needs of 4,654 PRS and Syrian children (2,362 girls; 2,292 boys) were served through the above referenced network of UNRWA schools. Supplementing this support, through the COVID-19 response flash appeals, UNRWA provided one-off cash assistance to 334,106 Palestine refugees. Hospitalization of 442 refugees (222 female; 220 male) for COVID-19 treatment was supported and another 172 refugees (60 female; 112 male) used an Agency-supported isolation centre. Counselling was also extended to 8,660 Palestine refugees (4,607 female; 4,053 male).

1.2.5. Jordan

During the reporting period, UNRWA services contributed to Palestine refugee human development through the provision of basic education to 118,296 students (57,648 girls and 60,648 boys), including PRS, during the 2019/20 academic year at 169 Agency schools. TVET was extended to an additional 3,081 youth (1,325 female; 1,756 male). Some 25 HCs provided 1,127,805 in-person PHC consultations during the reporting period while SSNP cash-based transfers were extended to 59,308 Palestine refugees. In addition, UNRWA rehabilitated 32 shelters and provided 7,199 microfinance loans to a total value of US\$ 6,241,312. Some 3,865 loans, valued at US\$ 2,665,606, were extended to women.

Through the 2020 Syria regional crisis EA, UNRWA provided emergency cash, health, education, protection and winterization assistance to the 17,687 PRS registered with the Agency in Jordan. Unconditional cash assistance for basic needs was

provided to 16,571 PRS (8,714 female; 7,857 male) while winterization assistance was extended to 4,408 PRS. A further 460 extremely vulnerable families received additional one-off emergency cash grants to help them respond to specific protection concerns and other emergencies, including evictions. Medical services, including secondary and tertiary care, were extended through 11,659 consultations to PRS (6,770 female; 4,889 male) while the education needs of 1,063

PRS and Syrian children (531 girls; 532 boys) were served through the network of UNRWA schools, VTCs and the Faculty of Educational Sciences and Arts (FESA). Additionally, through the COVID-19 response flash appeals, the Agency supported the hospitalization of 3,393 Palestine refugees (3,208 female; 185 male) for non-COVID-19-related treatment, extended cash assistance to 119,959 refugees and provided counselling to 147,041 Palestine refugees.

1.3. legal matters

1.3.1. agency staff

Citing security concerns, in 2020, the Israeli authorities continued to restrict the freedom of movement for UNRWA personnel in the oPt, including East Jerusalem. Restrictions included: (i) the prohibition of Agency local staff, not resident in Jerusalem, to travel in UN vehicles across the Erez border crossing (into and out of Gaza) and the Allenby Bridge (into and out of Jordan), or to drive in Israel and East Jerusalem; and (ii) time consuming and cumbersome procedures to obtain permits for local staff not resident in Jerusalem to enter Israel and East Jerusalem. On many occasions, permits were not granted even though procedures had been followed. On average, permits to enter East Jerusalem from the rest of the West Bank were not issued to 20 per cent (122 individuals) of UNRWA area personnel, where required.

Israeli procedures at the Allenby Bridge continued to require that UN vehicles be submitted to a search unless an occupant thereof held an identification card issued by the Ministry of Foreign Affairs (MFA), even though such searches represent a violation of UN immunity. These procedures restricted the movement of international Agency staff based in Amman, to whom the MFA does not issue such cards. Based on new procedures introduced in 2019, the Israeli authorities continued to insist that red UN Laissez-Passer holders obtain MFA clearance in advance to be exempted from the exit fee when travelling to Jordan through the Allenby Bridge, causing additional delays.

Measures introduced by the Israeli authorities in April 2018 requiring the possession of an identification card issued by the MFA to drive UN vehicles through the Erez crossing remained in place. The Israeli authorities continued to require all vehicle doors to be opened for inspection by a sniffer dog and luggage to be removed and subjected to an x-ray. With the exception of senior officials, all passengers were required to walk through a metal detector and, unless holding an identification card issued by Israel's MFA, undergo a body scan. These procedures effectively erode the exemption of UN property and assets from any form of search or interference pursuant to the 1946 Convention on the Privileges and Immunities of the United Nations (1946 Convention) and UN staff complied with the procedures under protest.

In the West Bank, including East Jerusalem, staff movement continued to be restricted and

unpredictable at several checkpoints, notably those controlling access to East Jerusalem or through the West Bank Barrier. In 2020, movement restrictions in the West Bank, including East Jerusalem, resulted in the loss of at least 27 staff days, a decrease from 2019 when at least 86 staff days were lost, noting however that overall staff movement was significantly reduced in 2020 due to COVID-19 restrictions. On two occasions at checkpoints in the West Bank, including for entry into East Jerusalem, Israeli authorities demanded to search UNRWA vehicles. Though a search was avoided during both incidents, the authorities refused to allow the vehicles to cross. In addition, on at least three other occasions, personnel assigned to the Agency's West Bank Field Office (WBFO) were prevented from attending work because access through checkpoints was denied. Searches were avoided through UNRWA interventions, rerouting or turning back. Despite several requests for unimpeded humanitarian access, it remained difficult and, at times, operationally unfeasible to deliver Agency services in some of the West Bank areas in the 'Seam Zone' (areas between the Green Line and the West Bank Barrier). The situation regarding requirements for UNRWA and other UN trucks to use specific commercial checkpoints to enter Jerusalem remained unchanged.

The aforementioned restrictions are inconsistent with the Charter of the UN, the 1946 Convention, relevant UN resolutions and the Comay-Michelmores Agreement of 1967, by which the Government of Israel is obligated to facilitate the task of the Agency to the best of its ability, subject only to regulations or arrangements that may be necessitated by considerations of military security. UNRWA applied for permits for local staff to enter East Jerusalem to carry out the Agency's mandated humanitarian operations and without prejudice to relevant UN resolutions, including resolutions relating to the status of Jerusalem. Israeli authorities maintained that the restrictions were necessary for security reasons.

During the reporting period, the Rafah crossing between Egypt and Gaza was open for public use throughout the year other than on Fridays and holidays, totalling 128 days, for humanitarian cases, students and holders of visas for a third country. Citing security concerns in the Sinai, the ban imposed by the UN on duty travel for staff travelling through Rafah remained in place.

In Lebanon, the volatile security situation in Palestine refugee camps in the Saida and north Lebanon areas

resulted, at times, in movement restrictions that affected UNRWA staff and operations. No significant movement restrictions were imposed on UNRWA staff by the Governments of Jordan or Palestine. However, Jordanian authorities at the Nasib border searched UNRWA vehicles on two occasions during the reporting period. In addition, on one occasion, an UNRWA staff member travelling on mission was denied entry into Jordan at the Nasib border. UNRWA protested the incidents with the Jordanian authorities as a breach of its privileges and immunities.

The de facto authorities in Gaza restricted the movement of Agency staff on three occasions and searched UNRWA vehicles on at least two occasions during the reporting period.

The Agency continued to apply for permits from the Israeli authorities for local staff in Gaza to transit the Erez border crossing. During 2020, out of 136 applications, 28 permits (20.6 per cent) were granted, bearing in mind the restriction of movement and the closure of the Erez border crossing from March 2020 onwards due to the COVID-19 pandemic. Compared with 2019, the number of applications increased by 60 per cent and the overall percentage of permit applications not granted increased from 19.3 to 79.5 per cent. However, considering that the United Nations Department for Safety and Security (UNDSS) has not approved travel through Rafah due to security reasons, the denial of permits and delays in processing the permits to transit through Erez continued to negatively impact on the Agency's operations, including for example by preventing staff from attending important meetings, training courses and conferences and from performing their relevant duties outside Gaza. Despite repeated requests, UNRWA has not received a substantive justification as to why permits were not approved.

The visa application procedures introduced by Israel in 2019 remained in place. At the end of the reporting period, there were no pending visa applications for Agency personnel or Junior Professional Officers.

During the reporting period, the Israeli authorities continued to refuse to issue an Israeli firearms license and identity card of a Close Protection Officer in the Gaza Field Office (GFO), appointed in 2019, due to the failure to return the same following the departure of the previous incumbent and despite the Agency's efforts to confirm the documents as lost. This continued to expose the Agency to a significant security risk with regard to the safety and security of the Director of UNRWA Operations in Gaza. The Agency submitted a new application in December 2020.

Since 2017, the Agency has been unable to secure residencies for three expatriate UNRWA area staff members in Jordan, due to the Government's refusal to exempt such staff members from the requirement of a labour permit and its associated fees. During the reporting period, the Agency continued to pay these fees under protest.

In Syria, the security situation in the capital, north and central areas continued to stabilize during the reporting period. However, the security situation in the South deteriorated and there continued to be frequent reports of kidnappings and targeted killings, including of civilians, within several locations in Dera'a. Armed conflict, asymmetrical attacks, terrorist attacks and generalized insecurity continued to seriously affect free movement and humanitarian access, particularly in the South where security incidents were more frequent. While some checkpoints in the capital and central areas were removed, checkpoints in other areas remained. In 2020, 89 visa applications were submitted to the MFA (residency and visit) for international personnel, of which 84 were approved and five rejected, including one international staff member who was declared as *persona non grata*.

At the end of 2020, 18 Agency staff were missing, detained, kidnapped or presumed detained: nine were believed to be missing, detained or kidnapped in Syria, either by the Syrian authorities or other parties,⁶⁸ five detained by the Israeli authorities, two by the de facto authorities in Gaza,⁶⁹ one by the Jordanian authorities and one by the Palestinian authorities. Despite requests in accordance with GA resolution 36/232, the Syrian authorities did not provide the Agency with access but provided information about certain staff who remained in their custody during the year. The Israeli authorities provided some information regarding the reasons for detention of some staff members in their custody throughout the reporting period but did not provide access. Despite several requests, the Jordanian authorities had not facilitated access to or provided information concerning the staff member in their custody as at 31 December 2020. The Palestinian authorities facilitated access to and provided information about the detained staff member. The de facto authorities in Gaza granted access but did not provide information in writing regarding the staff in their custody.

1.3.2. agency services and premises

Israeli authorities continued to impose transit charges on shipments entering Gaza, obliging UNRWA to pay US\$ 1.36 million in 2020. The Agency considers such charges a direct tax from which it ought to be exempt

under the 1946 Convention. In the view of Israel, the charges are a fee for service, from which there is no exemption. Since November 2016, UNRWA vehicles could only be imported through Erez. For all other Agency imports, Kerem Shalom remained the sole crossing for imports into Gaza. It was fully closed for imports of all goods and construction materials on 19 out of 261 scheduled operating days (7.3 per cent) and closed only for construction materials on 58 out of 261 scheduled operating days (22.2 per cent). The continuing closure of the Karni crossing and the prohibition of containerised imports, in place since 2006, contributed to increased UNRWA expenditure, resulting from storage, palletisation, sterilisation and additional mileage and staff, amounting to US\$ 10.6 million. This was in addition to transit charges levied on imports through the Kerem Shalom and Erez crossings.

Conditions relating to the Agency's construction projects in Gaza and related approvals remained in place during the reporting period. UNRWA continued to make use of an international staff member and local monitoring staff to meet the laborious and time-consuming daily monitoring and coordination requirements previously introduced by the Israeli authorities, due to the blockade that is imposed on Gaza, amounting to almost US\$ 0.095 million in extra costs in 2020. The Agency also continued to provide the Israeli authorities with written confirmation of UNRWA monitoring for each project, in addition to requirements predating 2017 for documentary material to facilitate the monitoring, by Israel, of construction projects. Cumbersome clearance procedures and frequent processing delays of import requests for materials, some of which Israel classifies as dual-use items, and equipment, continued to negatively impact Agency operations.

In 2020 alone, additional staffing, transit and logistical costs resulting from Israeli requirements regarding access and monitoring of all UNRWA imports into Gaza amounted to US\$ 12.023 million. This does not include similar access costs that private contractors incurred to ship construction materials into Gaza through Kerem Shalom under the Gaza Reconstruction Mechanism.

In August 2020, the Israeli authorities requested UNRWA to install a GPS tracking system, together with the Agency's electronic credentials to access the system, as a condition for approving the shipment into Gaza of a generator for the Agency's official use within UNRWA installations in Gaza. The Agency protested the requirement as contrary to its privileges and immunities pursuant to the 1946 Convention. The matter was not resolved by the end of the reporting period.

The Israeli authorities continued to require standards testing for educational, electronic, medical and other items for official use and the Israeli Standardisation Institute inspected an Agency shipment bound for official use in the West Bank, including East Jerusalem, on one occasion. UNRWA imports goods for its official use that conform to international standards and the UN considers that Israeli requirements are contrary to the exemption from prohibitions and restrictions on imports, under the 1946 Convention, in respect of articles imported by the UN for official use.

Arrears of US\$ 90.9 million accrued as value added tax (VAT) for services and goods procured for the West Bank and Gaza, before arrangements were agreed in 2013 with the Palestinian Ministry of Finance remained outstanding. During 2020, the Agency further accrued an additional US\$ 0.32 million in VAT. UNRWA received reimbursement in 2020 of US\$ 0.31 million and the cumulative total owed to the Agency for the reimbursement of VAT paid for services and goods procured in the West Bank and Gaza amounted to US\$ 100.88 million as at 31 December 2020.⁷⁰ UNRWA makes periodic claims to the relevant authorities for the outstanding amounts.

During the reporting period, the Israeli authorities paid US\$ 1.06 million in VAT reimbursements owed to the Agency. US\$ 7.39 million⁷¹ remained outstanding in VAT reimbursements as at 31 December 2020.

UNRWA was required, as in the past, to pay port fees and other charges to the Syrian authorities, in contravention of the Agreement of 1948 between the UN and the Government of the Syrian Arab Republic. In 2020, fees and charges totalling US\$ 103,366.80 were paid.

Further to the "fuel price charge" that had been levied against electricity consumption by the Jordanian Ministry of Energy and Mineral Resources in 2018 and 2019, the Agency was unable to secure an exemption from the charge or reimbursement of all payments, which were made under protest, on the basis that the charge amounts to a tax from which UNRWA is immune pursuant to the 1946 Convention. The position of the Jordanian authorities – namely, that the charge was a fee for services rendered in connection with provision of electricity – remained unchanged. The Agency continued to pay for the inspection fees of official UNRWA vehicles under protest. In addition, contrary to the Agency's immunity from import restrictions and customs fees, the Jordanian authorities levied customs against the Agency's two shipments of spare car parts for official UNRWA vehicles.

During the reporting period, installation inspections were conducted across all five fields of Agency operation. For further information on the Agency's neutrality work, please see reporting under the Management and Operational Effectiveness section (section 2.6) of the AOR.

The 1946 Convention provides that the premises of the UN shall be inviolable. Contrary to this, the ISF entered UNRWA premises in the West Bank, including East Jerusalem, without authorisation on one occasion in 2020. On at least eight occasions during the reporting period, tear gas canisters, stun grenades, plastic-coated metal bullets or live ammunition used by the ISF landed in Agency premises, including schools, or damaged UNRWA property. During at least three of these incidents, UNRWA staff members and beneficiaries were affected by tear gas. In Gaza, ammunition fired by the ISF landed inside or damaged Agency premises on at least two occasions.

Following the Israeli MFA's September 2019 communication to the Agency confirming an official Government policy to out-compete and make UNRWA redundant in East Jerusalem, municipal representatives and other Israeli government officials continued to express support for, and to further implementation of, the Government's policy. At the beginning of 2020, the media reported that the Mayor of Jerusalem had approved a plan to construct an educational campus serving Arab neighborhoods, offering an alternative to UNRWA in East Jerusalem. Shortly thereafter, a representative of the Jerusalem Municipality visited an Agency school in East Jerusalem on the basis that the municipality intends to use the installation as a compound for its schools in the area. In addition, on 18 February 2020, UNRWA received a letter from the Jerusalem Municipality regarding Sur Baher Girls' School, requesting the Agency to allow for the inspection and measurement of the premises to verify billing information. In response to media reports that the Jerusalem Municipality was planning to establish a school in Shu'fat refugee camp, UNRWA confirmed that the Agency has no intention of changing its service provision and will continue to meet the needs of the Palestine refugee population in the camp in accordance with its mandate. UNRWA has liaised with the United Nations Office of Legal Affairs and discussed its concerns relating to these matters. Any breaches of the Agency's privileges and immunities have been subjected to formal protest to the Israeli MFA.

During the reporting period, and within financial constraints as well as constraints related to the COVID-19 pandemic, UNRWA continued implementing the recommendations of the UN Headquarters Board

of Inquiry (UNBOI) into incidents that occurred in Gaza between 8 July 2014 and 26 August 2014 referred to in previous reports.

On 22 March 2018, the UN submitted a claim to Israel for the reimbursement of losses that the UN sustained as a result of incidents that were the subject of the UNBOI which occurred at the Agency's premises during the 2014 hostilities in Gaza. A claim was also presented to Israel for the losses sustained by dependants of a member of UNRWA personnel as a result of his death during the hostilities. According to publicly available information, on 14 August 2018, the Israel Defense Forces reported that the criminal investigation into the incident affecting the Agency's Beit Hanoun Elementary Co-education "A" and "D" School on 24 July 2014, which resulted in the killing of at least 12 people and injuring of another at least 93 individuals, was closed by the Military Advocate General without any further legal proceedings – criminal or disciplinary – to be instigated against those involved. As neither of the above-mentioned claims have been satisfied, UNRWA remains concerned as to the need for accountability regarding these and other incidents where Agency installations were directly or indirectly affected contrary to their inviolability, and UNRWA personnel and civilians sheltering in them were killed as a result thereof.

In the West Bank, there were no incursions into the Agency's premises by armed Palestinians in 2020. There was one incident of misuse of UNRWA installations for unauthorized events by members of the community. UNRWA premises and services were disrupted on at least 28 occasions by forced closures or protests, including by members of camp service committees, during the reporting period.

There was one incursion into UNRWA premises by the de facto authorities in Gaza. In addition, shrapnel fell inside UNRWA installations on two occasions due to activities by unknown militants or other groups at a military site located nearby. On one occasion during the reporting period, a hand grenade and a military vest were found inside the perimeter of an UNRWA school and on two occasions, bullets from unknown sources hit Agency installations in Gaza. Further, on two occasions during the reporting period, an Improvised Explosive Device (IED) was detonated by unknown actors near a school in Gaza. The Agency protested any breach of its privileges and immunities with the relevant authorities.

During the reporting period, Jordanian authorities entered an UNRWA installation and carried out an inspection without authorization on one occasion.

UNRWA protested the incident with the Jordanian authorities and they confirmed that appropriate measures would be taken to address the incident.

In Syria, as previously reported, UNRWA has sustained conflict-related property losses in the millions of dollars since hostilities began in 2011. Assessments carried out in late 2018 indicate that almost all Agency installations are in need of major rehabilitation and many were severely damaged and are in need of reconstruction, especially in Yarmouk, Ein El Tal and Dera'a. The situation of installations remained similar in 2020. During the reporting period, four incidents of unauthorized entry into UNRWA installations by the Syrian authorities or third parties were reported, including an incursion involving an armed group. In addition, on one occasion, the laptop of an UNRWA staff member was searched by Syrian authorities contrary to the 1946 Convention. The Agency sanitation office in Khan Dannoun continued to be used by military personnel at the adjacent checkpoint.

In 2020, there were closures of UNRWA installations on at least 40 days in Lebanon. Closures were mostly the result of strikes and protests by beneficiaries and general civil unrest. On one occasion, shots were fired in the air inside an UNRWA installation during the distribution of cash assistance. Palestinian factions closed UNRWA installations on several occasions to demand further support from UNRWA in light of the growing vulnerability and socioeconomic challenges faced by PRL, according to the organizers.

1.3.3. other matters

The US\$ 680,000 seized by the Government of Lebanon in 2013 has yet to be returned. UNRWA has continued to dispute any liability for payments demanded by the Government of Lebanon in the amount of US\$ 167.1 million for electricity consumed by Palestine refugees outside of Agency installations in camps in Lebanon. In addition, in March 2019, the Government of Lebanon demanded that UNRWA pay more than US\$ 1.1 million in fines for the resale of electricity by Popular Committees in Burj Barajneh and Shatila refugee camps. The Agency disputes its responsibility to pay these fines and formally protested them to the Government of Lebanon.

In relation to the internal justice system, the UNRWA Dispute Tribunal, established in 2010, operates on a full-time basis and is comprised of one judge and a part-time ad litem judge. During 2020, the Tribunal issued 73 judgments, disposing of 92 cases. As at the end of 2020, 295 cases were pending, including one case on remand, of which 289 were filed by area staff and six by international staff members. There were also 10 appeals pending before the UN Appeals Tribunal.

1.3.4. legal status of Palestine refugees in the Agency area of operations

The legal status of Palestine refugees in Jordan, Lebanon, Syria, the West Bank and Gaza remained substantially the same as that described in the Report of the Commissioner-General to the UN GA for 2008 (A/64/13, paras. 52-55).

1.4. financial overview⁷²

With the exception of 158 international staff posts funded by the United Nations General Assembly through the UN regular budget, UNRWA operations are supported through voluntary contributions. The Agency receives funding through: (i) a programme budget fund that supports core operations (including recurrent staff and non-staff costs), including education, health, camp improvement, relief and social services (RSS), protection and support systems and structures; (ii) EAs for humanitarian interventions; and (iii) specific, time-bound projects that improve services without increasing recurrent costs.

In 2020 UNRWA resource mobilization efforts yielded a total pledged amount of US\$ 940 million (including UN Secretariat support for international staff). Traditional partners⁷³ contributed a total of US\$ 783.8 million (83.3 per cent of total funding received) across all portals, of which US\$ 491.8 million was for the programme budget, which constituted 84.4 per cent of total funding received under that portal. Contributions from regional partners⁷⁴ totaled US\$ 43.3 million and amounted to 4.6 per cent of total funds received, including US\$ 38 million (6.5 per cent) of the total contributions to the programme budget. Emerging donors⁷⁵ contributed US\$ 16.9 million and amounted to 1.8 per cent of total funding received across all portals, out of which US\$ 12.5 million, or 2.1 per cent, was for the programme budget. Private partnerships added US\$ 19.5 million (2.1 per cent of total funding received) across all portals, out of which US\$ 9.1 million was for the programme budget, constituting 1.6 per cent of total funding received for the programme budget. Funding received from the UN core budget and contributions from other UN entities⁷⁶ amounted to US\$ 76.8 million (8.2 per cent of total funding received), including US\$ 31.2 million (5.4 per cent) to the programme budget.

In 2020, planned programme budget (cash view⁷⁷) income was US\$ 579.9 million against planned expenditure of US\$ 806 million. The actual income

received during the year was US\$ 582.3 million⁷⁸ against expenditure of US\$ 775.04 million.⁷⁹ The carried forward unpaid liabilities from 2020 to 2021 were US\$ 75 million, including a CERF loan of US\$ 30 million.

Through its 2020 Syria Regional Crisis EA, UNRWA sought US\$ 270 million. Many donors responded generously, although pledges only covered 47 per cent (US\$ 126.9 million) of funding needs. In the oPt, the Agency appealed for US\$ 155 million for its 2020 EA; pledges reached US\$ 95.6 million⁸⁰ by the end of the year, or 61.68 per cent of total funding required. This is a decline in absolute terms over previous years, a trend which is of concern to the Agency. The programme budget advanced an additional US\$14.6 million to emergency operations in the oPt during the year, which was funded from indirect support costs. Some US\$ 60.8 million was pledged for UNRWA projects, corresponding to 35.76 per cent of funding needs of US\$ 170 million. In 2020, the Agency also issued two dedicated flash appeals to respond to the additional needs created by the COVID-19 pandemic. The first flash appeal, which covered the period March to July 2020, sought US\$ 93.4 million, of which 58.89 per cent (US\$ 55 million) was pledged.⁸¹ The second flash appeal, covering the period August to December 2020, included funding needs of US\$ 94.6 million, of which 20.61 per cent (US\$ 19.5 million) had been pledged by the end of the year.

According to unaudited financial statements (International Public Sector Accounting Standards [IPSAS] view⁸²), in 2020 the Agency spent US\$ 1.13 billion. The largest expenditure was US\$ 775 million, under the unrestricted programme budget, accounting for 68.6 per cent of total expenditure. Emergency activities and projects (including restricted fund activities) accounted for 23.2 per cent and 8.2 per cent respectively. Education remained the largest programme funded through the programme budget, with an expenditure of US\$ 472.41 million, or 61 per cent of the total unrestricted programme budget.

Actual expenditure by Programme, 2020 (Thousands of United States Dollars)⁸³

Programme Budget	West Bank	Syria	Gaza	Lebanon	Jordan	HQ	Total
Education	63,320	25,996	231,458	49,290	100,142	2,200	472,406
Health	26,347	8,747	36,079	22,660	21,071	1,018	115,922
RSSP	9,485	3,748	11,762	12,176	9,746	840	47,757
Infrastructure	6,075	1,127	9,216	6,593	5,524	1,591	30,126
Executive Direction	3,640	2,231	3,241	2,648	2,747	15,843	30,350
Protection	79	68	51	148	1	402	749
Support	10,602	4,399	19,523	8,172	6,179	28,856	77,731
Grand Total	119,548	46,316	311,330	101,687	145,410	50,750⁸⁴	775,041

All Funding Streams	West Bank	Syria	Gaza	Lebanon	Jordan	HQ	Total
Education	67,841	36,642	241,901	59,829	106,647	3,494	516,354
Health	31,439	13,953	47,872	29,205	25,675	3,757	151,901
Relief	16,411	66,506	90,505	48,360	28,792	1,223	251,797
Infrastructure	13,200	1,986	32,100	16,903	6,991	2,548	73,728
Executive Direction	5,415	3,599	4,378	6,009	3,408	19,608	42,417
Protection	1,230	1,065	276	1,040	533	1,064	5,208
Support	11,100	6,678	38,704	9,364	6,473	4,453	76,772
Microfinance	4,133	740	1,835	0	3,197	-5	9,900
Grand Total	150,769	131,169	457,571	170,710	181,716	36,142	1,128,077

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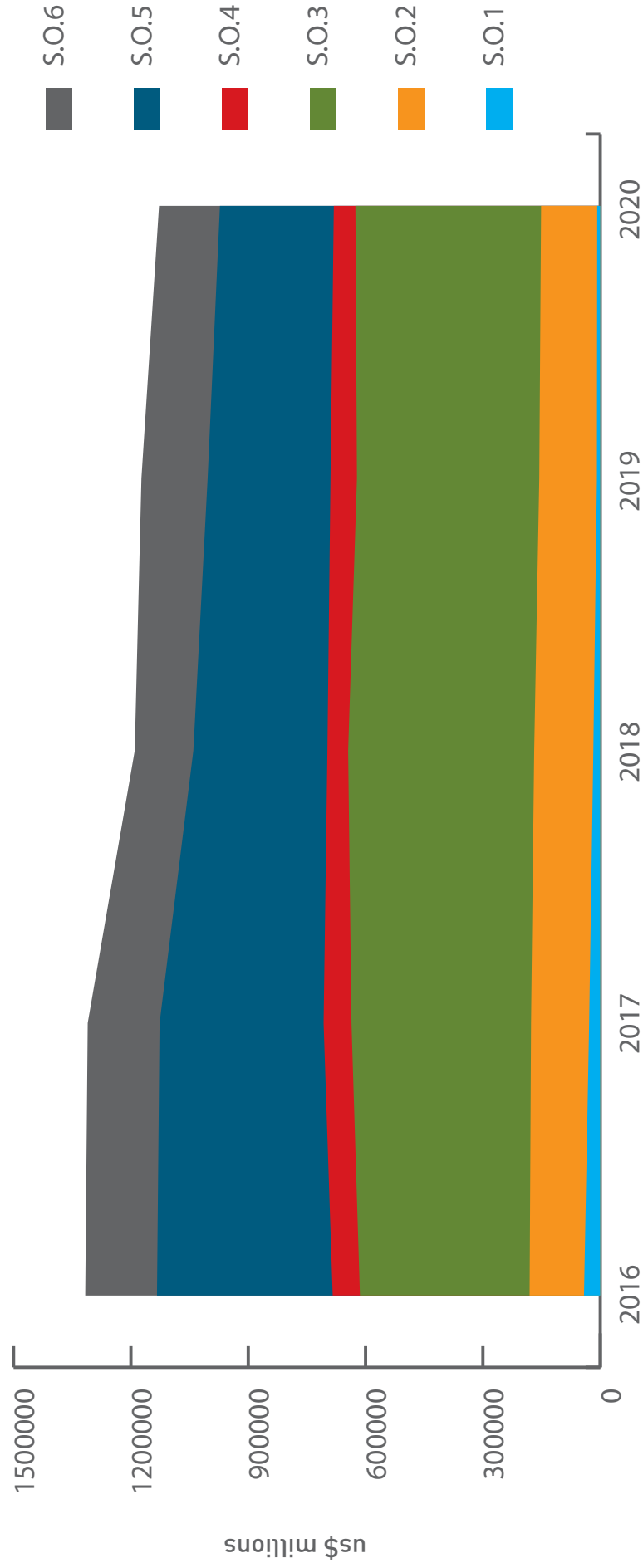
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Actual expenditure by Strategic Outcome, 2020 (Thousands of United States Dollars)⁸⁵

Programme Budget	West Bank		Syria		Gaza		Lebanon		Jordan		HQ		Total	
SO1: Refugees' Rights under International Law are Protected and Promoted	946	0%	256	0%	692	0%	544	0%	480	0%	403	0%	3,321	0%
SO2: Refugees' Health is Protected and the Disease Burden Is Reduced	25,563	3%	8,394	1%	35,634	5%	22,047	3%	20,612	3%	0	0%	112,250	14%
SO3: School-Age Children Complete Quality, Equitable and Inclusive Basic Education	55,380	7%	24,198	3%	224,560	29%	44,812	6%	91,788	12%	0	0%	440,738	57%
SO4: Refugee Capabilities Are Strengthened for Increased Livelihood Opportunities	8,457	1%	1,846	0%	7,272	1%	4,183	1%	7,303	1%	440	0%	29,501	4%
SO5: Refugees are Able to Meet Their Basic Human Needs of Food, Shelter and Environmental Health	12,007	2%	3,761	0%	15,857	2%	15,629	2%	13,677	2%	28	0%	60,959	8%
SO6: Effective and Efficient Governance and Support	17,195	2%	7,861	1%	27,315	4%	14,472	2%	11,550	1%	49,879	6%	128,272	17%
Grand Total	119,548	15%	46,316	6%	311,330	40%	101,687	13%	145,410	19%	50,750 ⁸⁶	7%	775,041	100%

All Funding Streams	West Bank	Syria		Gaza		Lebanon		Jordan		HQ		Total		
SO1: Refugees' Rights under International Law are Protected and Promoted	2,101	0%	1,285	0%	916	0%	1,436	0%	1,013	0%	1,064	0%	7,815	1%
SO2: Refugees' Health is Protected and the Disease Burden Is Reduced	30,417	3%	12,630	1%	46,901	4%	28,393	3%	25,061	2%	44	0%	143,446	13%
SO3: School-Age Children Complete Quality, Equitable and Inclusive Basic Education	58,663	5%	33,405	3%	233,829	21%	52,742	5%	96,079	9%	38	0%	474,756	42%
SO4: Refugee Capabilities Are Strengthened for Increased Livelihood Opportunities	15,043	1%	3,941	0%	11,988	1%	10,919	1%	12,509	1%	792	0%	55,192	5%
SO5: Refugees are Able to Meet Their Basic Human Needs of Food, Shelter and Environmental Health	20,624	2%	66,246	6%	114,163	10%	55,856	5%	33,322	3%	931	0%	291,142	26%
SO6: Effective and Efficient Governance and Support	23,921	2%	13,662	1%	49,774	4%	21,364	2%	13,732	1%	33,273	3%	155,726	14%
Grand Total	150,769	13%	131,169	12%	457,571	41%	170,710	15%	181,716	16%	36,142	3%	1,128,077	100%

actual expenditure by strategic outcome - all funding streams trend 2016-2020



chapter two: annual reporting under the unrwa programme budget

2.1. strategic outcome one: refugees' rights under international law are protected and promoted



The onset of COVID-19 in 2020 exacerbated protection threats experienced by Palestine refugees, including gender-based violence (GBV) and violence against children. During the reporting period, UNRWA addressed new and ongoing protection concerns across its five fields of operation through the mainstreaming of protection in Agency service delivery and advocating for the rights of Palestine refugee rights with duty bearers. COVID-19 challenged the delivery of protection by forcing the Agency to: (i) adapt to safe remote and alternative methods to identify, document and respond to protection incidents; (ii) postpone the biennial protection audits at the field level; and (iii) curtail protection training for UNRWA staff. In addition, insufficient and increasingly projectized funding made it difficult to fulfil core protection functions and retain staff. Despite these challenges, the Agency placed protection at the forefront of frontline pandemic response efforts to ensure that the needs of the most vulnerable and marginalized were addressed. In this regard, UNRWA issued guidance to HQ departments and field offices to define and propose ways to address gendered vulnerabilities generated by the pandemic as well as to ensure the inclusion of persons with disabilities into adapted health, education and relief services.

Throughout 2020, the Agency continued to identify, verify and document protection concerns affecting Palestine refugees and, further to Sustainable Development Goal (SDG) 16, raise these issues with duty bearers. These concerns, the subject of 642 interventions to duty bearers and external actors, related to: (i) the impact of conflict, occupation and violence affecting Palestine refugees in the West Bank, Syria, Gaza and Lebanon; (ii) freedom of movement limitations, including humanitarian access, aggravated by COVID-19-related restrictions in all fields of UNRWA operation; (iii) deepening inequality and exclusion due to the socioeconomic situation in all fields, particularly in Syria and Lebanon,⁸⁸ which led to increased mental distress and an observed increase in child labour, child marriage, child abuse and violence against girls and women; (iv) the continued use of force, evictions

and demolitions in the West Bank, including East Jerusalem, during the public health crisis; (v) the rights of internally displaced persons in Syria and PRS residing in Jordan and Lebanon; and (vi) other protection issues that arose in the context of COVID-19, including access to medical treatment. Further to SDG 17, UNRWA engaged with host governments, other UN entities⁸⁹ and civil society⁹⁰ to promote compliance with international law.

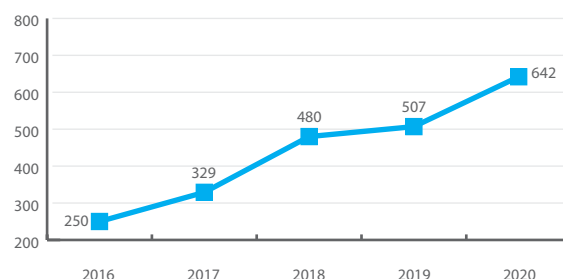
Throughout the reporting period, UNRWA assisted government authorities, UNHCR and other organizations to verify the registration records of Palestine refugees seeking asylum outside its fields of operation. To safeguard privacy rights, requests were only processed on the written consent of the person(s) whose registration records were to be verified. A total of 1,108 verification of registration requests were processed in 2020, nearly all of which related to Palestine refugees in Europe. The most common destination countries were Belgium, Germany and Spain and the original fields of registration of Palestine refugees for which verification requests were most frequently received were Gaza, Syria and Lebanon. Within the scope of its mandate, UNRWA also responded to 158 requests for information about the Agency's services from asylum authorities and/or Palestine refugees including in situations of possible deportation.

In support of SDGs 5 and 10, protection mainstreaming efforts contributed to the equal and dignified access to services for all Palestine refugees, including persons with disabilities, the elderly, undocumented married women and girls and women and child-headed households. This was, in part, achieved through the implementation of protection audit recommendations, which stemmed from the last round of protection audits conducted in 2018-2019, and the training of Agency personnel. In 2020, 4,549 UNRWA staff (including 2,975 female staff) were trained on protection principles, including in relation to combatting GBV and addressing violence against children.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Number of protection (advocacy) interventions, including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers	WBFO	176	N/A	258	N/A
	SFO	108	N/A	107	N/A
	GFO	79	N/A	90	N/A
	LFO	115	N/A	138	N/A
	JFO	11	N/A	10	N/A
	UNRWA	507⁹¹	N/A	642⁹²	N/A

Source: Protection database (if available) and/or formal and informal UNRWA reports and public information reports.
Frequency: Quarterly

agency-wide trend 2016 - 2020



In 2020, UNRWA continued to advocate for the rights of Palestine refugees and raise protection concerns with relevant duty bearers. During the reporting period, 642 protection advocacy interventions were undertaken, 135 more than in 2019. The high number of interventions reflected protection concerns that both continued into 2020, (e.g., humanitarian access in Syria) and emerged during the course of the year (e.g. COVID-19-related movement restrictions that confined many Palestine refugees to overcrowded camps). In addition, the Agency engaged a civil-military expert to provide advice and enhance the impact of its advocacy efforts in civil-military matters. In the West Bank, UNRWA stepped up its engagement with 23 remote communities (notably in the Seam zone and in Area C) where additional restrictions on movement and other barriers to access services were in force. UNRWA expanded its civil-military work to address the access restrictions and linked communities with service providers to meet critical needs.

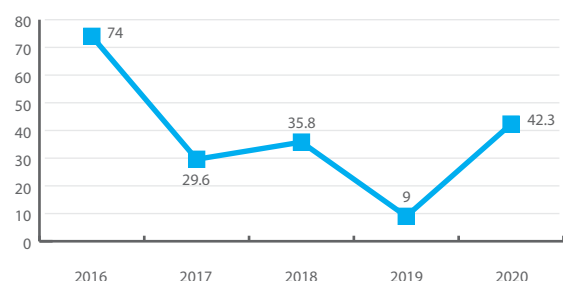
COVID-19 posed a series of significant challenges in relation to the identification, documentation and

intervention on protection concerns. For example, movement restrictions across all fields of UNRWA operation created a reliance on remote documentation methods generating obstacles to building the necessary rapport and trust to document very sensitive issues, including for cases involving children affected by violence in the home. To overcome these difficulties, the Agency took a series of innovative approaches including: (i) the development and roll out of guidelines on the conduct of remote investigations concerning serious human rights violations in the West Bank; (ii) the establishment of phone / WhatsApp helplines to maintain critical protection services, including confidential legal support; and (iii) adapting advocacy interventions to the prevailing public health restrictions across all five fields of operation with confidential phone, video-conferencing and formal letters largely replacing in-person bilateral meetings and briefings. In 2020, the Agency also made seven submissions and briefings to international human rights mechanisms, covering the West Bank, Syria, Gaza and Lebanon.

Indicator	Location	Baseline (Actual 2018) ⁹³	Target 2020	Actual 2020	Target 2022
Percentage of protection mainstreaming recommendations from internal protection audits implemented	WBFO	44.0	30.0	30.0	45.0
	SFO	33.0	35.0	42.9	35.0
	GFO	42.0	42.0	55.6	42.0
	LFO	47.1	44.0	47.1	44.0
	JFO	17.8	39.0	33.3	39.0
	UNRWA	35.8	39.4	42.3	42.0

Source: Recommendations Matrix
Frequency: Biennial (every two years)

agency-wide trend 2016 - 2020



The most recent round of biennial protection audits were finalized in July 2019 and resulted in 104 recommendations to be implemented by the end of 2020, including in relation to measures to ensure: (i) non-discriminatory and meaningful access to UNRWA services; (ii) the safety and dignity of Palestine refugees; and (iii) accountability to affected populations (AAP).

By end of 2020, 44 recommendations had been fully implemented. Examples of protection audit recommendations fulfilled included the: (i) promulgation of a technical instruction on the provision of health, social, legal and protection services to registered single pregnant women and girls that provides a pathway for women and girls to

access health care, regardless of their marital status; (ii) introduction of a technical instruction on admission to UNRWA schools; and (iii) training of social workers on case assessment, case formulation and intervention, and psychosocial first aid.

A further 45 recommendations remain under implementation and are anticipated to be finalized in 2021. These relate to: (i) PSS for students most at risk; (ii) ensuring the availability of private consultation spaces for refugees and social workers; and (iii) enabling Palestine refugees' meaningful contribution to building designs in their communities. The implementation of a further 15 recommendations was not started by the

end of 2020 and will commence in 2021. These include on the establishment of child friendly reporting mechanism of protection concerns.

The implementation of protection audit recommendations was affected by funding shortages. In addition, COVID-19 not only impacted the recommendation implementation rate but also served to postpone the next round of protection audits that were scheduled to take place in the second half of 2020 but will now be undertaken in 2022. The findings of a DIOS audit and evaluation on the protection audit mechanism, currently underway, will assist in shaping the conduct of the next round of audits.

gender mainstreaming

The Agency's commitment to SDG 5 on the promotion of gender equality and women's empowerment is enshrined in its Gender Equality Policy (2007) and Gender Equality Strategy 2016-21 (GES)⁹⁴ that are being implemented in tandem with the MTS 2016-22. Building on a 'dual-track' approach that focuses on gender mainstreaming at both the organizational culture and the service delivery levels, during the reporting period, the Agency continued to advance GES implementation. This was guided by individual field office gender action plans that focused on: (i) the development of staff capacity on gender mainstreaming and addressing GBV; (ii) enhancing support for gender parity amongst senior UNRWA managers; and (iii) gender-sensitive programming that included the incorporation of a gender perspective concerning the rehabilitation of shelters, schools and HCs, involving men in preconception care and family planning, addressing child marriage and promoting female economic participation.

Gender considerations were also integrated into the Agency's COVID-19 response. To this end, guidance was developed and issued to HQ departments and field offices to both define gendered vulnerabilities generated by the pandemic and propose ways to address them. Rapid assessments of the socioeconomic impact of COVID-19, conducted in Syria and Jordan, also incorporated a gender perspective and analysed the specific needs of women, men, girls and boys within the pandemic context.

During the reporting period, UNRWA continued to build awareness and knowledge on gender equality. In this regard, a mandatory gender awareness e-learning course for all staff was launched in July 2020. With the aim of building a more gender-sensitive organizational

culture, the course focuses on: (i) what gender means and ways to promote gender equality; (ii) gender mainstreaming, gender analysis and practical strategies to integrate a gender perspective into UNRWA service delivery; and (iii) international standards on women's rights and gender equality. By the end of the reporting period, Level 1 of the course had been completed by 403 staff members, Level 2 by 3,368 staff members and Level 3 by 3,392 staff members.

In 2020, UNRWA enhanced its performance against the UN System-wide Action Plan on Gender Equality and the Empowerment of Women (UN-SWAP 2.0) indicators. Here, the Agency met or exceeded requirements for 10 of 17 performance indicators,⁹⁵ an improvement over 2019, when only seven indicators met or exceeded requirements.⁹⁶ This progress was made despite the absence of additional resources. During the reporting period, performance against the following three UN-SWAP 2.0 indicators improved: (i) performance indicator 1, "strategic planning gender-related SDG results"; (ii) performance indicator 2, "reporting on gender-related SDG results"; and (iii) performance indicator 14, "capacity assessment". Results against these indicators were upgraded to approaching, exceeding, and meeting requirements, respectively. Furthermore, performance indicator 11 on "gender architecture" was assessed as meeting requirements, an improvement from approaching requirements in 2019. In their assessment of the Agency's performance against the UN-SWAP 2.0 indicators, UN Women encouraged UNRWA to prioritize the implementation of performance indicator 10 on "financial resource tracking", the only indicator still classified as missing requirements, and the five indicators approaching requirements.⁹⁷

gender-based violence

GBV refers to harmful acts directed at an individual or a group of individuals based on their gender. It is rooted in gender inequality, the abuse of power and harmful norms and the term is primarily used to underscore that structural, gender-based power differentials place women and girls at risk for multiple forms of violence.⁹⁸ GBV is a widespread problem, with one in three women worldwide having experienced physical or sexual violence inflicted by an intimate partner or non-partner at some point in their lifetimes. Since its outbreak, COVID-19 has intensified GBV, particularly in, but not limited to, the domestic sphere. It is for this reason that UN Women refers to violence against women and girls as a “shadow pandemic” as, while the world’s attention is focused on the pandemic, this other scourge is growing, exacerbated by the very measures put in place to mitigate the spread of the virus including lockdowns, physical distancing and other movement restrictions. These measures may be crucial in limiting and preventing the spread of COVID-19; however, they are also having a devastating impact on women and girls living with the risk of GBV as many of the factors that trigger or perpetuate GBV are compounded by preventive confinement measures.⁹⁹

In response to a reported increase in the severity of physical assaults and psychological abuse against women and girls, UNRWA rapidly developed and issued guidance and adapted service provision to ensure that assistance could be provided to GBV survivors.¹⁰⁰ Specifically, the Agency pivoted to offer remote assistance through helplines, WhatsApp check-ins and adjusted referral pathways. Information

on how to access services for GBV survivors was also disseminated via social media, text messages and television. As a result, some 4,152 GBV survivors (3,347 female; 805 male) were supported between mid-March and December 2020.

On 25 November, UNRWA issued a press release to commemorate the International Day for the Elimination of Violence against Women in which the Agency re-affirmed its commitment to address GBV and highlighted measures being undertaken to address this serious violation of human rights and life-threatening health issue.¹⁰¹ This was followed by the Agency’s participation in the 16 Days Campaign of Activism against GBV between 25 November and 10 December. Under the theme, “Orange the World: Safety from Violence is Everyone’s Right”, a total of 37 activities were organized across all fields of UNRWA operation, including: (i) online awareness-raising sessions on cyber-bullying, online safety and child marriage during COVID-19; (ii) the screening of a television series that disseminated preventive messages on GBV and its root causes; (iii) virtual art events; (iv) workshops on women’s rights; (v) social media campaigns; and (vi) the distribution of orange masks.

persons with disabilities

UNRWA addresses disability inclusion from a rights-based perspective focusing on the four principles of accessibility, participation, awareness and non-discrimination. In addition, the Agency pursues a twin-track approach whereby UNRWA programmes: (i) identify and remove barriers that may exclude persons



UNRWA staff express their commitment to the 16 Days of Activism against GBV at the Syria Field Office, Damascus. © 2020 UNRWA Photo by Taghrid Mohammad

with disabilities from accessing Agency services; and (ii) identify and promote enablers of disability inclusion.

Movement restrictions and physical distancing necessitated by COVID-19 disproportionately affected Palestine refugees with disabilities, re-emphasizing structural barriers that often prevent them from accessing basic services. These barriers include difficulties in obtaining assistive devices, temporary separation from caregivers and the short-term suspension of non-critical medical services in some fields. To address this, UNRWA issued guidance to HQ departments and field offices to ensure the inclusion of persons with disabilities in COVID-19 adapted programming. In this regard, during the reporting period, the Agency provided services to 7,045 Palestine refugees with disabilities (3,816 female; 3,229 male), either directly or through partnerships with community-based rehabilitation centres (CBRCs).¹⁰² These services included: (i) the provision of direct or indirect assistive devices to increase access to services; (ii) support to community-based rehabilitation services for persons with visual and hearing impairments, children with cerebral palsy and intellectual disabilities, as well as refugees requiring speech and physical therapy; and (iii) awareness-raising activities to promote positive attitudes towards the inclusion of persons with disabilities. In addition, 176 social workers (124 female; 52 male) were trained to provide specialized PSS to persons with disabilities and relevant counselling services were expanded during the pandemic.

Disability inclusion continued to be mainstreamed through Agency programmes, despite significant operational challenges caused by COVID-19. To this end, UNRWA's health programme trained 530 frontline personnel (346 female; 184 male) on inclusive health in Jordan and Syria and adopted the use of the Washington Group short set on functioning (WGSS) questions¹⁰³ for the routine documentation of impairments among patients. The use of the WGSS questions will provide more insights and ultimately help improve the accessibility of the Agency's PHC services for Palestine refugees with disabilities. The health programme also continued to prevent long-term impairments through the provision of quality family planning services, antenatal, intra-natal and postnatal care, growth monitoring, immunization and disease prevention, and control. Further, the home delivery of medicines and telemedicine hotlines ensured that, despite pandemic related movement restrictions, the medical needs of persons with disabilities continued to be met.

Within the education programme, 60.54 percent of students identified with a disability received support during the 2019/20 academic year. This was a decrease in both percentage terms (71.7 per cent) from the previous year, and in absolute terms, with 6,947 students (3,778 female; 3,169 male) provided with support, down from 9,303 (4,926 female; 4,377 male), owing to the difficulties in identifying and providing effective support to students with a disability during periods of remote learning. In light of these challenges, the education programme developed and issued guidance to all teachers on learning, health, safety and PSS under pandemic operating conditions, including dedicated resources for children with disabilities that underscored the importance of assistive devices to students in need. In addition to direct support to students, 848 teachers, counsellors and education specialists (ES) (645 female; 203 male) were trained on disability inclusion in Syria and Gaza while 101 (30 female; 71 male) students with severe learning difficulties received subsidies to study in specialized institutions in Lebanon.

Through the infrastructure and camp improvement programme (ICIP), 1,082 substandard shelters were rehabilitated for Palestine refugees to improve accessibility,¹⁰⁴ and 13 schools and three HCs were either constructed, reconstructed, or upgraded in accordance with UNRWA technical standards and 'Guidelines for Physically Accessible Environment'. Furthermore, 29 microfinance loans were issued to clients (8 female; 21 male) with disabilities.

For the first time since the launch of the UN Disability Inclusion Strategy (UNDIS) in June 2019, all UN entities, including UNRWA, reported against the Strategy's 15 indicators in 2020.¹⁰⁵ The Agency was assessed as approaching requirements in relation to seven indicators, including on leadership, strategic planning and management, disability-specific policy/strategy, institutional set-up, programmes and projects, joint initiatives and capacity development. Seven indicators were assessed as missing requirements, including on consultation with persons with disabilities, accessibility, reasonable accommodation, procurement, evaluation, employment and communication. One indicator was assessed as not applicable to UNRWA. Field office-specific plans to improve performance against the UNDIS indicators have been formulated and are in the process of being implemented.



A microfinance beneficiary is assisted by his two sons at the family's poultry farm, Bethlehem, West Bank. © 2020 UNRWA Photo by Andreh Ghawali

2.2. strategic outcome two: refugees' health is protected and the disease burden is reduced



Throughout 2020, UNRWA focused on ensuring the continuity of health services to Palestine refugees despite the considerable challenges presented by COVID-19, the conflict in Syria, fragile political and economic situation in Lebanon and the ongoing restrictions and political instability in Gaza and the West Bank. UNRWA HCs initially responded to the onset of COVID-19 by temporarily suspending the Family Health Team (FHT) approach to free up staff for a triage-based consultation system whereby patients presenting with respiratory symptoms were segregated from other patients. In addition, HCs in four fields of Agency operation launched telemedicine hotlines and patients suffering from NCDs were provided with the home delivery of medicines to limit their exposure to the virus. Enhanced cleaning of HCs and the distribution of an expanded set of PPE contributed to the safety of UNRWA health workers and patients whilst the introduction of emergency teams and staff rotation helped to maintain critical service provision.

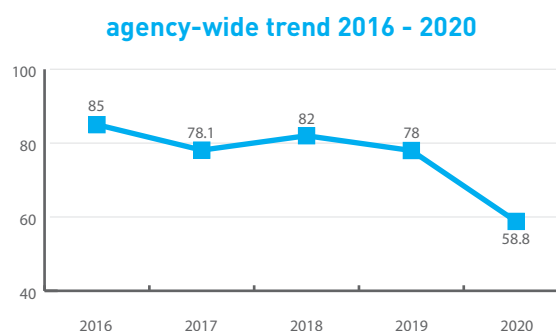
During the reporting period, a decline in the use of health services was recorded across all fields of Agency operation as patients sought to minimize their exposure to the virus. This led to decreased performance against most UNRWA-wide health indicators, including those related to maternal and child health, NCD care and MHPSS. Nonetheless, the Agency successfully improved performance in relation to reproductive health, the antibiotic prescription rate and the percentage of SSNP accessing hospitalizations. e-Health integration also progressed, with only one Agency HC not connected to the system by the end of the reporting period. In addition, three HCs were renovated to improve the health care environment through structures that, in line with the FHT approach and e-Health, facilitate improved patient flow and the application of protection standards. In total, over 73 per cent of all Agency HCs now meet enhanced quality care standards.



A young patient receives a check-up at the UNRWA Rimal HC, Gaza. © 2020 UNRWA
Photo by Khalil Adwan

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Average daily medical consultations per doctor	WBFO	76.2	70.0	63.6	68.6
	SFO	73.1	70.2	53.6	68.8
	GFO	81.0	80.2	63.5	80.0
	LFO	73.4	70.1	50.8	68.7
	JFO	86.2	80.3	62.3	78.7
	UNRWA	78.0	74.9	58.8	72.4

Source: UNRWA Health Department routine reports
Frequency: Quarterly

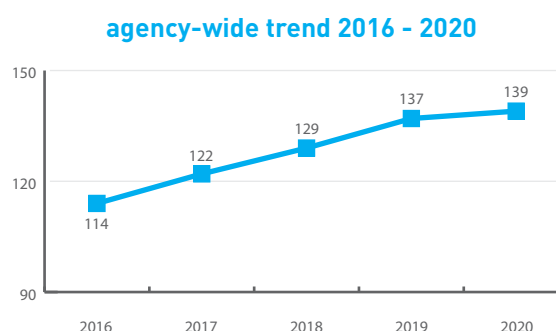


Over the current MTS period, UNRWA has progressively reduced the average number of patients seen by Agency doctors on a daily basis. However, the impact of COVID-19 led to exaggerated performance gains in 2020 due to a steep decline in the number of PHC consultations provided in person through UNRWA HCs. In this regard, during the reporting period, the Agency provided 5,798,904 face-to-face consultations (3,523,840 female; 2,275,064 male), 2,924,214 fewer than in 2019 due to: (i) the suspension of non-critical PHC services; (ii) movement restrictions; and (iii) limitations on in-person visits to UNRWA HCs in all fields.¹⁰⁶ The number of consultations was particularly affected in Gaza and Jordan, where UNRWA HCs were temporarily closed on the orders of host authorities,¹⁰⁷ and in Lebanon, due to civil unrest that restricted access. Children under five accounted for 349,801 consultations, a decrease of 101,926 from 2019. A

similar trend was observed for MHPSS consultations that decreased to 50,810 in 2020 from 98,401 in 2019. Following the establishment of medical hotlines at the beginning of the pandemic, patients made 325,811 telemedicine calls to UNRWA HCs in Gaza (263,727), Syria (50,976), Jordan (8,321) and the West Bank (2,787). During the reporting period, average daily medical consultations per doctor increased slightly to 3.1 minutes from 3 minutes in 2019. This increase was driven by a decrease in the number of patient visits but was tempered by measures to minimize patient time in HCs. The Agency has established norms for its doctors which target an average consultation time of five minutes by 2022. Unfortunately, ongoing financial constraints do not allow for the recruitment of a sufficient number of medical officers to achieve this target.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Number of health centres fully implementing eHealth system	WBFO	43	43	43	43
	SFO	20	22	22	23
	GFO	22	22	22	22
	LFO	27	27	27	27
	JFO	25	25	25	25
	UNRWA	137	139	139	140

Source: UNRWA Health Department routine reports
Frequency: Quarterly



Conceived as part of a comprehensive strategic reform of the UNRWA health programme, e-Health is a patient-centred, web-based application that allows the Agency to generate electronic medical records. The system was first introduced in 2009 and has been implemented alongside the FHT approach¹⁰⁸ to enhance: (i) needs-based decision-making and planning; (ii) the efficiency and quality of care; (iii) emergency health care; and (iv) medicine and supplies management. By the end of the reporting period, e-Health hosted 3,678,687 patient records and was operational in 139 of 140 UNRWA HCs, including all HCs in the West Bank, Gaza, Lebanon and

Jordan as well as 22 of 23 HCs in Syria. Poor internet connectivity has precluded the sole remaining HC from using the platform.

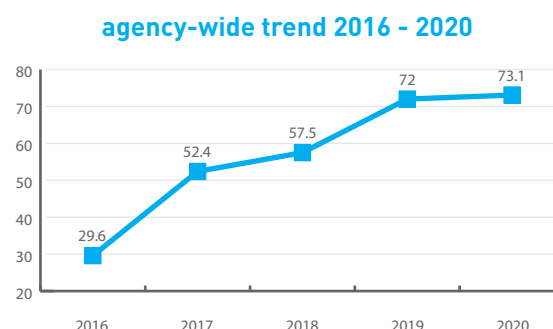
At the onset of COVID-19, UNRWA HCs immediately initiated alternative ways to deliver health services. e-Health featured prominently in this response by providing critical data that enabled the Agency to monitor and analyse the use of health services and adapt those services to the prevailing public health situation in all fields. The e-NCD and e-Maternal and Child Health (e-MCH) mobile applications, launched

in 2020 and 2019 respectively, were also promoted as a means to provide health information and services to NCD patients and mothers with children under the age of five during periods when HC access was

limited. By the end of the year, 7,612 e-NCD and 29,268 e-MCH accounts had been created. In Jordan, a pilot e-platform was also launched to place orders for the home delivery of NCD medicines.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of HCs ¹⁰⁹ meeting UNRWA facilities protection design standards	WBFO	59.1	63.6	60.9	73.9
	SFO	N/A	N/A	N/A	N/A
	GFO	78.3	79.2	80.0	85.0
	LFO	66.7	68.0	66.7	75.0
	JFO	83.3	94.4	83.3	94.4
	UNRWA	72.0 (excl. SFO)	76.5 (excl. SFO)	73.1 (excl. SFO)	81.7 (excl. SFO)

Source: ICIP documents and reports
Frequency: Annual



UNRWA recognizes the importance of ensuring that its HCs are accessible to persons with disabilities. Since 1 January 2017, new HCs have been designed and constructed in accordance with accessibility guidelines while all facilities constructed before this date are progressively being upgraded. By the end of 2020, a total of 73.1 per cent of UNRWA HCs met protection design standards, an increase of 1.1 per cent from 2019. This result fell slightly short of the 76.5 per cent Agency-wide target for 2020 due to COVID-19 works and movement restrictions coupled with funding gaps.

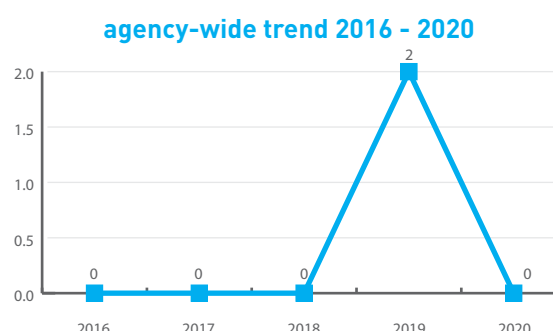
The physical design of health facilities plays an important role in improving the quality of patient care while reducing staff stress and fatigue. In this regard, the Agency either constructed or reconstructed three HCs in 2020 - two in Gaza and one in the West Bank. All constructed and reconstructed HCs were made physically accessible to refugees and staff, including persons with disabilities. Safety measures were also integrated, including strengthened structural integrity,

improved fire safety provisions and better hygiene and infection control measures. These measures also reflected specific gender and spatial requirements of the FHT approach, including privacy, patient flow, health team composition and zoning.

The construction and reconstruction of HCs have facilitated key reforms, including provisions for electronic medical records and the introduction of automated queuing systems that have streamlined the handling of medical appointments. UNRWA conducts Post Occupancy Assessments (POAs) for newly constructed HCs, six months after completion to assess beneficiary satisfaction with the overall building quality, safety, accessibility and adequacy. Assessments also serve as a basis for design and construction improvements in future projects. In 2020, a POA was conducted for the newly constructed HC in the West Bank. Some 87.5 per cent of end-users were satisfied with the physical environment of the HC, exceeding the target of 84 per cent.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Number of EPI vaccine preventable disease outbreaks	WBFO	0	0	0	0
	SFO	0	0	0	0
	GFO	1	0	0	0
	LFO	1	0	0	0
	JFO	0	0	0	0
	UNRWA	2	0	0	0

Source: UNRWA Health Department routine reports
Frequency: Quarterly

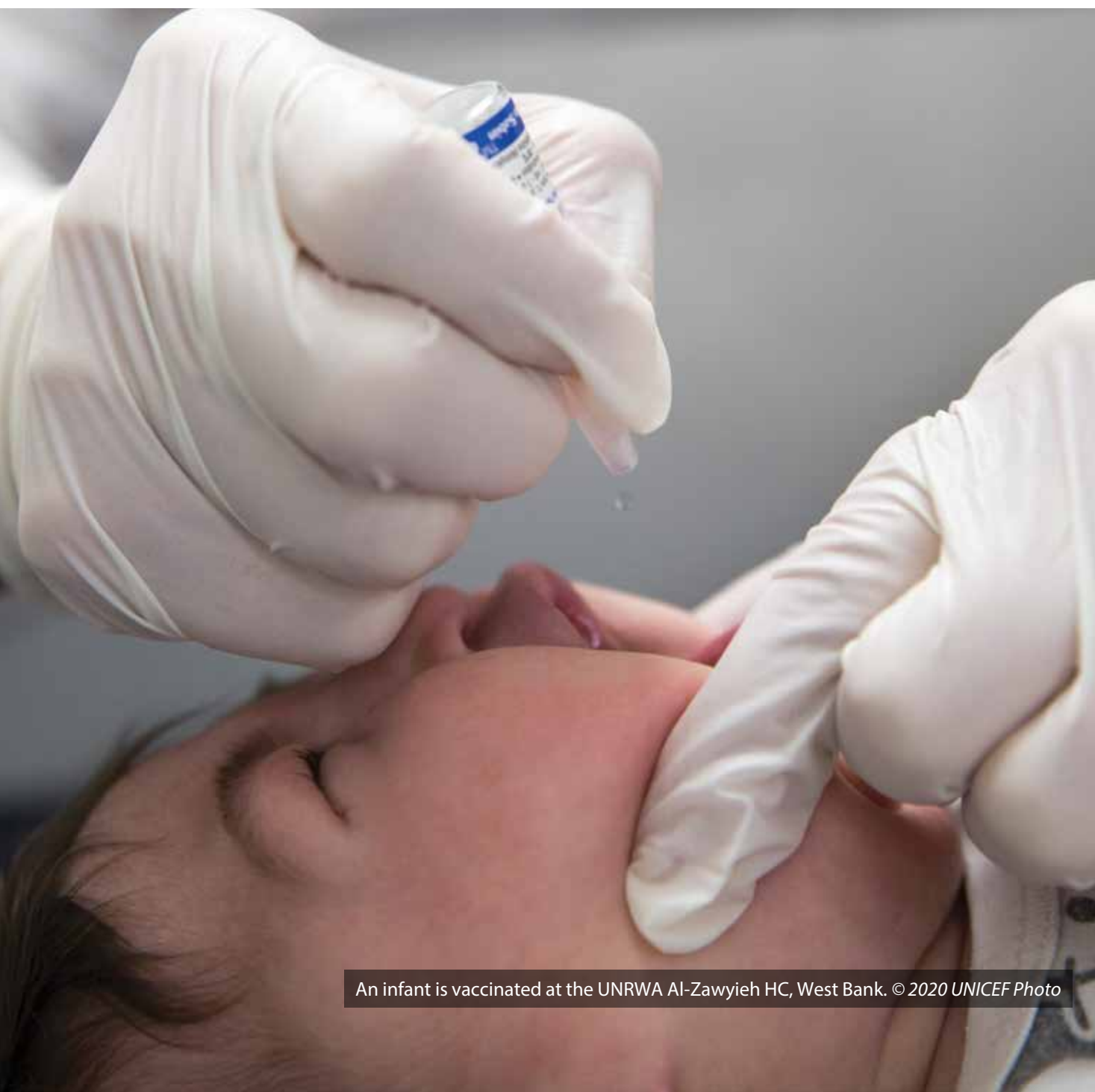


In coordination with the Expanded Programme on Immunization (EPI),¹¹⁰ continued high levels of immunization coverage across the five fields

of UNRWA operation ensured the prevention of outbreaks of vaccine preventable diseases.¹¹¹ During the reporting period, a total of 420,783 children

under 60 months of age were registered at Agency PHC facilities, of whom 75,661 were newly registered infants. This figure represents a 41 per cent (52,560 infants) decrease on the numbers reported in 2019 that is attributable to COVID-19-related movement restrictions and the reluctance of new parents to visit HCs to register their children during the pandemic. In 2020, immunization coverage was 99.7 per cent for 12-month-old children¹¹² and 99.4 per cent for 18-month-old children¹¹³ registered with UNRWA, a coverage rate significantly above the World Health Organization (WHO) target of 95.0 per cent. Factors that contributed to the Agency's success included a consistent supply of essential vaccines and a well-established appointment scheduling system, complemented by continuous follow-up with parents of children who missed appointments. Throughout

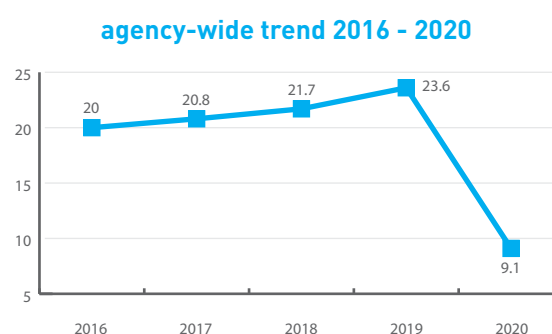
the reporting period, UNRWA continued to follow the annual national immunization calendars in each field; however, due to the pandemic: (i) immunizations had to be suspended from March to May 2020 in Jordan due to the host government's order to close all HCs; and (ii) immunization campaigns were cancelled in all fields. Despite the challenging COVID-19 operating environment, no outbreak of vaccine preventable disease was reported among Palestine refugees and the gap in vaccinations due to lockdown measures was closed in all fields by the end of the year. In 2021, the Agency will continue to partner with domestic and international agencies, ministries of health, the WHO and the United Nations International Children's Emergency Fund (UNICEF) in host countries to ensure 'social immunity'¹¹⁴ among all children living in each field of operation.



An infant is vaccinated at the UNRWA Al-Zawyieh HC, West Bank. © 2020 UNICEF Photo

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of targeted population screened for diabetes mellitus (aged 40 years and above)	WBFO	33.6	33.6	9.5	33.6
	SFO	17.0	17.0	8.5	17.0
	GFO	32.5	32.5	8.1	32.5
	LFO	24.4	23.2	8.6	24.4
	JFO	13.2	13.2	10.3	13.2
	UNRWA	23.6	23.6	9.1	23.6

Source: UNRWA Health Department routine reports
Frequency: Quarterly



The prevalence of NCDs among Palestine refugees is increasing, with diabetes mellitus (DM), hypertension, cardiovascular and chronic respiratory diseases being the primary cause of death across all UNRWA fields of operation. In 2020, the overall number of NCD patients under care at Agency HCs increased to 283,584 from 277,350 in 2019 with these conditions aggravated by an ageing population and sedentary and unhealthy lifestyles. Palestine refugees, particularly PRS, remained especially vulnerable to NCDs as those who have fled violence with limited resources endure conditions of prolonged displacement and deepening poverty, and thus struggle to pursue healthy lifestyles.

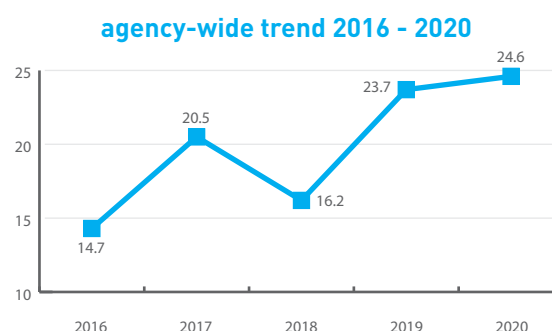
During the reporting period, a total of 69,207 Palestine refugees (42,463 female; 26,744 male) above 40 years of age were screened for DM,¹¹⁵ a dramatic decrease from 173,592 that were screened in 2019. The Agency-wide target was not met due to: (i) a reluctance of patients to visit HCs during the pandemic; (ii) COVID-19-related movement restrictions across all fields; (iii) the suspension of screening services in HCs in Jordan while they were closed from March to May 2020; and

(iv) the dissolution of FHTs in all fields at the onset of the pandemic to prioritize the triaging of patients with respiratory symptoms. Even after the reinstatement of the FHT approach and the restoration of the full range of services in HCs in November 2020, DM screening remained under-utilized due to patient reluctance to visit HCs to minimize their exposure to the virus.¹¹⁶ This trend is likely to continue in 2021.

Under pandemic operating conditions, UNRWA continued to provide care for patients diagnosed with DM and other NCDs. In this regard, services were adapted to protect those at a higher risk of contracting COVID-19 by: (i) introducing the home delivery of medicines which benefited 171,116 patients, including 78,359 in Gaza, 74,798 in Jordan, 15,276 in the West Bank and 2,683 in Syria; and (ii) launching an e-NCD mobile application that allowed NCD patients to access health education material relating to their conditions which could otherwise only be accessed through visits to HCs. The application also allows patients to monitor their individual records and view appointment-related information.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of UNRWA hospitalization accessed by SSNP	WBFO	2.1	2.1	1.6	2.1
	SFO	39.1	39.1	36.3	39.9
	GFO	37.7	37.7	40.9	38.5
	LFO	34.1	34.1	33.0	34.8
	JFO	15.9	15.9	16.3	16.2
	UNRWA	23.7	23.7	24.6	24.6

Source: UNRWA Health Department routine reports
Frequency: Quarterly



UNRWA provides secondary and tertiary healthcare to the most vulnerable Palestine refugees through contracts with hospitals or by reimbursing a high proportion of the costs incurred for inpatient care at public, non-governmental and private health care facilities. In addition, the Agency runs Qalqilya Hospital in the West Bank.¹¹⁷ Priority is extended to families

registered under the SSNP to prevent prohibitive healthcare expenditure and facilitate access to life-saving treatment. During the reporting period, 77,324 patients (52,566 female; 24,758 male) were admitted for hospital care, including 19,500 patients in Lebanon (6,440 of whom were SSNP beneficiaries), 13,924 in Gaza (5,689 SSNP), 15,503 in Syria (5,633 SSNP), 5,330

in Jordan (870 SSNP) and 23,067 in the West Bank (363 SSNP). The total number of Palestine refugees who received Agency support to access hospitalization decreased from 88,075 in 2019 – a year-on-year 12.2 per cent decrease – due to: (i) the deferral of minor operations to free up hospital capacity to treat COVID-19 patients; and (ii) patient reluctance to enter hospitals due to a perceived risk of infection.

In 2020, UNRWA met the Agency-wide target for the percentage of hospitalizations accessed by SSNP, although performance varied across the fields. In Gaza, the target was surpassed due to the continued deterioration of public health facilities, while in Jordan, the percentage of hospitalizations accessed by SSNP grew as vulnerable refugees increasingly relied on UNRWA services. In Syria, financial constraints obliged the Agency to decrease the percentage of hospitalization costs reimbursed in the last quarter of 2020. In Lebanon, although Palestine refugees continued to be denied access to public health care, the economic crisis impacted on the ability of SSNP patients to provide the co-payment requested by the Agency for hospitalization services, leading to a small reduction in the percentage of SSNP hospitalized. In the West Bank, the low percentage of SSNP patients hospitalized continued to be due to the availability of PA hospitalization schemes to Palestine refugees which were less costly than the small co-payment requested by the Agency for its services.

Agency-wide, the hospitalization cost per patient increased to US\$ 247.66 per patient in 2020 from US\$ 201.14 in 2019, driven by increases in all fields, except Syria. The largest cost increase occurred in Lebanon, which rose from US\$ 391 in 2019 to US\$ 499 in 2020, due to inflation. A substantial increase was also registered in Gaza, from US\$ 137.86 in 2019 to US\$ 218.87 in 2020. This was the result of an increase in the percentage of coverage for absolute poor beneficiaries provided by UNRWA, an increase that was necessitated by the critical economic situation faced by Palestine refugees in the territory. Minor cost increases in the West Bank and Jordan were also recorded. In Syria, the hospitalization unit cost decreased to US\$ 167.08 from US\$ 176 in 2019 by virtue of renegotiated contracts with hospitals coupled with a more preferential exchange rate. The overall increase in the average cost of hospitalization occurred in spite of the following measures designed to mitigate inflationary pressures during the reporting period: (i) an ongoing analysis of hospitalization records to prevent the overuse of services; (ii) the enforcement of a strict gate-keeping mechanism and close monitoring of hospital referrals from Agency HCs and emergency/self-admissions; and (iii) stringent monitoring of hospital invoices against competitive contracts with hospitals, in particular in Syria and Lebanon.

2.3. strategic outcome three: school-aged children complete quality, equitable and inclusive basic education



Although the UNRWA Education Programme has navigated conflict-related emergencies since its establishment, the COVID-19 pandemic presented challenges on an unprecedented scale. In line with host government decisions, all 709 Agency schools across the five fields of operation closed over the course of March 2020, and students and teachers were forced to complete the 2019/20 academic year from home. Despite this significant setback, the Education Programme was able to draw on the strong, resilient system put in place through the 2011-16 education reform, as well as its renowned Education in Emergencies (EiE) programme. UNRWA contributions towards SDG 4 with regard to universal primary and secondary school completion were thus sustained, with the majority of 2020 results registering ahead of plan.

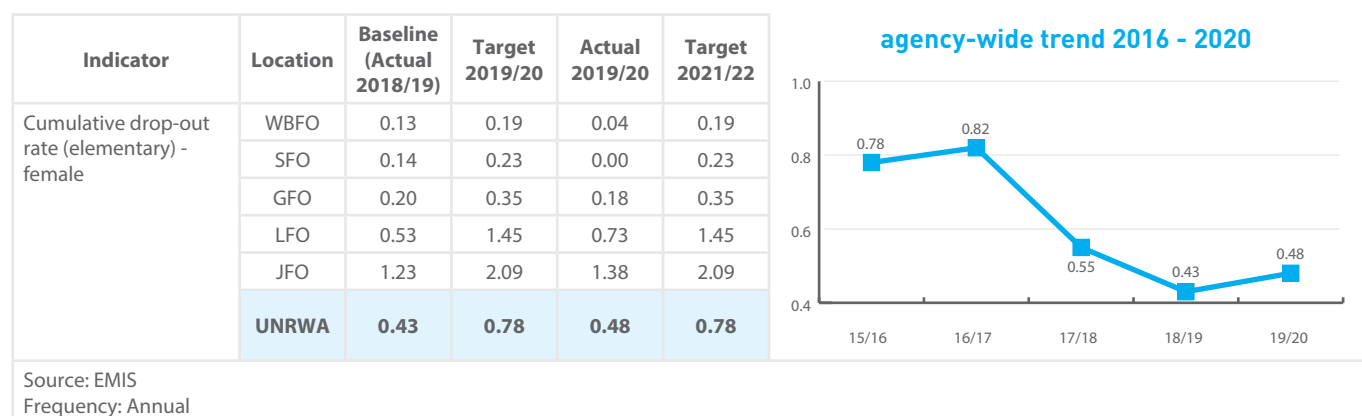
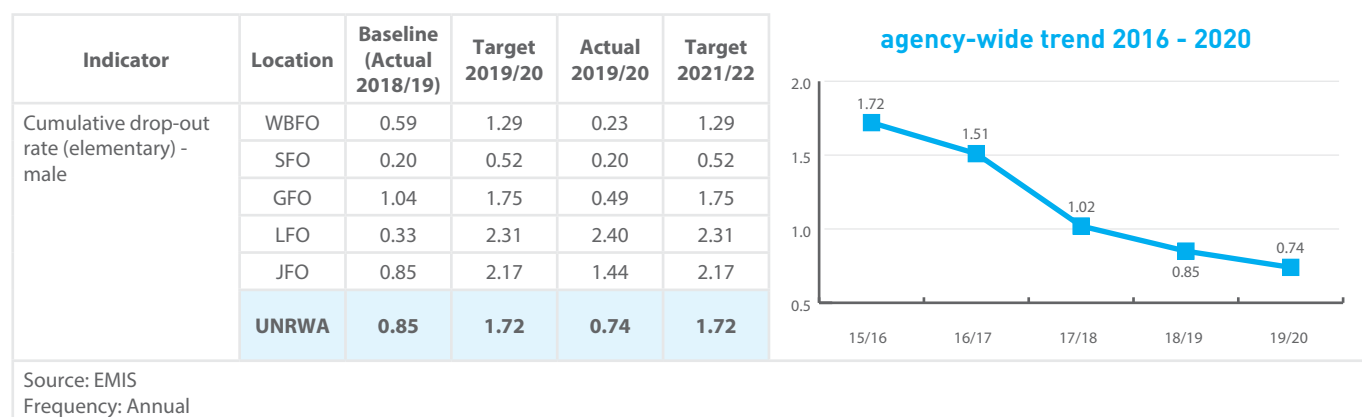
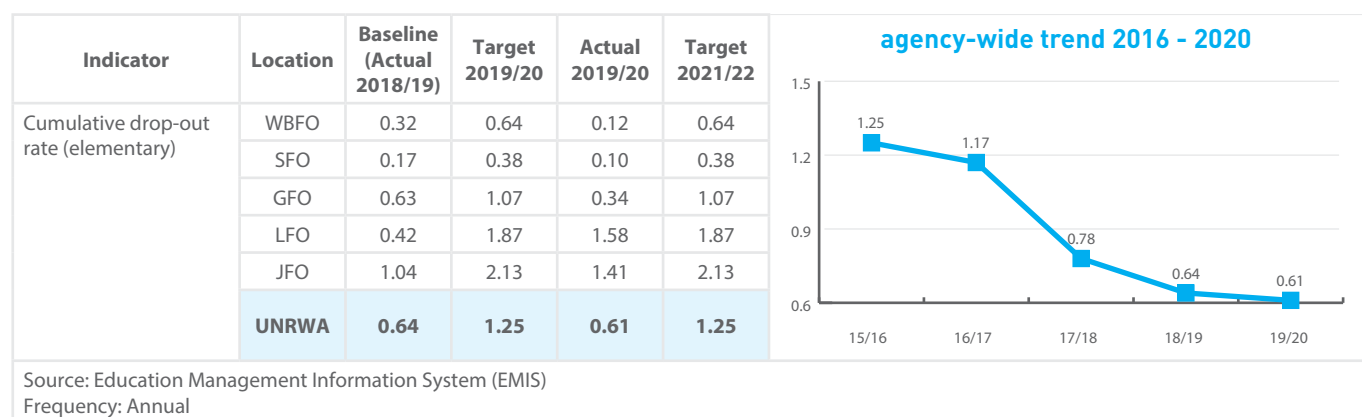
Although global experts have predicted that COVID-19 school closures could lead to sharp increases in student dropout, particularly among girls and economically vulnerable students,¹¹⁸ Agency-wide indicators of education retention showed a slight improvement in 2020, with the survival rate to the end of Basic Education increasing from 96.71 in 2018/19 to 97.25 per cent in 2019/20. While ongoing pandemic conditions prevented in-depth research on the factors underlying these trends, it is likely that multiple influences have mitigated the impact of COVID-19 on student retention to date. Among these, automatic grade promotion may have motivated students who would have otherwise dropped out to stay in school, as repetition rates dropped to 0.09 and 0.57 per cent

at the elementary and preparatory levels, respectively. Crucially, Agency-wide efforts to ensure access to remote learning and provide PSS may have also helped retain some of the most vulnerable learners. However, these positive results were not seen among all students. Dropout rates increased in Lebanon, with the compounded impact of political unrest beginning in autumn 2019, followed by the pandemic, standing as likely factors. Dropout rates also increased for female students Agency-wide, although these rates remain significantly lower than for male students.

Looking ahead, a year or more of disrupted learning conditions is likely to lead to further challenges, especially for the most marginalized and vulnerable students. School closures have already led to a decline in the percentage of students with disabilities that received support according to their needs (from 71.74 per cent in 2018/19 to 60.54 per cent in 2019/20) and the next Agency-wide Monitoring of Learning Achievement exercise may find evidence of learning loss, as forecasted by the World Bank¹¹⁹ and others. However, a steadfast focus on equity and inclusion through practices such as the distribution of printed materials along with higher-tech learning resources and outreach to at-risk students may mitigate these challenges. COVID-19 education response efforts, particularly the expanded use of technology to support remote learning, have also provided an opportunity to enrich student learning experiences, promote effective pedagogical approaches and strengthen system resilience.



Students participate in a lesson on the first day back to learning at Am'ari Girls School, West Bank. © 2020 UNRWA Photo by Iyas abu Rahmeh



In 2020, Agency-wide cumulative dropout rates at the elementary level decreased from 0.64 to 0.61 per cent, continuing the trend of steadily decreasing dropout seen since 2016. This overall pattern was driven by large reductions in dropout rates in the West Bank, Syria and Gaza. Grade repetition has historically been found to be a major driver of dropout and automatic promotion policies in all fields may have motivated students who would otherwise have dropped out to stay in school. It is notable that elementary grade repetition rates in the West Bank and Gaza were the lowest among the fields, with a rate of 0.01 per cent in Gaza, and not a single repeater in the West Bank.

The decline in dropout in the West Bank may also have been partially due to proactive efforts beginning in December 2019 to prevent dropout in specific refugee camps where it had increased in the previous academic

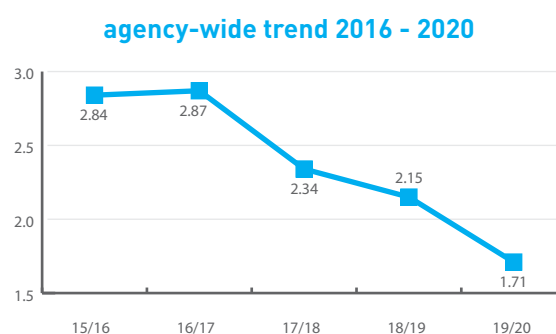
year; this was done through working with school counsellors and host government child protection entities. In Gaza, the use of authentic assessment¹²⁰ in Grades 1-4 (given the difficulty of conducting traditional assessments amidst school closures) may have benefitted some struggling students. In Syria, low dropout rates have been attributed to the efforts of PSS staff, school principals and teachers to stay connected with students on WhatsApp from the onset of the pandemic, a strategy used across UNRWA fields. The historical emphasis on PSS within the overall EiE programme, and its reconceptualization for the pandemic, helped to ensure continuity of this crucial support and likely mitigated dropout rates across Agency fields of operation. However, further research is needed to assess the relative impact of internal efforts and external factors such as reduced student mobility due to COVID-19 lockdowns and travel restrictions.

In contrast to these positive trends, there was a concerning, though not unexpected, increase in elementary dropout in Lebanon, resulting from disruptions in education delivery which began following political unrest in autumn 2019 and continued with the outbreak of COVID-19 the following spring. The particularly high dropout rates at the elementary level were attributed to the difficulty parents have faced in providing the high level of support needed by younger children to learn remotely, along with limited device and internet access. In Jordan, the increase in the elementary

dropout rate was attributed to similar challenges, although to a lesser degree. In both Lebanon and Jordan, the increase in dropout was greater among male students, potentially reflecting motivational challenges for boys with regard to remote learning. While there was an increase in female elementary dropout at the Agency-level, it is difficult to speculate on any underlying gender-related challenges for girls since the increase in absolute terms was to 218 female dropouts in the 2019/20 academic year from 202 in 2018/19.

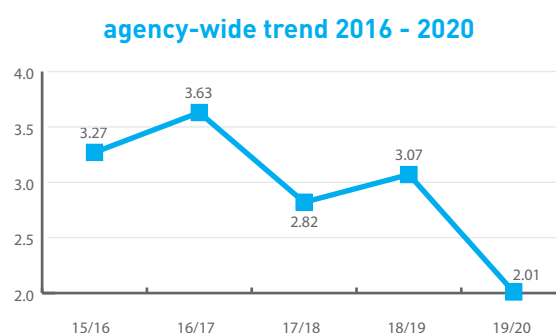
Indicator	Location	Baseline (Actual 2018/19)	Target 2019/20	Actual 2019/20	Target 2021/22
Cumulative drop-out rate (preparatory)	WBFO	3.72	2.82	0.96	2.82
	SFO	0.61	0.73	0.59	0.73
	GFO	1.43	1.83	1.19	1.83
	LFO	0.80	3.27	1.17	3.27
	JFO	6.52	8.83	5.68	8.83
	UNRWA	2.15	2.84	1.71	2.84

Source: EMIS
Frequency: Annual



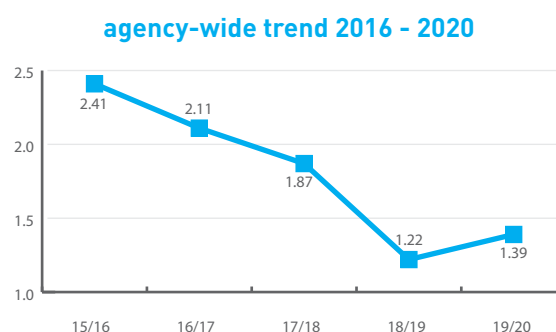
Indicator	Location	Baseline (Actual 2018/19)	Target 2019/20	Actual 2019/20	Target 2021/22
Cumulative drop-out rate (preparatory) - male	WBFO	6.77	3.72	1.39	3.72
	SFO	1.14	1.21	0.99	1.21
	GFO	2.32	2.65	1.85	2.65
	LFO	1.16	4.25	0.99	4.25
	JFO	7.21	7.54	4.83	7.54
	UNRWA	3.07	3.27	2.01	3.27

Source: EMIS
Frequency: Annual



Indicator	Location	Baseline (Actual 2018/19)	Target 2019/20	Actual 2019/20	Target 2021/22
Cumulative drop-out rate (preparatory) - female	WBFO	1.55	2.16	0.66	2.16
	SFO	0.09	0.27	0.17	0.27
	GFO	0.50	0.97	0.48	0.97
	LFO	0.49	3.27	1.33	3.27
	JFO	5.73	10.32	6.64	10.32
	UNRWA	1.22	2.41	1.39	2.41

Source: EMIS
Frequency: Annual



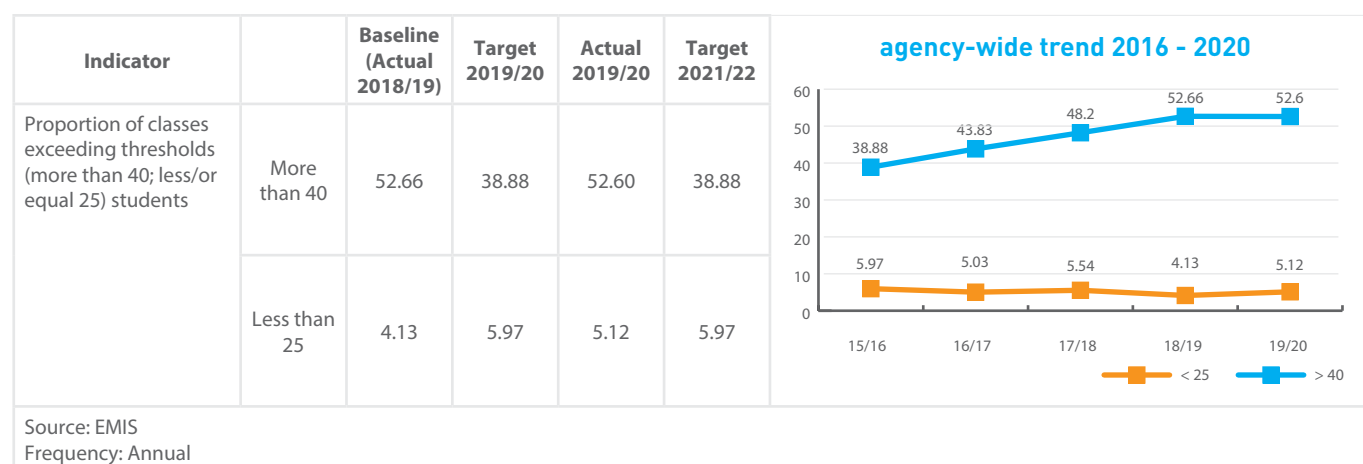
In parallel with the trend of decreased dropout at the elementary level, Agency-wide cumulative dropout rates at the preparatory level also declined in 2020, driven by a steep decrease in the West Bank and smaller decreases in Gaza and Jordan. As with

elementary dropout, automatic grade promotion policies likely played a role by motivating struggling students to stay in school, along with the efforts of UNRWA education teams to provide engaging and accessible remote learning and PSS following the

onset of the pandemic. While economic hardship often pushes students in higher grades into the workforce¹²¹ or early marriage,¹²² COVID-19 lockdowns, put in place by host governments, may have inhibited some of the economic activity in which these children might have otherwise participated in. This phenomenon of fewer employment opportunities is hypothesized to be the largest factor in the reduction in dropout in the West Bank, where economic and employment-linked factors have historically played a major role in dropout. This was also cited as a factor in other fields. In Gaza, there were also anecdotal reports from some areas that the closure of courts and lockdowns may also have reduced rates of early marriage, although official data in this area has yet to be released.

The decline in preparatory dropout was predominantly observed for male students, whereas female preparatory dropout rates increased at the Agency-

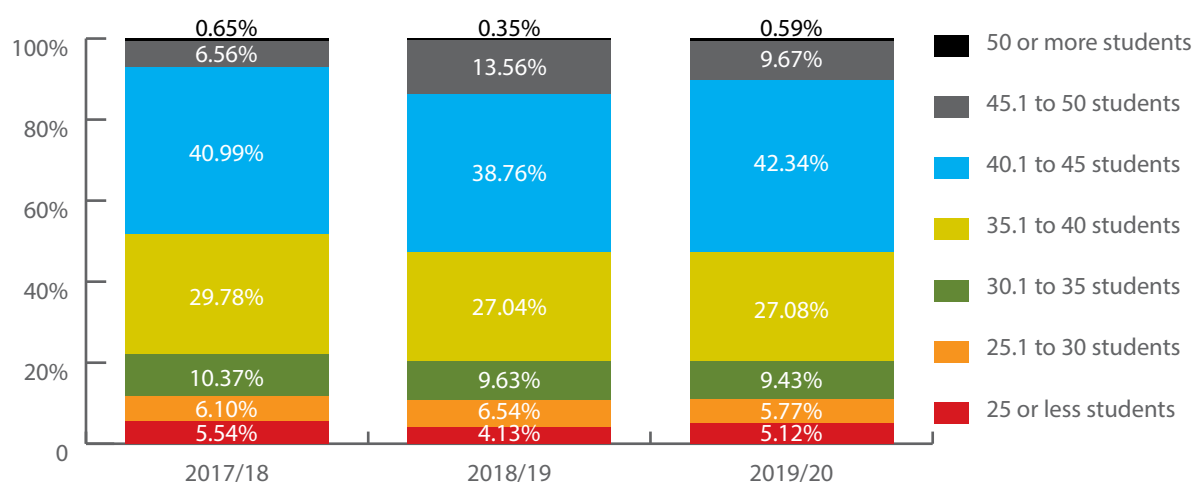
level, driven by increases in Syria, Lebanon and Jordan. One possible explanation for this pattern could be that older girls have been disproportionately disadvantaged by lockdowns, as they have been asked to take on housework and caregiving responsibilities that prevented them from continuing their education. This pattern was observed during the Ebola crisis¹²³ and global experts have expressed concern that this would occur in many areas following the onset of COVID-19.¹²⁴ A June 2020 UNRWA survey of Palestine refugee households in Syria found disparities in the way boys and girls spent their time during the initial period of school closures from March to May 2020: boys were more likely to spend time playing, while girls were more likely to assist with domestic tasks. Despite the 2020 result, dropout among female preparatory students remains substantially lower than that of their male peers and all fields met their targets with respect to female preparatory dropout rates.



Agency-wide patterns with respect to class size remained relatively stable in the 2019/20 academic year, with almost no change in the high percentage of classes with more than 40 students, and a slight increase in the percentage of classes with 25 students or fewer. The behind-plan result mostly related to the high number of large classes in Gaza, where the percentage of classes with more than 40 students increased from 61.36 to 63.90 per cent. The rate also increased slightly in the West Bank. However, the proportion of classes with more than 40 students decreased somewhat in Jordan, from 61.21 to 57.34 per cent, due to a more even distribution of students among classes in large compounds with multiple schools. In Lebanon, there was an effort to reduce class sizes to better support the performance of Grade 9 students in national examinations. This effort, along with limitations in physical space in classrooms, led to a reduction in the proportion of classes with more than 40 students to 25.77 per cent from 35.22 in the 2018/19 academic year.

The proportion of classes with 25 or fewer students increased from 4.13 to 5.12 per cent, although the result remained ahead of plan. The increase was largely related to a substantial rise in the proportion of smaller class sizes in Lebanon, from 10.76 to 17.55 per cent, related to physical space limitations in rented and other schools, the need to accommodate multiple streams of education in secondary schools, and the aforementioned efforts to reduce class sizes for Grade 9 students. In addition, there was an increase in the proportion of classes with 25 or fewer students in Syria from 6.63 per cent to 9.20 per cent due to an increase in the use of government schools with smaller classrooms. However, the number of classes with 25 or fewer students declined slightly in the West Bank from 7.66 to 7.52 per cent, where EMIS data was used to identify ways to distribute students more efficiently. There was only one class in Gaza with fewer than 25 students.

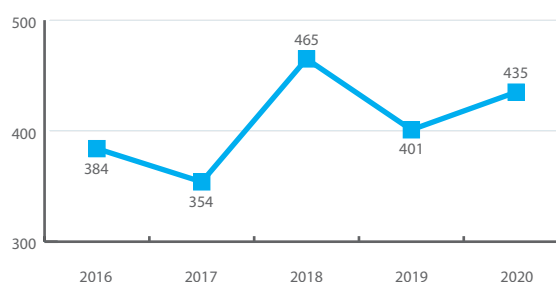
agency-wide percentage of classes by number of students



Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Number of textbooks reviewed using the UNRWA framework	UNRWA	401	N/A	435	N/A ¹²⁵

Source: EMIS
Frequency: Annual

agency-wide trend 2016 - 2020



The UNRWA education programme has used the host country curricula in its schools since its establishment in order to facilitate UNRWA student participation in state examinations, transition to host country secondary and tertiary education and inclusion in the social and economic fabric of the host countries, in line with globally recognized good practice for refugee education. While UNRWA has no mandate as a UN agency to alter the curriculum or textbooks of host governments, the Agency has a strong system in place to ensure that the curricula taught in its schools reflect its educational approach - through critical thinking and human rights education - and is in adherence with UN values and principles. To this effect, UNRWA uses its Curriculum Framework (developed in 2014) as the overall approach to comprehensively review all learning materials in its schools, along with the Rapid Review process which expedites the review of any

new materials, focusing on neutrality, gender and age appropriateness.

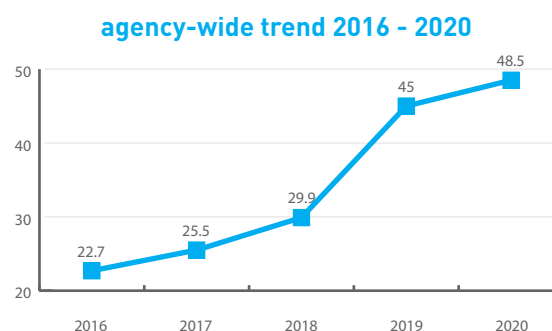
In 2020, a total of 435 textbooks were reviewed across the fields. Of these, 144 textbooks used in the West Bank and Gaza were also reviewed by Agency HQ. The majority of the reviews (397) were undertaken using the Rapid Review approach, while 147 textbooks were comprehensively reviewed against the Curriculum Framework.¹²⁶ In addition to reviewing textbooks, the UNRWA HQ and fields also reviewed an unprecedented large volume of SLMs that fields produced to support students who were learning remotely due to COVID-19-related school closures. In total, approximately 6,000 SLMs were reviewed between March and December 2020, the majority of which were short worksheets and videos.



Students enjoy the safe surroundings of the newly constructed Aida Boys School, Aida Camp, West Bank. © 2021 UNRWA Photo by Louise Wateridge

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of schools ¹²⁷ meeting UNRWA facilities protection design standards	WBFO	20.0	21.2	21.2	25.9
	SFO	N/A	N/A	N/A	N/A
	GFO	45.3	45.6	47.0	49.0
	LFO	57.9	60.0	81.6	85.0
	JFO	69.8	70.3	69.8	73.4
	UNRWA	45.0 (excl. SFO)	45.67 (excl. SFO)	48.5 (excl. SFO)	51.6 (excl. SFO)

Source: ICIP documents and reports
Frequency: Annual



The physical learning environment is an important enabler in ensuring quality, inclusive and equitable education and can have a profound impact on student and educator outcomes. For students, school design can affect health, access for those with disabilities, behaviour and overall learning performance. For educators, the physical environment can affect commitment, effort and retention rates. In order to enhance the physical environment within UNRWA schools, the Agency either constructed, reconstructed or upgraded 13 schools in 2020, including one in the West Bank, three in Gaza and nine in Lebanon. All constructed, reconstructed or upgraded schools met UNRWA protection and safety standards, with measures to ensure their physical accessibility to all refugees and staff, as well as enhanced safety measures, including strengthened structural integrity and improved fire safety measures. Specific gender-related requirements were also implemented, including the separation of lower grades from upper grades and the provision of internal toilets.

The 2020 Agency-wide target was exceeded due to the receipt of additional project funding to improve

facilities in Lebanon. In Jordan, no schools were constructed, reconstructed or upgraded, due to restrictions imposed by COVID-19. To date, key school upgrade and reconstruction interventions have included: (i) the installation of fire exits and alarms to facilitate the rapid emergency evacuation of students and educators; (ii) the installation of ramps, elevators and tactile markings to promote accessibility for students with specific education needs and disabilities; and (iii) providing child-friendly spaces that support a conducive learning environment.

UNRWA conducts POAs for newly constructed schools six months after project finalization to assess the end-users' satisfaction with the school environment including the overall quality, safety, accessibility and adequacy of the interior environment to identify areas for improvements in the design and construction of future schools. In 2020, POAs were conducted for the newly constructed schools in the West Bank and Jordan and found that 85.6 per cent of end-users were satisfied with the new schools, exceeding the target of 73 per cent and the 2019 satisfaction rate of 79.3 per cent.

2.4. strategic outcome four: refugee capabilities strengthened for increased livelihood opportunities



In March 2020, the eight UNRWA VTCs and two teacher education facilities, the Education Science Faculty (ESF) in the West Bank and FESA in Jordan, closed due to the COVID-19 pandemic. To ensure continuity of learning for the approximately 8,200 TVET students, the Agency implemented a coordinated emergency response with a focus on remote learning by improving students' connection to the internet and access to devices (laptops, tablets) and by building the capacity of TVET staff on online teaching approaches. Efforts to strengthen the broader TVET system also continued through the: (i) enhancement of the relevance and responsiveness of TVET courses to labour market needs; (ii) development of a competency-based training framework; (iii) improvement of TVET access to the most vulnerable Palestine refugees; and (iv) strengthening of the Student Registration System (e-SRS) to facilitate effective tracking and analysis of students' academic progress.

Although economies across the region were projected to contract by 5.2 per cent in 2020,¹²⁸ UNRWA managed to sustain relatively high Agency-wide employment rates for the 2019 graduates of VTCs and ESF/FESA. Many Agency-wide employment targets, however, were not met and the gender gap in the employment rates of graduates widened, likely due to the disproportionately negative impact of COVID-19 on economic opportunities for women. In this regard, global research has found that women are more likely to shoulder domestic responsibilities which inhibit workforce participation during times of emergency.¹²⁹ While the pandemic limited employment opportunities, the crisis has also heightened the importance of providing access to quality, market-relevant TVET, in line with SDG 4, to support the reduction of poverty and the expansion of economic opportunities in Palestine refugee communities, pursuant to SDGs 1 and 8, respectively.

The Agency continued to increase sustainable livelihood opportunities through the provision of microfinance loans in the West Bank, Syria, Gaza

and Jordan, in support of SDGs 1 and 8. During the reporting period, UNRWA disbursed US\$ 16,463,292 in microfinance loans to 21,339 clients (9,865 female), of which US\$ 8,107,440 was extended to 8,200 Palestine refugees (3,492 female). The onset of COVID-19 triggered the closure of UNRWA microfinance branch offices and the deferral of loan repayments in all fields of operation from April to June. Following the resumption of operations, a conservative lending approach was adopted by reducing lending to new clients and restricting disbursements to clients with a credible credit history with the programme. These factors led UNRWA to revise annual and end-of-MTS microfinance targets downward in all fields of programme operation. The devaluation of the SYP, increased provisioning and an increase in staff indemnities also contributed to losses for the microfinance programme of US\$ 3.95 million and a 51.5 per cent deterioration in the operational self-sufficiency¹³⁰ ratio to 66 per cent in 2020 from 136 per cent in 2019.

The pandemic precipitated a significant loss in economic confidence amongst microfinance clients. In partnership with the Social Performance Task Force,¹³¹ a survey on the impact of COVID-19 on microfinance clients was undertaken to determine household provisioning and financial capacity, the health of businesses, coping strategies and expectations from the Agency's Microfinance programme. The results indicated that 88 per cent of surveyed clients were affected by COVID-19, resulting in 75 per cent of clients stopping loan repayment and 61 per cent of clients and their families reducing food consumption. The survey also found that 49 per cent of clients were in need of food assistance, 30 per cent were unable to access basic needs and the health of 25 per cent of clients and their families had been affected, either directly or indirectly due to the pandemic.

During the reporting period, UNRWA stimulated local economies by driving community demand for

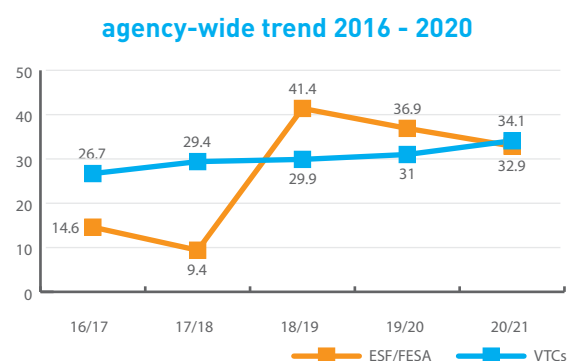
construction materials and generating much-needed employment opportunities for camp residents, in promotion of SDG 8. Using the full-time equivalent (FTE),¹³² a composite measure described below, an estimated 1,359 FTEs were created in 2020 for Palestine refugees, benefitting labourers and their families across camps in Jordan, Syria, Gaza, Lebanon and the West Bank.¹³³ The number of FTEs created in 2020 decreased sharply from 2019 due to the impact of COVID-19 on maintenance and construction projects. The socioeconomic conditions of Palestine refugees living in camps remained characterized by a high degree of vulnerability. A majority did not have a stable source of income and relied on low-paying jobs and humanitarian assistance to survive. As households struggled financially, many were forced into negative coping strategies, including the sale of critical assets and/or cutting back on vital health and education expenses, activating a cycle that pushed them deeper

into poverty. Job opportunities created through the Agency's camp improvement works assisted in mitigating these vulnerabilities.

The Agency established 30 formal partnerships in support of poverty alleviation and livelihood activities that benefitted 8,257 Palestine refugees (4,260 female; 3,997 male) in the West Bank, Syria, Gaza, Lebanon and Jordan during the reporting period and contributed to the fulfilment of SDG 17. Through these agreements, the Agency co-operated with Women's Programme Centres (WPCs), CBRCs, UNICEF and the United Nations Development Programme (UNDP), with new partnerships initiated in the West Bank, Gaza and Jordan. Partnerships that extended assistance and empowered persons with disabilities, youth and women were prioritized given higher unemployment and lower labour force participation rates amongst these groups.

Indicator	Location	Baseline (Actual 2019/20)	Target 2020/21	Actual 2020/21	Target 2022/23
Percentage of SSNP students enrolled in VTCs, ESF and FESA	WBFO VTC	16.67	16.67	17.02	17.02
	WBFO ESF	17.83	17.83	16.25	16.25
	SFO	8.65	8.65	25.45	25.45
	GFO	70.70	70.70	64.16	64.16
	LFO	36.40	36.40	40.58	40.58
	JFO VTC	10.24	10.24	11.32	11.32
	JFO FESA	52.94	52.94	48.28	48.28
	UNRWA VTCs	31.00	31.00	34.14	34.14
	UNRWA ESF/FESA	36.92	36.92	32.93	32.93

Source: UNRWA Education Department reports
Frequency: Annual



The UNRWA TVET Strategy, introduced in 2014, highlights the importance of providing access to TVET programming to vulnerable students. Reflecting the trend over the last four years, the percentage of first year SSNP students enrolled in VTCs across the Agency, as a share of total enrolment, increased to 34.14 per cent in the 2020/21 academic year from 31.00 per cent during the previous year. This also reflected how the economic downturn across the fields of UNRWA operation led to an increase in the proportion of youth qualifying for the SSNP. The increase in the proportion of vulnerable youth enrolled was seen in all fields, except for Gaza, where SSNP enrolment declined to 64.16 from 70.70 per cent. The largest increase in the percentage of SSNP students enrolled was in Syria, where the proportion increased to 25.45 per cent from 8.65 per cent, attributable to the introduction of new

SSNP criteria in Syria in 2019 which expanded the number of persons eligible for support. While there were slightly more male SSNP students (35.27 per cent) enrolled in first year TVET courses than female students (32.27 per cent), the increase in SSNP enrolment in 2020/21 was larger for female students, facilitated by initiatives such as the launch of transportation for female students to the Damascus Training Centre.

The proportion of SSNP students enrolled declined slightly in both ESF in the West Bank and FESA in Jordan, and the Agency fell short of its overall target for these two teacher training facilities. In Jordan, this was attributed to the closure of dormitories, as many vulnerable students come from remote areas and cannot afford transportation for the face-to-face elements of courses. This decline was only observed

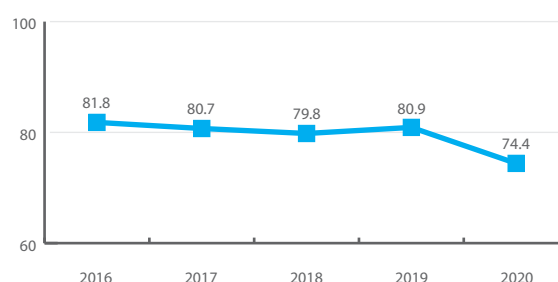
among female students, as the proportion of male SSNP students increased from 14.58 to 24.39 per cent across both facilities. However, given that there were

fewer than 50 male students enrolled in total in ESF and FESA, it is difficult to ascertain whether gender was a major factor in SSNP enrolment in these facilities.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of VTC graduates employed	WBFO	86.66	86.66	74.20	74.20
	SFO	87.96	87.96	88.53	88.53
	GFO	56.91	56.91	58.35	58.35
	LFO	77.90	77.90	67.08	67.08
	JFO	94.90	94.90	85.04	85.04
	UNRWA	80.91	80.91	74.39	74.39

Source: E-PCG
Frequency: Annual

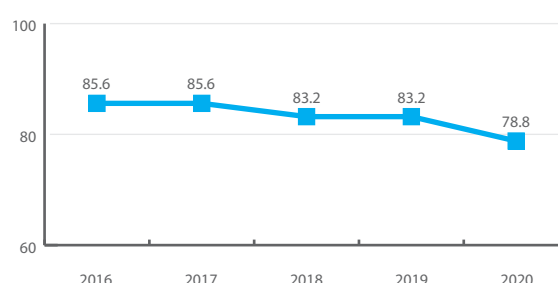
agency-wide trend 2016 - 2020



Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of VTC graduates employed – male	WBFO	89.32	89.32	76.80	76.80
	SFO	95.90	95.90	94.38	94.38
	GFO	60.25	60.25	62.25	62.25
	LFO	79.22	79.22	72.25	72.25
	JFO	99.09	99.09	95.42	95.42
	UNRWA	83.17	83.17	78.76	78.76

Source: E-PCG
Frequency: Annual

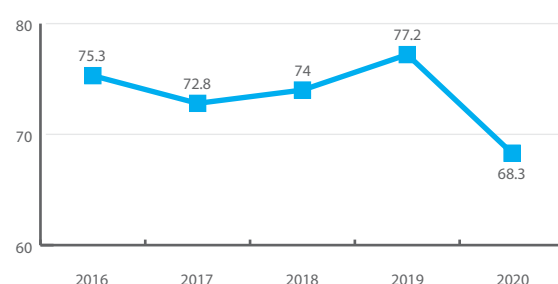
agency-wide trend 2016 - 2020



Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of VTC graduates employed – female	WBFO	84.03	84.03	71.22	71.22
	SFO	79.41	79.41	85.59	85.59
	GFO	47.20	47.20	48.47	48.47
	LFO	75.32	75.32	60.45	60.45
	JFO	88.01	88.01	68.96	68.96
	UNRWA	77.19	77.19	68.30	68.30

Source: E-PCG
Frequency: Annual

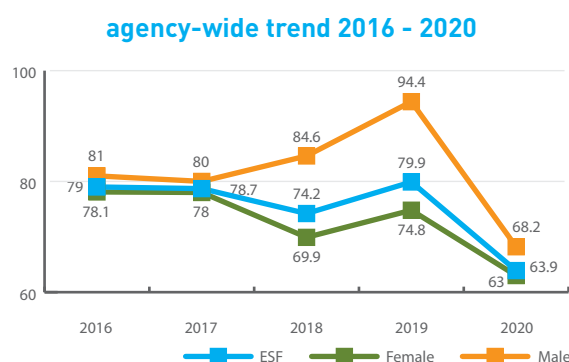
agency-wide trend 2016 - 2020



Palestine refugee youth receive training in welding at the UNRWA Damascus Training Centre, Syria. © 2020 UNRWA Photo by Taghrid Mohammad

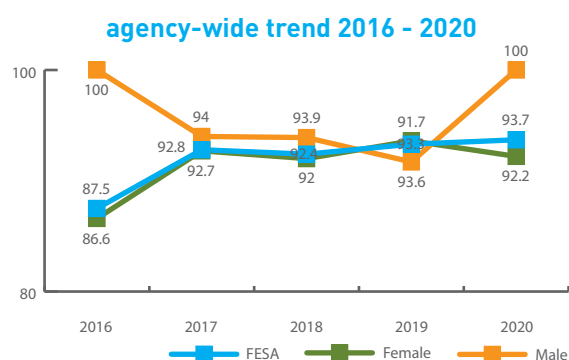
Indicator		Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of ESF graduates employed (disaggregated by male and female)	ESF	79.86	79.86	63.93	63.93
	ESF (Male)	94.44	94.44	68.18	68.18
	ESF (Female)	74.76	74.76	63.00	63.00

Source: E-PCG
Frequency: Annual



Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of FESA graduates employed (disaggregated by male and female)	FESA	93.31	93.31	93.66	93.66
	FESA (Male)	91.67	91.67	100	100
	FESA (Female)	93.57	93.57	92.22	92.22

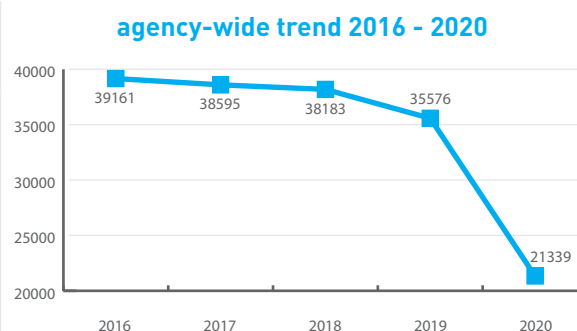
Source: E-PCG
Frequency: Annual



In 2020, the Agency-wide employment rate of VTC graduates, which had stood at around 80 per cent for the previous four years, fell to 74.39 percent due to the impact of COVID-19 on economic conditions in host countries, in addition to pre-existing challenges, such as the political and economic crisis in Lebanon. The exceptions to this trend were in Syria and Gaza, where VTC graduate employment increased very slightly. In Gaza, this was attributed to the: (i) efforts of placement and career guidance staff to support students in finding work; and (ii) success of many VTC graduates in finding remote work opportunities as web-based freelancers for clients abroad which they can, potentially, continue throughout and after the pandemic. The increased employment rate in Syria may have been due to the stabilisation of the security situation prior to COVID-19 and a shorter period of lockdown than was witnessed in other fields.

Overall, the Agency-wide employment rate for male VTC graduates remained higher than for females, with the gender gap widening from around six to ten percentage points. While the employment rate decreased for graduates in ESF in the West Bank, it increased very slightly in FESA in Jordan. As in the case of VTCs, the employment rate for male ESF/FESA graduates remained five to eight per cent higher than for female graduates. This may be because the closure of schools led to young women taking on more domestic responsibilities, such as childcare and supporting children or siblings in remote learning, a trend which has been reported at the global level.¹³⁴ UNRWA will continue to monitor employment rates of graduates to identify the underlying reasons for the gap between the employment rates of male and female graduates. New courses on digital skills are also being introduced in VTCs that will particularly target female students and enhance their employability.

Indicator	Location	Baseline (Actual 2019)	Target 2020 ¹³⁵	Actual 2020	Target 2022
Total number of clients with loans	WBFO	10,161	7,855	4,516	15,069
	SFO	10,433	5,835	7,834	11,039
	GFO	2,922	1,650	1,790	6,561
	JFO	12,060	8,617	7,199	16,296
	UNRWA	35,576	23,957	21,339	48,965

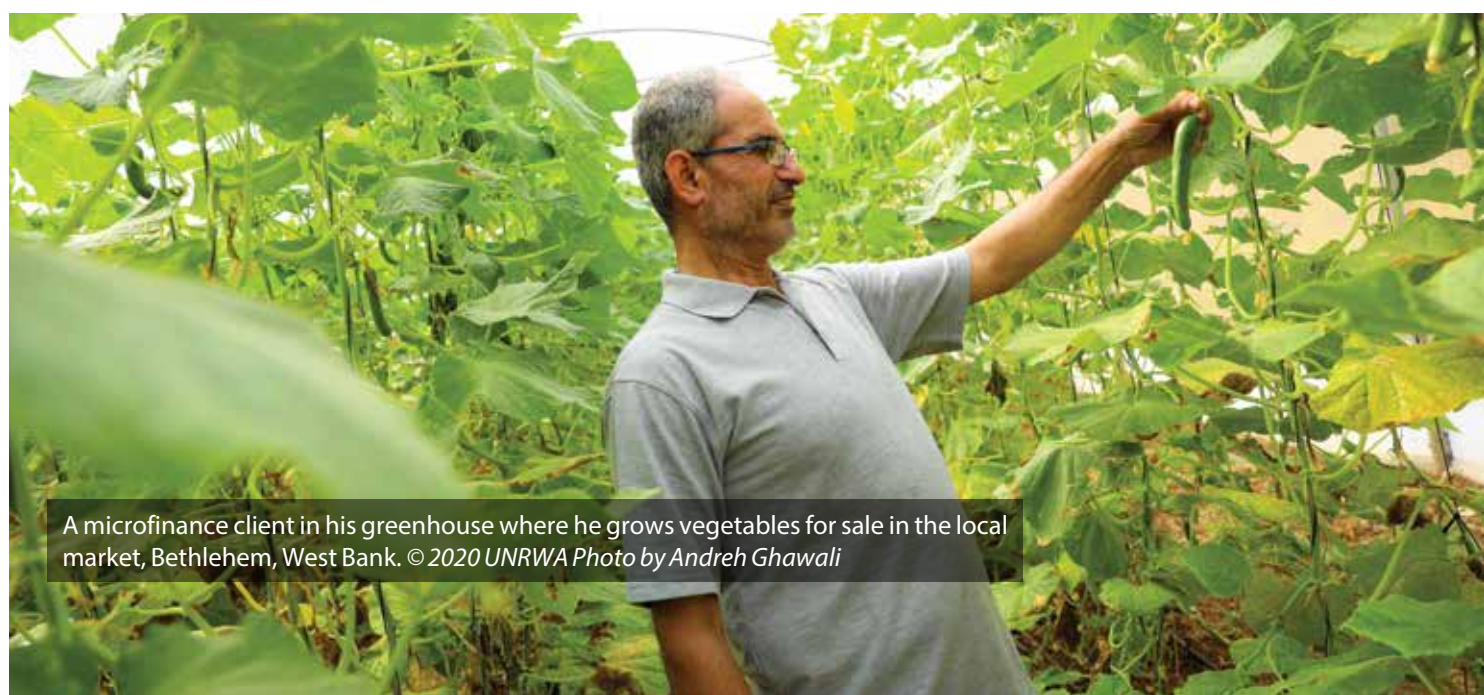


Source: UNRWA microfinance loan management information system
Frequency: Biannually reported, monitored monthly

In 2020, the UNRWA microfinance programme achieved 89 per cent of its revised annual Agency-wide target, extending loans to 21,339 clients (against a target of 23,957 loans) with a total value of US\$ 16,463,292 across the West Bank, Syria, Gaza and Jordan. Programme performance was significantly impacted by COVID-19, which: (i) led to the closure of microfinance branch offices and the deferral of loan repayments between April and June in all fields; and (ii) compounded existing political and economic volatilities that had a dramatic effect on lending.

In Syria, UNRWA microfinance operations were expanded through the opening of a new credit unit in Sahnaya and the targeting of new clients in Al-Husseinieh. Despite this, compared with 2019, the number of clients with loans decreased by 25 per cent to 7,834 (3,276 to female clients) with the overall value of loans decreasing by 56 per cent to US\$ 1,810,581 in comparison with 2019. These declines were also attributable to the 2020 devaluation of the SYP.¹³⁶ In Gaza, the Agency awarded 1,790 loans in 2020 (744 to female clients), compared to 2,922 in 2019 (1,241 to female clients), an annual decrease of 39 per cent. The value of loans awarded also declined by 27 per cent to US\$ 2,231,600 in 2020 from US\$ 3,065,570 in

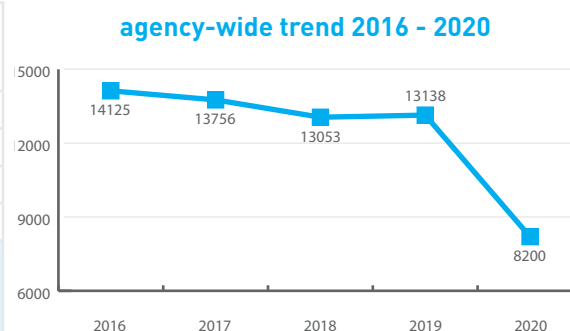
2019 as a result of COVID-19 and the continuation of the blockade, reduced civil servant salaries and the ongoing energy crisis. In the West Bank, the pandemic exacerbated an already challenging business environment caused by the stalled peace process and Israeli-imposed restrictions on the movement of people and goods. During the reporting period, some 4,516 clients (1,980 to female clients) received loans, a decrease of 56 per cent from 10,161 clients in 2019, with the value of loans decreasing by 57 per cent to US\$ 6,179,799 from US\$ 14,537,990 in 2019. The deterioration of economic conditions in Jordan also led to a contraction of business, with 7,199 clients (3,865 to female clients) receiving loans in 2020 compared to 12,060 clients (6,363 to female clients) in 2019 with the value of loans declining by 42 per cent to US\$ 6,241,312 from US\$ 10,717,236 in 2019. By the end of the reporting period, the microfinance programme maintained an aggregate portfolio of 38,104 active loans, with an overall outstanding balance of US\$ 17,320,446. Annual loan repayment rates across the four fields of microfinance operations ranged from 82.9 to 133.4 per cent in 2020, with Syria achieving the highest repayment rate of 133.4 per cent, followed by Gaza at 94.0 per cent and West Bank and Jordan both at 82.9 per cent.



A microfinance client in his greenhouse where he grows vegetables for sale in the local market, Bethlehem, West Bank. © 2020 UNRWA Photo by Andreh Ghawali

Indicator	Location	Baseline (Actual 2019)	Target 2020 ¹³⁷	Actual 2020	Target 2022
Total number of microfinance loans to refugees	WBFO	2,959	2,287	1,372	4,370
	SFO	790	442	897	442
	GFO	2,498	1,411	1,543	5,774
	JFO	6,891	4,924	4,388	8,963
	UNRWA	13,138	9,064	8,200	19,549

Source: UNRWA microfinance loan management information system
Frequency: Biannually reported, monitored monthly



Throughout the reporting period, the UNRWA microfinance programme continued to develop a range of loan products for Palestine refugees and other vulnerable and marginalized groups that supported income generation opportunities and/or essential household, education and healthcare expenses. In 2020, 8,200 loans, valued at US\$ 8,107,440, were extended to Palestine refugees (3,492 to female clients). This corresponds to 38 per cent of all 21,339 clients with loans and 49 per cent of the total disbursed value of US\$ 16,463,292. Due to difficult pandemic / economic conditions across the region, year-on-year, the number of Palestine refugee clients decreased by 38 per cent and the total disbursed loan value decreased by 41 per cent compared to the US\$ 13,748,402 disbursed in 2019.

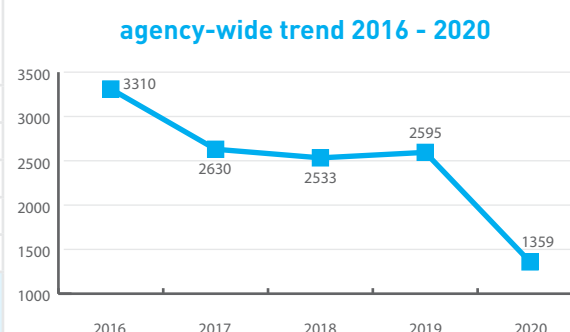
The proportion of Palestine refugees receiving microfinance loans varied from field to field. The highest proportion of refugees reached was in Gaza, where 90.5 per cent of the total value of loans (US\$ 2,019,900 out of a total US\$ 2,231,600) were disbursed to refugees. In Syria, new products targeted Palestine refugees by offering lower interest rates. As the conflict subsided in many parts of the country, the programme disbursed 897 loans (316 to female clients), a 13.5 per cent increase on 2019. Overall loan disbursement to

Palestine refugees in the West Bank decreased by 53.6 per cent from 2019, with 1,372 loans extended (596 to female clients) in 2020. The business environment was also impacted by the withholding of tax revenues collected on behalf of the PA by the Government of Israel.¹³⁸ In Jordan, 4,388 loans (1,951 to female clients) were extended to Palestine refugees. This represented a decrease of 36.3 per cent from 2019 due to the deteriorating economic situation. By the end of 2020, the microfinance programme maintained an aggregate portfolio of 14,568 active loans to refugees, of which 6,096 were to female clients, with an overall outstanding balance of US\$ 8,555,959.

In 2020, the Agency continued to prioritize women as loan recipients as a means to facilitate economic empowerment given women's limited employment opportunities and their status as primary caregivers. During the reporting period, a total of 9,865 loans, valued at US\$ 6,637,057, were disbursed to women, representing 46.2 per cent of the total number of loans and 40.3 per cent of the total loan value. Of these, 3,492 loans to a value of US\$ 2,925,030 were extended to female refugee clients. In addition, 4,950 loans were disbursed to youth with a value of US\$ 4,011,311, of which 2,074 loans, valued at US\$ 1,756,434, were extended to Palestine refugee youth.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Number of full-time equivalents (FTEs) created from Infrastructure and Camp Improvement Programme interventions	WBFO	775	650	623	462
	SFO	99	120	65	N/A ¹³⁹
	GFO	1,043	800	311	2,540
	LFO	552	400	312	320
	JFO	126	125	48	112
	UNRWA	2,595	2,095	1,359	2,651 (excl. SFO)

Source: Project documents and reports
Frequency: Annual



In 2020, camp improvement works provided by UNRWA were valued at US\$ 32 million and included a

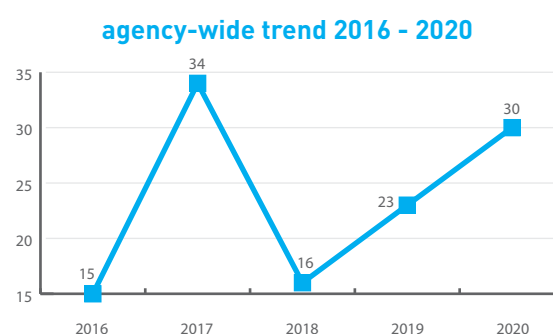
range of interventions, including the planning, design, construction and maintenance of Agency facilities, shelters, schools, HCs and infrastructure works. Camp improvement interventions supported community economies, drove demand for construction materials from local suppliers and provided seasonal and/or daily employment for thousands of refugees across all fields of operations. In 2020, these works created 1,359 FTE job opportunities, representing only 65 per cent of the Agency-wide annual target (2,095). The greatest number of FTE positions were created in the West Bank (623), Lebanon (312) and Gaza (311), followed by Syria (65) and Jordan (48). With positions concentrated in the construction sector, skilled and unskilled opportunities were primarily provided to men. However, in an attempt to address this imbalance, shelter rehabilitation activities implemented through the self-help approach provided an opportunity for families, including female-headed households, to manage the rehabilitation of their own shelters,

developing useable skills in the process. In 2020, 958 of the 1,082 shelters¹⁴⁰ rehabilitated were done so through the self-help approach.

COVID-19 worsened the already fragile economic situations in all five areas of UNRWA operation. By the end of 2020, official unemployment rates reached 6.6 per cent in Lebanon,¹⁴¹ 9.0 per cent in Syria,¹⁴² 14.9 per cent in the West Bank,¹⁴³ 24.7 per cent in Jordan¹⁴⁴ and 43.1 per cent in Gaza.¹⁴⁵ With other employment opportunities diminished, jobs generated by UNRWA camp improvement works made a critical contribution to increasing the economic resilience of refugee families. Unfortunately, the number of FTE opportunities that could be created during the reporting period was limited by: (i) repeated suspensions of construction activities due to pandemic related lockdowns; and (ii) funding shortages that limited the number of camp improvement projects implemented.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees	WBFO	14	9	19	12
	SFO	2	2	2	6
	GFO	6	8	7	14
	LFO	1	2	1	7
	JFO	0	2	1	10
	UNRWA	23	23	30	49

Source: Field RSS reports
Frequency: Annual



In 2020, UNRWA expanded the number of partnerships with organizations in support of livelihood activities for the benefit of 8,257 vulnerable Palestine refugees (4,260 female; 3,997 male). During the reporting period, 63 per cent of all partnerships were initiated in the West Bank. This included the establishment of Memoranda of Understanding (MoUs) with four WPCs in Shu'fat, Ein Sultan, Askar and Jenin, through which legal assistance, vocational education and PSS were provided to women and youth. An additional 15 partnerships were launched with CBRCs in West Bank refugee camps that extended support to persons with disabilities through the provision of assistive devices. In Gaza, six partnerships were established with CBRCs to provide special education services, including speech therapy to children, whilst the agreement with a WPC in Nusirat supported the implementation of activities

under the "16 days against GBV" campaign. In Syria, despite a slight improvement in the security situation in some areas, many potential partner organizations have either closed or transformed into humanitarian relief providers. Nonetheless, partnerships were concluded with UNDP to provide vocational training to persons with disabilities in Damascus, Homs and Deraa and with UNICEF in support of early childhood care centres. In Lebanon, one partnership was initiated with UNICEF that provided persons with disabilities with assistive devices. Similarly, in Jordan, one partnership continued with 10 camp based CBRCs to provide rehabilitation services to persons with disabilities otherwise unable to receive support from other service providers. No partnerships were established with WPCs in Jordan due to community based organisation (CBO) legal registration issues that remained unresolved.¹⁴⁶

2.5. strategic outcome five: refugees are able to meet their basic human needs of food, shelter and environmental health



The SSNP aims to mitigate poverty and food insecurity among poor and vulnerable Palestine refugees, with the abject poor¹⁴⁷ and vulnerable prioritized for assistance. To this end, the SSNP provides a range of social transfers, including a basic food basket, cash transfers and/or electronic cash vouchers (e-cards). Through these modalities, UNRWA serves a caseload of 390,443 SSNP beneficiaries across Syria (134,995),¹⁴⁸ Gaza (98,935), Lebanon (61,076), Jordan (59,308) and the West Bank (36,129). Although the value of Agency social transfers does not cover all basic needs, they represent a lifeline for those in greatest need.

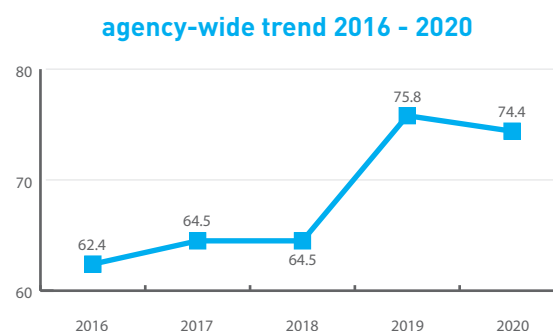
In support of SDGs 1 and 2, the objective of the SSNP is to ensure that the most vulnerable receive social transfers equivalent to at least 50 per cent of minimum (survival level) food expenditure. This was approximately achieved in Syria for 134,995 persons identified as particularly dependent on Agency assistance, including the elderly and households headed by females and persons with disabilities. This caseload was supported through the programme budget and Syria regional crisis EA funding. Due to funding constraints, only 22 per cent or less of minimum food requirements could be covered through SSNP social transfers to poor families in the West Bank, Gaza, Lebanon and Jordan. Rampant inflation further depreciated the value of social transfers in Lebanon.¹⁴⁹

In Gaza, the provision of SSNP and EA support, including in-kind food assistance extended to

1,043,173 vulnerable persons under the oPt EA, remained the primary means of extending relief to Palestine refugees in need. Due to the protracted emergency situation, the blockade and restrictions imposed on the economy, social transfers in Gaza have not transitioned to the e-card modality.

Over the last 70 years, the 58 official Palestine refugee camps in the West Bank, Syria, Gaza, Lebanon and Jordan have grown from temporary “tent cities” into highly congested spaces characterized by improvised construction, extreme overcrowding and strained water and sanitation infrastructure. Sustained periods of underfunding, coupled with the depressed economic condition of Palestine refugees, have translated into rapid degradation of the overall environment in which they live. The Agency estimates that there are currently over 40,000 substandard shelters, excluding Syria, in need of rehabilitation. In support of SDGs 1 and 6 and despite construction delays, UNRWA rehabilitated 561 substandard shelters for the most vulnerable Palestine refugees in 2020.¹⁵⁰ In light of the pandemic, the Agency also expanded its environmental health services to Palestine refugees living in all 58 official camps through enhanced solid waste collection and regular disinfection campaigns. Other services, including the provision of water for basic needs and the maintenance of storm water drainage and sewerage systems, were also provided in camps, in pursuance of SDGs 1 and 6.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of SSNP beneficiaries who are abject poor	WBFO	91.7	100.0	80.0	100.0
	SFO	N/A	N/A	N/A	N/A
	GFO	100.0	100.0	100.0	100.0
	LFO	5.2	5.2	5.0	13.1
	JFO	99.2	100.0	100.0	100.0
	UNRWA	75.8 (excl. SFO)	75.5 (excl. SFO)	74.4 (excl. SFO)	79.0 (excl. SFO)



Source: Refugee Registration Information System (RRIS) and field-specific information systems
Frequency: Annual

In 2020, the SSNP reached 390,443 persons across the West Bank, Syria, Gaza, Lebanon and Jordan, 74.4 per cent¹⁵¹ of whom were identified as abject poor through the Agency's proxy-means testing formula (PMTF). In order to accurately measure household poverty status among Palestine refugees, the PMTF assessed a variety of indicators – or proxies – including housing conditions, demographics, education, health, attachment to the labour force and household assets. Whilst, in previous years, this data was collected through home visits by social workers, the onset of COVID-19 forced these visits to be suspended and partially replaced - in some fields - with phone-based poverty assessments. These were conducted to maintain confidence in the SSNP caseload. While UNRWA would ideally assist all refugees living in poverty, this identification process allows the Agency to prioritize food and cash assistance in support of the abject poor.¹⁵²

UNRWA did not achieve the 2020 Agency-wide target due to: (i) budgetary constraints that did not allow the SSNP to raise the planned caseload ceiling in the West Bank and Jordan; (ii) high levels of dependence by absolute poor refugees in Lebanon. In this regard, due to labour market access and other social and economic restrictions, Palestine refugees in this field of operation lack the means to meet their non-food basic needs,

including health care, education and housing; and (iii) the inability of social workers to conduct poverty assessments through home visits in the West Bank.

In many UNRWA fields of operation, existing economic and political crises affecting employment stability, availability and remuneration levels were exacerbated by COVID-19, leading to increased poverty rates that impacted on the wellbeing of Palestine refugees. Poverty, therefore, remained the targeting criterion for crisis affected populations. At the same time, there are sectors of the refugee population that are income-constrained due to their age, disability and/or the absence of a traditional breadwinner in the family. These groups may not qualify for support under the current SSNP poverty-based criteria but are highly vulnerable, even in comparatively stable times. Based on this differentiation, when UNRWA reintroduced the SSNP in Syria in 2019, it focused on vulnerable groups, including the disabled, elderly, female-headed households and orphans. Overall, 134,995 individuals benefitted under the new vulnerability criteria in Syria in 2020, through which, all Palestine refugees received a cash transfer of US\$ 9 per person per month as part of the Agency's emergency assistance. Under the programme budget, this was supplemented by an additional US\$ 5 per person per month for the most vulnerable.

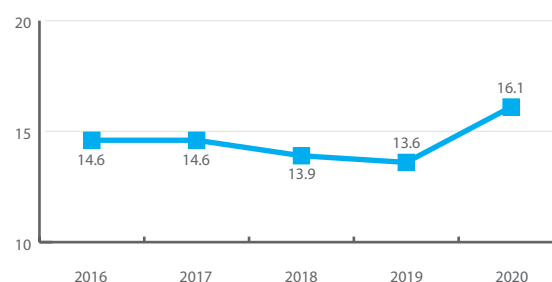
A family benefitting from the SSNP outside their shelter in Amman New Camp, Jordan.
© 2020 UNRWA photo by Ibrahim Alami



Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of poor individuals who receive social transfers ¹⁵³ through the SSNP	WBFO	13.2	13.2	13.0	13.2
	SFO	N/A	3.1	31.2	32.5
	GFO	9.0	9.0	8.7	9.0
	LFO	36.5	36.5	36.3	36.5
	JFO	17.4	17.4	14.9	17.4
	UNRWA	13.6 (excl. SFO)	13.6	16.1¹⁵⁴	13.6

Source: RRIS /SSNP module and host country data
Frequency: Quarterly

agency-wide trend 2016 - 2020



Through SSNP social transfers, UNRWA supported approximately 16.1 per cent of the total poor refugee population across five fields of operation in 2020. Of the 390,443 persons to whom assistance was extended in the West Bank, Syria, Gaza, Lebanon and Jordan, 215,135 were women and 43,317 were individuals with an identified disability. Funding constraints continued to limit the Agency's ability to cover the basic needs of the abject and absolute poor. To maximize SSNP impact within these constraints, the modality of distribution in

Lebanon, Jordan and the West Bank was changed from the provision of in-kind food assistance to a 100 per cent cash-based transfer in 2016.¹⁵⁵ In 2020, 156,513 refugees received social transfers in the form of cash distributions that were extended through financial service providers. In addition, 134,995 were served under the SSNP in Syria, however, this population was targeted through the vulnerability criteria referenced above, and supported under a combination of programme budget and emergency funding.

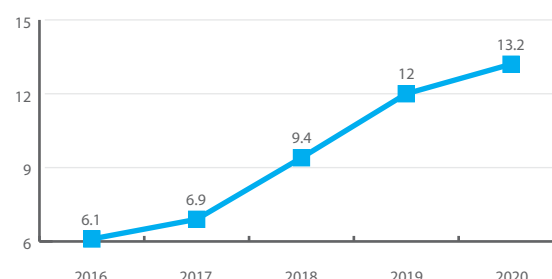
In Gaza, UNRWA provided food rations to over 1.1 million Palestine refugees and other registered individuals assessed as living below the poverty line. This assistance was divided between the regular SSNP, through which 98,935 individuals were supported,

and emergency assistance that reached 1,043,173 individuals. Harmonized targeting and assistance levels ensured that refugees received assistance based on their poverty levels, regardless of funding source.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of substandard shelters rehabilitated out of total substandard shelters identified for poor	WBFO	14.1	16.7	15.4	18.2
	SFO	N/A	N/A	N/A	N/A
	GFO	7.2	7.4	7.2	8.0
	LFO	44.4	50.0	51.5	69.8
	JFO	2.5	3.1	2.8	3.7
	UNRWA	12.0 (excl. SFO)	13.5 (excl. SFO)	13.2 (excl. SFO)	16.7 (excl. SFO)

Source: Project documents and reports
Frequency: Annual

agency-wide trend 2016 - 2020



Ensuring adequate living standards for Palestine refugees is a key UNRWA priority; however, many years of severe underfunding has curtailed the number of substandard shelters the Agency has been able to rehabilitate. In 2020, 561 substandard shelters, serving 561 families, were rehabilitated through non-emergency assistance. Interventions prioritized those families classified as (or eligible to be classified as) SSNP recipients through a two-stage assessment process that evaluated their socioeconomic conditions, physical safety and the environmental health of the structures they inhabited.¹⁵⁶ In total, 430 shelters were rehabilitated in Lebanon, 99 in the West Bank and 32 in Jordan. Through EA funding, UNRWA rehabilitated an additional 521 shelters, including 396 in Gaza and 125 in Lebanon (124 of which were rehabilitated in Nahr el-Bared camp), benefitting 525 families. During the reporting period, shelter rehabilitation works faced multiple challenges, including: (i) chronic

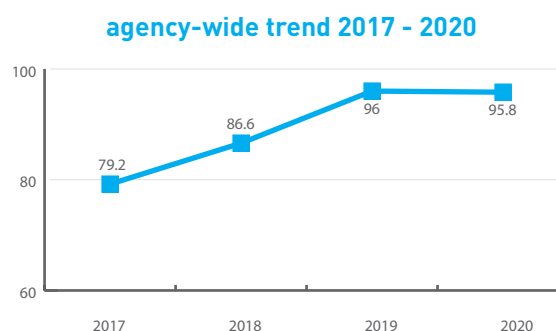
underfunding; (ii) the postponement of works in all fields between March and May due to restrictions caused by COVID-19 that hampered the ability of contractors to obtain supplies and access project sites; (iii) difficulties to purchase materials in Lebanon due to restrictions imposed by banks on US\$ withdrawals; and (iv) delays in receiving various approvals from the relevant authorities, impacting the delivery of construction materials, especially in Gaza.

The Agency continued to promote the self-help approach that, under the technical support and supervision of UNRWA engineers, directly engages families in the rehabilitation of their own homes. The self-help approach not only enhances the ownership of beneficiaries, but also reduces rehabilitation costs by approximately seven per cent for each structure. In 2020, 958 shelters were rehabilitated using this approach.¹⁵⁷



A labourer finishing a newly constructed shelter in Nahr el-Bared Camp, Lebanon.
© 2020 UNRWA Photo by Maysoun Mustafa

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Beneficiaries' satisfaction level with rehabilitated shelters.	WBFO	93.1	75.0	94.5	80.0
	SFO	N/A	N/A	N/A	N/A
	GFO	90.5	75.0	88.1	75.0
	LFO	99.0	75.0	96.5	75.0
	JFO	95.1	75.0	95.3	75.0
	UNRWA	96.0 (excl. SFO)	75.0 (excl. SFO)	95.8 (excl. SFO)	76.3 (excl. SFO)



Source: Project documents and reports
Frequency: Annual

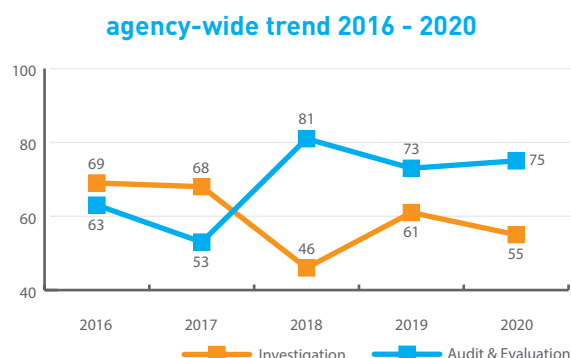
UNRWA conducts annual POAs to assess beneficiary satisfaction with their rehabilitated shelters and the impact of shelter rehabilitation on family living conditions. In 2020, POAs were conducted against a sample of 476 shelters occupied for more than six months across the West Bank, Gaza, Lebanon and Jordan and were based on a set of indicators that relate to spatial conditions, quality of work, protection, health and family participation. Due to COVID-19, POAs in Lebanon, the West Bank and Gaza were conducted through phone calls rather than home visits. The POAs found that the overall satisfaction rate of beneficiaries with rehabilitated shelters reached 95.8 per cent in 2020, exceeding the annual target by 20.8 per cent. Survey results highlighted improved health, hygiene and school performance as just some of the impacts of the improved shelters. Approximately

88 per cent of surveyed families observed that, within their rehabilitated homes, respiratory difficulties had eased and cases of diarrhoea decreased, allowing them to save money that otherwise would have been spent on medication. In addition, families reported that academic achievement improved as children had rooms within which they could focus and study, a particularly important improvement in light of the March 2020 introduction of remote learning for all students enrolled in UNRWA schools. Over 80 per cent of respondents also cited enhanced social interaction, comfort, self-esteem, pride and dignity. Also noteworthy was the fact that approximately 86 per cent of the labour force employed to rehabilitate shelters during the reporting period was hired from within refugee camps, contributing to local economic activity and livelihood opportunities.

2.6. management and operational effectiveness

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Implementation rate of DIOS audit and evaluation recommendations	UNRWA	73	80	75	80
Percentage of DIOS investigations issued within prescribed timeframe	UNRWA	61.3	60.0	55.0	70.0

Source: DIOS reports and RBM Action Tracking System (ATS)
Frequency: Annual



Audit and Evaluation

DIOS provides internal audit, evaluation and investigation services that facilitate management efficiency, Agency accountability and programme effectiveness. DIOS issues audit and evaluation recommendations to management, at which point, a During the reporting period, 75 per cent of recommendations stemming from audits and evaluations issued in 2017 and 2018 (99 out of 132), were implemented within a two-year period. The underachievement against the 80 per cent target was largely influenced by the implementation rate for evaluation recommendations. Through this indicator, DIOS reports on the implementation rate for both central and decentralized evaluation recommendations. Over the reporting period, 68 per cent of decentralized evaluation recommendations were implemented within a two-year period, compared to 71 per cent for centralized evaluations. The majority of recommendations from both centralized and decentralized evaluations that remained open required policy-level change or additional resources which, due to ongoing financial constraints, the Agency was unable to commit to. The reprioritization of attention and resources to respond to COVID-19 also constrained the implementation of outstanding recommendations. Audit recommendation implementation was close to the target, with 79 per cent of recommendations implemented within the two-year timeframe.

As referenced above, DIOS reports results on the implementation rate of audit and evaluation recommendations within a two-year timeframe.

time-bound action plan is developed and agreed in support of their implementation. The length of time required to implement a recommendation depends on the complexity of the issue(s) being addressed and the resources required to take action.

In future years, the indicator will be adjusted to measure Agency performance in implementing recommendations against an agreed (i.e. not automatically set at two years) implementation timeline. This change will facilitate a more accurate assessment of performance, with due consideration extended to the time and financial resources required to implement a recommendation.

Investigations

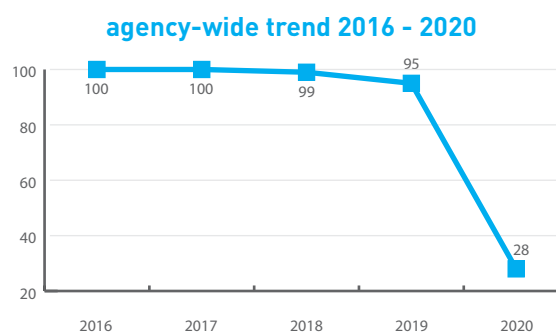
This performance indicator tracks the length of time that it takes to complete investigations, noting that ideally, all cases should be closed within six months of their initiation. The absence of undue delay in finalizing investigations serves to: (i) foster the confidence of staff and beneficiaries who report allegations of misconduct; and (ii) demonstrates that the Agency is consistent and serious about addressing complaints. In 2020, 18 out of 33 cases were closed within six months of being opened. This was below the target as COVID-19-related travel restrictions across all fields of UNRWA operation resulted in delays in interviewing subjects and witnesses. It should also be noted that this indicator relates only to investigations conducted by DIOS or referred by DIOS to outside investigators. Further information with regard to investigations conducted by field offices will be made available in

the forthcoming 2020 DIOS Annual Report. Due to the inherent complexity and unpredictable nature of allegations investigated by DIOS, there is, and will

continue to be, a level of expected fluctuation for this indicator, despite the intention to meet annual targets.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of UNRWA installations receiving two or more neutrality inspections annually	WBFO	86 ¹⁵⁸	100	63	100
	SFO	N/A	100	93	N/A
	GFO	100	100	12	100
	LFO	100	100	1	100
	JFO	100	100	5	100
	UNRWA	95 (excl. SFO)	100	28	100 (excl. SFO)

Source: BERT database
Frequency: Annual



One of the ways that UNRWA safeguards neutrality is through regular neutrality inspections of all Agency installations, an activity that has been destabilized as a result of UNRWA's 2018 funding crisis. As a direct result, the Operations Support Office (OSO) programme, responsible for installation inspections, was subject to extensive revision and downsizing. In this regard, during 2018 and 2019, the number of neutrality-related staff decreased by 41 per cent (from 75 to 44 in all fields). By way of response, during the period 2018 through 2020, the Agency: (i) revised inspection standard operating procedures (SOPs); (ii) for installations where there was no history of serious violations, decreased the frequency of neutrality inspections from four to two per year; and (iii) established and implemented a minimum staffing structure across all fields of UNRWA operation in order to safeguard installation neutrality.

During the reporting period, COVID-19 related movement restrictions and periodic national and local lockdowns limited the number of installation inspections that could be conducted across UNRWA fields of operation. Protection and Neutrality Teams used windows of re-opening to prioritize unannounced visits to the installations where the most neutrality violations had been recorded. In 2020, 1,171 unannounced inspections to 868 installations were undertaken, 828 fewer than in 2019. The Agency endeavoured to ensure that as many installations as possible were inspected. By the end of the year, Agency-wide, 87 per cent of all installations had been inspected once, with 90 per cent or more of all installations in all fields, except Lebanon, inspected once, as illustrated in the table below.

Indicator	Location	Target 2020	Actual 2020
Percentage of UNRWA installations receiving one neutrality inspection in 2020	WBFO	100	92.7
	SFO	100	99.0
	GFO	100	100
	LFO	100	58
	JFO	100	90
	UNRWA	100	87

Some 28 per cent of installations were inspected twice. Coverage was particularly low in Lebanon, where, in addition to national and local lockdowns imposed in March-May, August and October-November in response to COVID-19, continuing civil unrest throughout the year and the devastating August 2020 explosion in the port of Beirut further limited movement. During the reporting period, a large-scale schedule of inspections was restarted in Syria.

Inspections conducted during the reporting period identified a number of neutrality issues and violations, including the absence of UN flags and other relevant

signage as well as slogans, graffiti and/or other imagery on the inside or outside of UNRWA installations that did not comply with the principle of neutrality. These issues and violations were, where possible, addressed. In 2020, UNRWA field offices took action to resolve: (i) 60 cases where a UN flag was not visible or was in need of replacement on an UNRWA installation; (ii) 75 cases where UN signage on an UNRWA installation was absent; (iii) 76 cases where "no weapons" signs were not visible; (iv) 21 cases of graffiti, slogans or posters inside Agency installations; and (v) 11 cases of graffiti, slogans or posters outside UNRWA installations.

There are areas where neutrality issues at UNRWA installations cannot be immediately resolved due to: (i) the need for delicate and protracted engagement and investment at the community level; and (ii) the absence of available funding to re-introduce the widespread mural schemes of the past and the purchase of UN signage and flags and no weapons signs.

The inspection of installations is one of a range of activities that takes place across the Agency to uphold the principle of neutrality in accordance with the UNRWA Neutrality Framework, issued in 2017. These activities include: (i) the vetting of all entities from which money is received or provided to; and (ii) investigatory and disciplinary systems that address allegations against staff that relate to neutrality. In 2020, DIOS launched six investigations into neutrality related breaches. Three of these alleged breaches related to political activities and three related to social media posts. One case was found to be unsubstantiated and the remainder were pending the outcome of the investigations by the end of the reporting period.

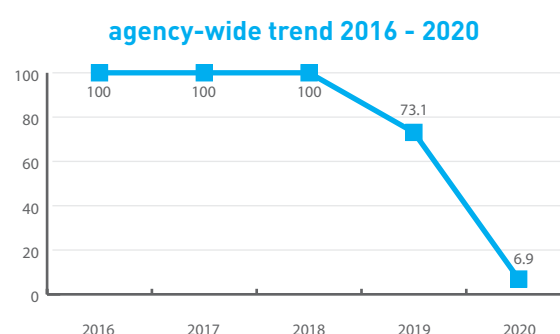
The Agency also continued to sensitize its personnel on issues pertaining to the use of social media and

neutrality. The mandatory e-learning course on social media and neutrality, launched in 2017, continued to provide precise guidance on social media and neutrality to all personnel. By the end of 2020, 88 per cent of Agency personnel had completed the course. This completion rate is expected to reach 100 per cent by the end of 2021 following measures introduced by the Human Resources Department in July 2020, which includes the possibility of disciplinary and/or administrative measures on personnel who have not completed the course by 31 December 2021. An external evaluation of the e-course, finalized in December 2020, concluded that while there are still some improvements to be made, the course has been successful in increasing the knowledge and understanding of, and compliance with UNRWA rules and regulations and this has resulted in fewer neutrality breaches.

Neutrality is also one of the dimensions for the ongoing review of school textbooks and the implementation of the teacher-centred approach.

Indicator	Location	Baseline (Actual 2018/19)	Target 2019/20	Actual 2019/20	Target 2021/22
Percentage of education specialists and strategic unit staff (of those recruited and in place) that receive HRCRT training	UNRWA	73.08	100	6.90	100

Source: Department of Education regular reporting
Frequency: On-going

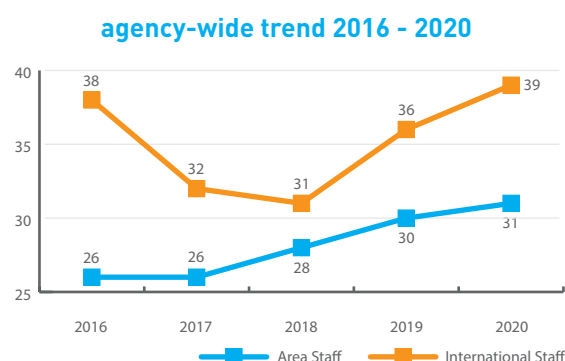


The Human Rights, Conflict Resolution and Tolerance (HRCRT) programme continued to play a key role in promoting a rights respecting culture among UNRWA students and the local community. However, the ongoing capacity-building of key education cadre, which was planned for the latter half of the 2019/20 academic year, was severely disrupted by COVID-19 related restrictions. Over the course of the 2019/20 academic year, some 22 newly appointed ESs in Syria, Gaza and Jordan, and seven newly appointed Strategic Support Unit (SSU) coordinators in Jordan and Syria

were to be trained. The two new SSU coordinators in Jordan were also successfully trained, however, HRCRT training for the remainder in Gaza and Jordan was postponed to the summer term of the 2020-21 academic year due to the COVID-19 operating environment. In Syria, staff turnover in the HRCRT Programme led to a delay in conducting training for both ESs and SSU coordinators; however, with an HRCRT focal point now in place, training will be provided to the six ESs and five SSU Coordinators between March and June 2021.

Indicator	Location	Baseline (Actual 2019)	Target 2020	Actual 2020	Target 2022
Percentage of senior positions held by women (area staff)	UNRWA	30	43	31	50
Percentage of senior positions held by women (international staff)	UNRWA	36	43	39	50

Source: REACH
Frequency: Annual



In December 2017, the UNRWA Human Resources Action Plan on Gender Parity was issued, setting ambitious targets for improving gender equality. By the end of 2020, female representation stood at 54 per cent, with 15,585 female and 13,171 male staff employed out of a total workforce of 28,756.

The gender breakdown for area staff in senior and leadership positions (at Grade 16 and above) at the end of 2020 stood at 31 per cent female versus 69 per cent male. Of 503 senior area posts, 158 posts were filled by female staff members and 345 by males. While this represents a one percentage point improvement on results achieved in 2019, it is twelve per cent short of the 2020 target. Amongst senior international staff (P5 and above), 39 per cent of incumbents were female (22 out of 56) and 61 per cent (34 staff) male. This was a three percentage point improvement against results achieved in 2019, but four per cent below the annual target.

During the reporting period, the COVID-19 operating environment, coupled with Agency's financial situation and the continued difficulties in finding qualified female senior area applicants for senior

specialized posts, impacted on the achievement of the 2020 targets. Despite the extensive advertisement of UNRWA vacancies, the Agency was still challenged in finding qualified senior female international applicants for specialized international posts, particularly in the areas of security management, finance, and information technology. Opportunities to expand the number of senior female applicants to UNRWA positions, including the use of rosters of other UN entities, are actively being pursued. Area staff recruitment was constrained by COVID-19 restrictions. According to Agency Area Staff Selection Policy, tests for area staff recruitments should be held in UNRWA premises but this was not possible due to COVID-19 restrictions, which prohibited external parties from Agency premises. In addition, austerity measures imposed during the last quarter of 2020 resulted in a recruitment freeze for all area staff. Finally, high retention rates provide limited opportunities to redress the gender imbalance at senior area staff levels. Despite these challenges, the Agency continued to take proactive steps in targeting senior female talent pools. In addition, female staff were placed on acting appointments to senior vacant posts.

2.7. accountability to affected populations

In 2020, all fields of UNRWA operation took steps to ensure that, despite the COVID-19 operating environment, the Agency's services remained accountable and responsive to the needs of Palestine refugees, as guided by the UNRWA AAP governing framework.¹⁵⁹ This was accomplished through a variety of means including communications campaigns, appeals and complaints mechanisms related to the SSNP, emergency food and cash distributions, POAs for refugees supported with shelter rehabilitation and frequent consultations between UNRWA senior management and Palestine refugees. In all cases, engagement was grounded in the unique platforms provided by: (i) the Agency workforce of almost 29,000 staff, the vast majority of whom are engaged in the direct delivery of assistance and are drawn from the Palestine refugee communities they serve; and (ii) an extensive network of area offices, camp services offices, schools (including school parliaments and Parent Teacher Associations [PTAs]), HCs (including HC friendship committees) and other installations. This ensured that refugees have direct and regular access to and interaction with Agency staff.

2.7.1. information sharing

During the reporting period, Palestine refugees were provided with access to timely, accurate and relevant information on: (i) their rights and entitlements; (ii) UNRWA services; and (iii) Agency standards of conduct. This information was conveyed by field offices through targeted campaigns in camps, UNRWA schools and HCs, outreach by UNRWA staff, social media and media interviews. Movement restrictions across all fields of Agency operation led to an increased reliance on messaging through the Agency's Facebook, Twitter and YouTube accounts. In 2020, UNRWA social media platforms had 824,004 followers, an increase from 719,013 in 2019. An additional 22,053,395 views were also recorded on the Agency's YouTube channel. During the year, information sharing efforts focused on: (i) the adaptation of UNRWA services following the onset of COVID-19; (ii) public health messaging to prevent and mitigate the spread of the pandemic in refugee camps; (iii) the provision of food assistance in Gaza; and (iv) the prevention of GBV through the 16 Days campaign. Agency-wide, an estimated 507,300 Palestine refugees were reached through these field-

led efforts.

2.7.2. participation

Throughout 2020, proactive steps were taken to ensure that Palestine refugees were consulted on and had the opportunity to be actively involved in the design, delivery and assessment of Agency services. Across all fields, some 54 meetings with camp service committees,¹⁶⁰ 47 meetings with women's committees and 166 meetings with youth committees were convened to gauge community needs that included requests to increase: (i) livelihood opportunities; (ii) the quantity of food assistance; (iii) MHPSS services; (iv) support for survivors of GBV; and (v) cash assistance.

Programme-specific participatory fora were also convened during the reporting period. Patient input on the quality and accessibility of health services and service adaptation following the onset of COVID-19 was both solicited and provided through 27 meetings with health friendship committees in the West Bank, Syria and Lebanon. Within UNRWA's education programme, PTAs continued to play an important role in strengthening the links between students, teachers and parents, not least during the transition to remote learning for all students enrolled in Agency schools. Over the course of the year, 95.8 per cent of PTAs were active through online meetings and social media group discussions in lieu of traditional PTA gatherings. Despite the pandemic, post-distribution monitoring (PDM) also continued. In this regard, 28 PDM surveys were conducted in the West Bank (18), Jordan (five), Gaza (three), Lebanon (one) and Syria (one) that allowed the Agency to track the impact of cash and food distributions and, where necessary, adjust programming accordingly.

2.7.3. feedback, complaints and response mechanisms

UNRWA continued to encourage feedback, complaints and appeals as a means for the Agency to extend safe and confidential avenues for Palestine refugees to raise concerns and receive responses or redress in relation to a range of concerns from the quality of services provided to sensitive complaints regarding alleged corruption, the misuse of assets and/or staff conduct. This was done through hotlines,

complaint boxes at UNRWA installations, e-mail and social media accounts. During the reporting period, 32,372 complaints were received from beneficiaries pertaining to Agency services. The most common complaints related to: (i) the delivery of food assistance; (ii) eligibility for and the value of cash assistance; (iii) waiting times for the rehabilitation of substandard shelters; (iv) the suspension of services following the onset of COVID-19; and (v) difficulty for students to access remote learning. All complaints

were reviewed and either responded to or were in the process of being responded to by the end of 2020. Where viable, in response to the onset of COVID-19, the Agency adapted its operations to receive complaints. For example, UNRWA responded to refugee calls to increase the value of cash assistance to help them meet their basic needs by providing additional cash assistance to 840,746 Palestine refugees in Syria, Gaza, Lebanon and Jordan, funded through the COVID-19 response flash appeal (March-July 2020).

2.8. protection from sexual exploitation and abuse

Instances of sexual exploitation and abuse (SEA) and sexual harassment (SH) represent gross violations of the trust and the duty of care owed by UNRWA to both Palestine refugees and its staff. SEA and SH violate rights, cause trauma and harm, create toxic workplaces (in the case of SH), and undermine the central purpose of the Agency's role in delivering services in accordance with humanitarian principles. Eliminating SEA and SH is an Agency-wide priority and the growing number of UN system-wide initiatives are dedicated to effective prevention and response efforts. UNRWA's capacity to assist Palestine refugees strongly depends on the ability of its personnel to uphold and promote the highest standards of ethical and professional conduct.

During the reporting period, UNRWA actively participated in UN and Inter Agency Standing Committee (IASC) initiatives for the protection from sexual exploitation and abuse. The Agency engaged in the development of system-wide initiatives, including the drafting of a Victim's Rights Statement with the UN Victims' Rights Advocate, providing feedback and training on electronic incident reporting and participating in the Chief Executive Board's (CEB) Task Force on Sexual Harassment to advance the victim-centred approach workstream. Some 1,260 UNRWA staff also took part in the annual UN-wide perception survey on SEA and SH.

In July 2020, the Chief of Ethics took over as the Chair of UNRWA's sexual misconduct task force from the Department of Legal Affairs as part of planned organizational efforts to take key protection from sexual exploitation and abuse (PSEA) initiatives forward within programmatic interventions. This restructuring was complemented by the addition of a staff member dedicated to co-ordinate and operationalize PSEA initiatives. New terms of reference for field focal points were also developed and approved, with each field office appointing two focal points to address important gaps in victim support, community outreach and reporting and improved co-ordination and coherence between field level and HQ initiatives. This included the development of work plans to track initiatives, the creation of a shared platform for PSEA resources and improved follow up and reporting on victim support.

Despite the disruption caused by COVID-19, several practical PSEA initiatives were launched in 2020. The "Clear Check" background screening tool was rolled out for use in recruitment and training launched on its use for UNRWA field offices. In February, the Ethics Office trained 347 personnel in Gaza on PSEA and the prevention of sexual harassment and abuse of authority (PSHAA). Although the pandemic largely prevented in-person training from March onwards, some 69.67 per cent of Agency personnel had completed the mandatory online PSEA course and 70.10 per cent had completed the PSHAA e-course by the end of the reporting period. This was supplemented by an Ethics Office Facebook Live session with a segment on PSEA and SH which reached 2,600 personnel in November. Field offices also continued PSEA training for frontline staff, including in: (i) Lebanon, where 60 personnel, including 26 workers at the Siblin Isolation Centre, were trained; and (ii) Gaza, where 60 health and education counsellors were trained in safe identification and referral. In addition, as part of the Agency's response to COVID-19, IASC technical guidance on PSEA was disseminated and all fields used new and existing hotlines to improve reporting and response to GBV cases, including instances of SEA. Field offices in Lebanon and Gaza also disseminated messages on SEA reporting channels through official communications and social media channels, as well as through community groups on WhatsApp networks.

In 2020, five SEA cases involving nine victims were opened, and the Agency took all appropriate measures to address the allegations. During the reporting period, seven investigations were completed, with five cases being substantiated. Three investigations resulted in disciplinary decisions where the perpetrator was dismissed or had their contract terminated. Two decisions concerning sanctions were pending for recently completed cases. In 2020, a joint initiative between DIOS, the Ethics Office and PSEA focal points introduced a process to ensure that SEA victims/complainants who report such cases were provided with information and legal, PSS and health support, where needed.

2.9. grand bargain

The Grand Bargain, launched at the World Humanitarian Summit held in Istanbul in 2016, sets out 51 mutual commitments across 10 different workstreams.¹⁶¹ UNRWA made commitments against seven of these workstreams. As at the end of 2020, progress has been made in the following areas:

(i) Greater financial transparency: In 2020, UNRWA made significant progress in relation to publishing financial information on the International Aid Transparency Initiative (IATI) website. In March 2020, despite the lack of dedicated resources, UNRWA published, for the first time, 2019 and 2020 budget data on the IATI website. Since then, UNRWA has continued to publish financial information on a quarterly basis, providing information on the Agency's programme budget, EAs and projects.¹⁶²

(ii) Cash: In 2020, cash-based programming remained a priority for UNRWA, with 155,000 beneficiaries reached through cash-based social protection every quarter in the West Bank, Lebanon and Jordan. In 2020, UNRWA extended its SSNP to 134,995 most vulnerable refugees in Syria, who received US\$ 14 per person per month. This was funded through a combination of the programme budget and emergency assistance. SSN beneficiaries were identified based on vulnerability criteria prioritizing households headed by females, persons with disabilities, older persons and unaccompanied minors (orphans). An additional 280,000 Palestine refugees in Syria (non-SSN) continued to receive a basic cash allowance of US\$ 9 per person per month, funded through emergency assistance. In response to the additional hardship precipitated by COVID-19, UNRWA also provided emergency cash assistance to more than 900,000 Palestine refugees across its five fields of operations.

(iii) Management costs: In 2020, UNRWA continued the roll out and use of health and education electronic management information systems. By the end of 2020, 139 of 140 health clinics had fully implemented the e-Health system. The Agency also adopted INSPIRA, the UN Secretariat's recruitment platform which will facilitate enhanced recruitment effectiveness and talent acquisition. Furthermore, steps were taken to establish an Office of the Ombudsperson that will start operating in 2021, contributing to reduce the burden on the formal administration of justice system. UNRWA also began a procurement review aimed at simplifying and modernizing procedures.

(iv) Participation revolution: Please see section 2.7 of the current report;

(v) Multi-year planning and funding: Please see chapter five of the current report;

(vi) Reporting requirements: The Agency's commitment to improvements in reporting is reflected in the current report which amalgamates results reporting across UNRWA's programme budget, EAs, the COVID-19 response flash appeal and the RMS. In combining different standalone reports into one document, the Agency continues to provide a comprehensive overview of the progress, challenges and relevant issues related to its different funding portals, thereby enhancing transparency without sacrificing information. Through the 2020 AOR, UNRWA continues to provide results reporting and trend analysis based on performance indicators which inform overall progress towards the achievement of the MTS 2016-22 strategic outcomes. Since the signature of the Grand Bargain in 2016, the AOR has progressively incorporated dedicated sections on cross-cutting issues as well as an enhanced focus on sex and age disaggregated data for an increasing number of indicators.

(vii) Humanitarian – development engagement: In 2020, UNRWA continued to provide emergency assistance in parallel with human development activities, adapting its human development services to meet the needs of those affected by crisis. Building on its existing programmes and infrastructure, UNRWA was able to rapidly adjust its services to the new humanitarian needs and challenges caused by COVID-19, thereby ensuring the continued availability of essential services in all fields of operation. The UNRWA EiE approach was reconceptualized to adjust to the new challenges posed by the pandemic. With the start of the 2020/21 academic year, the Agency continued to ensure the continuity of learning for some 540,000 students in its schools across five fields, through face-to-face, blended and fully remote education modalities.

During the pandemic, UNRWA was also able to ensure continuity of essential health services for Palestine refugees. Increased prevention measures were implemented in the Agency's 140 HCs, including the introduction of a triage system to safely screen patients with respiratory symptoms. Telemedicine services and home deliveries of essential medications to NCD patients were also implemented to reduce congestion

at health facilities. All UNRWA frontline workers were regularly provided with PPE.

The Agency's 'self-report' to the Grand Bargain Secretariat on progress made in 2020 has been shared with the Grand Bargain Secretariat and will be published, together with the other signatories' reports, in the first half of 2021.

2.10. funding compact

As a member of the UN Sustainable Development Group, UNRWA contributes to the implementation of UN General Assembly Resolution 72/279 on repositioning the UN development system¹⁶³ and the Funding Compact.¹⁶⁴ The latter affirmed the commitment of UN Member States to increase the quantity, predictability and flexibility of funding, ensuring that: (i) thirty per cent of overall funding is dedicated to core resources; (ii) the share of multi-year contributions is increased; and (iii) the level of resources channeled through thematic funds is doubled.¹⁶⁵ In turn, UN Sustainable Development Group entities, including UNRWA, committed to accelerate results for countries through enhanced collaboration and to increase the clarity, consistency and transparency of needs and results reporting.¹⁶⁶

UNRWA is mandated by the UN General Assembly to provide assistance and protection to Palestine refugees pending a just and lasting solution to their plight. While serving as an active member in UN Country Teams (UNCT) across its fields of operations, the nature of the Agency's mandate means that it does not engage in the development of norms and standards at the global, regional and national levels and in the implementation of national development strategies. For these reasons, only eleven of the thirty-three indicators included in the Funding Compact are applicable to the interventions that UNRWA implements. Against this pool of indicators, during the reporting period, the Agency self-assessed that it met nine of the eleven indicators, three more than in 2019. These included the: (i) holding of a structured dialogue with governing bodies on how to finance development results; (ii) submission of financial data to the CEB; (iii) reporting of expenditure disaggregated by field of operation to the CEB; (iv) reporting of efficiency gains to governing bodies; (v) sign off on the Mutual Recognition Statement; (vi) reporting on the implementation of approved cost recovery policies; (vii) publication of data as per the highest international transparency standards; (viii) availability of corporate evaluations on the United Nations Evaluation Group (UNEG) website; and (ix) the availability of internal audit reports on dedicated searchable UN-Representatives of Internal Audit Services (UN-RIAS) platform/websites. The latter three indicators were achieved for the first time in 2020. In March, UNRWA commenced reporting to IATI and in June, an internal evaluation of UNRWA's monitoring and reporting activities on the MTS was published on

the UNEG website. In 2020, the Agency also began to publish summaries of internal audit reports on its website.¹⁶⁷

Targets in relation to the following Funding Compact indicators were not met in 2020: (i) the engagement in joint or independent system-wide evaluations; and (ii) the reporting on expenditures disaggregated by SDG. To address these issues, the Agency commenced an evaluation of the FHT approach in 2020 with the participation of the WHO and an evaluation of the Agency's education reform will be started in 2021 with co-financing and involvement of UNESCO. UNRWA is also currently examining options in relation to financial reporting by SDG.

Accelerating results on the ground

During the reporting period, UNRWA extended support to the collective imperative to achieve common results through the provision of contributions to several UN country-specific frameworks, policies and plans, including: (i) the Crisis Response Plan in Lebanon; (ii) the Common Country Assessment in Jordan; (iii) the Country Strategic Framework and the Humanitarian Response Plan (HRP) in Syria; (iv) the UN Strategic Plan on Youth in Palestine; and (v) country-level UN socio-economic frameworks for the COVID-19 response in all fields of Agency operation. In addition, UNRWA continued as an active member of UNCTs across its fields of operation. In this regard, the Agency engaged in UNCT working groups, clusters and meetings that included but were not limited to: (i) Humanitarian Coordination Teams in the oPt, Syria, Lebanon and Jordan; (ii) Operations Management and Security Management Teams across all fields; (iii) the UNSCO Thematic Group on Youth; and (iv) the Returns and Integration Working Group in Syria. UNRWA also participated in regional and global UN coordination bodies, including the Regional Collaborative Platform for Arab States.

As a member of the UN Sustainable Development Group, UNRWA contributes one per cent of its tightly earmarked third-party non-core contributions to United Nations development-related activities as a co-ordination levy to provide adequate, predictable and sustainable funding for the UN Resident Coordinator System. In this regard, during the reporting period, the Agency transferred US\$ 158,996 to the special purpose trust fund to improve the efficiency and effectiveness of UN operational activities at the country level.¹⁶⁸

Improving transparency and accountability

UNRWA is committed to transparency and accountability, with appropriate investments in fundraising and communication and prudent expenditure on management support and administration. One of the ways the Agency demonstrates this commitment is through the development of the AOR which amalgamates results reporting across the Agency's programme budget, EAs and RMS. In combining a series of stand-alone reports into one document, UNRWA provides a comprehensive overview of Agency results against an agreed set of performance indicators, baselines and targets as promoting transparency and accountability while reducing transaction costs for all material stakeholders.

Throughout 2020, UNRWA maintained a structured dialogue on the financing of Agency operations with its Advisory Commission. In this regard, the organization's financial situation and requirements, including income and cash-flow projections and updates, were presented to its Advisory Commission in July and November. This dialogue was also pursued at a technical level during meetings of the Sub-Committee of the Advisory Commission that were convened in March, April, May, September and October.

During the reporting period, UNRWA joined IATI, a global initiative to improve the transparency of development and humanitarian resources and their results. The first set of data on UNRWA humanitarian operations was published through the IATI portal in February 2020, and since then, the Agency has made available information on 105 active and 693 closed projects. This information can be viewed on: www.d-portal.org. UNRWA also strengthened its participation in UN system-wide transparency and reporting mechanisms. In this regard, during the reporting period, the Agency enhanced the accessibility of its corporate evaluations by making them available on the UNEG website. The first evaluation report, on the Agency's MTS monitoring and reporting activities was posted in June 2020.¹⁶⁹ All completed centralized and decentralized evaluation reports also continued to be made available through the UNRWA website.¹⁷⁰ Furthermore, the Agency maintained its annual

submission of financial data, disaggregated by field of operation, to the CEB, and continued to advertise all tenders on the UN Global Marketplace.¹⁷¹

Increasing efficiencies

In September 2019, UNRWA signed the Mutual Recognition Statement, a fundamental enabler of management reform that removes barriers to greater consolidation of shared services. The Statement formalizes the joint UN commitment to apply the principle of mutual recognition, allowing an entity to use or rely on another entity's policies, procedures, system contracts and related operational mechanisms for the implementation of activities, without further evaluation checks or approvals being required, to the greatest extent practicable.¹⁷² During the reporting period, UNRWA utilized mutual recognition to increase the agility of the organization by developing partnerships and working together towards the overall UN mission. At the entity-level, in December 2020, a MoU was agreed between UNRWA and UNICEF as to the exchange and use of e-learning resources owned by the two organizations, allowing them to share learning resources and build common knowledge across the humanitarian and development spectrums. At the field level, UNRWA continued to be an active participant in UN Operations Management Teams in all fields of operation, contributing to the development of country implementation plans of the UN business operations strategy. These plans will form the basis for the harmonization of business operations in future years, in particular the reduction of duplicate functions, and administrative and transaction costs between UN entities. During the reporting period, the Agency continued or signed new agreements on shared services in relation to: (i) security, with UNDSS in Syria and Lebanon; (ii) office premises, with the UN Disengagement Observer Force and the UN Truce Supervision Organization in Mezzeh, Syria; and (iii) PSEA training and health awareness in Jordan. The Agency is also in the process of identifying long-term agreements (LTA)¹⁷³ for shared services in relation to building maintenance and hygiene, fuel and telecommunications in the West Bank.

2.11. environmental protection

UNRWA has a key role to play in addressing environmental sustainability within the Palestine refugee community and an obligation to minimize the negative environmental impact of its own operations. During the reporting period, notwithstanding COVID-19 and severe funding restrictions, UNRWA has taken steps and is committed to further action through a range of environmental policy, management and mainstreaming initiatives.

2.11.1. environmental governance framework

An UNRWA-wide policy on environmental sustainability is currently under development. In addition to mainstreaming environmental sustainability across Agency operations, this policy will mandate the development of appropriate implementation arrangements (structures, processes, tools and facilitative partnerships) and will address a range of issues including: (i) executive leadership on environmental sustainability; (ii) the use of over 700 schools, 140 HCs, 55 registration offices, 20 microfinance offices and tens of millions of dollars in procurement contracts as conduits for environmental sustainability; (iii) green planning, design and construction; (iv) the stimulation of private sector businesses active in environmental sustainability; (v) internal office practice, including a ban on single use plastics, the promotion of a paperless environment, adoption of information technology efficiencies and green meetings;¹⁷⁴ and (vi) building staff skills to implement sustainable green practice. These efforts will be grounded in a monitoring and reporting framework whose elaboration will form part of the successor to the current Medium-Term Strategy, facilitating the ability of UNRWA and Advisory Commission members to monitor progress against set performance indicator targets. Prior to the finalization of this policy, sector- and field-specific guiding documents remain under implementation, including an environmental management framework pertaining to the Agency's construction, shelter rehabilitation, camp improvement, sanitation and solid waste works, as well as a dedicated environmental health strategy in Lebanon.

2.11.2. agency installations and working practices

In 2020, UNRWA continued to implement a series of practical measures to reduce the Agency's carbon footprint. To this end, all field offices replaced

florescent lighting with light emitting diode fittings, which are up to 85 per cent more energy efficient. Some 21 installations in the West Bank, Syria, Gaza and Jordan were also renovated in 2020 to incorporate energy saving measures. Among these installations was Amman New Camp School in Jordan, which integrated double-glazed windows, wall insulation, motion sensor-controlled lighting and solar-heated water. In the West Bank, the Aida Boys School and HC was also reconstructed in accordance with a design that maximized the use of natural light and ventilation as well as incorporating wall insulation, solar-heated water and energy-efficient variable refrigerant flow air conditioning.

COVID-19 necessitated changes to UNRWA's working practices that also served to diminish its carbon footprint due to: (i) a reduction in official air travel that was necessitated by border closures for extended periods during the year. In 2020, these restrictions resulted in the Agency purchasing only 102 round trip air tickets, a decrease on the 414 tickets purchased in 2019; (ii) movement restrictions in all fields also led to UNRWA vehicles covering 2.22 million kilometres fewer than in 2019; and (iii) a reduction in fuel consumption that was the result of the closure of Agency installations, including schools, registration offices and other installations.

Although COVID-19 created a series of negative environmental impacts throughout the globe, UNRWA took proactive measures to reduce waste generated by Agency operations. Home working modalities, intermittently applied in all fields from early March, resulted in UNRWA purchasing 43,027 reams of paper less than in the previous year, generating a potential solid waste saving of more than 100 tonnes. Field offices took additional measures to reduce paper use, for instance, in Jordan, where the end to printed phone bills saved approximately 14 reams of paper. Recycling schemes were also continued by all field offices. Some 12 tonnes of paper was recycled in Jordan and another 54 tonnes of paper and 754 kilograms (kg) of plastic were recycled in Gaza. Medical waste from all Agency HCs continued to be collected and disposed of in accordance with host country and WHO guidance¹⁷⁵ and, in the West Bank, sanitation officers and forepersons underwent training on the management of medical waste from health and isolation centres through a joint course held by UNRWA and CESVI. In addition, the enhanced use of video conferencing will continue to support good environmental practice into the future.



A solar energy engineer checking solar panels at UNRWA Gaza Training Centre, Gaza.
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2.12. value for money

UNRWA aims to maximize the impact of its financial and human resources for the benefit of Palestine refugees. The Agency's drive to achieve value for money throughout its operations has taken on critical importance due to increases in need amongst Palestine refugees without commensurate growth in financial resources. UNRWA pursues value for money through: (i) regularly reviewing and putting pressure on the Agency's cost base; (ii) enhancing the delivery of outputs against the available resources; (iii) ensuring delivered outputs lead to outcomes that positively impact the lives of Palestine refugees; and (iv) making sure that UNRWA's services benefit those most in need.

Across its fields of operation, UNRWA regularly assesses its cost base to ensure that goods and services at the required quality are procured for the lowest available price. This includes the development, consolidation and revision of LTAs which provide greater price predictability and value while reducing administrative costs. In 2020, a number of LTAs were retendered, resulting in lower costs for: (i) cash insurance in Gaza; (ii) vehicle insurance; and (iii) fire and third-party insurance. Furthermore, during the reporting period, a five-year LTA for the provision of post-graduate training in family medicine for UNRWA physicians was established which will provide for an

increased scope of training provision at a significantly lower cost.

The Agency reviews the efficiency of its programmes on an ongoing basis to ensure that it maximizes the delivery of outputs for minimal cost implications. Through reforms undertaken in the health programme, UNRWA's expenditure decreased from US\$ 27.40 per person in 2019 to US\$ 26.00 in 2020. These efficiencies were achieved with no overall decline in programme outcomes in the period under review. Within the education programme, the cost per pupil increased slightly to US\$ 840.71 in the 2019/20 academic year from US\$ 800.43 in 2018/19. Despite this, a World Bank and UNHCR report, published in January 2021, highlighted that in the West Bank, Gaza and Jordan, UNRWA school children scored an average of a quarter of a standard deviation higher in international assessments than their counterparts in public schools, implying an advantage of almost a year of learning. The report also noted that this outcome was achieved at lower unit costs than public education systems in these fields of operation,¹⁷⁶ as demonstrated by the table below, which illustrates UNRWA costs for delivery of education and health services compare favourably with a selection of lower-middle, upper-middle and high income countries.¹⁷⁷

	Cost per pupil: elementary (US\$) ¹⁷⁸	Cost per pupil: preparatory (US\$) ¹⁷⁹	Health expenditure per person (US\$) ¹⁸⁰
UNRWA	840.71		26.00
OECD average	8,470 ¹⁸¹	9,968 ¹⁸²	4,899.63
EU Member States average	7,577.07 ¹⁸³	9,158.16 ¹⁸⁴	3,524.71
USA	11,909.78	12,775.44	10,623.85
UK	10,613.64	9,599.24	4,315.43
Turkey	1,804.83	1,489.80	389.87
Mexico	1,467.42	1,572.52	519.61
Israel	8,945.43	-	3,323.65
Brazil	2,524.63	2,708.20	848.39
Russia	2,367.36	2,135.55	609.01
India	236.79	489.20	72.83
China	3,266.75	1,434.67	501.06
South Africa	1,102.92	1,328.80	525.96

Through outcome-level indicators in every programme, UNRWA systematically measures the effectiveness of its services on the lives of Palestine refugees. Despite the acute financial pressures placed on the Agency, UNRWA's investment in

health care and education has resulted in a sustained improvement in the maternal health and NCD prognosis of Palestine refugees. Through enhanced screening in Agency HCs, the prevalence of Palestine refugees identified with DM has increased to 8.2

per cent in 2020 from 5.5 per cent at the beginning of the MTS 2016-22, allowing those patients to receive medical treatment earlier, as illustrated by the increase in the percentage of DM patients under control to 38.7 per cent in 2020, up from 25.1 per cent in 2016. UNRWA's investments in the FHT approach and e-Health have also led to more systematic pre-natal, antenatal and post-natal care, as demonstrated by the decrease in the maternal mortality rate to 15.5 per 100,000 live births in 2020, down from 22 per 100,000 live births in 2016.¹⁸⁵ Similarly, within the education programme, investments in the Education Reform, including inclusive education, whereby the individual learning needs of students are identified and support is tailored accordingly, have led to a decrease in the drop-out rates. Among elementary students, the drop-out rate decreased to just 0.61 per cent in 2020, down from 2.55 per cent in 2016 and the drop-out rate among preparatory students also decreased to 1.71 per cent in 2020 from 3.83 per cent at the start of the MTS 2016-22.

UNRWA strives to ensure equal and dignified access to services by all Palestine refugees, including persons with disabilities, the elderly, undocumented married women and girls and women and child headed households, as underlined by the Agency's

protection policy and framework. It has done so through: (i) the training and sensitization of frontline staff to the needs of vulnerable refugees and those with disabilities; (ii) the strengthening of policies and procedures, including the UNRWA Disability Policy, adopted in 2010, and the Disability Inclusion Guidelines, introduced in 2017; and (iii) awareness-raising within Palestine refugee communities.

Despite the ongoing financial constraints and public health challenges during the reporting period, the Agency continued to focus on those refugees most in need. These efforts included: (i) the reform of the SSNP in Syria to target social transfers based on a vulnerability criterion as opposed to a poverty-based one, an approach which will also be applied in Lebanon and Gaza in 2021; (ii) the provision of subsidized secondary and tertiary healthcare to the most vulnerable Palestine refugees. In 2020, 24.6 per cent of hospitalized patients who received support with costs were also SSNP beneficiaries, an increase from 23.7 per cent in 2019; and (iii) the ongoing emphasis placed by UNRWA on providing access to TVET programmes to vulnerable students, leading to 34.14 per cent of total enrolment in Agency VTCs in the 2020/21 academic year coming from students from SSNP households, an increase from 31 per cent in 2019/20.

chapter three: annual reporting under the 2020 opt emergency appeal

executive summary

This chapter of the 2020 AOR covers the UNRWA 2020 EA for the oPt during the period January to December 2020, and is intended to provide information on results achieved, as measured against the full range of indicators included in the 2020 appeal. Specific interventions implemented by the Agency during the reporting period in response to COVID-19 are detailed in chapter five of the AOR.

Overview

In 2020, Palestine refugees in Gaza continued to face a humanitarian crisis as a consequence of the land, air and sea blockade, now in its fourteenth year. During the reporting period, the security situation in Gaza remained volatile, with recurrent cycles of violence and hostilities and increased tensions around the Israeli announcements concerning annexation plans in the West Bank. This fragile situation was further compounded by the COVID-19 pandemic, which served to deepen poverty and despair, suppress livelihood opportunities and further limit the movement of persons and goods. The unemployment rate in Gaza stood at 43 per cent in the fourth quarter of 2020,¹⁸⁶ remaining one of the highest rates of joblessness worldwide. In such conditions, many Palestine refugees remained dependent on the assistance provided by UNRWA to meet their basic needs.

On 24 August 2020, the first locally transmitted cases of COVID-19 were reported in Gaza with numbers rapidly increasing since then. The pandemic increased pressure on an already overstretched health system that continued to grapple with chronic shortages of electricity, medical personnel and equipment. COVID-19 and associated restrictions have negatively impacted all aspects of life, including the mental health and psychosocial wellbeing of a population already struggling with years of humanitarian crisis. Women and girls remain particularly vulnerable, as lockdowns and other restrictive measures have contributed to increased protection risks, including GBV.

In the West Bank, including East Jerusalem, the lives of Palestine refugees continued to be affected by the socio-economic and protection-related effects of the occupation, including restricted access to land, services and property, particularly for those living in Area C and East Jerusalem. During the reporting period, an increase in ISF operations and security incidents, including settler violence, was a cause for concern.

ISF operations in refugee camps, often involving the use of live ammunition and tear gas, resulting in casualties, property destruction and longer-term psychosocial consequences. The demolition and confiscation of Palestinian homes and other property, in particular for communities in Area C, increased during the year.¹⁸⁷ Similar to the situation in Gaza, COVID-19 served to worsen conditions on the ground with lockdowns and other restrictive measures put in place by the authorities to contain the spread of the virus resulting in the loss of employment and other income opportunities. A 2020 survey of the impact of COVID-19 on Palestinian households found that 40 per cent in the West Bank saw incomes decline by half or more. Some 52 per cent of households reported that they had to borrow cash to purchase food and other staples.¹⁸⁸

The UNRWA response

In 2020, UNRWA emergency operations in the oPt faced significant funding shortfalls, with only 56.4 per cent of the required funds pledged and received by the end of the year.¹⁸⁹ During the reporting period, critical operations could only be maintained through a grant from the CERF, received in the first half of the year, and advances from the UNRWA programme budget. Any funding shortfall under the EA has the potential to disrupt the provision of essential emergency interventions to Palestine refugees, with negative consequences on their wellbeing and overall stability in the oPt.

Under these challenging circumstances, UNRWA continued to prioritize the provision of essential humanitarian assistance to more than one million Palestine refugees in Gaza and the West Bank. Following the onset of COVID-19, the Agency rapidly adjusted its programmes to incorporate the necessary health and risk mitigation measures, ensuring the continued availability of basic services.¹⁹⁰

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, including 16,399 female-headed households. In addition, through the Agency's CfW programme, 8,105 refugees, including 2,400 women, benefitted from short-term work opportunities. The UNRWA EiE programme ensured the continuity of learning for 282,360 students enrolled in the Agency's schools in Gaza during the 2019/20 academic year, and for 286,645 students in

the 2020/21 academic year. Following the closure of all education facilities in March due to COVID-19, UNRWA adjusted its EiE approach to respond to the challenges and continued to provide education through remote learning modalities. During the 2020/21 academic year, the Agency employed blended (classroom and remote learning) and fully remote learning in accordance with evolving epidemiological conditions. Also, during the reporting period, 1,914 young people (1,203 male; 711 female) in TVET centres in Gaza were supported through remote learning.

MHPSS services in Gaza continued at UNRWA schools and HCs until March 2020 when they were transitioned to remote service provision in response to pandemic restrictions. Over 4,500 patients received essential lifesaving medications, while secondary and tertiary health care was extended to 5,689 poor patients in a critical condition. Services for 1,844 individuals experiencing protection threats, including 1,245 females also continued, adjusted to the COVID-19 situation.

In the West Bank, including East Jerusalem, UNRWA supported 24,218 abject poor Palestine refugees with emergency cash assistance through the e-card modality, including 11,787 female refugees and 134 female-headed households. Limited funding received under the EA threatened the continuity of this intervention with the final distribution round of the year only being possible through funds received under the COVID-19 appeal. Emergency cash assistance provided by the Agency remains a

lifeline for vulnerable refugees, in particular in light of the additional socio-economic hardship caused by COVID-19. In partnership with WFP, UNRWA also provided 37,000 individuals from Bedouin and herder communities with in-kind food assistance. These communities are particularly vulnerable to food insecurity and experience a number of protection and access concerns.

Through its protection programme, the Agency continued to monitor, document, report and provide emergency assistance to Palestine refugees in the West Bank, including East Jerusalem, affected by demolitions and / or damage to their private property. Adjusted modalities, including the use of remote working modalities for advocacy briefings and follow up with duty bearers, were introduced in response to the pandemic. During the reporting period, 157 Palestine refugee families affected by displacement or security operations were able to re-establish the physical safety and security of their residences after receiving emergency cash assistance.

Neutrality inspections were conducted at least once in 92.7 per cent of UNRWA installations in the West Bank, while 63 per cent were inspected twice during the year. In Gaza, neutrality inspections were conducted at least once on 100 per cent of UNRWA installations, while 12 per cent were inspected twice during 2020. The imposition of lockdowns and movement restrictions to limit the spread of COVID-19 constrained the implementation of bi-annual neutrality inspections in all UNRWA facilities.

3.1. funding summary: 2020 oPt emergency appeal

oPt emergency appeal funding summary by field, 01 January – 31 December 2020 (US\$)¹⁹¹

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	-
	<i>received</i>	75,936,528	75,936,528	0	-
	<i>difference</i>	21,294,039	19,063,472	2,230,567	-
Emergency cash-for-work	<i>required</i>	30,000,000	30,000,000	-	-
	<i>received</i>	6,294,960	6,294,960	-	-
	<i>difference</i>	23,705,040	23,705,040	-	-
Emergency cash assistance	<i>required</i>	4,054,106	-	4,054,106	-
	<i>received</i>	913,737	-	913,737	-
	<i>difference</i>	3,140,369	-	3,140,369	-
Emergency health	<i>required</i>	4,828,000	4,828,000	-	-
	<i>received</i>	1,425,811	1,425,811	-	-
	<i>difference</i>	3,402,189	3,402,189	-	-
Education in emergencies	<i>required</i>	3,220,000	3,220,000	-	-
	<i>received</i>	353,975	353,975	-	-
	<i>difference</i>	2,866,025	2,866,025	-	-
Mental health and psychosocial support	<i>required</i>	7,000,000	7,000,000	-	-
	<i>received</i>	1,642,902	1,642,902	-	-
	<i>difference</i>	5,357,098	5,357,098	-	-
Protection	<i>required</i>	3,973,365	1,200,000	2,773,365	-
	<i>received</i>	910,125	0	910,125	-
	<i>difference</i>	3,063,240	1,200,000	1,863,240	-
Coordination and management	<i>required</i>	2,029,757	1,400,000	285,102	344,655
	<i>received</i>	58,411	58,411	0	0
	<i>difference</i>	1,971,346	1,341,589	285,102	344,655
Neutrality	<i>required</i>	245,000	245,000	-	-
	<i>received</i>	0	0	-	-
	<i>difference</i>	245,000	245,000	-	-
Safety and security	<i>required</i>	2,500,000	2,500,000	-	-
	<i>received</i>	0	0	-	-
	<i>difference</i>	2,500,000	2,500,000	-	-
To be allocated					
Total	<i>required</i>	155,080,795	145,393,000	9,343,140	344,655
	<i>received</i>	87,536,449	85,712,587	1,823,862	0
	<i>difference</i>	67,544,346	59,680,413	7,519,278	344,655

3.2. Gaza: sector-specific interventions

3.2.1. 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 (519,277 female, 523,896 male)	1,000,000 (498,000 female, 502,000 male)

Access to food in Gaza remains a challenge for a majority of refugees struggling with deteriorating socio-economic conditions as a result of the restricted movement of people and goods due to the blockade, electricity shortages and high unemployment. The situation has been compounded by the COVID-19 pandemic. In these conditions, UNRWA's emergency food assistance provides a critical lifeline to over one million Palestine refugees in Gaza.

In 2020, UNRWA provided 1,043,173 refugees (519,277 female; 523,896 male) with in-kind food emergency assistance on a quarterly basis. This included 16,399 female headed households, 42,392 persons with disabilities, and 45,140 people above the age of 60. Of the total number assisted, 606,037 Palestine refugees (117,560 families) living below the abject-poverty line received a food basket that covered 80 per cent of a person's average 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.

During the reporting period, through funding received under the UNRWA standalone COVID-19 appeals,¹⁹² enhanced hygiene and physical distancing measures were incorporated into the Agency's emergency food operation, whether at UNRWA distribution points - when pandemic conditions allowed these installations to be opened - or in relation to the home delivery of food assistance, implemented during the first two quarters of 2020. UNRWA will continue to ensure that

food assistance is provided under safe conditions, rapidly adjusting its operations in accordance with the prevailing epidemiological situation.

During the fourth quarter of 2019, UNRWA started to review its approach to the provision of food assistance in Gaza, to more clearly delineate its intervention as an emergency programme amidst the unique circumstances of the blockade. In this regard, a long-standing household poverty assessment survey (PAS) previously assessed applicants for food assistance against two levels (abject and absolute) of poverty. However, these categories have become less meaningful in a context of increasing and deepening poverty. To sustainably manage available resources, UNRWA will shift away from resource-intensive poverty assessment and distribute a single, unified food basket to all eligible refugees physically present in Gaza, with certain exclusions based on employment status. In 2021, UNRWA aims to distribute in-kind food assistance based on this new approach to up to 1.2 million individuals, a figure that may vary as the Agency continues to conduct physical verifications and refine the applicable employment exclusion criteria. The unified food basket is composed of basic food commodities including wheat flour, rice, sunflower oil, sugar, whole milk, lentils and chickpeas and will be distributed on a quarterly basis. Through its well-established monitoring and evaluation system, the Agency will continue to implement quality assurance measures, actively engaging refugees to inform planning and ensure continuous improvement in its operations.



A family receives emergency food assistance, Gaza.
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Emergency Cash-for-Work

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	416,192	2,150,000
	Number of full-time equivalents created	1,445	7,500
	Number of refugees benefiting from short-term CfW	8,105 (2,400 female, 5,705 male, 631 female youth, 2,034 male youth)	21,000
	Total value provided to CfW beneficiaries	US\$ 5,043,161	US\$ 26,000,000

Through its emergency CfW intervention, UNRWA supports Palestine refugees to cope with the protracted economic crisis and the additional shocks caused by the COVID-19 pandemic by offering short-term employment opportunities to poor Palestine refugees, contributing to mitigate food insecurity.

In 2020, UNRWA generated 416,192 work days through its CfW programme. This translated into short-term job opportunities for 8,105 refugees, benefiting a total of around 46,900 individuals (workers and their families), and injecting US\$ 5,043,161 into the local economy. The vast majority of beneficiaries were unskilled workers (5,915 people or 73 per cent of the total), followed by skilled workers (2,085 people or 26 per cent). Only 105 people were hired under the professional category (one per cent of the total). Twenty-four per cent of unskilled contracts were awarded to women, and 50 per cent of the skilled and professional contracts to youth (18 to 29 years old), exceeding the planned targets of 20 and 40 per cent respectively. Overall, 2,400 women received job opportunities, of whom 978 were given skilled or professional positions. Skilled female applicants received 44.7 per cent of the total number of skilled jobs. Over 74 per cent of skilled female contractors were positioned in UNRWA installations in occupational fields, including education, health and RSS, with the remainder primarily placed in specialized CBOs. Unskilled women were hired as school attendants, guards, cleaners, packers and agricultural workers.

Offering CfW opportunities to unskilled women in Gaza remains one of the main challenges for this intervention, primarily due to cultural constraints. To overcome these challenges, a specific segment of available CfW opportunities specifically targeted women, including in the agricultural sector. Moreover, new employment opportunities were created in fields outside of those deemed culturally acceptable. Here,

vulnerable unskilled women were employed as school attendants, guards, cleaners and as food packers in UNRWA distribution centres.

Unfortunately, COVID-19 resulted in the suspension/scaling down of CfW contracts, primarily during the second and third quarters of the year. Coupled with underfunding, this intervention underachieved in relation to the 2020 target. At the time of reporting, UNRWA is establishing new CfW opportunities that are directly related to the COVID-19 response, such as additional positions at food distribution centres in line with the implementation of COVID-19 prevention measures.

In response to a high youth unemployment rate (65.5 per cent in the fourth quarter of 2020),¹⁹³ UNRWA made specific efforts to provide recent graduates with short-term work opportunities. In this regard, during the reporting period, 32.9 per cent of all CfW opportunities were awarded to youth, of whom, 31.3 per cent were recent graduates and 23.7 per cent were women.

The number of CfW opportunities that UNRWA can provide depends on the availability of funds. Underfunding against this intervention (only US\$ 6.3 million was received against the required US\$ 30 million), coupled with high demand, translated into long wait times to receive a CfW employment opportunity. To ensure that available resources were effectively distributed, 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 in the past. Currently, the average time spent on the CfW waiting list is over four years. Of more than 285,000 applicants on the CfW database, 8,386 submitted their applications during 2020, confirming high demand for temporary employment.

3.2.2. 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 health care	5,689 ¹⁹⁴ (4,104 female, 1,585 male)	7,200
Crisis-affected refugees have access to primary health care	Number of patients provided with life-saving medicines	4,515	4,500
	Number of emergency surge staff hired to cope with increasing demand in UNRWA health centres	0	45
Vulnerable refugee students receive medical support	Percentage of identified students provided with necessary assistive devices and tools based on screenings	75.9%	100%

The health impacts associated with COVID-19 added another burden to an already overstretched health sector in Gaza,¹⁹⁵ making the continued provision of UNRWA basic health services even more critical. During the reporting period, the Agency responded through the uninterrupted provision of PHC to Palestine refugees while supporting access to secondary and tertiary care for those in critical need. During the year, 5,689 patients (4,104 female; 1,585 male) in need of non-pandemic related secondary and tertiary health care were referred by UNRWA to a network of contracted hospitals. The higher number of women provided with hospitalization assistance reflected the prioritization of certain services including maternal and child health care, including deliveries. Due to the limited funds received under the EA, hospitalization support was provided through an advance from the Agency's programme budget.

During the reporting period, 4,515 patients received essential lifesaving medication including insulin

analogue drugs for children and adults. UNRWA also provided emergency health assistance and medical follow-up, including physiotherapy and PSS, to 15 patients who were injured during Great March of Return (GMR) demonstrations in 2018 and required longer-term support.

During the 2019 / 2020 school year, the Agency also provided comprehensive medical assessments for 7,039 UNRWA students (4,103 girls and 2,936 boys), the equivalent of 75.9 per cent of the total referred caseload (9,270) to detect and treat conditions that might otherwise go undiagnosed. Cases in need of a medical assessment are identified through systematic referral by the UNRWA education programme. Following a health screening, students with special needs are provided with the necessary medical treatment and assistive devices, including hearing aids and eyeglasses. Due to the COVID-19 emergency, the medical assessment of students was suspended in March 2020 and only resumed in early 2021.

An UNRWA health worker vaccinates a baby at the UNRWA Khan Younis HC, 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	70,000 (33,500 female; 36,500 male)
Barriers to access learning are reduced	Number of students provided with at least one item of materials support to enable them to access education at UNRWA schools	0	282,000 (136,500 female; 145,500 male)

In 2020, under COVID-19 operating conditions, the provision of inclusive, equitable, quality and safe education for Palestine refugee children remained a priority in Gaza and was primarily achieved under the Agency-wide EiE approach.

In line with a decision from the relevant authorities to prevent the spread of the pandemic, all Agency 276 schools¹⁹⁶ and TVET centres in Gaza were closed from mid-March until the end of the 2019/20 academic year. To address the potential for learning gaps, the Agency's long-standing EiE programme was reconceptualised to respond to prevailing conditions. In this regard, during the second semester of the school year, UNRWA supported the continuity of learning for 282,360 students (136,493 girls and 145,867 boys) in grades one to nine and a further 1,914 young people (1,203 males; 711 females) in TVET centres in Gaza through the provision of SLMs. According to a survey of parents conducted by the Assessment Unit of the UNRWA Education Programme in Gaza, during the 2019/20 academic year, 89.2 per cent of (basic education) students used at least one type of SLM at least once between March and June 2020. TVET students also benefited from the online learning with 81 per cent of these students (80.7 per cent male, 82.5 per cent female) participating in the Agency's self-learning process during the second semester of 2019/20.¹⁹⁷

In August, UNRWA reopened its schools in Gaza for a one-month catch-up period in advance of the 2020/21

academic year. This intervention was suspended weeks later due to the imposition of a lockdown by the authorities after the first locally transmitted cases of COVID-19 were detected. On 24 October, the 2020/21 academic year commenced through remote learning for all grades while plans for blended (classroom and remote) learning and the safe return of students to schools were finalized. On 2 November, UNRWA schools were reopened for the gradual return of students in grades seven to nine to classroom learning three days per week. In December, due to the spread of the pandemic, the Agency returned to full remote learning.

UNRWA education staff used a variety of methods to continue to assist the student learning process in the most effective manner possible under uncertain conditions. In addition to the distribution of printed SLMs to all students, for use alongside textbooks, where possible, education staff contacted students via SMS, telephone and apps to communicate and follow up on their progress. Similar measures were implemented at UNRWA TVET centres to sustain the delivery of vocational training through remote learning.

Due to COVID-19 operating conditions, the indicators, "number of UNRWA students who have attended at least one UNRWA catch-up class" and "number of students provided with at least one item of materials support to enable them to access education at UNRWA schools" were rendered moot.



Students on their first day back to school at the UNRWA Beach Elementary School, Gaza.
© 2020 UNRWA 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	15,942 (7,642 female, 8,300 male)	14,000 (6,900 female, 7,100 male)
	Number of students receiving group interventions	2,728 (1,320 female, 1,408 male)	12,000 (5,900 female, 6,100 female)
	Number of public awareness sessions for parents held	1,345	1,600
Families and communities receive psychosocial support at UNRWA health centres	Number of adults receiving individual counselling	3,948 (3,234 female, 714 male)	6,300 (4,700 female, 1,600 male)
	Number of adults receiving group interventions	935 (666 female, 269 male)	2,000 (1,500 female, 500 male)
	Number of psychoeducation or awareness sessions for adults held	1,105	1,000

Measures enacted to limit the spread of COVID-19 have heightened existing social, economic and financial challenges, causing additional strain, anxiety and trauma amongst a population already facing years of humanitarian crisis due to the ongoing blockade and

recurrent hostilities. To ensure that MHPSS continued in an uninterrupted manner, UNRWA extended this intervention on a remote basis through its Education and Health programmes using qualified counsellors and dedicated helplines.

After the closure of schools in March, MHPSS units applied a remote counselling and supervision strategy. Here, school counsellors, in close cooperation with principals and teachers, formulated and convened virtual support groups for students. Moreover, students and families in need of further support were provided with individual counselling. In addition to case follow up, counsellors disseminated awareness materials to families and teachers, providing guidance on how to effectively address the psychosocial impacts of COVID-19. Throughout the year, counsellors were supported and supervised by 21 MHPSS education specialists. Finally, students and their families received training on privacy and confidentiality issues in relation to remote counselling sessions, in particular when beneficiaries used shared devices to receive support.

In 2020, through both face to face and remote delivery, school counsellors reached 15,942 students (7,642 girls, 8,300 boys) through individual counselling while 2,728 students (1,320 girls, 1,408 boys) received group counselling. In addition, 1,345 parent awareness and consultation sessions were convened remotely to avoid physical gatherings. At times, online access posed a challenge due to frequent electricity and internet interruptions and the high cost of mobile telecommunications.

The COVID-19 operating environment resulted in the underachievement of targets in relation to MHPSS services provided through UNRWA HCs. Affected by

the implementation of COVID-19 preventive measures that limited direct service provision to urgent and critical cases, counselling was reoriented and provided remotely through toll-free lines assigned to each HC. Home visits and awareness raising sessions addressed the impact of COVID-19 while structured psycho-education and group counselling sought to strengthen individual coping mechanisms and mutual support among participants.

During the reporting period, health counsellors provided individual counselling to 3,948 adults (3,234 female; 714 male). Group interventions were primarily provided during the first quarter of the year, reaching 935 adults (666 female; 269 male). Pandemic restrictions resulted in the suspension of group interventions for the remainder of the reporting period. In addition, 1,105 psycho-education sessions were organized in response to critical psychosocial needs related to the impact of COVID-19 and specific issues in focus, especially GBV.

MHPSS activities remained largely underfunded under the EA and the Agency was only able to maintain these services through an advance from its programme budget. The need for MHPSS remains high in Gaza and continues to increase due to the humanitarian situation, coupled with the additional challenges posed by COVID-19. Ensuring predictable and sustainable funding to UNRWA's EA is paramount to maintain these critical activities.



An UNRWA counsellor provides psychosocial support to a Palestine refugee at Ma'an HC, Gaza. © 2020 UNRWA Photo by Khalil Adwan

Protection¹⁹⁸

Outcome: Protection of 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	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	0	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	1,000
	Number of GBV survivors receiving legal advice and social interventions	0	5,000

During the reporting period, no funding was received under the EA in support of emergency protection programming, impacting UNRWA's ability to implement interventions at the required scale to adequately support vulnerable refugees facing protection risks including abuse, exploitation and neglect. Given the high level of need, the Agency's emergency protection response continued through project and programme budget support. In this way, during the reporting period, the RSS, Health and Education Programmes provided assistance to 1,844 individual cases experiencing protection threats (1,245 females, 121 males, 213 girls and 265 boys, including 72 persons with disabilities). In response to COVID-19, the management of critical and high-risk protection cases continued on a remote basis.

Between January and December, UNRWA organized 90 briefings for a range of international stakeholders including Ministers and other politicians, donors, diplomats, journalists and researchers to raise awareness of protection issues affecting Palestine refugees in Gaza. The Protection and Neutrality team also continued to extend cooperation and information

to embassies, NGOs and other UN entities. Online tools were often employed to reach wider audiences under pandemic conditions. Through the existing capacity of UNRWA legal counsellors, 1,016 beneficiaries were assisted through legal consultations (46 males, 966 females, one girl and three boys).

UNRWA has been supporting special protection interventions through select CBOs in Gaza to respond to the needs of both refugee children with disabilities and GBV survivors. While no funding was received under the EA for this intervention in 2020, the CBRCs continued to operate under support from the Agency's programme budget.

Unfortunately, limited available funding to support CBOs, together with constraints related to the pandemic resulted in the underachievement of the planned target. CBRC schools for children with disabilities operated through distance learning, reaching 806 children (455 boys and 351 girls). In addition, 729 GBV survivors (500 female, 107 male, 115 girls and seven boys) received legal advice and social interventions through the WPCs.

3.3. West Bank: sector-specific interventions

3.3.1. 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 refugee and non-refugee Bedouin and herder communities throughout the West Bank, through a joint partnership between UNRWA and WFP.

This intervention contributed to enhanced food security for some 37,000 individuals from 6,192 families in 86 communities, helping them meet their basic food needs while strengthening their resilience. Food parcels were provided by WFP, while UNRWA staff supported the distribution and logistic costs. The

distributions were largely implemented according to plan through four distribution rounds that reached all targeted communities. The onset and spread of COVID-19 resulted in delays at the beginning of the second and fourth distribution rounds due to issues relating to the procurement of food items, incorporation of special safety measures in the distribution process, challenges in accessing some communities, particularly Nabi Samouel and Bartaa', and movement restrictions imposed by the PA to prevent the spread of the pandemic.



UNRWA and WFP distribute food to Bedouin and herder communities, West Bank.
© 2020 UNRWA Photo by Marwan Baghdadi

Emergency Cash 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 (134 female-headed)	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 (11,787 female, 12,431 male)	25,330 (12,344 female, 12,986 male)
	Total value disbursed as cash to abject poor refugee households	US\$ 3,382,227	US\$ 3,546,200

The e-card cash assistance distribution modality extends assistance to vulnerable refugees through bank debit cards. Implemented in partnership with the Bank of Palestine, this intervention empowers beneficiaries by providing more freedom of choice and control over the management of household expenditure. The intervention is especially important for female-headed households who rely on this assistance to meet basic family needs. Through this minimum economic support, women are also empowered to take control over their resources and are less vulnerable to sexual exploitation and negative coping strategies, such as child marriage and forced labour.

In 2020, UNRWA continued to provide emergency cash assistance through its e-card modality to 3,390 abject poor refugee households (24,218 individuals) inside and outside Palestine refugee camps across the West Bank. Due to the limited funding received under the EA, advances through from the Agency's programme budget and funds received under the COVID-19 response flash appeals were also used to ensure continuity of this intervention. This assistance measure remains critical in mitigating economic hardship, especially so during the COVID-19 pandemic.

3.3.2. 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 concrete action as a result of UNRWA advocacy interventions	39%	40%
	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	82%	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	258	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	58%	50%
	Percentage of refugee households affected by demolitions/evictions who re-establish stable accommodation at the cessation of interventions ¹⁹⁹	77%	50%

During the reporting period, the protection situation in the West Bank was characterized by an increase in ISF operations that often involved the use of live ammunition in refugee camps. Alarming, 2020 was a record year for settler violence and also saw the highest number of demolitions by the Israeli authorities - and resulting displacement of Palestinians - since 2016.²⁰⁰ Children were particularly affected by violence and displacement with the psychological impact of such traumatizing events posing risks to their development. Protracted periods of profound stress, coupled with the multiple impacts of the COVID-19 emergency, have also undermined Palestinian communities' social coping strategies and resilience - having particularly detrimental impacts on persons with disabilities, older persons, women and those vulnerable to the above protection risks and violence, including GBV.

During the reporting period, UNRWA continued to implement a range of advocacy interventions that responded to protection concerns caused by the occupation of the West Bank, including East Jerusalem. The onset of the pandemic led to a significant

reduction in the number of briefings that could be provided to external actors, including donors, diplomats and media, which usually account for a major part of total advocacy interventions. To address this gap, additional efforts were undertaken to directly engage duty bearers, in particular, the Israeli authorities. As a result of these efforts, the percentage of external stakeholders who reported taking concrete action as a result of UNRWA's advocacy interventions in 2020 stood at 39 per cent.

The Agency exceeded its target on the percentage of documented incidents that were presented to the relevant authorities, with 18 out of 22 incidents presented and addressed to the relevant authorities during the reporting period. This reflects the routine and continuous engagement between UNRWA and the Israeli authorities that was maintained throughout 2020 despite the COVID-19 outbreak. The annual total of 258 advocacy interventions reflects successful efforts in pivoting to new forms of advocacy, including follow up through phone calls and remote modalities, and explains the overachievement of the annual target.

During the reporting period, 58 per cent (157 out of 269 families) of refugee households impacted by protection threats were able to re-establish the physical safety and security of their residences after receiving emergency cash assistance, surpassing the 50 per cent target. Similarly, the number of refugee households affected by demolitions / evictions who re-established stable accommodation after the cessation of interventions exceeded the 50 per cent target, tracking at 77 per cent (63 out of 82 families) for the reporting period.

UNRWA WBFO protection team has taken significant efforts to ensure that, while the modality of services provided in the context of COVID-19 may have changed, the quality of these services has been maintained. In the case of protection advocacy, for example, UNRWA significantly increased the number of follow-up interventions through phone calls and remote modalities to compensate for the lack of face-to-face engagement.



A girl takes part in psychosocial activities in Khan Al-Ahmar, West Bank.
© 2019 UNRWA Photo by Abeer Ismail

3.4. Gaza, West Bank and headquarters

3.4.1. strategic priority 3: effective management and coordination of the emergency response

Coordination and Management and Safety and Security

Outcome: The emergency response, as funded, is effectively implemented and managed.			
Output	Indicator	Actual	Target (2020)
The response, as funded, is effectively implemented and managed	Draft mid-year EA progress report issued within 120 days of the end of the reporting period	140	120 days
	Draft annual EA report issued within 120 days of the end of the reporting period	84	120 days
	EA implementation is reviewed through mid-year and annual results reviews	2	2 reviews

In 2020, 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, largely using existing resources, i.e. not through funding provided under the appeal.

At the HQ level, a Senior Emergency Officer in the Department of Planning was responsible for the planning and coordination of emergency response activities. HQ guidance was also provided to support the fields in adjusting existing interventions to the COVID-19 challenges, and in planning and reporting against COVID-19 specific response plans.²⁰¹ The Department of Planning also continued to oversee EA

planning, monitoring and reporting activities, while the online RBM system allowed the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting.

This annual report under the 2020 oPt EA was preceded by a mid-year report, providing a status update on EA interventions over the first six months of the year.²⁰² During the reporting period, UNRWA also maintained other HQ functions in support of emergency operations, including data analysis for emergency programming, legal services 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 in emergency preparedness and response	0	1,026 (Gaza)
	Number of staff trained on early recovery	0	342 (Gaza)
	Number of refugee households covered by available emergency stocks	72 refugee households, of them 4 female-headed (West Bank)	100 refugee households (West Bank)
	Number of staff trained in emergency preparedness and response (area level)	0 (West Bank)	75 (West Bank)

As of March 2020, all emergency preparedness and response and early recovery trainings were suspended in Gaza due to the COVID-19 pandemic. Moreover, no funding was received under this intervention, further constraining the achievement of planned targets. Nevertheless, UNRWA continued to strengthen and adapt its emergency preparedness capacity to address a range of political, COVID-19 and other scenarios in coordination with other UN entities and governmental authorities. Contingency and business continuity plans were updated to reflect COVID-19 challenges/response, ensuring the continuity of essential services. In the West Bank, the response to sudden-onset emergencies continues to be one of the most important mechanisms to enable vulnerable families to cope with crises. During the reporting period, UNRWA provided blankets, mattresses and kitchen kits to 72 refugee

households affected by sudden emergencies, including floods and fires. The target was not achieved due to the introduction of new criteria for this intervention, based on which UNRWA provided direct assistance only to refugees inside camps while those outside camps were referred to other service providers for assistance.

Due to the onset of COVID-19, WBFO was unable to conduct the planned area-level emergency preparedness training. Other trainings were also cancelled due to the additional staff engagement required to effectively respond to pandemic operating conditions. When the situation allows, UNRWA will review lessons learned relating to the COVID-19 response, collect good practice and identify future training needs.

Neutrality (West Bank)²⁰³

Outcome: Agency neutrality and integrity is safeguarded.			
Output	Indicator	Actual	Target (2020)
Installation inspections and sensitization training and management reviews are carried out to safeguard neutrality	Percentage of installations monitored biannually	63%	100%
	Percentage of installations inspected at least once	92.74%	N/A

In 2020, almost 93 per cent of UNRWA installations (216 out of 233) in the West Bank were inspected by Agency staff on at least one occasion, while 63 per cent (147 out of 233) received two inspections during the year. Underachievement against the target primarily related to COVID-19 lockdowns and movement restrictions imposed by both the Israeli and Palestinian authorities in 2020 that limited physical access UNRWA installations in a timely manner.

Safeguarding neutrality remained critical for the continued operational effectiveness and safety of staff, beneficiaries and Agency facilities. In accordance with the Agency's regulatory framework and SOPs, WBFO conducted three out of the four planned quarterly

meetings to review neutrality breaches, where initial follow up was conducted on all documented neutrality breaches. The follow up meeting for the fourth quarter is scheduled to take place in 2021.

During the reporting period, staff understanding of neutrality, particularly in relation to Senior Area Staff and Installation Managers, has been strengthened through the provision of technical advice (including in response to neutrality issues and breaches). Protection and Neutrality staff also provided training to new Community and Camp Services Officers on humanitarian principles, neutrality and the appropriate use of social media.

Neutrality (Gaza)²⁰⁴

Output	Indicator	Actual	Target (2020)
Installation inspections are carried out to safeguard neutrality	Percentage of installations monitored biannually	12%	100%
	Percentage of installations inspected at least once	100%	N/A
	Percentage of recorded issues that are incompatible with the Agency's neutrality framework with an initial follow-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 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 in support of this intervention, which only continued to be implemented through assistance under the UNRWA programme budget. Movement restrictions associated with COVID-19 prevented the routine inspection of UNRWA installations between March and November. During this period, school attendants and installations managers remained responsible for upholding installation neutrality. As

a result, only 12 per cent of the Agency's installations were inspected twice during the year.

Installation inspections resumed in November 2020. In total, 100 per cent of UNRWA installations (274) were inspected at least once during the year. Issues related to neutrality that were observed during these visits included the use of inappropriate posters, graffiti, stickers, national flags, unauthorized maps, unauthorized entry of third parties and land encroachments. Where possible, neutrality breaches were addressed in a timely manner.

Security patrol/inspections were also undertaken twice a day by the UNRWA Field Security and Risk Management (FSRM) team to maintain the integrity and neutrality of installations.

chapter four: annual reporting under the 2020 syria regional crisis emergency appeal

executive summary

This chapter of the 2020 AOR covers the UNRWA Syria regional crisis response from January to December 2020 and is intended to provide information on results achieved, as measured against the full range of indicators included in the Syria Regional Crisis EA for 2020. The specific interventions implemented by the Agency during the reporting period to respond to the additional needs created by the COVID-19 pandemic are described further in chapter five of the AOR.

Overview

In 2020, Palestine refugees in Syria, and PRS in Lebanon and Jordan continued to be confronted with increased humanitarian needs as a consequence of multiple, overlapping crises. In Syria, following a decade of conflict, socio-economic conditions continued to deteriorate due to the on-going economic crisis, coupled with the impacts of COVID-19. A sharp devaluation of the SYP against the US\$, accompanied by a rising inflation, have caused an increase in prices including of the most basic commodities. The estimated 438,000 Palestine refugees currently in Syria, who were already among the most vulnerable population groups, have been pushed further into poverty and remain highly dependent on the assistance provided by UNRWA to meet their basic needs. The Palestine refugee camps of Yarmouk, Ein el Tal and Dera'a, previously home to a high number of Palestine refugees, remain largely destroyed by the hostilities, preventing many families from returning to their homes. Contamination through ERW in Palestine refugees in camps and areas that witnessed active fighting over the past ten years continue to pose a protection risk for civilians.

The COVID-19 pandemic has added to these challenges. In July 2020, UNRWA assessed the socio-economic impact of COVID-19 on Palestine refugees in Syria and found that, since March 2020, close to 80 per cent of refugees surveyed had reduced the number of meals or quantity of food consumed, while over 90 per cent were consuming food that was cheaper and/or less nutritious.

The living conditions of the estimated 27,700 PRS in Lebanon also deteriorated sharply during the reporting period due to the political and economic crisis that has affected the country since October 2019. PRS were already living in a state of extreme vulnerability as a result of their precarious legal status, marginalization and restricted access to basic services and employment

opportunities. The devaluation of the Lebanese Pound (LBP) and subsequent price increases have negatively affected the general population's ability to purchase basic food items, with particularly harsh impacts for the most vulnerable, including PRS. The pandemic, coupled with the explosion at the port of Beirut on 4 August 2020 have placed further strain on the national and local economies and the public health system, causing an additional loss to livelihood opportunities and affecting the ability of the nation to effectively respond to the pandemic.

Difficult socio-economic conditions, poverty and protection concerns also continued to affect the 17,829 PRS registered with the Agency in Jordan. Those without Jordanian documents (approximately a third of the total PRS population) remain particularly vulnerable and continue to face the risk of arrest, detention and potential forced return to Syria.

Across all three fields of UNRWA operation covered under this appeal, Palestine refugee women and girls faced heightened vulnerability. According to a survey conducted by UNRWA in Syria on the socio-economic impacts of COVID-19, 50 per cent of Palestine refugee households reported increased levels of GBV since March 2020. In Lebanon, the Agency has observed an increase in psychosocial distress and domestic violence, particularly against women and children, as a consequence of overall frustration, the loss of livelihoods and the recourse to negative coping mechanisms due to the socio-economic crisis and the impacts of the pandemic. Heightened protection concerns also affect Palestine refugees in Jordan, as COVID-19 related lockdowns and other restrictive measures have increased the risk of domestic violence, including GBV, isolation and abuse.

The UNRWA response

In 2020, UNRWA continued to provide emergency assistance to Palestine refugees in Syria and PRS in Lebanon and Jordan. Funding constraints limited the provision of some services as only 39 per cent of funds required for the Syria regional crisis EA were received. The impact of the funding gap was particularly severe for emergency operations inside Syria, which only received US\$ 63.3 million (27.9 per cent) of the required US\$ 212.8 million.

As a result, the amount of monthly cash assistance provided to Palestine refugees in Syria had to be

reduced from the planned US\$ 28 per month to US\$ 14 for the most vulnerable and from US\$ 14 per month for vulnerable refugees to US\$ 9. Underfunding also undermined the delivery of livelihoods and vocational training opportunities and only allowed for minor repair works to be conducted on UNRWA installations damaged during the conflict. Protection activities in Syria were also constrained with most activities having to be implemented under project funds.

In Lebanon and Jordan, cash assistance was maintained mainly thanks to the availability of earmarked funding, however, in Lebanon, winterization support could only be provided to a limited number of PRS and vulnerable PRL due to funding constraints. Moreover, no funds were received in support of environmental health services in Palestine refugee camps in Lebanon.

UNRWA provided 415,781 Palestine refugees in Syria, 52 per cent of them women, with cash assistance using a targeted approach that prioritized the most vulnerable (134,995 refugees, 60 per cent female) with a higher cash transfer. In addition, 145,365 Palestine refugees, including those identified as the most vulnerable, received in-kind food parcels. In light of the increased vulnerability faced by all Palestine refugees in Syria as a result of COVID-19 and the economic crisis, in October 2020, UNRWA extended the last round of in-kind food assistance to the entire caseload of 418,000 Palestine refugees.

Non-food items (NFIs) were also distributed to 8,314 Palestine refugees, including older persons, those facing access constraints and Palestine refugees returning to their place of original residence, however, funding constraints forced the Agency to scale down this intervention.

In Lebanon, cash assistance was provided to 27,398 PRS, of whom 52 per cent were women. At the end of the year, winterization assistance was extended to 1,802 PRS and 775 vulnerable PRL families residing at an altitude higher than 500 metres above sea level, to help them face harsh winter conditions.

In Jordan, cash assistance was provided to 16,571 PRS (52 per cent female). Given high levels of vulnerability faced by all PRS in Jordan, starting from January 2020, UNRWA increased the amount of assistance provided to vulnerable PRS from US\$ 10 to US\$ 25 per person per month, while PRS assessed as the most vulnerable

continued to receive US\$ 40 per person per month. Winterization assistance was provided to all (4,408) PRS families in Jordan.

During the reporting period, basic health care continued to be provided under this appeal, with special measures introduced to contain the spread of COVID-19. The Agency also continued to ensure the availability of essential medications for NCD patients during lockdown, including when UNRWA HCs were closed by the national authorities. In Jordan, PRS located in King Abdullah Park (KAP) continued to be assisted in partnership with the Jordan Health Aid Society (JHAS). Palestine refugees in Syria and PRS in Lebanon and Jordan were also supported through subsidized secondary and tertiary health care.

In 2020, education was provided to 50,139 Palestine refugee children in Syria, 4,812 PRS in Lebanon and 1,167 PRS and Syrian students in Jordan. Throughout the year, UNRWA rolled out its EiE approach, adjusted to the COVID-19 operating environment to ensure service continuity / positive learning outcomes under trying conditions. Across all three fields of operations, the Agency also supported the psychosocial well-being of children, reaching 36,500 students in Syria, 2,967 in Lebanon and 1,160 in Jordan.

In Lebanon, 1,682 PRS and PRL youth from host communities were supported with a number of formal and non-formal skills trainings to improve their livelihood opportunities.

Finally, in Syria, Lebanon and Jordan, UNRWA continued to promote and protect the rights of Palestine refugees through a number of protection interventions, including legal counselling and external referrals, and support to GBV and child protection cases. In Syria, the Agency also provided ERW awareness sessions targeting children in UNRWA schools, UNRWA staff, and community members.

The Agency also continued to deliver potable water, maintain sewerage networks and provide solid waste management in accessible camps in Syria. Here, water, sanitation and hygiene (WASH) items were distributed to 35,879 Palestine refugees including 1,763 persons with disabilities. Environmental health services in Lebanon continued to be provided through alternate sources of funding.

4.1. funding summary: 2020 Syria regional crisis emergency appeal

Syria regional crisis emergency appeal funding summary by field, 01 January – 31 December 2020 (US\$)²⁰⁵

Programme Interventions	Amount	Total	Allocation Syria	Allocation Lebanon	Allocation Jordan	Allocation Regional
Cash assistance for essential needs, including food, shelter and NFIs	<i>required</i>	141,548,413	106,773,557	26,228,122	8,546,734	-
	<i>received</i>	79,941,075	50,561,602	20,376,673	9,002,799	-
	<i>difference</i>	61,607,338	56,211,955	5,851,449	+456,065	-
Non-food items	<i>required</i>	4,108,485	4,108,485	-	-	-
	<i>received</i>	396,924	396,924	-	-	-
	<i>difference</i>	3,711,561	3,711,561	-	-	-
Food assistance	<i>required</i>	10,907,577	10,907,577	-	-	-
	<i>received</i>	4,023,172	4,023,172	-	-	-
	<i>difference</i>	6,884,405	6,884,405	-	-	-
Emergency health	<i>required</i>	19,557,782	12,527,635	6,514,885	515,262	-
	<i>received</i>	3,840,960	842,391	1,668,087	1,075,310	255,172 ²⁰⁶
	<i>difference</i>	15,716,822	11,685,244	4,846,798	+560,048	+255,172
Education in emergencies	<i>required</i>	29,624,758	21,189,539	7,089,344	1,345,875	-
	<i>received</i>	11,186,862	3,465,032	6,767,947	953,883	-
	<i>difference</i>	18,437,896	17,724,507	321,397	391,992	-
Livelihoods (microfinance, vocational training, income generation, social cohesion for Lebanon)	<i>required</i>	19,827,213	19,315,139	512,074	-	-
	<i>received</i>	148,410	148,410	0	-	-
	<i>difference</i>	19,678,803	19,166,729	512,074	-	-
Protection	<i>required</i>	3,663,027	2,348,385	1,133,490	181,152	-
	<i>received</i>	1,379,843	1,076,143	129,996	173,704	-
	<i>difference</i>	2,283,184	1,272,242	1,003,494	7,448	-
Environmental health	<i>required</i>	9,955,168	7,360,365	2,594,803	-	-
	<i>received</i>	1,494,619	1,494,619	0	-	-
	<i>difference</i>	8,460,549	5,865,746	2,594,803	-	-
Safety and security	<i>required</i>	2,443,408	2,242,553	200,855	-	-
	<i>received</i>	439,172	439,172	0	-	-
	<i>difference</i>	2,004,236	1,803,381	200,855	-	-
Capacity and management support	<i>required</i>	9,411,140	7,802,301	608,391	649,089	351,359
	<i>received</i>	1,197,674	720,681	131,523	345,470	0
	<i>difference</i>	8,213,466	7,081,620	476,868	303,619	351,359
Emergency repair and maintenance of UNRWA installations	<i>required</i>	18,802,845	18,270,045	532,800	-	-
	<i>received</i>	0	0	0	-	-
	<i>difference</i>	18,802,845	18,270,045	532,800	-	-
To be allocated		212,560	212,560			
TOTAL	<i>required</i>	269,849,816	212,845,581	45,414,764	11,238,112	351,359
	<i>received</i>	104,261,271	63,380,706	29,074,227	11,551,167	255,172
	<i>difference</i>	165,588,545	149,464,875	16,340,537	+313,055	96,187

4.2. Syria: sector-specific interventions

4.2.1. strategic priority 1: preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

Cash assistance for essential needs, including food, shelter and NFIs

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises	Percentage of households reporting an improved food consumption score ²⁰⁷	51.7%	90%
Outputs			
Palestine refugees in Syria are provided with relief assistance	Number of individuals receiving cash assistance during the last completed distribution round	415,781 (217,982 female and 197,799 male, including 5,638 persons with disabilities [1,138 female, 4,500 male])	418,000
	Number of most vulnerable Palestine refugees provided with cash assistance during the last completed distribution round	134,995 (80,973 female and 54,022 male, including 5,638 persons with disabilities [1,138 female, 4,500 male])	126,000
	Number of most vulnerable Palestine refugees and targeted vulnerable cases provided with food assistance during the last completed distribution round	145,365 (85,558 female and 59,807 male, including 5,638 persons with disabilities [1,138 female, 4,500 male])	135,000
	Number of Palestine refugees receiving NFIs	8,314 (4,224 female and 4,090 male, including 196 persons with disabilities [41 female, 155 male])	30,000

In 2020, UNRWA continued to provide cash assistance to Palestine refugees in Syria to help them meet their most basic needs. During the reporting period, the

Agency conducted three rounds of cash assistance, using a targeted approach based on vulnerability. A study conducted by UNRWA at the end of 2017 found

that Palestine refugees falling under the following categories: (i) female-headed households; (ii) families headed by a person with disability; (iii) persons with disabilities; (iv) families headed by an older person; and (v) unaccompanied minors (orphans), faced higher levels of vulnerability. These groups were prioritized to receive a higher cash transfer value.

Under its 2020 EA, UNRWA had planned to provide the above listed most vulnerable categories of Palestine refugees with US\$ 28 per person, per month with the remaining caseload of vulnerable Palestine refugees receiving US\$ 14; however, these amounts were reduced to approximately US\$ 14 and US\$ 9 per person per month respectively, due to limited resources. The assistance was disbursed in SYP.

The first round of cash assistance was distributed between February and May 2020. A total of 412,727 Palestine refugees, including 133,890 refugees belonging to the most vulnerable categories, received four months' worth of assistance, covering January to April 2020. These beneficiaries received the SYP equivalent of US\$ 13.93 per person per month (a total of US\$ 55.72 per person) while beneficiaries from the other vulnerable caseload received US\$ 9.29 per person per month (a total of US\$ 37.16 per person).

The second round of 2020 took place between end of May and end of July. Here, a total of 414,615 Palestine refugees, including 134,883 refugees belonging to the most vulnerable categories, received three months' worth of cash assistance, covering May to July 2020. Beneficiaries belonging to the most vulnerable categories received US\$ 13.81 per person per month (a total of US\$ 41.43 per person) while beneficiaries from the remaining caseload received US\$ 9.04 per person per month (a total of US\$ 27.12 per person).

A third and final cash assistance distribution round was undertaken between November and December. A total of 415,781 Palestine refugees, including 134,995 refugees belonging to the most vulnerable categories, received five months' worth of assistance, covering the months of August to December 2020. Beneficiaries belonging to the most vulnerable categories received US\$ 13.92 per person per month (a total of US\$ 69.60 per person) while beneficiaries from the remaining caseload received US\$ 8.96 per person per month (a total of US\$ 45.80 per person).

Cumulatively, spread over three rounds, the most vulnerable Palestine refugees received US\$ 166.75 per person in cash assistance during the year, while the remaining caseload received US\$ 110.06 per person. Based on the results of a PDM survey conducted in December 2020, 51.7 per cent of surveyed Palestine

refugees reported an acceptable level of food consumption, 31.7 per cent reported a borderline level of food consumption and 16.5 per cent reported a poor level of food consumption. Underachievement against the target related to the percentage of households reporting an improved food consumption score may be due to the loss of purchasing of the cash assistance provided due to the economic crisis, the sharp devaluation of the value of the SYP during the reporting period and the steep increase in the price of basic commodities, including food in the local market.

In December 2020, the national average food basket price was 33 per cent higher than the price recorded in June 2020 and 236 per cent higher compared to December 2019.²⁰⁸

In relation to the provision of food assistance, in February 2020, UNRWA completed the third distribution round from 2019 and launched two new distribution rounds during the reporting period. The third round from 2019 reached 145,365 Palestine refugees (59,807 male; 85,558 female) belonging to the most vulnerable categories and other cases of identified vulnerability.²⁰⁹ The first round of food distribution of 2020 was launched on 24 March 2020 and was completed on 23 July 2020, reaching a total of 144,045 Palestine refugees (59,410 male; 84,635 female).

A second and final round of food assistance was launched on 7 October 2020. Given the severe socio-economic hardship caused by COVID-19 and the impact of the economic crisis, UNRWA extended the provision of food assistance to the entire caseload of 418,000 Palestine refugees (as opposed to providing this assistance only to the most vulnerable). As of 31 December 2020, almost 295,000 Palestine refugees had received food assistance under this round that continued into January 2021.

In 2020, a total of 8,314 Palestine refugees received NFIs, including mats, mattresses, blankets, kitchen sets, jerry cans and/or tarpaulins. This intervention focused on those residing in areas with restricted access, people affected by emergencies and Palestine refugees spontaneously returning to newly accessible areas. UNRWA had to limit the number of persons and locations served by this intervention due to considerable funding gaps. In this regard, the Agency relied on resources rolled over from 2019 to deliver NFI assistance.

To mitigate COVID-19 transmission risks, in March 2020, UNRWA introduced special measures to ensure cash and food assistance service continuity under safe conditions for both Palestine refugees and Agency staff.

These measures included: (i) extending the duration of cash distribution rounds to minimize the risk of overcrowding at distribution centres; (ii) adopting enhanced hygiene and physical distancing practices; (iii) providing PPE to frontline staff; (iv) circulating

information, awareness and communication materials at each distribution centre; (v) implementing COVID-19 awareness sessions for UNRWA staff; and (vi) opening several additional distribution points, also to avoid overcrowding.



Cash assistance being distributed at the Damascus Training Centre, Syria.
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4.2.2. strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services

Emergency Health

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	676,936 (409,002 female, 267,934 male)	830,000
Output			
Palestine refugees have access to primary health care services	Number of Palestine refugee visits to UNRWA health facilities	666,441 (402,260 female, 264,181 male)	810,000
	Number of Agency health centres, health points and mobile clinics that are operational	25	25
	Number of UNRWA hospitalizations accessed by Palestine refugee patients	15,503 (9,728 female and 5,775 male)	20,000
	Percentage of HCs with no stock-out of 12 tracer items	100	100

Throughout 2020, UNRWA continued to deliver PHC through 25 facilities, including 15 fully equipped HCs, eight health points (HPs) and two mobile clinics that were deployed in areas with restricted access and locations experiencing emergencies.

During the reporting period, the Agency provided 666,441 in person PHC consultations in Syria (402,260 female; 264,181 male). Low patient numbers against the target are attributable to the rationalization of health services to protect both Palestine refugees and UNRWA staff from COVID-19. In this regard, priority was extended to treat emergency and critical cases while non-critical health services (including preventive care services such as NCD screening and preventive dental check-ups) were temporarily suspended or provided by phone - 50,976 phone consultations were recorded during the reporting period. The Agency had originally planned to provide a range of preventive and curative dental care, including services to children in schools; during the reporting period, however, this intervention was also impacted by COVID-19. In this regard, preventive dental care consultations were suspended in mid-March (with a brief resumption in June-July), while curative consultations were only extended in relation to urgent cases.

In 2020, UNRWA accommodated 15,503 referral requests for hospitalization assistance (9,728 female; 5,775 male). In this regard, the Agency subsidizes referrals to hospitals and specialized clinics to facilitate access to secondary and tertiary health services, including advanced laboratory tests, specialized medical consultations, cancer treatment and childbirth services. The number of cases supported is below the planned target due to the pandemic as many hospitals halted non-emergency surgeries. No shortages of essential medications (12 tracer items) were recorded in any UNRWA HCs during the reporting period. Coordination across Agency education and protection programming continued throughout 2020 in relation to the provision of MHPSS training, although these efforts were primarily conducted online to ensure staff safety.

From January to December 2020, an Agency mobile clinic was regularly deployed to Yalda, providing essential outpatient health consultations to 8,292 Palestine refugees (including 4,661 women) in the area. An UNRWA mobile clinic was also deployed to Ein el Tal, providing 1,766 outpatient consultations (including 808 women) during the reporting period. Services provided by these clinics were scaled down in response to the onset of the pandemic.

An UNRWA mobile health clinic at work in al-Mansoura, Yarmouk Camp, Syria. © 2020 UNRWA Photo



Education in Emergencies

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
Palestine refugees in Syria continue to access quality, inclusive and equitable education despite conflict and displacement	Number of students graduating from basic education (Grade 9)	3,884 (2,095 female and 1,789 male, including 165 children with disabilities [75 female, 90 male])	3,500
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	44,788 (22,034 female and 22,754 male, including 2,464 children with disabilities [1,169 female, 1,295 male])	44,000
Outputs			
Palestine refugee students have access to education through regular/catch-up classes	Number of school-age children enrolled in regular classes in UNRWA schools	50,139 (24,715 female and 25,424 male, including 2,422 children with disabilities [1,165 female, 1,257 male])	51,000
Palestine refugee students are provided with PSS	Number of students who have attended at least one counselling session (individual or group counselling)	45,251 (23,211 female and 22,040 male, including 1,506 children with disabilities [363 female, 1,143 male])	51,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of students provided with at least one item of material support to enable them to access education at an UNRWA school	50,139 (24,715 female and 25,424 male, including 2,422 children with disabilities [1,165 female, 1,257 male])	51,000

In 2020, UNRWA provided basic education (grades one through nine) to Palestine refugee students in Syria through 103 schools during the 2019/20 academic

year and 102 schools during the 2020/21 academic year. The majority of schools operated on a double-shift basis.

During the 2019/20 academic year, enrolment increased from the previous year, from 48,883 pupils in May 2019 to 49,145 in May 2020 (24,283 girls and 24,862 boys). Due to the COVID-19 pandemic and in line with Ministry of Education directives, 44,788 UNRWA students were automatically transitioned to the next grade without completing their end-of-year exams, while 3,884 students (2,095 female; 1,789 male) passed their ninth-grade exam achieving a 90.5 per cent success rate (94.7 per cent female; 86.1 per cent male), compared with the national average rate of 68.65 per cent. The quality of the UNRWA education programme in Syria, supported by Agency-wide education reforms and the EiE programme, accounts for the high student success rate.

During the reporting period, UNRWA continued to sustain and improve the provision of quality, inclusive and equitable education services to Palestine refugee students in Syria through its

Agency-wide EiE approach, the provision of specific learning support classes to ninth graders, the mainstreaming of PSS for children, and the provision of support to students with disabilities.

Throughout the year, PSS counsellors provided individual and group counselling to 45,251 students. After the closure of schools on 13 March until the end of the 2019/20 academic year, this intervention continued to be provided remotely over the phone and through instant messaging platforms.

At the beginning of the 2020/21 academic year, a total 50,139 students (24,715 female; 25,424 male) enrolled in UNRWA schools. All of them were provided with educational / recreational materials, including back-to school kits. To help compensate for the formal education time lost due to COVID-19, catch-up materials were issued to UNRWA students during the first weeks of the new 2020/21 academic year.

UNRWA students participating in a psychosocial activity at their school in Sbeineh Camp, Damascus, Syria. © 2020 UNRWA Photo by Taghrid Mohammad



Livelihoods (Vocational Training and Microfinance)

Outcome/Output	Indicator	Actual	Target (2020)
Outputs			
Palestine refugees in Syria and Syrians receive microenterprise and consumer loans for small businesses and households	Number of Palestine refugees and Syrians who receive microfinance loans (disaggregated by sex)	0	11,500
Young Palestine refugees in Syria receive vocational training and are supported with job placements	Number of students completing short-term courses	170 (104 female and 66 male, including 66 persons with disabilities [15 female, 51 male])	1,200

During the reporting period, no funding was received under the Syria regional crisis EA for microfinance interventions. The provision of short-term vocational training courses was negatively impacted by COVID-19 lockdown measures whereby courses were suspended between March and June when they partially resumed (including though on-line modalities). A full resumption

of TVET courses was only possible in September 2020. As a result, only 170 students – including 104 females – were able to complete short-term courses that were delivered in Damascus Training Centre classrooms and laboratories. The student body included 66 students with disabilities (15 female; 51 male).

Protection

Outcome/Output	Indicator	Actual	Target (2020)
Outputs			
Strengthened prevention and protection response for Palestine refugees	Number of older persons who received PSS support	18,474 ²¹⁰ (10,844 female, 7,630 male)	5,680
	Number of individuals sensitized on mine risk awareness (disaggregated by children, staff and community members)	17,636 (17,005 children, 26 staff, 605 community members)	51,000
	Number of UNRWA staff members and volunteers trained on protection	1,049 (682 female and 367 male, including 1 person with a disability [male])	800
	Number of Palestine refugees provided with legal assistance and referrals	3,090 (2,087 female and 1,003 male, including 28 persons with disabilities, [11 female, 17 male])	4,000

Limited resources were available under the Syria regional crisis EA in support of protection interventions during the reporting period. To address increasing

protection needs, UNRWA complemented available EA resources with other sources of funding, including project funds.

Heavily impacted by almost ten years of conflict, Palestine refugees have faced increased vulnerability due to COVID-19 and the deteriorating economic situation in Syria. According to UNRWA's records, the number of protection cases reported by the Agency increased by 33 per cent in 2020 in comparison to 2019 (5,597 in 2020 as opposed to 4,207 cases in 2019). Thirty-six per cent (1,998) of these cases pertained to GBV.

In addition to GBV, an analysis of the protection cases reported to UNRWA during the reporting period found that risks and vulnerabilities included: (i) psychosocial trauma and distress, with cases of psychological and emotional abuse particularly against women, children and other vulnerable groups; (ii) increased reliance on negative coping mechanisms; (iii) child protection concerns, specifically violence against children; and (iv) exclusion and discrimination, particularly with regard to persons with disabilities and older persons.

In response to increased need, UNRWA provided PSS to 18,474 (10,844 female; 7,630 male) Palestine refugees throughout Syria in 2020, exceeding the target. In

addition, to ensure that the Agency's workforce was in a position to effectively respond, during the reporting period, UNRWA delivered trainings on protection mainstreaming, disability inclusion and addressing violence against children, reaching 1,049 staff and volunteers (682 female; 367 male).

ERW awareness raising sessions reached 17,636 persons (17,005 children, 605 community members and 26 staff). Particular emphasis was placed on delivering awareness sessions in severely damaged and contaminated areas, such as Ein el Tal and Dera'a camps. The target was not met due to March to September school closures as part of COVID-19 preventative measures.

Six UNRWA-supported Family Support Offices (FSOs) provided legal assistance and referrals to 3,090 individuals (2,087 female; 1,003 male). This included the payment of legal fees and expenses, the provision of legal issue awareness raising and individual legal advice, and external referrals. Due to the pandemic, FSOs in all the areas suspended most of their activities from 15 March to 31 May.

Environmental Health

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
Palestine refugees in need are provided with WASH items (hygiene kits, baby kits, diapers)	Number of Palestine refugees receiving WASH items	35,879 (18,940 female and 16,939 male, including 2,807 over 65 yrs. and 1,763 persons with disabilities [568 female and 1,195 male])	30,000
Outputs			
Palestine refugees living in camps are provided with basic WASH services and support	Number of accessible Palestine refugee camps receiving repair, rehabilitation and sanitation works	10	10

Without prejudice to host country responsibility for administering camps, in 2020, UNRWA continued to provide essential WASH services to Palestine refugees, with specific attention to camps where access has been restored. This included: (i) general camp maintenance services and the upkeep of existing sewerage, storm water drainage and water supply networks; (ii) the provision of solid waste management; and (iii) the control of insects and rodents. Maintenance works for the water submersible pump in Sbeineh camp were

completed in 2020, as well as maintenance of the sewerage line in Neirab and Jaramana camps. Works to maintain the sewerage line at Dera'a camp continued during the reporting period.

In addition, as part of COVID-19 prevention efforts UNRWA installations were sterilized on a regular basis and the main thoroughfares and landfills were systematically monitored and deep cleaned.

Between January and December 2020, UNRWA provided essential WASH items to 35,879 Palestine refugees, including 1,763 persons with disabilities. In this regard, UNRWA provided 9,164 baby kits, 15,338 baby and adult diapers and 11,377 hygiene kits. The latter were provided to the most vulnerable including Palestine refugees who returned to newly accessible areas, those facing access constraints and those displaced from Yarmouk and Yalda, Babila and Beit Saham, in order to help safeguard their personal

and domestic hygiene. Baby kit were provided to the families of new-borns while diapers were provided to children with disabilities and refugees in need. The Agency ensured that most beneficiaries were able to obtain their WASH items from the distribution branch/outlet closest to their residences. To ensure Palestine refugee safety under COVID-19 operating conditions, additional protective measures were introduced and rigorously adhered to.

4.2.3. strategic priority 3: improve the effectiveness and efficiency of emergency programme delivery

Safety and Security

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Number of UNRWA installations with completed security risk assessments	43	48
Output			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Number of staff trained on safety and security (SSAFE)	239 (125 female, 114 male)	300
	Number of staff reached through the Women's Security Awareness Training (WSAT) programme	50	200
	Number of missions supported by the SFO security team	832	200

The onset of COVID-19, coupled with funding constraints, limited achievement against security related indicator targets, as the majority of the planned interventions required field visits and in-person trainings.

Despite this challenging context, FSRM in Syria conducted a security risk assessment of 43 UNRWA installations. The delivery of the SSAFE training and the WSAT was also affected by pandemic prevention measures that suspended gatherings and face-to face activities. As a result, trainings were only undertaken at

the beginning of the year and during the last quarter of 2020, applying strict safety measures as per WHO and UNRWA guidelines.

During the reporting period, the FSRM team supported a large number of field missions conducted by UNRWA programmes to deliver humanitarian assistance (food and NFIs) and health services (mobile clinics), exceeding the set target for this intervention. Overachievement against the target also reflected country specific UNCT instructions to increase security support during UN field visits.

Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
UNRWA installations repaired or maintained for continued provision of services	Number of UNRWA facilities rehabilitated	0	22
	Number of UNRWA facilities that are maintained through minor repairs	2	80

Due to funding constraints and restrictions imposed to limit the spread of COVID-19, only minor maintenance works could be implemented at UNRWA installations

during the reporting period, including electrical and plumbing works, painting and the repair of doors and windows.

4.3. Lebanon: sector-specific interventions

4.3.1. strategic priority 1: preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

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

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
Output			
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance)	Number of individuals receiving cash assistance for food and multipurpose cash assistance during last distribution round	27,398 (14,257 female and 13,141 male, including 1,371 persons with disabilities)	27,700 PRS (14,343 female, 13,357 male) 8,450 families
	Total amount of cash distributed during last distribution round	US\$ 3,909,518 (US\$ 1,250,905 covering regular cash assistance to PRS, and an additional US\$ 2,658,613 for winterization)	US\$ 1,592,900
	Number of families provided with winterization assistance (cash and in kind)	1,802 PRS families 775 PRL families	8,450 PRS families 706 PRL families

Deteriorating national economic conditions, coupled with the impact of COVID-19, had far reaching negative impacts on those residing in Lebanon, with particularly damaging effects on the most vulnerable, including Palestine refugees.

Based on a survey conducted by UNRWA in March 2020 on the socio-economic conditions of PRS in Lebanon, 87 per cent of this population were found to be living in poverty, of whom 11 per cent were in extreme poverty. The survey also found that, in the absence of Agency assistance, 95 per cent of PRS would live in poverty. While UNRWA plans to collect updated information on the socio-economic conditions of PRL in 2021, in the face of multiple crises affecting Lebanon, it is assumed that poverty among this group of Palestine refugees

has increased from the 65 per cent that reportedly lived in poverty in 2015.

In this context, UNRWA continued to provide monthly cash for food and multipurpose cash assistance to all PRS families residing in Lebanon. In this regard, US\$ 100 per family per month was distributed as multipurpose cash assistance while LBP 100,000 per person per month was provided as cash for food. On average, a total of 8,073 families (27,170 PRS individuals) received UNRWA cash assistance in 2020 with 27,398 individuals assisted in the fourth quarter of the year.²¹¹

In December 2020, UNRWA provided winterization assistance to PRS and vulnerable PRL (enrolled in the Agency's SSNP) residing at an altitude in excess of 500

metres above sea level. Due to funding constraints, the target for this intervention was underachieved, in particular in relation to the number of PRS families reached.

During the last distribution of 2020, UNRWA disbursed US\$ 3,909,518. Of this amount, US\$ 1,250,905 was disbursed for the provision of monthly cash assistance to PRS, while US\$ 2,658,613 was disbursed for the payment of winterization assistance.

4.3.2. strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services

Emergency Health

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of PRS consultations supported by UNRWA (primary and hospitalization)	55,417 (31,327 female, 24,090 male)	116,000
Outputs			
Palestine refugees have access to primary health care services	Number of PRS visits to health centres	52,317 (29,580 female, 22,737 male)	112,000
	Number of Agency health centres and mobile health points that are operational	27	27
Palestine refugees have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	3,100 (1,747 female, 1,353 male)	4,000
Palestine refugees have access to essential drugs and medical supplies	Percentage of health centres with no stock-out of 12 tracer items	100%	100%

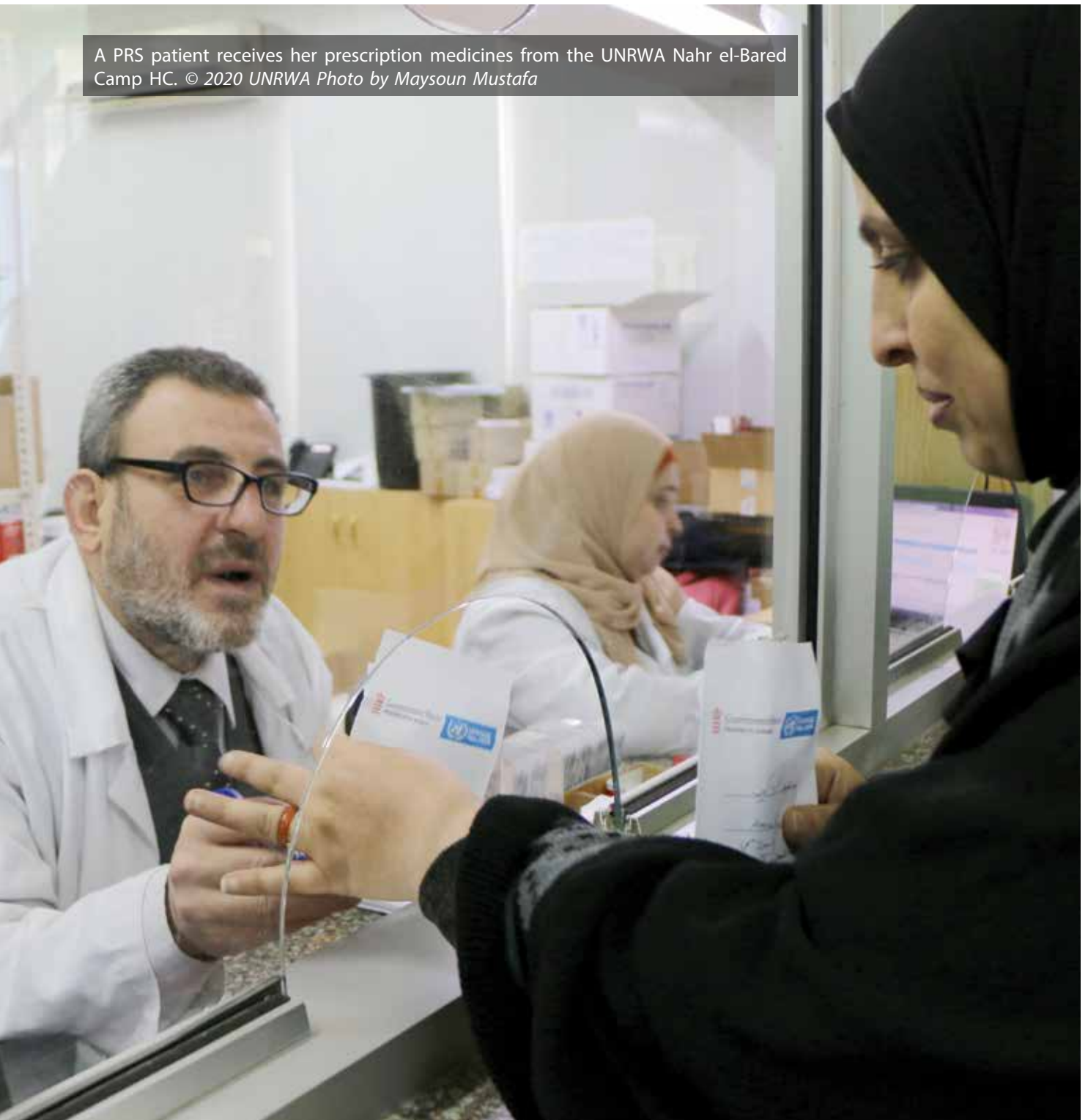
During the reporting period, UNRWA continued to ensure that PRS had free-of-charge access to the Agency's health services, provided through 27 health facilities across Lebanon.

Between January and December, PRS benefited from 52,317 PHC consultations at UNRWA HCs (in-person) and 3,100 hospitalizations (1,747 female; 1,353 male) that were extended through referral to contracted hospitals. The underachievement of planned targets relates to COVID-19 movement restrictions and other prevention measures enacted during the reporting period. In relation to hospitalization assistance, based on Ministry of Public Health (MoPH) guidance, many cases that, pre-pandemic, would have previously been admitted to hospital, were treated in emergency rooms to prevent the spread of the disease. For this same reason, UNRWA observed that patients were more hesitant to enter hospitals during the reporting period.

During the first quarter of 2020, in line with measures taken by the authorities to prioritize COVID-19 hospitalization/ treatment, non-urgent surgeries were postponed. At the end of the second quarter, hospital admissions for non-urgent cases resumed on a case-by-case basis. Further, to minimize foot traffic at UNRWA HCs as part of the mitigation measures implemented to contain the spread of the pandemic, the Agency scaled down the range of services provided, prioritizing urgent care.

As a further measure enacted to control the spread of the pandemic, NCD patients were provided with an increased (two-month) supply of lifesaving medication (instead of one month) that reduced the need for HC visits. These measures continued in the second half of the year. Throughout the reporting period, UNRWA continued to raise awareness among Palestine refugees concerning COVID-19 infection prevention and control, including, when possible, the need to reduce overcrowding and in-person visits to HCs.

A PRS patient receives her prescription medicines from the UNRWA Nahr el-Bared Camp HC. © 2020 UNRWA Photo by Maysoun Mustafa



Education in Emergencies

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement	Percentage of PRS students graduating from basic education	100% girls and boys 364 students (194 girls and 170 boys for the 2019/2020 school year)	50.68% (58.66% girls; 42.14% boys)
Outputs			
Palestine refugee students have access to education through regular classes	Number of school-age PRS children enrolled in regular classes in UNRWA schools	4,654 (2,362 girls, 2,292 boys)	4,812 (2,462 girls, 2,350 boys)
	Number of students provided with at least one item of material support to enable them to access education at an UNRWA school	4,654 (2,362 girls, 2,292 boys)	4,812 (2,462 girls, 2,350 boys)
	Number of PRS/PRL students attending formal vocational courses whose registration fees are fully subsidized	247 students including 51 PRS (27 female, 24 male) and 196 PRL (80 female, 116 male) 43.3% female	41 PRS and 196 PRL (44% female)
Palestine refugee students are provided with targeted psychosocial support	Number of students who have attended at least one counselling session	2,967 PRS (1,447 girls, 1,520 boys)	1,150 (650 girls, 500 boys)
Palestine refugee students are provided with additional learning support and recreational activities	Number of PRS students participating in at least one recreational and/or extra-curricular activity during the year	307 (108 girls, 199 boys)	1,150 (500 girls, 650 boys)
	Number of UNRWA PRS students who have attended at least one UNRWA catch-up class	1,279 (603 girls, 676 boys)	1,800 (950 girls, 850 boys)

During the reporting period, 100 per cent of PRS students graduated from basic education, following a Ministry of Education and Higher Education (MEHE) decision to automatically pass all students in the 2019/20 academic year to the next school year. The Ministry's decision was based on an inability to conduct student assessments due to COVID-19 lockdowns and other restrictive measures, including the closure of schools from March 2020 until the end of the 2019/20 academic year.

The overall number of PRS students in UNRWA schools decreased from 4,812 during the 2019/20 academic year to 4,654 for the 2020/21 academic year. This seems to be a continuation of an existing trend that has seen a gradual reduction in the number of PRS families in Lebanon, due to onward movement or return to Syria, impacting the number of PRS students enrolled in UNRWA schools in the country. Moreover,

as socio-economic conditions in Lebanon continue to deteriorate and PRS families struggle to meet their most basic needs, there is an increased risk of children dropping out of school to engage in paid labour. Focus group discussions conducted by UNRWA's Protection Unit in 2020 found that respondents increasingly reported children being pushed into dangerous forms of child labour and an increase in early marriage, amongst other child protection concerns.

At the beginning of the 2020/21 academic year, all PRS and PRL students were provided with material support, including printed SLMs and back to school kits. The 2020/21 academic year began with the implementation of a blended approach (combining in-person and remote learning) and continued to shift between blended and fully remote learning modalities in the subsequent months, based on the epidemiological situation in country.

During the 2019/20 academic year, 2,967 PRS students benefitted from individual counselling, exceeding the target. Due to the numerous shocks children face as a result of the unstable political and socio-economic conditions, as well as the COVID-19 pandemic, more children are exhibiting signs of psychological distress in need of PSS and counselling.

Throughout the reporting period, due to school closures, recreational activities were implemented remotely through social media platforms. The low engagement of PRS students (307 as compared to a target of 1,150) in these activities is attributable to the communication barriers that many PRS children face in accessing remote learning due to, for example, the lack of smart devices and/or internet connectivity.

During the reporting period, a total of 26,115 students, including 1,279 PRS, participated in catch up activities provided through remote learning at the beginning of the 2020/21 academic year (September and October 2020).

During the 2019/20 academic year, 247 students (196 PRL and 51 PRS; 43.3 per cent female) benefitted from various trade and semi-professional vocational courses at the UNRWA Sibling Training Centre (STC). To ensure continuity of education of youth enrolled in the Agency's TVET courses, Lebanon Field Office (LFO) activated its e-learning programme. In coordination with UNRWA education department, online materials were developed and delivered to engage the students online.



Students at Chajra School, Tyre, Lebanon. © 2019 UNRWA Photo by Abeer Nouf

Livelihoods and Social Cohesion

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
Improved access to livelihood opportunities for PRS and PRL	Number of PRS/PRL (15-24 years old) reached through formal and non-formal skills trainings	1,682 including 140 PRS (94 female and 46 male, including 1 male with disability) and 1,542 PRL (1,075 female, 467 male, including 9 persons with disabilities [4 female, 5 male])	1,800 (224 PRS; 1,576 PRL)

Due to the challenges faced at the end of the first quarter following the imposition of the first COVID-19 national lockdown, UNRWA could not fully achieve the planned target of 1,800 Palestine refugee youths reached with formal and non-formal skills trainings.

In total 1,642 Palestine refugees (140 PRS, [94 female; 46 male] and 1,542 PRL, [1,075 female and 467 male, including 10 persons with disabilities - 1 PRS male, 4 PRL female and 5 PRL male]) participated in a number of skills trainings that covered a range of labour market relevant issue areas including digital skills, social entrepreneurship, life skills for employability and 'life in the workplace'.

An additional 40 youth (1 PRS female, 37 PRL female and 2 PRL male) were enrolled in an online two-year conversion degree programme offered in partnership with the South New Hampshire University. Through this programme, TVET graduates can convert their degree into a bachelor's degree. This intervention is provided through UNRWA Innovation Labs, with academic coaches and mentors made available by the Agency to support Palestine refugees in achieving their degrees.

Protection

Outcome/Output	Indicator	Actual	Target (2020)
Output			
Strengthened prevention and protection response for Palestine refugees	Number of UNRWA staff members trained on protection and humanitarian principles	312 (201 female, 111 male)	720
	Number of Palestine refugees provided with legal aid services (disaggregated by PRL-PRS)	5,300 (2,110 PRS, 3,190 PRL)	7,348
	Number of women/men/girls/boys engaged in community-based protection activities	2,934 including 485 PRS (296 adult female, 187 adult male, 2 girls, 0 boys) and 2,449 PRL (1,955 adult female, 475 adult male, 18 girls, 1 boy)	9,240 (4,620 PRS; 4,620 PRL)
	Number of protection incidents of alleged violations involving duty bearers as perpetrators, documented by UNRWA (disaggregated by PRL/PRS)	68 (7 PRL, 60 PRS, 1 other nationality [50 male, 18 female])	192

Throughout 2020, the socio-economic crisis and related protests, coupled with the onset of the pandemic, contributed to an increase in protection needs within the Palestine refugee community in Lebanon, particularly as people were forced to turn to negative survival strategies and felt increasingly frustrated. Increased pressure at the household level led to psychological distress and increased domestic violence, particularly against women and children.

Since March 2020, in view of the restrictions on movement imposed to contain the spread of COVID-19, all child protection, GBV and MHPSS activities were delivered online. In support of facilitating refugee access to these services, UNRWA provided phone credits to those joining online community activities; however, the planned target was underachieved. This was possibly due to the deteriorating socio-economic and public health conditions and the prioritization of survival over community protection activities.

The provision of protection training to UNRWA staff was delayed during the course of the year as programmes focused on adapting the delivery of essential services to the COVID-19 operating conditions. Pandemic restrictions and preventive measures also constrained the ability of protection staff to be present in the communities served, limiting the referral of general,

child and GBV protection cases internally or to specialized external service providers.

Despite these challenges, UNRWA continued to respond to Palestine refugees' protection needs through: (i) staff training on protection-related topics for 312 Agency staff. Topics addressed in these trainings included international protection, disability inclusion, child protection, and safe identification and referral processes, amongst others; (ii) the coordinated roll-out of the internal Non-Health Response Protocols for COVID-19 that focused on a range of protection and other cross-programmatic issues; and (iii) the provision of training on these protocols for area management teams, social workers and school counsellors.

In addition, 5,300 people were supported with legal services, of which 48 were supported through legal representation through specialized partners, including 34 labour cases and 14 family law cases – an increase of 68 per cent from the previous year, possibly reflecting the increased protection concerns experienced by Palestinian refugees during the reporting period. Pandemic conditions resulted in the provision of legal assistance services over the phone. Staffing gaps in the LFO legal aid team constrained the provision of this service, resulting in underachievement against the target.

Environmental Health

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
Public health needs of the affected population are met	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	95.37%	97%
Output			
Improved solid waste management inside UNRWA camps	Percentage of PRS benefiting from garbage collection inside camps	92.77%	97%
Safe and adequate water supply provided inside UNRWA camps	Percentage of PRS in camps being provided with potable water for their basic needs	96.04%	97%
Improved wastewater and storm water systems	Percentage of PRS in camps served with adequate wastewater and storm water systems	95.65%	97%

During the reporting period, UNRWA approximated all environmental health targets, sustaining the delivery of water and sanitation in all 12 Palestine refugee camps in Lebanon, providing 95.37 per cent of targeted PRS with safe and equitable access to water and sanitation services. In addition, the Agency continued to conduct vector control campaigns and road cleaning and collect and dispose of solid waste. Targeted disinfection campaigns helped to prevent the spread of COVID-19.

Throughout the year, UNRWA maintained the proper functioning of water wells and chlorination systems and conducted regular water testing, efforts that were assisted through regular rehabilitation works.²¹² The

cleaning of camp sewage and storm water networks and infrastructure maintenance was provided to prevent blockages and flooding during winter.

The ongoing national garbage crisis, the closure of municipal and privates dumping sites and camp congestion and overcrowding continue to represent a challenge to environmental health services.

Unfortunately, due to the absence of funding under the EA, the above listed interventions had to be provided under other sources of funding, including UNRWA programme budget and project funds.

4.3.3. strategic priority 3: to improve the effectiveness and efficiency of emergency programme delivery

Safety and Security

Outcome/Output	Indicator	Actual	Target (2020)
Output			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Percentage of front-line staff provided with safety, security and awareness trainings	0%	100%

Due to funding shortfalls, this intervention could not be implemented during the reporting period. In addition, social unrest in Lebanon in the first half of the year and the related blockage of different roadways across the country affected staff movement, limiting access to their duty stations. Restrictions imposed to contain the spread of COVID-19 also limited the implementation of the planned trainings.

UNRWA continuously monitors the security situation in Lebanon, in full coordination with UNDSS, other UN Agencies and the Government of Lebanon, to identify any possible threats and deterioration in the security situation that could have an adverse impact on Palestine refugees and the Agency's operations. During the reporting period, the UNRWA FSRM Office continued to provide security updates to all staff, contributing to the smooth running of Agency operations.

Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicator	Actual	Target (2020)
Output			
UNRWA installations repaired or maintained for continued service provision	Number of UNRWA facilities rehabilitated or repaired	0	100

Due to substantial underfunding of the EA, no funding was allocated to this intervention during the reporting period.

4.4. Jordan: sector-specific interventions

4.4.1. strategic priority 1: preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

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

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of eligible PRS receiving one or more UNRWA emergency cash-based transfer assistance	100%	100%
Outputs			
Eligible PRS families in Jordan are provided with unconditional cash assistance to meet essential needs during the time of their displacement	Number of eligible PRS provided with unconditional cash assistance per distribution	16,571 (8,714 female, 7,857 male, including 443 persons with disabilities)	16,500
PRS cases identified as facing major crises are provided with emergency cash assistance	Number of PRS families receiving one-time emergency cash assistance	460	450
PRS in Jordan are provided with winterization cash assistance to better cope with the hardships of winter season	Number of PRS families provided with winterization assistance	4,408	4,400

The number of PRS recorded with UNRWA in Jordan stood at 17,829 at the end of December 2020, of which 16,571 PRS (5,024 women, 4,063 men, 3,794 boys, 3,690 girls, including 443 persons with disabilities) were identified by the Agency as being eligible to receive unconditional cash assistance, based on vulnerability (as of the fourth quarter of 2020).

Of the total caseload eligible for assistance, 6,355 PRS, including 557 refugees (132 women, 120 men, 143 boys and 162 girls, including 12 persons with disabilities) in KAP, identified as most vulnerable, received US\$ 40 per person, per month, while 10,216 PRS identified as vulnerable received US\$ 25 per person, per month.²¹³ The number of PRS assisted was slightly above the target as the latter was set in accordance with estimates developed at the beginning of the year and subsequently adjusted.

In 2020, UNRWA also distributed one-time emergency cash assistance to 460 PRS households (160 female-headed and 300 male-headed households, including 25 families headed by a person with disability),

comprising 1,891 individuals (891 men and 1,000 women, including 62 persons with disabilities). This assistance was provided to extremely vulnerable families to help them mitigate acute emergency needs and / or address protection concerns, preventing a deterioration in their humanitarian situation. On average, PRS benefitting from one-time emergency cash assistance received US\$ 265 per household;²¹⁴ 16 per cent of PRS households were provided with this assistance to cover costs related to the risk of eviction (court warnings / protection cases), 47 per cent to cover the cost of utilities (electricity and water), 34 per cent to cover severe shortages of food and essential NFIs, and three per cent to cover the costs of regularizing their legal status in Jordan or linked to sudden deaths in the family.

During the fourth quarter of 2020, UNRWA also distributed winterization assistance to all recorded PRS households in Jordan consisting of 4,408 households (2,979 male-headed; 1,429 female-headed) including refugees in KAP.

Five PDM exercises were undertaken by Jordan Field Office (JFO) in 2020; of them, one was undertaken after the distribution of winterization assistance (during the 2019/20 winter), and four referred to quarterly unconditional cash distributions (each PDM was undertaken at the end of the distribution round). PDMs aim to collect beneficiary feedback on the assistance provided and to evaluate the adequacy of the cash transfer as well as patterns for its use.

Findings from quarter three 2020 unconditional cash assistance PDM revealed that only 19 per cent of respondents reported that, combined with other sources of income, the cash assistance provided by UNRWA was enough to cover their basic needs.

Seventy-three per cent asserted that the unconditional cash assistance had a significant to moderate impact in improving their conditions. Rent, followed by food, were reported as the highest-ranking expenses. Around 98 per cent of respondents reported that unconditional cash assistance was very reliable in terms of when it was distributed and amount provided.

In relation to winterization assistance, based on the findings of the 2019 winterization PDM, 82 per cent of respondents indicated that this intervention supported their families in coping with the winter season. A PDM on 2020 winterization assistance will be conducted during the first quarter of 2021.

4.4.2. strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services

Emergency Health

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
The impact of the crisis on health services for refugees is mitigated	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	11,659 (6,770 female, 4,889 male)	15,000 (8,589 female; 6,411 male)
Outputs			
PRS have access to primary health-care services	Number of PRS visits to UNRWA health facilities	11,134 (6,454 female, 4,680 male)	14,500 (8,303 female; 6,197 male)
	Number of operational Agency health centres and mobile health points that are operational	29	29
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	525 (316 female, 209 male)	500 (286 female; 214 male)

During the reporting period, UNRWA ensured unrestricted and free-of-charge access to the Agency's health care services for 11,659 PRS (4,889 male; 6,770 female), through 25 HCs and four mobile dental clinics. The target was underachieved due to the impact of COVID-19 and the complete closure of UNRWA HCs between 21 March and 5 May, in line with governmental instructions. During the lockdown, the Agency's emergency teams were granted movement permits to provide Palestine refugee NCD patients, including 825 PRS (533 women and 292 men) with a two-month supply (instead of one) of essential NCD medication through a system of home deliveries. In May 2020, services gradually resumed at UNRWA HCs, including essential services and referrals to hospitals for emergency interventions.

In 2020, in addition to providing PHC, UNRWA facilitated access to secondary and tertiary health care, covering hospitalization costs for 525 PRS (242 women, 121 men, 88 boys and 74 girls), slightly overachieving the target. Of these cases, 196 PRS (84 women, 41 men, 34 boys, 37 girls) resided in KAP and were referred to hospitals through the JHAS clinic; of these patients, 115 (53 women, 23 men, 22 boys, 17 girls) were identified as general protection cases (due to the absence of valid documents) and were supported through coverage at private hospitals. The remaining 214 (104 women, 58 men, 32 boys, 20 girls) hospitalization cases involved PRS living in the host community (non-protection cases) who were referred to public hospitals. In addition, during the reporting period, 14 PRS (5 women, 1 man, 6 girls, 2 boys) were also provided with eyeglasses, and 12 PRS (7 women, 5 men) were provided with a prosthetic device.

During 2020, the renewed partnership with JHAS allowed for the continued provision of PHC to PRS in KAP. Here, from January to December, 5,265 consultations (2,275 women, 1,919 men, 488 boys, 583 girls) were provided at the JHAS clinic in KAP. In

addition, 279 oral health consultations (139 female; 140 male) were provided by the Agency's mobile dental clinic. The JHAS clinic in KAP also continued to provide health care services during the COVID-19 pandemic and assisted PRS, as necessary.

Education in Emergencies

Outcome/Output	Indicator	Actual	Target (2020)
Outcome			
PRS are able to continue their education despite conflict and displacement	Percentage of PRS and Syrian students graduating from basic education	97.8% (100% girls, 96% boys)	100%
Output			
The quality of teaching and learning is sustained even during emergencies	Number of UNRWA schools that enrol PRS and Syrian students in their classes	129	135
	Number of PRS and Syrian students enrolled in UNRWA schools	1,063,215 (531 girls, 532 boys)	1,167
	Number of PRS students admitted to vocational training centres and Faculty of Educational Sciences and Arts	36 (24 female, 12 male)	40
The psychosocial well-being of students affected by conflict is supported	Number of PRS and Syrian students who have attended at least one counselling session	1,160,216 (592 girls, 568 boys)	1,167
	Number of newly-appointed school counsellors trained on the Agency's PSS framework	4 (3 female, 1 male)	52
PRS students are provided with educational and recreational materials and activities	Number of PRS and Syrian students provided with educational/recreational materials	0	1,167
	Number of PRS and Syrian students participating in at least one recreational (and/or) extra-curricular activity during the year	1,167	1,167

In 2020, UNRWA continued to provide education services to Palestine refugees in Jordan, including PRS and Syrian refugees,²¹⁷ despite the new challenges created by COVID-19. In line with the measures enacted by the Government of Jordan, Agency schools, VTCs and FESA remained closed from mid-March until May 2020 (the end of the second semester).

To ensure continuity of learning, UNRWA reconceptualized its EiE approach to address COVID-19 challenges. Here, in line with the Ministry of Education's instructions, a remote learning approach was adopted to ensure that students continued their education during school closures.

The education programme successfully liaised with the Ministry of Education in March 2020 to enable UNRWA education staff and Agency students in grades 1-10 to obtain credentials to access the national

platform, darsak, through the government system, Open EMIS. To sustain students' remote learning, UNRWA schools were provided with 600 educational videos and computerized lessons produced by the Agency's technical education staff and the Education Development Centre, in addition to SLMs produced by the UNRWA education cadre.

During the summer of 2020, the Education Programme implemented a number of measures to ensure the safe return to school for students at the beginning of the 2020/21 academic year, including the: (i) deep disinfection of all the school premises; (ii) distribution of hygiene and disinfectant supplies; and (iii) provision of training to school staff, including school attendants, on proper school cleaning and sterilization. In addition, awareness sessions on health protocols were conducted for all school principals, deputy principals and health tutors.

In September, at the beginning of the 2020/21 academic year, UNRWA adopted a blended learning modality that combined in person attendance (2.5 days per week) with remote learning (for the remaining 2.5 days). However, following a surge in the number of COVID-19 cases in Jordan, on 11 October 2020 all schools and all grades switched to full remote-learning in line with the Government of Jordan directives.

During the first half of 2020 (2019/20 academic year), 133 elementary and preparatory schools provided basic education services to 1,167 PRS and Syrian refugee students. During the 2020/21 academic year, these figures decreased to 129 schools and 1,063 children, including 801 PRS (404 female; 397 male) and 262 Syrians (127 female; 135 male) due to graduation, drop-out and return to Syria. In June 2020, 45 PRS and Syrian refugee students (21 female; 24 male) graduated from UNRWA schools (one student did not succeed).

During the reporting period, the Agency continued to support PRS youth through vocational training and teacher training at UNRWA educational institutions. Here, 29 PRS youth (23 female; 6 male) were admitted

to vocational training courses at the Amman Training Centre and Wadi Seer Training Centre, while 7 PRS (1 female; 6 male) were admitted to FESA.

In 2020, 45 School Counsellors (23 female; 22 male), four of them being newly appointed, continued to deliver a number of PSS activities to UNRWA students. In this regard, 1,160 students (592 girls; 568 boys) attended counselling sessions, while 1,167 students (592 girls, 575 boys) participated in recreational and extracurricular activities.

Due to the COVID-19 emergency, additional counselling sessions were conducted to raise awareness on pandemic preventive measures, drop-out risks and to provide PSS. Some of these activities were implemented in school premises at the beginning of the year and moved to an online platform when schools and educational facilities were closed. In addition, 58 recreational kits were procured and provided in support of school counsellor-moderated recreational activities. Back-to-school kits and stationery will be provided to PRS students in February 2021.

Badea, a PRS student in Jordan, missed three years of school due to the conflict in Syria before enrolling in an UNRWA school. © 2020 UNRWA photo by Lubna Hashem



Protection

Outcome/Output	Indicator	Actual	Target (2020)
Output			
Strengthened prevention and protection response for PRS	Number of PRS individuals referred to external partners for legal counselling	31 (14 female, 17 male, 0 persons with disabilities)	74
	Number of UNRWA staff members trained on protection	551 health workers trained on protection (189 male, 362 female) 7 staff trained on neutrality (4 female, 3 male)	500

During the reporting period, 31 PRS (8 women, 11 men, 6 boys and 6 girls) were referred to external partners for legal counselling, including on civil documentation issues.

At the beginning of the year, the implementation of this activity was delayed due to the lack of a specialized legal partner; however, during the second half of 2020, a legal service provider was contracted to provide legal services to PRS experiencing general protection concerns. In addition, the UNRWA JFO protection and neutrality unit developed guidelines on protection case management and referral to lawyers to support other programmes in better identifying PRS legal needs, offer referrals and engage in case follow-up. The guidelines also defined internal screening, monitoring, evaluation and reporting processes.

The COVID-19 outbreak and the nation-wide lockdown imposed between March and May 2020 limited the ability of UNRWA staff to refer protection cases to external partners. In total, during the reporting period, 92 protection cases concerning 188 individuals (63 adult female, 45 adult male, 38 girls and 42 boys, including 5 persons with disabilities) were identified, of which 64 were general protection cases involving 160 individuals (53 adult female, 45 adult male, 32 girls and

30 boys, including 3 persons with disabilities); 15 were child protection cases (10 boys, 5 girls), and 13 were GBV cases (11 adult female; 2 girls).

During the reporting period, protection related trainings were provided to 156 PRS residing in KAP (89 adult female, 27 adult male, 11 boys and 29 girls, including 0 persons with disabilities), raising awareness on a range of issues including child marriage, child protection, legal awareness and MHPSS. Due to the COVID-19 outbreak and related restrictions on gatherings, other scheduled training sessions were put on hold.

Since the October 2018 re-opening of the Nassib border crossing between Jordan and Syria, 288 PRS families (837 individuals) re-entered Syria, of which 132 families (470 individuals) returned to Jordan and had their files reactivated with UNRWA. The number of PRS returning to Syria in 2020 decreased by 62 per cent in comparison to the previous year (174 PRS families returned to Syria in 2019 as compared to 66 families in 2020). This decrease was primarily due to COVID-19 movement restrictions and border closures, in addition to other concerns, including the unstable socio-economic situation in Syria.

4.5. regional response

Outcome/Output	Indicator	Actual	Target (2020)
The response, as funded, is effectively implemented and managed	Draft mid-year Emergency Appeal Progress Report issued within 120 days of the end of the reporting period	140 days	120 days
	Draft annual Emergency Appeal Report issued within 120 days of the end of the reporting period	84 days	120 days
	Emergency Appeal implementation is reviewed through mid-year and annual results reviews	2 reviews	2 reviews

The UNRWA Department of Planning remained responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria regional crisis response. During the reporting period, coordination was maintained with the humanitarian system at regional level in Amman on programming, advocacy and fundraising, as well as on the development, monitoring and reporting against key documents and appeals, including in relation to additional needs created by the COVID-19 pandemic.

The Agency also continued to participate in the HRP for the Whole of Syria, the Regional Refugee and Resilience Plan 3RP 2020-2021 and related technical and senior-level working groups.

When PRS are reported outside of the Agency's fields of operations, UNRWA liaises with and refers cases to relevant partners for follow-up in accordance with their mandates and the status, under international law, of PRS who are no longer receiving protection or other assistance from UNRWA. During the reporting period, the Agency's Representative Office in Cairo continued to coordinate support to some 3,000 PRS who had travelled to Egypt. These refugees were provided with health assistance and food vouchers (the equivalent value of the food voucher was provided in cash due to COVID-19) through UN Agencies and humanitarian partners. In addition, PRS in Egypt were provided with one-time cash assistance at the end of 2020, in response to the COVID-19 emergency. The pandemic has severely impacted the socioeconomic situation of

PRS in Egypt, restricting their already limited access to the informal market and overall, increasing their vulnerability.

During the reporting period, a Senior Emergency Officer continued to oversee the planning, monitoring and reporting of emergency activities, including the review and updating of existing contingency plans in light of the new challenges created by COVID-19; and supporting field offices in planning and reporting against COVID-19 specific response plans.²¹⁸ The online RBM system allowed the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. This annual report under the 2020 Syria regional crisis EA was preceded by a mid-year report, providing a status update on EA interventions for the first six months of the year.²¹⁹

Due to EA funding gaps, support and coordination functions could only continue thanks to the availability of alternate sources of support. UNRWA also maintained other HQ functions in support of emergency operations, including data analysis for emergency programming and technical capacity on cash transfers. The Agency continues to require additional capacity to reinforce the planning, monitoring and evaluation of emergency interventions and ensure the safety and security of refugees and staff. This remains vital for the efficient and effective delivery of interventions and to maintain and further develop relevant capacity to effectively respond to rapid-onset emergencies.

chapter five: reporting under the flash appeal for the covid-19 response (august - december 2020)

executive summary

In 2020, UNRWA issued two dedicated COVID-19 appeals, one covering the period March to July 2020, and another covering the period August to December 2020. This report summarizes the main activities carried out by UNRWA under the second appeal. A report against the March to July COVID-19 appeal was published in November 2020 and is available at: <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>. Between April and December 2020, UNRWA also issued a series of weekly and fortnightly updates, providing highlights of the Agency's COVID-19 response at field and HQ level. These updates are available at: <https://www.unrwa.org/covid-19-update>.

Overview

During the reporting period, the number of confirmed COVID-19 cases increased across all areas of UNRWA operation.

On 24 August 2020, the first cases of local transmission were reported in Gaza, with numbers rapidly increasing since then. As of the end of December 2020, 40,575 COVID-19 cases, resulting in 356 deaths, had been recorded in Gaza.²²⁰ UNRWA staff were also affected, with 717 cases reported by the end of 2020.²²¹ The pandemic added an increased burden on an already overstretched health system, suffering from chronic shortages of specialized personnel and equipment. This, coupled with the lockdown and other restrictions put in place by the authorities to contain the spread of the virus, further compounded the humanitarian situation of a population already affected by 14 years of blockade.

An increase in COVID-19 cases was also reported in the West Bank, including East Jerusalem, starting from June 2020, with serious public health and socio-economic consequences. Since the beginning of the COVID-19 outbreak and as of December 2020, 96,869 COVID-19 confirmed cases were reported, resulting in 1,015 deaths. Some 536 UNRWA staff also contracted the virus. Palestine refugees were also severely affected, with an increasing number of families losing their access to livelihoods and jobs opportunities due to lockdowns, movement restrictions and quarantine periods.

In Syria, as of 31 December, 11,344 COVID-19 cases, resulting in 704 deaths, were reported.²²² However, national capacity for testing remains low, and the number of actual cases is feared to be much higher. The sharp deterioration of the economy and the

increase in prices of the most basic commodities further aggravated the vulnerability of the population, including Palestine refugees. According to an assessment conducted by UNRWA in July 2020, almost 80 per cent of refugees surveyed stated that the quantity of food consumed had decreased with more than 90 per cent of respondents resorting to the consumption of cheaper and less nutritious food since the onset of the virus.²²³

In Lebanon, the COVID-19 pandemic continued to increase the hardship of a population already affected by a deep economic crisis. The dramatic explosion at the Port of Beirut on 4 August 2020 also damaged a number of health facilities, including some hospitals treating COVID-19 patients, further compounding an already overstretched health system and collapsing economy. As of 31 December 2020, Lebanon had recorded 177,996 COVID-19 cases, resulting in 1,443 deaths.²²⁴ Some 261 cases among UNRWA staff were also confirmed since the beginning of the crisis. The living conditions of Palestine refugees have continued to deteriorate due to the impact of these overlapping crisis, and the increase in prices of essential commodities following the sharp devaluation of the LBP against the US\$.

In Jordan, a fast rise in COVID-19 cases started to be reported at the end of August 2020, with the cumulative number of confirmed cases reaching 294,494 by the end of the year, resulting in 3,834 deaths.²²⁵ Some 544 UNRWA staff also contracted the virus. Lockdowns and other restrictive measures have further reduced access to livelihoods, in particular to daily and informal labour opportunities on which many Palestine refugees rely upon to sustain their families and meet their basic needs.

In all fields, the reporting period was marked by the beginning of the 2020/21 academic year under difficult epidemiological conditions. This required the continued adaptation of UNRWA EiE approach, to ensure the continuity of learning and the safety of students in its schools and VTCs in the five fields.

The UNRWA response

Between August and December 2020, UNRWA continued to deliver essential services to Palestine refugees in its five fields of operation, integrating a number of COVID-19 preventive measures across its interventions. The Agency also expanded its relief assistance to address the immediate socio-economic consequences of COVID.

However, the August-December COVID-19 appeal was only 21 per cent funded. The shortfall mainly constrained the provision of additional relief assistance to Palestine refugees, as UNRWA had to prioritize the use of limited funding for ongoing essential operations.

During the reporting period, all UNRWA health and frontline workers received PPE. A triage system was maintained in all of the Agency's 141 HC centres to safely screen patients with respiratory symptoms. Additional measures to reduce foot traffic at HCs were also implemented in all fields, including through telemedicine and/or the implementation of an appointment system for services provided in person at UNRWA health facilities. Some 64,725 NCD patients in Syria, West Bank and Gaza received their essential medications through a system of home deliveries. In Jordan, NCD patients were able to approach UNRWA HCs to collect their medications as Government restrictions were eased and services at HCs resumed.

An isolation centre for mild and moderate cases of COVID-19 continued to function at the Agency STC, in Saida, Lebanon, supporting 162 patients during the reporting period. Two additional isolation centres were prepared, one in Sammouh school near Saida and one in El Buss (Tyre); however, they were not activated due to limited demand. In the West Bank, UNRWA provided NFIs and maintenance (e.g. painting, minor repairs) to 11 isolation centres established in 10 Palestine refugee camps and administered by the camp services committees.

Environmental health services continued in all Palestine refugee camps to prevent any additional health hazards. Some 618 additional sanitation workers were hired in Lebanon, Jordan, West Bank and Gaza during the reporting period to ensure continuity of these services. All sanitation labourers were provided with the necessary PPE.

UNRWA continued to roll out its EiE approach, reconceptualized to respond to the COVID-19 emergency. With the beginning of the 2020/21 school year, some 540,000 students across all fields received support through in-person, blended or full remote learning modalities depending on the context. Where in-person education was possible, UNRWA made sure that COVID-19 preventive measures were in place in all schools, including use of masks, social distancing and regular cleaning and sanitizing.

UNRWA could provide only limited relief assistance to mitigate the additional hardship caused by COVID-19. Due to funding shortfalls, the planned round of COVID-19 cash assistance could not be provided in Syria, leaving 418,000 Palestine refugees with no additional means to cope with the combined effects of

displacement, the economic crisis and the pandemic. In Lebanon, the Agency distributed COVID-19 cash assistance to only 55,220 Palestine refugees as compared to the 257,000 targeted.

In Jordan, cash assistance was provided mainly through funds carried over from contributions received towards the March-July COVID-19 appeal. During the reporting period, 119,959 refugees, including PRS, ex-Gazans and Palestine refugees from Iraq (PRI) received emergency cash to support them during the pandemic.

In the West Bank, UNRWA provided food parcels to 14,094 households in quarantine (92,366 individuals), overachieving the planned target (31,200 individuals). This was due to the high number of COVID-19 cases recorded in the West Bank during the reporting period, which required the Agency to step up its food security assistance to meet the needs of an increasing number of families. In Gaza, during the reporting period, COVID-19 cash assistance was provided to 36,836 vulnerable Palestine refugees (against a planned target of about 100,000 persons). Through the implementation of rigorous preventive measures, funded through this appeal, the Agency also maintained its quarterly emergency food assistance distribution, benefitting more than one million Palestine refugees.

Finally, UNRWA continued to support the protection of Palestine refugees, offering a range of services including psychosocial counselling, assistance to GBV survivors and referrals. Where possible, services were provided in-person, while dedicated helplines were also made available to support Palestine refugees through remote modalities. Between August and December 2020, the Agency assisted more than 2,700 GBV survivors across the five fields.

The impact of the pandemic on the most vulnerable, in particular women, girls and persons with disabilities, remains of concern, as the lockdown and other movement restrictions increase the risk of domestic violence, including GBV, exploitation and abuse. For example, based on an assessment on the socio-economic impact of COVID-19 on Palestine refugees, conducted by UNRWA in Syria, irritability and aggressive behaviour towards vulnerable groups by frustrated breadwinners have increased since March 2020, with risks of increasing violence, including GBV. The survey also found out that nearly 50 per cent of Palestine refugee households indicated an increasing level of GBV since March 2020.

During the reporting period, UNRWA also provided psychosocial counselling to 116,273 Palestine refugees, to help them cope with the additional stress caused by the pandemic.

funding summary: flash appeal for the covid-19 response

Flash appeal for the COVID-19 response funding summary by field, 01 August – 31 December 2020 (US\$)²²⁶

Programme Interventions	Amount	Gaza	Jordan	Lebanon	Syria	West Bank	HQ	Total
Health	<i>required</i>	4,556,000	1,395,164	3,582,765	617,286	1,467,453	44,400	11,663,068
	<i>received</i>	1,464,316	479,823	731,298	452,105	1,206,552	5,195	4,339,288
	<i>difference</i>	3,091,684	915,341	2,851,467	165,181	260,901	39,205	7,323,780
Hospitalization	<i>required</i>	0	249,750	9,015,313	222,000	-	-	9,487,063
	<i>received</i>	42,242	-	0	0	-	-	42,242
	<i>difference</i>	+42,242	249,750	9,015,313	222,000	-	-	9,444,821
Education in emergencies	<i>required</i>	7,920,000	2,446,755	2,107,148	1,728,358	4,468,022	17,844	18,688,127
	<i>received</i>	1,427,705	50,809	285,277	0	2,188,060	0	3,951,851
	<i>difference</i>	6,492,295	2,395,946	1,821,871	1,728,358	2,279,962	17,844	14,736,276
Sanitation, hygiene and waste management	<i>required</i>	3,507,000	839,105	803,829	692,601	3,304,375	-	9,146,910
	<i>received</i>	794,448	151,261	0	111,000	1,654,411	-	2,711,119
	<i>difference</i>	2,712,552	687,844	803,829	581,601	1,649,964	-	6,435,791
Cash and food assistance	<i>required</i>	5,235,000	11,033,958	10,584,065	13,986,083	3,827,035	-	44,666,141
	<i>received</i>	1,869,219	148,739	2,282,301	0	3,538,596	491,190	8,330,045
	<i>difference</i>	3,365,781	10,885,219	8,301,764	13,986,083	288,439	+491,190	36,336,096
Protection	<i>required</i>	37,000	104,321	15,359	68,920	382,711	-	608,311
	<i>received</i>	0	0	0	0	-	-	0
	<i>difference</i>	37,000	104,321	15,359	68,920	382,711	-	608,311
Risk communication	<i>required</i>	-	-	-	-	-	274,781	274,781
	<i>received</i>	-	-	-	-	-	0	0
	<i>difference</i>	-	-	-	-	-	274,781	274,781
Monitoring and evaluation	<i>required</i>	-	-	-	-	-	66,600	66,600
	<i>received</i>	-	-	-	-	-	0	0
	<i>difference</i>	-	-	-	-	-	66,600	66,600
To be allocated				38	10		24,426	29,092
Total	<i>required</i>	21,255,000	16,069,053	26,108,479	17,315,248	13,449,596	403,625	94,601,001
	<i>received</i>	5,602,548	830,632	3,298,914	563,115	8,587,619	520,811	19,403,638
	<i>difference</i>	15,652,452	15,238,421	22,809,565	16,752,133	4,861,977	+117,186	75,197,363

5.1. Syria: sector-specific interventions

5.1.1. strategic objective 1: contain the spread of COVID-19 and decrease morbidity

Health

Indicator	Actual	Target
Number of UNRWA health workers receiving PPE	435 (249 female, 186 male)	435
Number of NCD patients receiving home delivery of medicines	1,334 (800 female, 534 male, including 160 persons with disabilities)	1,200
Number of UNRWA hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	0	500

During the reporting period, UNRWA continued to provide PHC through its 25 health facilities in Syria, while ensuring that preventive measures were in place to reduce the risk of COVID-19 transmission. The triage system, established at the onset of the pandemic, was maintained in all health facilities to provide a clear patient pathway for those presenting respiratory symptoms. As of 31 December 2020, 98 confirmed cases of COVID-19 (48 female; 50 male) had been identified within the Palestine refugee community, resulting in six reported deaths. The actual number of cases is likely to be higher as testing capabilities within this field of operation remain insufficient. Between October and December 2020, the epidemiological situation appears to have accelerated, with increases in case numbers and widespread community transmission.

To reduce the risk of transmission to both patients and staff: (i) 435 health workers (57 per cent female) at Agency PHC facilities continued to be provided with PPE; (ii) facilities were equipped with increased quantities of soap and alcohol-based hand rub; and (iii) enhanced deep cleaning and disinfection measures

were implemented. Foot traffic at HCs was reduced through a range of measures including the provision of a two-month supply of medicines for NCD patients (instead of one month), the home delivery of medicines to older persons with pre-existing medical conditions and the introduction of a telemedicine system, enabling patients to seek support remotely. Finally, non-critical health care services were suspended for most of the year, with adjustments in this regard reflecting the level of risk at any given time.

Between August and December, UNRWA reached 1,334 NCD patients (800 female, 534 male, including 160 persons with disabilities) through the home delivery of medicines. Due to ongoing insecurity, the Agency could not extend this service in Dera'a Governorate and in the towns of Muzeirib and Jilin, and patients continued to collect their medicines at the Agency's HCs. Although the Agency originally planned to provide hospitalization support to 500 Palestine refugees requiring non-COVID-19 related treatment, this was not possible due to funding gaps.

Water and sanitation refugee food insecurity is tempered.

Indicator	Actual	Target
Number of vulnerable households/individuals receiving hygiene/dignity kits	19,718 households (60,371 individuals - 33,336 female and 27,035 male, including 13,918 over 65 and 5,046 persons with disabilities) ²²⁷	19,100 households
Number of additional sanitation workers hired	0	9

To address the specific COVID-19 related needs of vulnerable Palestine refugees, UNRWA distributed hygiene kits to 19,718 refugee households during the reporting period, prioritizing persons with disabilities and families headed by an elderly person or having an elderly member with a chronic disease.

In line with the recommendations of the Syria WASH sector, households received soap, washing powder and liquid, cleaning kits, chlorine disinfectant, plastic spray bottles, reusable heavy-duty gloves and alcohol-based hand sanitizers. The target for this intervention was met despite procurement challenges, price

fluctuations, soaring demand and the lack of market availability in relation to some items.

Since the onset of COVID-19, UNRWA has prioritized the maintenance of WASH services, including solid waste management in Palestine refugee camps. During the reporting period, the Agency provided

125 sanitation labourers in all accessible camps (10)²²⁸ with the necessary PPE, including masks and gloves. Funding constraints prevented the Agency from hiring additional sanitation labourers to address sanitation challenges related with movement restrictions imposed by the authorities to prevent the spread of COVID-19.

5.1.2. strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable

Cash assistance

Indicator	Actual	Target
Number of vulnerable individuals (and households) receiving cash assistance to mitigate additional socio-economic hardship due to COVID-19	0	418,000 individuals
Total amount of cash assistance distributed through the Flash Appeal	US\$ 0	US\$ 12,540,000

Funding gaps under the COVID-19 appeal prevented the Agency from providing cash assistance to vulnerable Palestine refugees, designed to help them mitigate additional socio-economic hardship due to COVID-19.

Prior to the onset of COVID-19, internal assessments indicated that 91 per cent of Palestine refugees in Syria were living in a state of absolute poverty. In order to better understand the impact of the pandemic on Palestine refugees, in June 2020, UNRWA conducted a household socio-economic impact assessment of 865 randomly selected refugee families (48 per cent male; 52 per cent female).

Assessment findings confirmed that the socio-economic conditions of Palestine refugees had further deteriorated since the beginning of the pandemic, with 79 per cent of respondents advising that their families had reduced the number of meals and/or the quantity of food consumed since March 2020.

The impacts of the pandemic have further aggravated the socio-economic hardship caused by rising inflation and price increases in relation to basic commodities. In December 2020, the cost of the average national food basket was 33 per cent higher than in June 2020 and 236 per cent higher than in December 2019.²²⁹

5.1.3. strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis

Education in Emergencies

Indicator	Actual	Target
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	N/A ²³⁰	80%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	86.3% (49% female, 51% male)	80%
Number of school students reached with PSS activities	42,394 (20,478 female, 21,916 male, including 1,941 students with disabilities)	50,000
Number of VTC students reached with PSS activities	135 (26 female, 109 male)	600
Number of additional education workers hired	25 (15 female, 10 male)	32

On 13 September, 102 UNRWA schools serving almost 51,000 students opened their doors across Syria for the 2020/21 academic year. During the first two weeks of the new school year, a face to face “catch-up” programme was organized to help compensate for formal education hours lost during the previous school year due to COVID-19 / school closures.

All schools remained open during the reporting period, however, in line with the Ministry of Health guidelines, school sections with confirmed COVID-19 cases were temporarily suspended. An additional 25 teachers were hired to compensate for confirmed COVID-19 cases amongst teachers who had to take sick leave. During the reporting period, the Agency provided 42,394 students with psychosocial / recreational activities to help them deal with the trauma associated with the pandemic and ongoing hostilities.

SLMs covering all subjects were finalized and will be rolled out in the event that remote or blended (classroom and remote) learning becomes necessary. Hand sanitizers and masks were distributed to classrooms in all schools for both students and education staff. Awareness sessions for school

principals were conducted by UNRWA doctors on the criteria governing the referral of students with suspected COVID-19 symptoms to UNRWA health facilities. In addition, an SMS campaign raised awareness of COVID-19 amongst all students and staff.

During the reporting period, UNRWA TVET centres remained open. However, some modules continued to be delivered through on-line learning as part of COVID-19 preventive measures, particularly for theoretical course material. Over 86 per cent of VTC students accessed remote learning at least once per week. In support of this effort, 4G internet packages were distributed to Damascus Training Center students, enabling them to access electronic learning. In-person PSS sessions were also provided to 135 vocational trainees.

To mitigate the risks of COVID-19 transmission, a series of initiatives were introduced in UNRWA schools and VTCs, including health education sessions for both students and staff and the establishment of student health committees in support of good hygiene practices and social distancing in lecture rooms.

5.1.4. strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic

Protection

Indicator	Actual	Target
Number of GBV survivors assisted	1,399 (761 female and 638 boys, including 54 persons with disabilities)	600
Number of Palestine refugees receiving PSS counselling	6,109 (3,160 female and 2,949 male, including 113 persons with disabilities)	3,000

With the onset of the COVID-19 emergency, UNRWA quickly adapted its interventions to ensure that the protection needs of Palestine refugees continued to be identified and addressed. In this regard, telephone-based and online psycho-social support services were established that targeted the most vulnerable, with a focus on older persons and persons with disabilities. Eight helplines provided information on humanitarian assistance, RSS, education and health, allowing Palestine refugees to make their queries remotely.

Between August and December, in-person protection activities, including counselling, gradually resumed under strict COVID-19 preventive measures, including physical distancing, sanitization and the use of PPE. A total of 1,399 GBV cases were identified and assisted (761 girls and adult women and 638 boys). Additional protection issues addressed included sexual and physical assaults, forced marriage, psychological and/

or emotional abuse, and the denial of resources, and/or services.

The above referenced June 2020 socio-economic household assessment of Palestine refugees in Syria reported an increase in aggressive / irritable behaviour towards vulnerable groups by frustrated breadwinners that could lead to GBV.

During the reporting period, 6,109 Palestine refugees (3,160 female; 2,949 male) received PSS counselling, including 113 persons with disabilities. This included: (i) 733 (532 female; 201 male) Palestine refugees who received MHPSS at UNRWA clinics; (ii) 580 refugees (433 female; 147 male) who received PSS counselling through RSS social workers; and 4,796 students (2,195 girls; 2,601 boys) who received PSS counselling through UNRWA schools.

5.2. Lebanon: sector-specific interventions

5.2.1. strategic objective 1: contain the spread of COVID-19 and decrease morbidity

Health

Indicator	Actual	Target
Number of UNRWA health workers receiving PPE	460 (232 female, 228 male)	301
Number of COVID-19 tests for Palestine refugees paid for by UNRWA	1,001 (503 female, 498 male)	5,500
Number of Palestine refugees using UNRWA isolation centres	162 (57 female, 105 male, including 79 PRL, 16 PRS and 67 other nationalities)	133
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for COVID-19 treatment	433 (217 female, 216 male)	3,151
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	0	4,390
Number of additional health workers hired	173 (81 female, 92 male)	120

The UNRWA health response to the COVID-19 pandemic in Lebanon is aligned with MoPH policies and protocols and WHO recommended practice. During the reporting period, the Agency continued to provide essential PHC services to Palestine refugees. To prevent the spread of the pandemic and ensure personal safety, all 460 UNRWA health staff were provided with PPE and HCs were frequently disinfected. The target was overachieved as more additional health staff were hired to replace staff who contracted COVID-19 and to ensure staff rotation in HCs where COVID-19 cases were detected, and all the staff had to quarantine. Additional risk mitigation measures included the: (i) establishment of dedicated phone lines to reduce HC foot traffic; and (ii) continued use of a triage to screen patients presenting with respiratory symptoms. Between April and December average daily medical consultations decreased by almost 50 per cent in comparison with the same period in 2019.

During the reporting period, maternal health services were maintained at UNRWA HCs, including reproductive health services for high-risk pregnancies, antenatal care, first assessments for new-borns and, on appointment, child vaccinations. NCD patients

were provided with a two-month supply (instead of one month) of essential medicines while non-critical services were suspended.

Between August and December, UNRWA supported the cost of COVID-19 related hospital care for 433 Palestine refugees. For patients residing in refugee camps, transportation to available hospitals was provided by the Lebanese Red Cross, in coordination with the Palestine Red Crescent Society and Palestinian Civil Defence. UNRWA Area Health Officers ensured that patients were referred to hospital services in accordance with WHO and MoPH standards, recommendations and guidelines. Given that Lebanon has experienced a continuous increase in the number of COVID-19 cases since the beginning of the reporting period, COVID-19 hospitalization needs, including for Palestine refugees, are expected to increase in the coming months. As to hospitalization support for non-COVID-19 cases, no funds were received during the reporting period for this intervention.

For the general population, the MoPH conducted polymerase chain reaction (PCR) test campaigns that randomly sampled certain communities, including Palestine refugees. Based on an agreement between

UNRWA and the MoPH, UNRWA will reimburse the MoPH for the costs of the tests involving Palestine refugees; however, at the time of reporting, the exact amount to be paid by UNRWA had not been provided yet by the MoPH. It is for this reason that the target was underachieved. Under this appeal, and in addition to the tests conducted by the MoPH, UNRWA paid for 1,001 PCR tests for Palestine refugees in contracted laboratories and hospitals.

To support patients with mild or moderate symptoms of COVID-19 who could not safely isolate at home, UNRWA, in partnership with Médecins Sans Frontières, continued to run two isolation centres, one in Sammouh School in Ein El Hilweh camp and a 96 bed

facility in STC, near Saida. The Agency also completed rehabilitation works on a former hospital in el Buss camp, Tyre area, which raised the number of isolation centres to three. At the time of writing, only the STC isolation centre had been activated (due to limited demand).

As at the end of December, 162 patients sought assistance through the STC isolation centre, including Palestine refugees and other nationalities, who were admitted at STC in agreement with the MoPH. The majority of admissions to STC were male, mainly due to cultural factors and, according to MoPH statistics, higher infection rates among males.



Facilitated by support from UNRWA, a MoPH health worker administers a PCR test in Tyre, Lebanon.
© 2020 UNRWA photo by Abeer Nouf

Water and sanitation refugee food insecurity is tempered.

Indicator	Actual	Target
Number of additional sanitation workers hired	60 (60 male)	60

During the reporting period, UNRWA continued to provide access to adequate and safe water supplies in camps where additional demand was met through increased pumping hours and supplementary water well and chlorination system repairs. In addition, the Agency's solid waste management services continued uninterrupted and vector control campaigns were undertaken.

An additional 60 sanitation labourers were hired to ensure the proper management and disposal of

the additional waste generated from UNRWA HCs and residential areas, and to conduct disinfection campaigns in camps. Sodium hypochlorite and sprayers were procured in support of the regular disinfection of UNRWA schools and HCs. To ensure a safe working environment under pandemic conditions, all 450 Agency sanitation labourers received PPE, including protective masks, gloves, suits, cleaning supplies, sanitizers and hygiene kits. Sanitation labourers also received training on COVID-19 precautions and the safe handling of medical/infectious waste.²³¹

5.2.2. strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable

Cash assistance

Indicator	Actual	Target
Number of Palestine refugees (and households) receiving cash assistance to mitigate additional socio-economic hardship due to COVID-19	55,200 (29,324 female, 25,896 male, including 4,473 persons with disabilities) ²³²	257,000 individuals
Total amount of cash assistance distributed through the Flash Appeal	US\$ 1,932,700	US\$ 10,800,000

In 2020, the socio-economic situation in Lebanon sharply deteriorated due to the national economic crisis coupled with the crippling impact of COVID-19. Palestine refugees already face a number of difficulties and restrictions in accessing the Lebanese labour market, as they remain barred from 39 professions, while facing a precarious legal status. As a result of the pandemic, many Palestine refugees lost their already limited livelihoods and employment opportunities were further constrained.

Despite increasing needs, funding gaps under the COVID-19 appeal limited the number of Palestine refugees that could benefit under the cash assistance intervention. With available resources, UNRWA provided 55,220 Palestine refugees, including 27,398 PRS, with US\$ 35 per person to mitigate the additional hardship caused by the pandemic. In addition, the Agency distributed US\$ 300 per family to 11 Palestine refugee families whose breadwinner had been infected by COVID-19, allowing them to cover their essential needs.

5.2.3. strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis

Education in Emergencies

Indicator	Actual	Target
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	73% (76% for female, 69% for male)	70%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	94% (95.5% for female, 92.9% for male)	80%
Number of school students reached with PSS activities	2, 181 (1,051 female, 1,130 male)	1,600
Number of VTC students reached with PSS activities	0	100
Number of additional education workers hired	222 (200 female, 22 male)	222

In accordance with MEHE directives, with the onset of COVID-19 in Lebanon all UNRWA schools and VTCs closed and the Agency transitioned to remote learning.

To ensure that students in UNRWA schools did not fall behind and were prepared for the next grade, between 14 September and 10 October, UNRWA offered all students enrolled in the 2019/20 academic year a programme of remote learning “catch up” classes. Seventy-three per cent of students enrolled in the Agency’s schools participated in these classes. To engage students and caregivers in remote learning, a range of tools were employed including social media messaging, awareness sessions and the provision of printed materials. In addition, students were offered virtual PSS and recreational activities.

Between September and October, VTC students were also offered “catch up” classes at STC. Ninety-four per cent of VTC students participated in this intervention. To mitigate the spread of COVID-19, practical courses were provided through a blended (remote and classroom) approach, allowing students in the 2019/20 cohort to complete their studies. During the reporting period, 2,181 students were reached through PSS activities. However, this support could not be provided to VTC students during the summer of 2020, due to staffing shortages (amongst others, the counsellor

assigned to this intervention contracted COVID-19 and could not be replaced), hence the lack of progress under this indicator.

The 2020/21 academic year started in October 2020 through a blended (remote and classroom) approach. To ensure a safe operating environment, all Agency schools in Lebanon were provided with a sufficient stock of PPE, disinfectant and other necessary supplies. In addition, staff received training on remote teaching strategies and student assessment approaches. Following a decision of the MEHE, all schools transitioned to full remote / e-learning in November 2020. To facilitate positive learning outcomes under pandemic conditions, the Agency: (i) provided additional support to increase active student participation in class; and (ii) addressed student retention barriers, including internet costs and the absence of assistive tools (tablets, stationery, and back to school and PSS kits). Additional learning support staff (teachers and support staff) were employed to ensure continuity of the LFO Learning Support Programme (LSP). This intervention provided support to students with learning difficulties (in grades one to nine) through both on-line and in-person tutoring. In addition, the LSP developed and disseminated information on COVID-19 prevention to all students.

5.2.4. strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic

Protection

Indicator	Actual	Target
Number of GBV survivors assisted	25 (25 female including one person with a disability)	30
Number of Palestine refugees receiving PSS counselling	7,932 (2,930 female, 2,660 male, 1,198 girls, 1,144 boys, 447 over 65, 77 persons with disabilities)	1,050

In 2020, UNRWA established a new system to better track GBV survivors assisted across LFO programmes to analyse trends and tailor the response to the identified needs. During the reporting period, 25 GBV survivors were assisted, a number slightly below the planned target (30). Underachievement primarily reflects reduced consultation capacity in HCs and the limited presence of protection and RSS staff in Palestine refugee communities as a result of COVID-19 movement restrictions. Of the 25 people assisted, five were under 18 and one was a person with a disability.

During the reporting period, UNRWA provided 7,932 Palestine refugees with PSS counselling. The target was overachieved due to: (i) an increase in the demand for mental health services as a result of the combined impact of economic crisis, COVID-19 and the August 2020 Beirut port explosion; and (ii) the adoption of a family-centred approach, based on which UNRWA social workers provided remote PSS to all family members of referred persons affected by COVID-19.

This support was provided remotely and on an individual basis. Of the total number provided with PSS, 7,362 (2,660 women, 2,455 men, 1,135 girls and 1,112 boys) were assisted by RSS, 396 (170 women and 152 men, including 4 above 65, 42 girls and 32 boys) were assisted under the health programme and 174 (100 women and 53 men, including 1 above 65, and 21 girls) were assisted under protection programming.²³³

PSS services were delivered in a group setting by qualified mental health specialists with participants receiving support from each other and the group facilitator. Issues covered included stress-management, self-care, emotional distress coping strategies, positive communication, conflict resolution and stigma related to COVID-19. To ensure wide community reach, this intervention was delivered in collaboration with established support committees in the Palestine refugee community, especially Women and Girl Committees that are active across Lebanon.

5.3. Jordan: sector-specific interventions

5.3.1. strategic objective 1: contain the spread of COVID-19 and decrease morbidity

Health

Indicator	Actual	Target
Number of UNRWA health workers receiving PPE	680 (410 female; 270 male)	680
Number of NCD patients receiving home delivery of medicines	0	78,933
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	3,393 (3,208 female; 185 male)	1,500
Number of additional health workers hired	1 (1 male)	90

During the second half of 2020, the number of COVID-19 cases in Jordan increased significantly, from a weekly low of 16 cases during the period 29 June to 5 July, to a weekly high of 37,782 during the week of 9-15 November.²³⁴ In total, the nation recorded 294,494 positive cases in 2020, of which 293,301 cases were recorded during the reporting period. A total of 544 UNRWA staff members (315 female; 229 male) were infected, including 134 frontline health staff. Two Agency staff members passed away.

During the reporting period, UNRWA continued to provide its 680 frontline health personnel with PPE including face masks, surgical gloves, face shields, eye goggles and gowns. In addition, the Agency's 25 HCs and four mobile clinics were disinfected on a daily basis.

With the onset of COVID-19, the Jordanian government declared a state of emergency as part of a series of measures to limit the spread of the virus, including an extensive nationwide lockdown where UNRWA health facilities were closed from 19 March to 21 May. During this time, UNRWA addressed the needs of NCD patients through the home delivery of medicine. With the full resumption of Agency health services in May, this service was discontinued as patients were able to fill their prescription at UNRWA HCs, on appointment. This explains why progress was not achieved against

the target in relation to the home delivery of NCD medication.

In October 2020, UNRWA HCs in Jordan piloted telemedicine to provide remote clinical services including condition diagnosis, monitoring, awareness, the provision of health-specific reminders, prescription adjustments and hospital referrals. This service contributed to a reduction in HC foot traffic. From October to December, 8,321 Palestine refugees benefited from the telemedicine services.

In coordination with the JHAS and UNHCR, UNRWA continued to ensure that PRS residing in KAP continued to have access to the health services that were provided in accordance with COVID-19 prevention and control measures.

No funding was received under this appeal for hospitalization services for non-COVID-19 patients. Under the UNRWA programme budget, hospitalization costs for 3,393 (3,208 female; 185 male) non-COVID-19 Palestine refugee patients were supported during the reporting period. Similarly, while funding constraints meant that only one additional health staff²³⁵ could be hired during the reporting period, programme budget funds were secured to replace frontline medical staff who contracted COVID-19 and had to quarantine.

Water and sanitation

Indicator	Actual	Target
Number of additional sanitation workers hired	166 (6 female; 160 male)	90

During the reporting period, UNRWA contracted an additional 166 daily paid sanitation labourers to ensure the continued provision of enhanced environmental health services across ten Palestine refugee camps in Jordan. All sanitation labourers, including the additional recruits, were regularly provided with PPE including disposable masks, protective gloves, eye

goggles and suits, safety shoes, hand sanitizer and hygiene kits. Disinfectant and sterilizers were also made available throughout the reporting period to ensure proper disinfection of camps. In addition, 15 vehicles, including trucks and compactors, were contracted to transfer refuse from collective dumping sites in the camps to the municipal landfills.

5.3.2. strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable

Cash assistance

Indicator	Actual	Target
Number of Palestine refugees (and households) receiving cash assistance to mitigate additional socio-economic hardship due to COVID-19	25,178 households or 119,959 individuals (60,510 female and 59,449 male, including 10,556 over 65s and 17,034 persons with disabilities) Of the 25,178 households who received cash assistance, 20,775 households - 102,122 individuals - were ex-Gazan and PRI ²³⁶ and 4,368 households - 17,681 individuals - were PRS (8,453 male and 9,228 female, including 414 persons with disabilities, of whom 264 were male and 150 were female)	45,804 households 211,283 individuals Of whom: ex-Gazan: 41,401 households/193,446 individuals, and PRI: 35 house- holds/156 individuals And PRS: 4,368 households/17,681 individuals
Total amount of cash assistance distributed through the Flash Appeal	US\$ 6,495,803	US\$ 10,640,139

During the reporting period, UNRWA continued to provide ex-Gazan, PRS and the PRI in Jordan with COVID-19 emergency cash assistance. These refugees are not eligible for governmental assistance as they do not hold a Jordanian national number. Between March and July, UNRWA provided COVID-19 cash assistance to 5,486 ex-Gazan households / 27,460 individuals residing in Jerash camp. Between August and December, the Agency expanded its COVID-19 cash assistance intervention to serve an additional 101,966 (51,122 female; 50,844 male, including 986 persons with disabilities) ex-Gazans residing in and outside of the ten recognized Palestine refugee camps in Jordan. An additional 156 PRI (35 households) also received

cash assistance support from the Agency. Due to funding constraints under the COVID-19 response flash appeal (August-December), the Agency prioritized: (i) ex-Gazans registered with the Agency's SSNP; (ii) ex-Gazans residing inside Palestine refugee camps; (iii) ex-Gazans residing outside Palestine refugee camps who are registered on the UNRWA platform for COVID-19 cash assistance; and (iv) PRI in Jordan.

In addition to the provision of COVID-19 cash assistance to ex-Gazans and PRI, in November 2020, UNRWA provided a second round of COVID-19 cash assistance to 4,368 PRS households, comprising 17,681 individuals. Of the total caseload, 527 refugees (150 girls, 135 boys,

129 women and 113 men, including five persons with disabilities [4 men and 1 woman]) were residing in KAP. Following the first round of COVID-19 assistance that was provided to PRS in July 2020, UNRWA conducted a PDM survey which found that: (i) 63 per cent of surveyed PRS resorted to borrowing money as a coping mechanism during COVID-19 restrictions; (ii) 73 per cent advised that their existing coping strategies (e.g. delaying rent payments, borrowing money) were not sufficient to cover their basic needs; (iii) 94 per cent reported that no family members could work during the COVID-19 lockdown or when other restrictive measures were in force; and (iv) 43 per cent advised that at least one family member was working after the lockdown and movement restrictions were lifted. Rent ranked first in terms of PRS expenses followed by food. Fifty-nine per cent of PRS stated that COVID-19 cash assistance had moderately reduced their financial burden, while 30 per cent reported that, when combined with other income / resources, COVID-19 cash assistance provided by UNRWA was enough to cover urgent basic needs.

In November 2020, UNRWA conducted a further PDM following the second round of COVID-19 assistance that was provided in October / November 2020. The results found that: (i) 77.5 per cent of surveyed PRS resorted to borrowing money as a coping mechanism; (ii) 68 per cent advised that their existing coping strategies (e.g. delaying rent payments, borrowing money) were not sufficient to cover their basic needs; (iii) 93 per cent reported that no family member could work during the lockdown and periods where other restrictive measures were in place; and (iv) 40 per cent declared that at least one family member was working after the lockdown. Similar to the findings of the July PDM, rent ranked first and food ranked second in terms of priority expenses for PRS families. In addition, 62 per cent of those surveyed advised that the COVID-19 cash assistance intervention had moderately reduced their financial burden, while 24 per cent reported that, when combined with other income / resources, assistance provided was enough to cover urgent basic needs.

5.3.3. strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis

Education in Emergencies

Indicator	Actual	Target
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	79.2% (81.5% female, 74.3% male, 78.9% persons with disabilities)	70%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	90.2% (94.9% female, 86.3% male, 54.9% SSNP students)	70%
Percentage of FESA students accessing remote learning at least once weekly during COVID-19 FESA closure	99.86% (99.8% female, 100% male, 99.5% SSNP students; 100% persons with disabilities)	70%
Number of school students reached with PSS activities	75,000 (35,805 female, 38,395 male, and 800 persons with disabilities (531 female and 269 male))	54,000
Number of VTC students reached with PSS activities	213 (125 female, 88 male, including SSNP students and 3 persons with disabilities)	240 ²³⁷
Number of additional education workers hired	91 (9 female; 82 male)	181

During the summer of 2020, the UNRWA Education Programme prepared for the 2020/21 academic year with a special focus on COVID-19 prevention measures that included the deep disinfection of all schools along with the provision of hygiene supplies. In addition, school principals, deputy principals and health tutors received training on the Agency COVID-19 health protocols while school attendants received an in-depth

course on proper cleaning and sterilizing methods. To prevent the spread of the pandemic, all VTCs enforced strict physical distancing and PPE and disinfectant supplies were widely distributed.

On 1 September, at the beginning of the 2020/21 academic year, UNRWA adopted a blended (classroom and remote) learning approach whereby 50 per cent

of the student body attended UNRWA schools on a rotational basis for 2.5 days every week and studied remotely for the remaining days. This approach was adopted to reduce the number of students per class, contributing to enhanced physical distancing. During the first two weeks of September, a student “catch-up” programme was implemented in relation to the core subjects of Arabic, English, Science and Maths. On 16 September 2020, following Government of Jordan directives, all UNRWA schools shifted to remote learning except for grades one through three that followed suit on 11 October. During the school closures, UNRWA continued to support continuity of learning of students in its schools through remote learning modalities, with 79.2 per cent of students accessing remote learning at least once a week.

With regard to the vocational training programme and the FESA, UNRWA provided 1,935 students (801 male; 1,134 female) with internet bundles to facilitate their access to online learning modalities. During the

reporting period, 90 per cent of VTC students attended remote learning when centres were closed and 99 per cent of FESA students accessed remote learning at least once a week.

Due to limited funding, UNRWA prioritized the provision of internet bundles to the most vulnerable FESA and TVET students, including those registered with the SSNP, ex-Gazans and those affected by protection concerns, amongst others.

During the reporting period, 75,000 students were reached with PSS activities. The overachievement of this target is due to the recruitment of four additional school counsellors and to the fact that an increased number of teachers and school parliament members were trained on PSS, allowing to expand this service to a larger number of students. Between August and December 2020, 213 VTC students were reached with PSS activities, including through remote modalities.

5.3.4. strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic

Protection

Indicator	Actual	Target
Number of GBV survivors assisted	255 (227 female and 28 male, including 8 persons with disabilities - 3 boys, 2 women, 2 girls and 1 man)	124
Number of Palestine refugees receiving PSS counselling	82,000 (41,820 female, 40,180 male, including 8,450 persons with disabilities)	80,075

Of the 255 GBV cases documented by UNRWA during the reporting period, 225 (199 girls and 26 boys) concerned child marriage (recognized as a form of GBV). The remaining 30 cases (13 girls, 9 women, 4 men and 4 boys, including 8 persons with disabilities) related to other types of sexual and GBV including intimate partner abuse. Of the total number (255) of identified GBV cases, 10 were reported among PRS (8 women and 2 girls). It merits note that the number of GBV cases recorded between August and December is considerably higher than the number of cases recorded during the previous five-month period (89 cases). According to assessments conducted by the Agency, the increase in GBV was primarily connected to the frustration of being rendered unproductive due to COVID-19.

All GBV documented cases (255) received an initial follow up and support. In addition, 92 (37 girls, 27 boys, 17 women and 11 men, including one person with

disability) of them received PSS services provided by UNRWA social workers and GBV focal points.²³⁸

An additional 82,000 Palestine refugees (41,820 female; 40,180 male, including 8,450 persons with disabilities) who did not present a protection concern were provided with PSS at UNRWA HCs and schools to assist them in coping with the additional stress caused by COVID-19.

Eight hotlines continued to operate during the reporting period, to identify GBV and other protection cases and provide referrals to assistance. UNRWA also continued to disseminate information on available protection services through social media platforms, text messages and public television broadcasts.

In November 2020, the Agency joined the “16 days of activism against gender-based violence” campaign. Here, community-awareness activities conducted

under the campaign may also have contributed to the additional reporting of GBV cases that had not been previously documented.

In the first quarter of 2021, UNRWA is planning to establish a central hotline in the JFO to complement field-based hotlines staffed by GBV focal points. This assistance measure will support enhanced coordination with relevant UN entities, NGOs and other actors, including community-based women organizations, MHPSS providers and Cash Working Groups, to address the GBV survivor needs from a multi-sectoral perspective.

In December 2020, through funds received under the COVID-19 appeal, UNRWA recruited a dedicated GBV officer to oversee the implementation of GBV interventions in Jordan and strengthen partnerships with other actors. Within the framework of the GBV Working Group, co-chaired by UNHCR and the UN Population Fund (UNFPA), UNRWA worked on strengthening referral pathways with external service providers, improving case management and conducting targeted programmatic interventions, alongside monitoring, reporting and advocacy.

5.4. Gaza: sector-specific interventions

5.4.1. strategic objective 1: contain the spread of COVID-19 and decrease morbidity

Health

Indicator	Actual	Target
Number of UNRWA health workers receiving PPE	946 (599 female, 347 male)	929
Number of NCD patients receiving home delivery of medicines	53,635 28,425 male and 25,210 female, including 22,538 over 60 yearsrs)	53,615
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	3,725 (1,970 male and 1,755 female)	6,000
Number of additional health workers hired	235 (138 female, 97 male)	235

In response to the COVID-19 emergency, UNRWA prioritized the continuity of essential PHC through its 22 health facilities across Gaza, introducing specific pandemic prevention measures. During the reporting period, (i) only the most essential services were provided at HCs while non-essential and select preventive health care services were temporarily suspended; (ii) operating until the end of July 2020, 22 new medical points for patients with respiratory symptoms were opened in UNRWA schools, contributing to decreased foot traffic in HCs, minimizing the risk of exposure to the virus. Upon the re-opening of UNRWA schools, the triage system continued within HCs; and (iv) telemedicine was introduced through hotlines established in all HCs, providing medical consultations and/or the booking of appointments for the receipt of medicines, further reducing HC foot traffic.

Following the first cases of local transmission of COVID-19 in Gaza on 24 August 2020, a total lockdown was imposed by the authorities between 25 August and 11 September. During this period, in-person visits at UNRWA HCs were suspended and the Agency resorted to telemedicine for the provision of PHC. The in-person provision of essential PHC services resumed on 12 September on an appointment basis, while telemedicine continued to operate. Essential services included vaccinations, assisting pregnant women, the provision of support to NCD patients and outpatient health care for critical cases. Between 30 March 2020 and the end of December 2020, 664,170 telemedicine consultation calls were received. During the reporting

period, UNRWA provided 53,635 Palestine refugee NCD patients (28,425 male and 25,210 female with 42 per cent over 60 years old) with essential medicines through home deliveries to minimize their exposure to the virus. As health services gradually resumed in HCs, the home delivery of medicine was limited to individuals in home quarantine.

Also during the reporting period, 235 additional health workers (138 female; 97 male), primarily medical officers and practical nurses, were hired to ensure service continuity. All UNRWA health staff were provided with PPE (946 staff) and trained on their correct use. Other frontline workers (non-health staff), including sanitation and food distribution labourers were also provided with PPE and trained on their correct use.

Throughout 2020, UNRWA worked closely with other actors in Gaza under the oPt Health Cluster to support the public health sector as part of the overall humanitarian response. Limited to the crisis response phase to ease the burden on limited public health sector resources and in accordance with COVID-19 contingency plans of local authorities, between August and November 2020, the Agency extended the provision of essential PHC services to non-refugees. During the reporting period, UNRWA also ensured access to hospitalization services for non-COVID-19 treatment for 3,725 patients (1,755 female; 1,970 male), including 2,311 Palestine refugees and 1,414 non-refugees, further alleviating pressure on the public health sector.

Water and sanitation

Indicator	Actual	Target
Number of additional sanitation workers hired	300 (300 male)	300

Environmental health services continued to be provided during the COVID-19 emergency with enhanced measures being implemented to ensure the health and safety of both Palestine refugees and UNRWA staff.

Approximately 220 tons of solid waste were removed each day from camps and transferred to landfills to prevent additional public health hazards. In addition, water was provided through nine UNRWA water wells in three camps (Jabalia, Khan Younis and Rafah).

All 600 sanitation labourers, including the 300 additional workers hired under the COVID-19 appeal, were provided with PPE. In addition, a special training

on hygiene practices and proper use of PPE was conducted by UNRWA health teams for all front line sanitation staff. The disinfection of sanitation offices, water wells, sanitation trucks and tools continued throughout the reporting period.

A team of seven environmental awareness workers continued to provide capacity development sessions to Palestine refugees and sanitation workers at the camp level, aimed at: (i) promoting enhanced hygiene; and (ii) disseminating information on COVID-19 risk mitigation. In this regard, UNRWA recognizes that community cooperation and support is essential in promoting proper health and hygiene practices dedicated to preventing the spread of the pandemic.

5.4.2. strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable

Food and cash assistance

Indicator	Actual	Target
Number of Palestine refugees who continue to receive their food assistance through adaptive and safe COVID-19 distribution modalities	1,136,547 ²³⁹ (569,477 male, and 567,070 female, including 54,387 persons with disabilities)	1,137,526

The food assistance provided by UNRWA represents a lifeline for over a million Palestine refugees in Gaza. To continue with the provision of this vital assistance, funded through the Agency's EA, UNRWA adjusted to the COVID-19 operating environment, ensuring the health and safety of Palestine refugees by avoiding overcrowding at Agency distribution centres.

During the first two quarters of the year, UNRWA provided food parcels through a home delivery modality to avoid overcrowding at its distribution centres and hence minimize the risk of transmission. In July / August 2020, as the situation of COVID-19 evolved, UNRWA resumed the food distributions through its distribution centres under enhanced health and safety measures. The third and fourth quarter food distribution rounds of 2020 were implemented through an expanded set of distribution points (including ten Agency distribution centres and additional supply points established at UNRWA schools when they were closed to students, and through rented facilities once schools were opened). COVID-19 prevention measures put in place included

the enforcement of physical distancing, enhanced hygiene, a shorter time slot per family to minimize presence at distribution centres, and a clear and strict appointment system to avoid overcrowding.

Families entitled to food assistance in home quarantine or isolation continued to receive food assistance through door-to-door home deliveries. By the fourth quarter of 2020, 230,330 households (corresponding to 1,136,547 people) received food parcels.

An already impoverished Palestine refugee population in Gaza face increased vulnerabilities including the loss of income due to COVID-19 restrictions. By way of response, in December 2020, 240 UNRWA provided a one-off multi-purpose cash assistance of US\$ 40 per person to 36,836 individuals (19,291 female; 17,545 male), to help them cover essential needs arising at this exceptional time of crisis. Eligibility was determined based on the poverty status with priority given to the most vulnerable including female headed households, older persons, persons with disabilities, those with chronic diseases, orphans and large families.



UNRWA staff delivery food assistance to the homes of vulnerable refugees in El-Shouka, Rafah, Gaza.
© 2020 UNRWA Photo by Khalil Adwan

5.4.3. strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis

Education in Emergencies

Indicator	Actual	Target
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	85% (87.4% female, 83.6% male, 71.4% persons with disabilities)	65%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	82.6% (80.6% female, 84.7% male, 80% SSNP students, 100% persons with disabilities)	85%
Number of school students reached with PSS activities	5,059 (2,618 female and 2,441 male, including 286 persons with disabilities)	7,000
Number of VTC students reached with PSS activities	730 (376 female, 354 male)	600
Number of additional education workers hired	295 (104 female, 191 male)	650

In August 2020, UNRWA reopened its education facilities for a one-month catch-up period in preparation for the new academic year. This intervention was offered through in class teaching; however, its implementation was disrupted after three weeks due to lockdown measures imposed by the local authorities after the first locally transmitted cases of COVID-19 were detected.

UNRWA launched the 2020/21 academic year on 24 October for approximately 287,000 students in grades 1-9 through remote learning while finalizing the plans for blended (classroom and remote) learning and the safe return of students to their schools. On 2 November, Agency schools were reopened for the gradual return of students in grades 7 to 9 to classroom learning three days per week, supported by at-home

learning for the three remaining days of the school week. Students were however once again requested to resort to full remote learning in December 2020 as the number of COVID-19 cases amongst students and education staff rapidly increased.

Until the end of the year, UNRWA continued to deliver education through full remote learning. Printed SLM were distributed to all students. Education staff contacted students through a variety of means including telephone calls and smart device applications. This allowed for direct teacher / student communication, along with learning progress follow up.

During the reporting period, 85 per cent of the students accessed remote learning. However, the remote learning process was especially challenging in Gaza due to limited access to technology. Increased poverty, access to quality internet and electricity rationing all contributed to great dependence on offline SLM. The Agency will continue to assess this situation and will shift to different learning methodologies, including face-to-face, blended and fully remote learning depending on the circumstances.

TVET centres in Gaza remained closed during the first semester of the 2020/21 academic year (October 2020 - February 2021), while remote learning continued for 1,953 students (1,204 boys and 749 girls) enrolled in the two UNRWA TVET centres. During the reporting period, 82 per cent of the students accessed remote learning at least once weekly during VTC closure. UNRWA will resume classes at its TVET centres as the situation allows through the implementation of a blended learning modality.

School counsellors continued to provide PSS by phone, primarily focusing on individual counselling. During the reporting period, 5,059 school students (2,618 girls; 2,441 boys) and an additional 730 VTC students (376 female; 354 male) were provided with PSS.

Through funds received under the COVID-19 appeal, an additional 295 school attendants (191 male; 104 female) were deployed to support the implementation of health and hygiene measures in UNRWA schools.



An UNRWA sanitation worker sterilises the Beach Co-ed School "A", in preparation for the start of the new school year. © 2020 UNRWA Photo by Khalil Adwan

5.4.4. strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic

Protection

Indicator	Actual	Target
Number of GBV survivors assisted	910 (867 female and 43 male, including 2 under 18 and 13 persons with disabilities)	509
Number of Palestine refugees receiving PSS counselling	15,618 (12,563 female and 3,055 male, including 97 under 18 and 75 persons with disabilities)	1,307

During the COVID-19 emergency, UNRWA strived to ensure that protection services remained available to Palestine refugees. Telephone helplines were made available to guide beneficiaries through the service delivery changes and to refer them to appropriate assistance, as needed. Remote support was provided to address GBV issues, and to maintain PSS and legal counselling services. COVID-19 related restrictions, including lockdowns, have increased the risk of GBV in Gaza.

During the reporting period, Agency health and RSS programmes identified and assisted 910 (867 female; 43 male) GBV cases, including two children and 13 persons with disabilities. Services provided included PSS and legal counselling.

Between August and December, 15,618 Palestine refugees (12,563 female; 3,055 male, including 97 persons under the age of 18 and 75 persons with

disabilities) received PSS counselling, in excess of the initial target of 1,307 and reflecting the high need for this intervention in Gaza. The result against this indicator includes all advisory services that UNRWA health, RSS and protection staff provided to Palestine refugees, addressing possible psychosocial challenges due to the protracted isolation and the lack of social interaction.

Overachievement against this target may be due to the resumption of some HC services at the end of 2020, which allowed this intervention to reach an increased number of clients. Moreover, with the resumption of services, PSS activities were provided not only by the counsellors, but also by other health staff including midwives and practical nurses. The number of females reached through PSS services is higher than the number of males reached as more females accessed UNRWA HCs due to the nature of the service provided, especially maternal and child health care services.

5.5. West Bank: sector-specific interventions

5.5.1. strategic objective 1: contain the spread of COVID-19 and decrease morbidity

Health

Indicator	Actual	Target
Number of UNRWA health workers receiving PPE	636 (421 female, 215 male)	636
Number of Ministry of Health and/or community isolation centres supported by UNRWA with PPE, NFIs and/or other assistance	11	13
Number of NCD patients receiving home delivery of medicines	9,756 (5,515 female and 4,241 male, Including 4,186 over 65 yrs and 1,254 persons with disabilities)	6,000
Number of additional health workers hired	92 (62 female, 30 male)	87

In the West Bank, including East Jerusalem, UNRWA continued to provide essential PHC services to Palestine refugees, especially for vulnerable groups, while implementing preventive and protective measures to curb the spread of COVID-19. During the reporting

period, all 636 Agency health workers received the necessary PPE. The implementation of the health staff rotation system, designed to relieve front line workers, was continued at all HCs and HPs. In addition, 92 daily paid health staff were hired to ensure service continuity when some staff became infected with COVID-19 or had to quarantine. A triage system, put in place at HCs at the beginning of the pandemic also continued to allow for the safe screening of patients with respiratory symptoms, and health staff continued to provide consultations through a hotline, reducing HC foot traffic.

During the reporting period, UNRWA provided a door-to-door medication delivery service for over 9,700 NCD patients, exceeding the target of 6,000. Based on the epidemiological situation in the West Bank, the Agency decided to assist more NCD patients through home deliveries to minimize risk and further reduce foot traffic at HCs. The Agency also provided support to 11 newly established isolation centres in ten refugee camps that were administered by the camp services committees. These centres address barriers that the most vulnerable face in finding a safe place to self-isolate, allowing them to keep their families and communities safe. In collaboration with other humanitarian service providers and partners, the Agency also contributed to the centres through the provision of PPE, hygiene kits, dignity items, bed items and kitchen utensils, and through support to isolation centre maintenance.



An UNRWA health worker outside a HC in East Jerusalem, West Bank. © 2020 UNRWA Photo by Louise Wateridge

Water and sanitation

Indicator	Actual	Target
Number of vulnerable households/individuals receiving hygiene/dignity kits	9,350 households 58,022 individuals (29,357 female and 28,665 male including 3,953 over 65 years and 4,009 persons with disabilities)	2,400 households 12,480 individuals
Number of additional sanitation labourers hired	304 (304 male)	220

UNRWA continued to provide hygiene kits to Palestine refugees in quarantine. The content of these kits was upgraded during the reporting period to align with the recommendations from the WASH and protection clusters. In this regard, new items were added in the form of a dignity kit,²⁴¹ to respond to the needs of vulnerable groups (women, children and the elderly). In total, 9,350 families were provided with hygiene/dignity kits, exceeding target of 2,400 due to increased

need related to the rapid increase in the number of families under quarantine during the reporting period.

To maintain the provision of essential environmental health services in Palestine refugee camps across the West Bank, 304 additional sanitation labourers were hired. In addition, the disinfection of refugee camp streets and garbage collection points was conducted to help prevent the spread of COVID-19.

5.5.2. strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable

Food and cash assistance

Indicator	Actual	Target
Number of individuals (and households) receiving food parcels	14,094 households 92,366 individuals (46,881 female; 45,485 male, 5,104 persons with disabilities)	31,200 individuals

Through funds received under the COVID-19 response flash appeal, UNRWA ensured critical food support to families in quarantine and in isolated communities. During the reporting period 14,094 families were provided with food parcels, serving the needs of 92,366 individuals and exceeding the set target of 31,200. This is due to the rapid spread of the pandemic in the West Bank and the resulting increase in number of individuals and families under quarantine. In addition, through funds received under this appeal, emergency cash assistance was distributed through the Agency's e-card modality to over 24,000 abject poor refugees

whose conditions have further deteriorated due to the impact of the pandemic. Additional information on this intervention is reported in chapter three of the AOR.

Despite the implementation of a wide range of protective and preventative measures 27 UNRWA social workers tested positive for COVID-19 during the reporting period, posing challenges to the delivery of food security services. In response, the Agency re-allocated available staff to fill critical gaps and ensured service continuity for Palestine refugees.

5.5.3. strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis

Education in Emergencies

Indicator	Actual	Target
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	N/A ²⁴²	70%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	90%	100%
Percentage of ESF students accessing remote learning at least once weekly during COVID-19 ESF closure	100%	100%
Number of school students reached with PSS activities	46,016 (27,458 female, 18,558 male)	32,000
Number of VTC students reached with PSS activities	400 (264 female, 136 male)	330
Number of additional education workers hired	282 (253 female, 29 male)	282

In response to the COVID-19 pandemic, and with the start of the 2020/21 academic year, UNRWA implemented a blended learning modality in all Agency schools in the West Bank. Here, the majority of curricular content (60-70 per cent) was delivered face-to-face, inside the school premises, while the remainder (30-40 per cent) was taught remotely, using SLMs. These materials were uploaded to dedicated UNRWA platforms and hard copies were distributed to all 46,016 students enrolled in Agency schools. Reducing the risk of exposure to COVID-19 by cleaning and disinfection was an integral part of opening schools in the West Bank and keeping them open. To this end, all schools were provided with cleaning and disinfection supplies and PPE, especially for school attendants.

During the reporting period, approximately 32,200 students (19,200 female; 13,000 male) were able to access remote learning during intermittent school closures due to lockdowns and/or the identification of cases within schools, which required one or more classes to quarantine. In addition, 13,800 students²⁴³ who were unable to access online resources due to connectivity issues or not having internet at home used hard copy SLMs that, as referenced above, were distributed to all students.

All 604 ESF students (505 female; 99 male) accessed remote learning during the reporting period, while 90 per cent of TVET students (1,053 students, 633 female; 420 male) accessed remote learning. The distance learning approach, using UNRWA self-learning platforms, has been implemented by the Ramallah Women's Training Centre with the participation of all 771 students (633 female; 138 male), while the Kalandia Training Centre (282 male students) conducted face-to-face sessions for the practical courses and employed the distance learning approach for other, more theoretical courses.

PSS activities continued in all schools through in-person engagement during the reporting period. In this regard, all 46,016 students in UNRWA schools were supported through a range of activities that engaged both counsellors and teachers in providing services to students. Four hundred VTC students also benefitted from PSS services.

During the reporting period, 282 additional education workers were hired, including additional teachers to ensure a reduced number of students per class and school attendants to provide increased sanitation and hygiene of installations.

5.5.4. strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic

Protection

Indicator	Actual	Target
Number of GBV survivors assisted	139 (137 female and 2 male, including 2 persons with disabilities, both female)	195
Number of Palestine refugees receiving PSS counselling	1,041 (644 female and 397 male, including 23 persons with disabilities and 78 persons over 65)	1,370

During the reporting period, 139 new GBV cases were assisted through a dedicated hotline established by WBFO. When necessary, GBV survivors were supported through the provision of counselling and referrals to external service providers.

The number of GBV survivors reached was below the planned target, possibly due to the underreporting of cases. In this regard, survivors may not have felt comfortable using the hotline while at home or they may not have visited a service provider due to movement restrictions. The impact of COVID-19 on GBV continues to be studied by specialized partners and will further inform Agency response efforts.

PSS counselling services were provided to 1,041 refugees through both a Psychological First Aid hotline and UNRWA HCs. A decline in the number of people seeking PSS support through the hotline was notable and this indicator target was underachieved by approximately 24 per cent. As most of the services provided through the hotline pertained to the provision of information on COVID-19 and available assistance in case of infection, the decrease in the number of assisted persons may be due to people's adjustment to the pandemic and their ability to develop coping mechanisms.

5.6. Headquarters

5.6.1. risk communication and community engagement

Indicator	Actual	Target
Number of Palestine refugee camps reached through risk communication and community engagement activities	45	58

Risk communication and community engagement is essential for increasing community compliance with public health measures to prevent the transmission of COVID-19. Despite the limited funding available, during the reporting period, UNRWA continued to actively engage Palestine refugee communities to provide information and raise awareness on COVID-19, promoting the use of risk mitigation measures.

Out of the planned target of 58 Palestine refugee camps, 45 were reached with structured health messages, with camps reached in all fields of UNRWA operation with the exception of Syria where efforts were limited due to the prevailing security situation. Inside camps, community volunteers worked with Agency staff to provide COVID-19 awareness, PSS to cope with stress and health education.

For example, in Gaza, UNRWA health staff implemented a number of awareness raising and health education activities via different communication channels, including through: (i) individual and group counselling; (ii) at HC television screens; (iii) telephone hotlines; (iv), UNRWA social media platforms; and (v) printed materials.

In addition, COVID-19 health messaging was conveyed during the course of home visits, including when medicine was delivered to elderly and NCD patients. To increase the uptake of health messages, content was adjusted to take into consideration different audiences including children, adults, people with different health needs (e.g. NCD patients, pregnant women), male and female and persons with disabilities.

Communication materials were developed at UNRWA HQ and printed at the field level for wide distribution to communities and Agency installations. Despite these efforts, the lack of awareness, mistrust and the

stigma associated with COVID-19 still exist amongst Palestine refugees. This raises serious concerns and will require UNRWA to strengthen its risk communication and community engagement efforts across all fields in support of positive behaviour change and adherence to preventive measures to control the transmission of the virus.

5.6.2. education in emergencies

With the closure of schools due to the COVID-19 pandemic, UNRWA Field Offices supported students in its schools through remote learning and the development of SLMs. The unprecedented level of material development and the use of different sites and social media for remote learning may entail some risks in terms of child safety, neutrality and copyright. To address this, and based on studies undertaken by the Agency, the UNRWA Education Department worked with the Agency's Information Management and Technology Department to develop an Agency-wide Self-Learning Platform.

This tool was designed to be the single and only place where students would be able access UNRWA SLMs; it integrated built-in child safety features, including a dedicated page on staying safe online. The Platform also aims to facilitate easier access for all children by being mobile phone friendly. Features are also available to allow children with disabilities to access the content. Platform design also includes a built-in material review process whereby all material is reviewed at the field and HQ levels, with accountability and sign off throughout. UNRWA launched the Platform in the first quarter of 2021. Project funds contributed towards the development of this key learning tool that will advance enhanced education digitalisation for refugee children.

5.6.3. monitoring and evaluation

Indicator	Actual	Target
Number of independent evaluation reports produced on the Agency's emergency response to COVID-19	0	1

Due to funding constraints, no external evaluation of the UNRWA COVID-19 response could be conducted during the reporting period.

5.6.4. health

During the reporting period, UNRWA continued to ensure that COVID-19 preventive measures were implemented in all its installations and premises, including in HQ and Representative Offices. PPE remained available to staff directly interacting with the public, and enhanced cleaning and disinfection of premises was ensured. Physical distancing and use of masks was enforced in all offices and clear protocols were developed and widely disseminated to address suspected and confirmed COVID-19 cases among Agency staff.

A number of awareness raising messages were also circulated to staff, including through the Agency's social media and through Town Hall meetings (conducted remotely).

Smart working modalities and reduced in-person presence at UNRWA premises continued to be implemented across all fields in light of the increased number of COVID-19 cases recorded throughout the region.

5.6.5. environmental considerations

Throughout its COVID-19 response, UNRWA adopted a number of measures to minimize negative impacts on the environment, in particular in relation to the use and disposal of PPE. Based on international recommendations,²⁴⁴ the Agency adopted the following measures in using PPE: (i) minimize the waste production. Here, UNRWA recommended and followed the rational use of PPE. This included staff training on the proper and efficient use of PPE; (ii) reuse and recycle to the extent possible. In this

regard, the Agency encouraged non-medical staff to use fabric reusable masks that can be used for three to six months, instead of disposable medical masks that need to be changed every eight hours; and (iii) treat waste through safe and environmentally sound methods and dispose of items in designated sites. Only PPE used during triage and the examination of suspected COVID-19 cases were disposed of as medical waste. The rest of the PPE were dealt with as ordinary waste. Medical waste has a negative environmental impact as it must be burnt in special incinerators. PPE used by sanitation labourers (non-hazardous waste) was disposed of at domestic landfill sites, in line with national guidelines.

UNRWA also applied clear guidelines for the cleaning and disinfection of HCs, schools and offices, using the minimum concentration of sodium chlorite (0.1 per cent) for non-medical premises. No other chemicals were used for cleaning and disinfection purposes to avoid additional negative effects on the environment.

chapter six: annual reporting under the 2019- 2021 resource mobilization strategy

6.1. rms strategy components 1-4



In 2020, UNRWA continued to implement its RMS for 2019-2021, aiming to secure sufficient, predictable and sustainable funding to deliver on the Agency's mandate, in line with the five strategic outcomes set out in the MTS 2016-22. To achieve this, the following four objectives were pursued: (i) expansion and deepening of relations with UN Member States; (ii) diversification of the donor base through new funding streams; (iii) mobilization of strategic advocates; and (iv) the development of strategic communications and donor visibility.

The onset of COVID-19 generated significant challenges and operational adjustments in the pursuit of sustainable funding as the pandemic obliged many donor countries to reallocate humanitarian and development funding to address their domestic economic, social and public health needs. It also led UNRWA to adjust donor engagement modalities, i.e. fewer visits to capitals and in-person meetings and greater use of virtual tools.

In 2020, US\$ 940 million was secured across all funding portals, against overall budget needs of US\$ 1.59 billion, representing a decrease of US\$ 60 million from funding received in 2019. Some 89 per cent of all support received, or US\$ 840 million, was provided by institutional (government) donors, of which 48 per cent was received in the form of multi-year funding arrangements (MYA) and 52 per cent via annual funding agreements. Eleven per cent of all funding received, or US\$ 100 million, was raised through other funding streams, including the core UN budget, other UN entities, international organizations, non-governmental organizations and private partners.

Total funding raised during the reporting period included US\$ 582.3 million for the programme budget, six per cent less than in 2019 and 28 per cent short of the annual requirement of US\$ 806 million. Some US\$ 222.5 million was contributed to both EAs, a 26 per cent increase on what was raised in 2019. Of this amount, US\$ 126.9 million was donated to the Syria regional EA and US\$ 95.6 million to the oPt EA. Some US\$ 60.8 million was received for projects, a 70 per cent decrease from the level of support extended in 2019.²⁴⁵ The two COVID-19 response flash appeals attracted US\$ 74.5 million in funding, corresponding to 39.6 per

cent of requirements, from government and private sector donors as well as from specific funds established to address the impact of the pandemic.

UNRWA continued to pursue donor diversification as a strategy to broaden its funding base. Despite intensified efforts traditional partners²⁴⁶ remained the primary source of Agency support, accounting for 83.3 per cent of funding received across all portals. Regional partners²⁴⁷ contributed 4.6 per cent, emerging donors²⁴⁸ 1.8 per cent and the private sector 2.1 per cent. Of particular concern was the sharp decrease in income from emerging and regional partners, which declined to 6.4 per cent of UNRWA's total income in 2020 from 20.6 per cent in 2019. Private sector income increased slightly to 2 per cent from 1.4 per cent in 2019.²⁴⁹

Throughout the year, the Agency continued to afford high priority to ensure predictable funding with advocacy efforts undertaken with all donors in support of concluding long term agreements. During the reporting period, these efforts resulted in the signing of two new multi-year commitments from Austria and Brunei, bringing the total number of active MYAs to 29 with 22 countries. These MYAs covered core and emergency activities and constituted US\$ 407 million of all funding raised in 2020.

At the end of 2020, the External Relations and Communications Department was restructured, as part of a larger effort by the Agency to align its structures with the realities and opportunities for a purposeful and agile fundraising operation. This restructuring, which was cost-neutral, led to the separation of the fundraising and communication functions. As part of the measures enacted, public and private fundraising functions were merged into a new Partnerships Division that is better equipped to comprehensively approach fundraising under regional, functional and sectorial expertise that has been brought together. Restructuring efforts also led to the consolidation of cross-cutting fundraising operations and support services under a new External Relations Services section.

Looking ahead, in 2021, fundraising efforts will focus on: (i) maintaining the level of funding from traditional donors, including re-engagement with the

United States of America, which resumed funding for the Agency in 2021. Despite this, UNRWA remains conscious of the COVID-19 economic challenges faced by all donor and host partners and the need to comprehensively address the negative environment created by a small number of vocal organizations that aim to discredit the Agency; (ii) expanding the donor-

base through UNRWA's Multilateral Engagement Strategy, in particular vis-à-vis emerging donors with a focus on South-East and Central Asia; and (iii) regional donor engagement. Additional efforts will also be made to increase funding from the private sector in the context of the Agency's digitalization and modernization processes.

6.2. rms component 1: effective and efficient resource mobilization through predictable, non-earmarked and early disbursement of donations

Indicator	Baseline (Actual 2019)	Target 2020	Actual 2020
Signed multi-year framework agreements for PB and EA contributions	28	26	29
Share of PB income pledged in quarter 1 (per cent)	37.6%	45%	48%
Share of EA income pledged in quarter 1 (per cent)	15.4%	17%	33%
Percentage of non-earmarked funds pledged under the PB and EAs (per cent)	62.5%	71.4%	59%
Number of donors subscribing to the AOR to reduce contribution specific reporting requirements under the PB and EAs ²⁵⁰	14	18	15

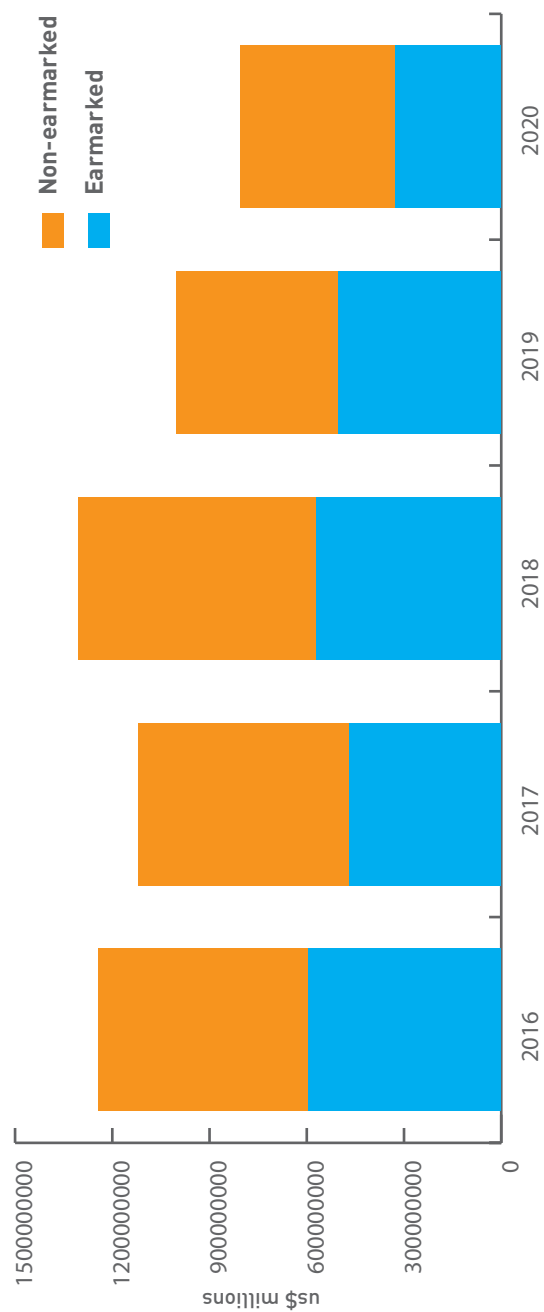
In 2020, US\$ 940 million was raised for UNRWA operations across all funding portals, including US\$ 582.3 million for the programme budget, US\$ 222.5 million for both EAs and US\$ 60.8 million for projects.²⁵¹ An additional US\$ 74.5 million was raised to cover the needs relating to the Agency's the COVID-19 response flash appeals. The overall amount raised was slightly below that raised in 2019, however considerably less than the annual requirement of US\$ 1.59 billion, which included additional needs that arose due to the onset of the COVID-19 pandemic. The predictability of funding continued to improve with the number of active MYAs for programme budget and Syria regional crisis and oPt EAs increasing to 29. Some 43.3 per cent of funding (US\$ 407 million) was received within the context of multi-year commitments.

The continuation of strong relationships with traditional donors enabled UNRWA to secure 48 per cent of its income requirements for the programme budget (US\$ 384.5 million) and 33.3 per cent for the EAs (US\$ 141.5 million) by the end of the first

quarter, surpassing the annual target. Early payments significantly aided budget predictability and cash flow management in the early months of the year, a critical factor in support of the planning and roll-out of the Agency's operational response to COVID-19. By the middle of 2020, 22 donor countries had disbursed their contributions.

Non-earmarked funding for the programme budget and EAs continued to decrease, with US\$ 478.5 million committed over the course of the year compared to US\$ 499.3 million in 2019 and US\$ 734.9 million in 2018. This trend of increased donor earmarking continued despite Agency and UN-system-wide efforts to advocate for and promote the added value that non-earmarked, flexible funding brings to stabilizing cash flow and ensuring the continuity of UNRWA services. The number of donors subscribing to the AOR to reduce contribution-specific reporting requirements under the programme budget and EAs increased by one (to 15) from 2019 but was below the target (18).

breakdown of total contributions
earmarked versus non-earmarked



6.3. rms component 2: a diversified donor base that increasingly contributes to resource needs

Indicator	Baseline (Actual 2019)	Target 2020	Actual 2020
Share of overall income from diversified sources – public donors (i.e. regional and emerging partners) ²⁵²	20.6%	26.5%	6.4%
Share of overall income from private donors ²⁵³	1.4%	2%	2.1%
Number of Ad Com members	31	32	32

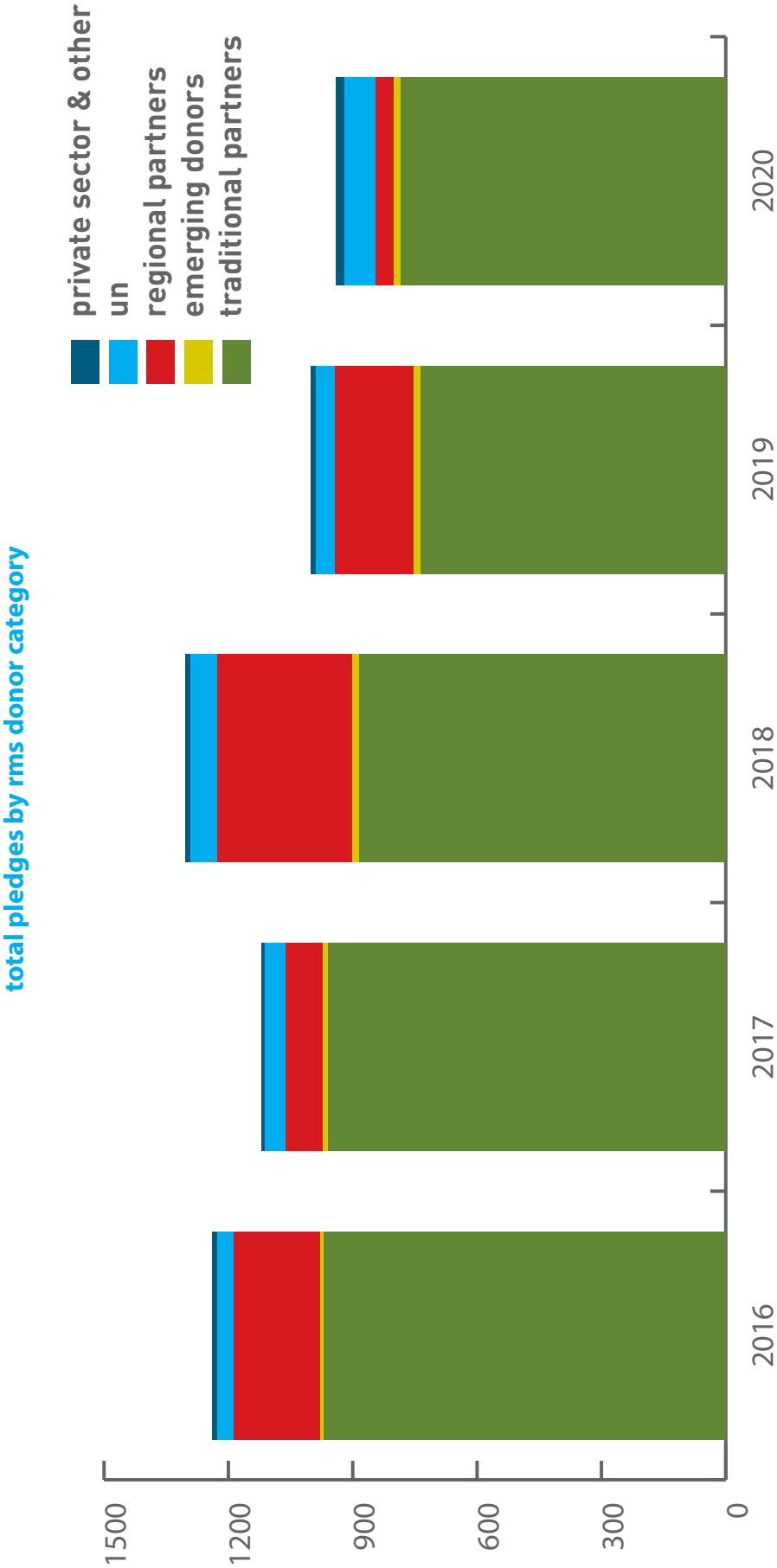
roadening the base of UNRWA resource partners remained at the core of Agency outreach efforts in 2020 in line with an RMS that calls for enhanced strategic partnerships with regional partners, investment in relations with emerging donors and increased outreach to private sector donors. Despite outreach at all levels, including through established UNRWA partners and a tailored approach to regional partners, combined contributions from diversified sources made up only 6 per cent, or US\$ 60.2 million, of total contributions across all portals. The result was significantly below the annual target of 26.5 per cent as well as the 2019 result of 20.6 per cent.

In 2020, the Organisation of Islamic Cooperation (OIC) became a member of the Advisory Commission, increasing the membership of this body to 32 members. Throughout the year, the Agency maintained active dialogue with host countries and donors through the Advisory Commission, Sub-Committee of the Advisory Commission and various working group meetings. These fora included several discussions on the gravity of the Agency's financial crisis and led to a number of efforts by members, notably including host countries, to engage UNRWA's partners in support of new contributions or increasing existing contributions. These efforts were pursued individually and through collaborative efforts, including in the Stockholm Group, a forum comprising ten Advisory Commission members represented at foreign minister level.

During the reporting period, the UNRWA strategy to expand its relationship with emerging donors

continued to focus on: (i) utilizing organizations and platforms that provided an opportunity for the Agency to raise its profile with multiple partners; (ii) bilateral engagement with countries that possess the largest funding potential; and (iii) capitalizing on the goodwill of traditional partners to support UNRWA's outreach efforts with emerging donors. As part of the two-year Multilateral Engagement Strategy (MES), the Agency focused on the OIC Council of Foreign Ministers, Foreign Ministers' meetings of the League of Arab States and the Non-Aligned Movement Summit. In 2020, US\$ 17 million was extended to UNRWA from emerging donors, most notably from India, China, Russia, the Republic of Korea and Poland, which constituted 2 per cent of all contributions, a similar level to the funds secured in 2019. Of these donors, both China and South Korea significantly increased their contributions in 2020, representing a 229 per cent and a 70 per cent increase, respectively, on 2019 contributions. Thailand and Kazakhstan also nearly doubled their regular contributions to the Agency, while Azerbaijan increased its contribution by nearly 50 per cent. Furthermore, Brunei entered its first five-year MYA with UNRWA and Vietnam reinstated its financial support to the Agency for the first time since 2009.

Throughout the reporting period, efforts were also invested in stimulating private sector giving. In this regard, a total of US\$ 19.5 million²⁵⁴ was secured from the private sector, representing 2.1 per cent of all contributions, slightly over the 2 per cent target and a 32 per cent increase over the amount received in 2019.



6.4. rms component 3: mobilization of strategic advocates

Indicator	Baseline (Actual 2019)	Target 2020	Actual 2020
Number of countries supporting a Zakat partnership	4	6	5
Number of international policy fora, multilateral organizations and regional groups where the UNRWA Commissioner-General has been given a speaking slot	15	20	10

UNRWA aims to mobilize key partners in support of achieving RMS funding goals, enhancing longer-term financial sustainability and to ensure the inclusion of a Palestine refugee dimension in bilateral donor policies and strategies for the region.

In 2019, a two-year MES was developed, outlining the avenues through which the Agency could systematically, effectively and proactively engage with multilateral platforms. In 2020, mobilization and advocacy efforts with these platforms continued; however, they were significantly impacted by COVID-19 which caused a large number of events to be cancelled, postponed or moved online, leading to fewer opportunities for UNRWA participation and bilateral Member State engagement. As a result, the number of Commissioner-General speaking slots at multilateral platforms fell short of the 2020 target. The Agency, however, maximized the opportunities made available and actively engaged in ten fora, either

through on-site participation, virtual connections and/or by securing supportive language in meeting outcome documents. Additionally, a number of partners supported UNRWA outreach efforts vis-à-vis countries where Palestine refugee messaging needed to be amplified. These included heads of international organizations, Ministers, the UN Secretary-General, Ambassadors and other stakeholders who engaged at all levels to help the Agency secure additional funding. UNRWA is extremely grateful for this invaluable support.

During the reporting period, the Zakat initiative, launched in 2018, continued to attract contributions from individual donors and Islamic social giving institutions for the Agency's vital food and cash assistance in Gaza. UNRWA expanded the initiative in 2020, with individual Zakat giving reaching US\$ 800,000 by the end of the year, a US\$ 450,000 year-on-year increase.

6.5. rms component 4: strategic communication towards public and private donors

Indicator	Baseline (Actual 2019)	Target 2020 ²⁵⁵	Actual 2020
Number of fundraising campaigns launched	3	3	3
Number of views on the UNRWA YouTube channel ²⁵⁶	27,293,364	30,022,680	22,053,395
Number of followers of UNRWA social media platforms ²⁵⁷	596,428	719,013	824,004
Number of visitors to the UNRWA website	742,027	970,699	905,585
Number of television stations broadcasting UNRWA material during Ramadan	15	20	20

The 2020 UNRWA Communications Strategy outlined public advocacy and information, donor visibility and reputational risk management activities, with the strategic aim of creating an enabling environment to mobilize political and financial support for the Agency. As in 2019, the strategy was focused on fundraising and operations, while demonstrating the effectiveness and impact of UNRWA's work and its relevance to the SDGs. To this end, in 2020, dedicated visibility plans were developed for target audiences in the European Union and in prominent Arab Gulf countries, including Saudi Arabia, the United Arab Emirates, Qatar and Kuwait.

The onset of COVID-19 prompted a reprioritization of the Agency's communication activities towards conveying critical information about the nature of the pandemic and how to prevent its spread to Palestine refugees and UNRWA staff across all five fields of Agency operation. During the reporting period, new and fit-for-purpose Facebook pages in Arabic were introduced and information on how Agency service delivery was adapted to the pandemic operating environment was proactively communicated to Palestine refugees and the wider public on the UNRWA website and social media platforms. This period also

saw the creation of a dedicated COVID-19 page on the Agency website, specifically targeting donors with easy-to-access information on UNRWA operations and the content of the COVID-19 response flash appeals. Donor visibility plans were also revised, in agreement with these partners, to reflect the new operational context during the early stages of the pandemic.

By September, UNRWA communications began to re-focus on the implementation of the Agency's original communications plan, including the delivery of narratives that demonstrated the impact and effectiveness of UNRWA's work. In addition, improvements were made to the Agency's website to: (i) make the interface more user-friendly; (ii) introduce a dedicated Donor Resource page; and (iii) highlight UNRWA efforts to ensure the neutrality and transparency of its work. In December, the Agency also launched an integrated awareness-raising and fundraising campaign entitled #PalestineRefugeesAtRisk to highlight the impact of the UNRWA financial crisis on Palestine refugees. This supplemented two other campaigns implemented in 2020 that focused on International Women's Day and COVID-19 response flash appeals.

annexes

Annex 1: list of contributors

AI Ansari Holdings L.L.C.	Gulf for Good	Oman	Spain, Madrid Local Council
ANERA	Handicap International	Pakistan	Spain, Madrid Regional Government
Australia	Hasene International e.V.	Palestine	Spain, Navarra Government
Austria	Holy See	Poland	Spain, Oviedo City Council
Azerbaijan	Iceland	Portugal	Spain, Pamplona City Council
Bahrain	India	Qatar	Spain, Valencia City Council
Bancaja-Bankia Foundation	Indonesia	Qatar Charity	Spain, Valencia Government
Bangladesh	International Islamic Charitable Organization	Queen Margaret University	Spain, Valencia Regional Government
Belgium	Ireland	RedR Australia	Spain, Zaragoza City Council
Belgium, Flanders Government	Islamic Development Bank	RKK, Japan	Spain, Zaragoza Regional Government
Brazil	Islamic Help	Romania	Sweden
Brunei Darussalam	Islamic Relief USA	Russia	Switzerland
Bulgaria	Italy	Saudi Arabia	Syria
Caja Navarra Foundation	Japan	Save the Children	Thailand
Campaign for the Children of Palestine, Japan	Jordan	Slovakia	The Big Heart Foundation
Canada	Jordan Hashemite Charity Organization	Slovenia	The Netherlands
Canadian Palestinian Professional Foundation	Kazakhstan	South Korea	Turkey
Central Emergency Response Fund	King Salman Humanitarian Aid and Relief Centre	Southern New Hampshire University	UNDP
China	Kutxa Foundation	Spain	UNESCO
Cyprus	Kuwait Red Crescent Society	Spain, Andalusia Government	UNFPA
Czechia	Landmark Amman Hotel	Spain, Aragon Government	UN-HABITAT
Denmark	Latvia	Spain, Asturias Government	UNHCR
Deutsche Bank	Lebanon	Spain, Balears Government	UNICEF
Development Action Without Borders, Naba'a	Liechtenstein	Spain, Basque Government	United Arab Emirates
Education Cannot Wait Fund	Lithuania	Spain, Basque and Navarra Fund	United Kingdom
Egypt	Luxembourg	Spain, Bilbao City Council	UNRWA Spanish Committee
Estonia	Malaysia	Spain, Bizkaia Regional Government	UNRWA USA National Committee
European Union	Malta	Spain, Castellón City Council	Various Private Donors
Finland	Mexico	Spain, Castilla la Mancha Government	Vietnam
Foundation to Promote Open Society	Monaco	Spain, Castilla y Leon Government	Vitamin Angels
	Muslim Hands	Spain, Catalonia Government	WFP

France			
Friends of Birzeit University	Muslim World League	Spain, Donosti City Council	WHO
Fundación Real Madrid	New Zealand	Spain, Extremadura Government	World Federation of KSIAMC
Gazze Destek Derneği	Norway	Spain, Galicia Government	Zakat Pulau Pinang
Germany	Norwegian Refugee Council	Spain, Gipuzkoa Regional Government	
Greece	Novo Nordisk	Spain, Gran Canaria Regional Government	
	OCHA	Spain, Huelva Regional Government	

Annex 2: programme budget results framework

strategic outcome 1: refugee rights under international law are protected and promoted

Indicator	2020 Baseline (Agency-wide)	2020 Actual (Agency-wide)	2020 Target (Agency-wide)
Number of protection (advocacy) interventions targeting including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers	507	642	N/A
Percentage of protection mainstreaming recommendations from internal protection audits implemented	35.8	42.3	42.0

strategic outcome 2: refugees' health is protected and the disease burden is reduced

Indicator	2020 Baseline (Agency-wide)	2020 Actual (Agency-wide)	2020 Target (Agency-wide)
Average daily medical consultations per doctor	78.0	58.8	74.9
Number of HCs fully implementing the e-Health system	137	139	139
Percentage of HCs meeting UNRWA facilities protection design standards	72.0	73.1	76.5
Number of EPI vaccine preventable disease outbreaks	2	0	0
Percentage of targeted population screened for DM (aged 40 years and above)	23.6	9.1	23.6
Percentage of UNRWA hospitalization accessed by SSNP	23.7	24.6	23.7

strategic outcome 3: school-aged children complete quality, equitable, and inclusive basic education

Indicator	2020 Baseline (Agency-wide)	2020 Actual (Agency-wide)	2020 Target (Agency-wide)
Cumulative drop-out rate (elementary)	0.64	0.61	1.25
Cumulative drop-out rate (elementary) – male	0.85	0.74	1.72
Cumulative drop-out rate (elementary) – female	0.43	0.48	0.78
Cumulative drop-out rate (preparatory)	2.15	1.71	2.84
Cumulative drop-out rate (preparatory) – male	3.07	2.01	3.27
Cumulative drop-out rate (preparatory) – female	1.22	1.39	2.41
Number of textbooks reviewed using UNRWA Curriculum Framework	401	435	N/A
Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students	4.13; 52.66	5.12; 52.60	5.97; 38.88
Percentage of schools meeting UNRWA facilities protection design standards	45.0	48.5	45.7

strategic outcome 4: refugee capabilities strengthened for increased livelihood opportunities

Indicator	2020 Baseline (Agency-wide)	2020 Actual (Agency-wide)	2020 Target (Agency-wide)
Percentage of SSNP students enrolled in VTCs	31.00	34.14	31.00
Percentage of SSNP students enrolled in FESA/ESF	36.92	32.93	36.92

Percentage of VTC graduates employed	80.91	74.39	80.91
Percentage of VTC graduates employed - male	83.17	78.76	83.17
Percentage of VTC graduates employed - female	77.19	68.30	77.19
Percentage of ESF graduates employed	79.86	63.93	79.86
Percentage of ESF graduates employed - male	94.44	68.18	94.44
Percentage of ESF graduates employed - female	74.76	63.00	74.76
Percentage of FESA graduates employed	93.31	93.66	93.31
Percentage of FESA graduates employed - male	91.67	100	91.67
Percentage of FESA graduates employed - female	93.57	92.22	93.57
Total number of clients with loans	35,576	21,339	23,957
Total number of microfinance loans to refugees	13,138	8,200	9,064
Number of FTEs created from ICIP interventions	2,595	1,359	2,095
Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees	23	30	23
strategic outcome 5: refugees are able to meet their basic human needs of food, shelter and environmental health			
Indicator	2020 Baseline (Agency-wide)	2020 Actual (Agency-wide)	2020 Target (Agency-wide)
Percentage of SSNP beneficiaries who are abject poor	75.8	74.4	75.5
Percentage of poor individuals that receive social transfers through the SSNP	13.6	16.1	13.6
Percentage of substandard shelters rehabilitated out of total substandard shelters identified for poor	11.3	13.2	13.5
Beneficiaries' satisfaction level with rehabilitated shelters	96.0	95.8	75.0
strategic outcome 6: management and operational effectiveness			
Indicator	2020 Baseline (Agency-wide)	2020 Actual (Agency-wide)	2020 Target (Agency-wide)
Implementation rate of DIOS audit and evaluation recommendations	73	75	80
Percentage of DIOS investigations issued within prescribed timeframe	61.3	55.0	60.0
Percentage of UNRWA installations receiving two or more neutrality inspections annually	95	28	100
Percentage of ES and strategic unit staff (of those recruited and in place) that receive HRCRT training	73.08	6.90	100
Percentage of senior positions held by women (area staff)	30	31	43
Percentage of senior positions held by women (international staff)	36	39	43

Annex 3: Syria regional crisis response results framework

Syria sector-specific interventions			
strategic priority 1: preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs			
Outcome/ Output	Indicator	Actual	Target
Cash assistance for essential needs, including food, shelter and NFIs			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises.	Percentage of households reporting an improved food consumption score ²⁵⁸	51.7%	90%
	Number of individuals receiving cash assistance during the last completed distribution round (disaggregated by sex)	415,781 (217,982 female and 197,799 male, including 5,638 persons with disabilities [1,138 female, 4,500 male])	418,000
	Number of most vulnerable Palestine refugees provided with cash assistance during the last completed distribution round (disaggregated by sex)	134,995 (80,973 female and 54,022 male, including 5,638 persons with disabilities [1,138 female, 4,500 male])	126,000
	Number of most vulnerable Palestine refugees provided with food assistance during the last completed distribution round (disaggregated by sex)	145,365 (85,558 female and 59,807 male, including 5,638 persons with disabilities [1,138 female, 4,500 male])	135,000
	Number of Palestine refugees receiving NFIs	8,314 (4,224 female and 4,090 male, including 196 persons with disabilities [41 female, 155 male])	30,000
strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services			
Emergency Health			
The impact of the crisis on health services for refugees is addressed.	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	676,936 (409,002 female, 267,934 male)	830,000

Palestine refugees in Syria are provided with relief assistance.

Palestine refugees have access to primary health-care services.	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	666,441 (402,260 female, 264,181 male)	810,000
	Number of operational Agency health centres, health points and mobile clinics	25	25
	Number of UNRWA hospitalizations accessed by Palestine refugee patients	15,503 (9,728 female and 5,775 male)	20,000
	Percentage of HCs with no stock-out of 12 tracer items	100	100
Education in emergencies			
Palestine refugees in Syria continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of students graduating from basic education (Grade 9)	3,884 (2,095 female and 1,789 male, including 165 children with disabilities [75 female, 90 male])	3,500
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	44,788 (22,034 female and 22,754 male, including 2,464 children with disabilities [1,169 female, 1,295 male])	44,000
	Number of school-age children enrolled in regular classes in UNRWA schools	50,139 (24,715 female and 25,424 male, including 2,422 children with disabilities [1,165 female, 1,257 male])	51,000
	Number of school-age children who have attended at least one counselling session (individual or group counselling)	45,251 (23,211 female and 22,040 male, including 1,506 children with disabilities [363 female, 1,143 male])	51,000
Palestine refugee students are provided with psychosocial support (PSS).	Number of students provided with at least one item of material support to enable them to access education at an UNRWA school	50,139 (24,715 female and 25,424 male, including 2,422 children with disabilities [1,165 female, 1,257 male])	51,000

Livelihoods (Vocational Training and Microfinance)				
Palestine refugees in Syria and Syrians receive microenterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (disaggregated by sex)	0	11,500	
Young Palestine refugees in Syria receive vocational training and are supported with job placements.	Number of students completing short-term courses (disaggregated by sex)	170 (104 female and 66 male, including 66 persons with disabilities [15 female, 51 male])	1,200	
Protection				
Strengthened prevention and protection response for Palestine refugees.	Number of Palestine refugees who receive PSS support (disaggregated by sex, age)	18,474 ²⁵⁹ (10,844 female, 7,630 male)	5,680	
	Number of individuals sensitized on mine risk awareness (disaggregated by children, staff and community members and disaggregated by sex)	17,636 (17,005 children, 26 staff, 605 community members)	51,000	
	Number of UNRWA staff members and volunteers trained on protection (disaggregated by sex)	1,049 (682 female and 367 male, including 1 person with a disability [male])	800	
	Number of Palestine refugees provided with legal assistance and referrals (disaggregated by sex)	3,090 (2,087 female and 1,003 male, including 28 persons with disabilities, [11 female, 17 male])	4,000	
Environmental Health				
Palestine refugees in need are provided with WASH items (hygiene kits, baby kits, diapers).	Number of Palestine refugees receiving WASH items	35,879 (18,940 female and 16,939 male, including 2,807 over 65 yrs. and 1,763 persons with disabilities [568 female and 1,195 male])	30,000	
Palestine refugees living in camps are provided with basic WASH services and support.	Number of accessible Palestine refugee camps receiving repair, rehabilitation and sanitation works	10	10	

strategic priority 3: improve the effectiveness and efficiency of emergency programme delivery				
Safety and Security				
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements.	Number of UNRWA installations with completed security risk assessment	43		48
	Number of staff trained on SSAFE	239 (125 female, 114 male)		300
	Number of staff reached through the WSAT programme	50		200
	Number of missions supported by the SFO security team	832		200
Emergency Repair and Maintenance of UNRWA Installations				
UNRWA installations repaired or maintained for continued provision of services.	Number of UNRWA facilities rehabilitated	0		22
	Number of UNRWA facilities that are maintained through minor repairs	2		80
Lebanon sector-specific interventions				
strategic priority 1: preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs				
Outcome/ Output	Indicator	Actual		Target
Cash Assistance for Essential Needs, Including Food, Shelter and NFIs				
PRS are able to meet their essential life-saving needs and to cope with sudden crisis.	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%		100%
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance).	Number of individuals receiving cash assistance for food and multipurpose cash assistance during last distribution round (disaggregated by sex)	27,398 (14,257 female and 13,141 male, including 1,371 persons with disabilities)		27,700 (13,357 male; 14,343 female); 8,450 families
	Total amount of cash distributed during last distribution round	US\$ 3,909,518 (US\$ 1,250,905 covering regular cash assistance to PRS, and an additional US\$ 2,658,613 for winterization)		US\$ 1,592,900
	Number of families provided with winterization assistance (cash and in kind)	1,802 PRS families 775 PRL families		8,450 PRS families 706 PRL families
strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services				
Emergency Health				
The impact of the crisis on health services for refugees is reduced.	Number of PRS visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care, disaggregated by sex)	55,417 (31,327 female, 24,090 male)		116,000

Palestine refugees have access to primary health care services at UNRWA health centres.	Number of PRS visits to health centres (disaggregated by sex)	52,317 (29,580 female, 22,737 male)	112,000
	Number of Agency health centres and mobile health points that are operational	27	27
	Number of UNRWA hospitalizations accessed by PRS patients	3,100 (1,747 female, 1,353 male)	4,000
	Percentage of health centres with no stock-out of 12 tracer items	100%	100%
Education in emergencies			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of PRS students graduating from basic education	100% girls and boys 364 students (194 girls and 170 boys for the 2019/2020 school year)	50.68% (42.14% boys; 58.66% girls)
	Number of school-age PRS children enrolled in regular classes in UNRWA schools (disaggregated by sex)	4,654 (2,362 girls, 2,292 boys)	4,812 (2,350 boys; 2,462 girls)
Palestine refugee students have access to education through regular classes.	Number of PRS students provided with at least one item of material support to enable them to access education at an UNRWA school (disaggregated by sex)	4,654 (2,362 girls, 2,292 boys)	4,812 (2,350 boys; 2,462 girls)
	Number of PRS/PRL students attending formal vocational courses whose registration fees are fully subsidized	247 students including 51 PRS (27 female, 24 male) and 196 PRL (80 female, 116 male) 43.3% female	41 PRS and 196 PRL (44% girls)
	Number of students who have attended at least one counselling session (disaggregated by sex)	2,967 PRS (1,447 girls, 1,520 boys)	1,150 (500 boys; 650 girls)
Palestine refugee students are provided with targeted psychosocial support.	Number of PRS students participating in at least one recreational (and/or) extra-curricular activity during the year (disaggregated by sex)	307 (108 girls, 199 boys)	1,150 (500 boys; 650 girls)
	Number of UNRWA students who have attended at least one UNRWA catch-up class (disaggregated by sex)	1,279 (603 girls, 676 boys)	1,800 (850 boys; 950 girls)

Livelihoods and Social Cohesion			
Improved access to livelihood opportunities for PRS and PRL.	Number of PRS/PRL (15-24 years old) reached through formal and non-formal skills trainings (disaggregated by sex)	1,682 including 140 PRS (94 female and 46 male, including 1 male with disability) and 1,542 PRL (1,075 female, 467 male, including 9 persons with disabilities [4 female, 5 male])	1,800 (224 PRS; 1,576 PRL)
Protection			
Strengthened prevention and protection response for Palestine refugees.	Number of UNRWA staff members trained on protection and humanitarian principles (disaggregated by sex)	312 (201 female, 111 male)	720
	Number of Palestine refugees provided with legal aid services (disaggregated by PRL-PRS)	5,300 (2,110 PRS, 3,190 PRL)	7,348
	Number of women/men/girls/boys engaged in community-based protection activities	2,934 including 485 PRS (296 adult female, 187 adult male, 2 girls, 0 boys) and 2,449 PRL (1,955 adult female, 475 adult male, 18 girls, 1 boy)	9,240 (4,620 PRS; 4,620 PRL)
	Number of protection incidents of alleged violations involving duty bearers as perpetrators, documented by UNRWA (disaggregated by PRL/PRS)	68 (7 PRL, 60 PRS, 1 other nationality [50 male, 18 female])	192
Environmental Health			
Public health needs of the affected population are met.	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	95.37%	97%
Improved solid waste management inside UNRWA camps.	Percentage of PRS benefiting from garbage collection inside camps	92.77%	97%
Safe and adequate water supply provided inside UNRWA camps.	Percentage of PRS in camps being provided with potable water for their basic needs	96.04%	97%
Improved wastewater and storm water systems.	Percentage of PRS in camps served with adequate wastewater and storm water systems	95.65%	97%

strategic priority 3: to improve the effectiveness and efficiency of emergency programme delivery			
Safety and Security			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of front-line staff provided with safety, security and awareness trainings	0%	100%
Emergency Repair and Maintenance of UNRWA Installations			
UNRWA installations repaired or maintained for continued service provision	Number of UNRWA facilities rehabilitated or repaired	0	100
Jordan sector-specific interventions			
strategic priority 1: preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs			
Outcome/ Output	Indicator	Actual	Target
Cash Assistance for Essential Needs, including Food, Shelter and NFIs			
PRS are able to meet their essential life-saving needs and to cope with sudden crises.	Percentage of eligible PRS receiving one or more UNRWA emergency cash-based transfer interventions	100%	100%
Eligible PRS families in Jordan are provided with unconditional cash assistance to meet essential needs during the time of their displacement.	Number of PRS provided with unconditional cash assistance per distribution (disaggregated by sex)	16,571 (8,714 female, 7,857 male, including 443 persons with disabilities)	16,500
PRS cases identified as facing major crises are provided with emergency cash assistance.	Number of PRS families receiving one-time emergency cash assistance	460	450
PRS in Jordan are provided with winterization cash assistance to better cope with the hardships of winter season.	Number of PRS families provided with winterization assistance	4,408	4,400
strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services			
Emergency Health			
The impact of the crisis on health services for refugees is mitigated.	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care) (disaggregated by sex)	11,659 (6,770 female, 4,889 male)	15,500 (6,411 male; 8,589 female)
The impact of the crisis on health services for refugees is mitigated.	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	11,134 (6,454 female, 4,680 male)	14,500 (6,197 male; 8,303 female)
	Number of operational Agency health centres and mobile health points	29	29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients (disaggregated by sex)	525 (316 female, 209 male)	500 (214 male; 286 female)

Education in emergencies				
PRS are able to continue their education despite conflict and displacement.	Percentage of PRS and Syrian students graduating from basic education (disaggregated by sex)	97.8% (100% girls, 96% boys)	100%	
	Number of UNRWA schools that enrol PRS and Syrian students in their classes	129	133	
	Number of PRS and Syrian students enrolled in UNRWA schools (disaggregated by sex)	1,063 ²⁶⁰ (531 girls, 532 boys)	1,167	
	Number of PRS students admitted to vocational training centres and Faculty of Educational Sciences and Arts (disaggregated by sex)	36 (24 female, 12 male)	40	
	Number of PRS and Syrian students who have attended at least one counselling session	1,160 ²⁶¹ (592 girls, 568 boys)	1,167	
The psychosocial well-being of students affected by conflict is supported.	Number of newly-appointed school counsellors trained on the Agency's PSS framework	4 (3 female, 1 male)	52	
	Number of PRS and Syrian students provided with educational/recreational materials (disaggregated by sex)	0	1,167	
PRS students are provided with educational and recreational materials and activities.	Number of PRS students participating in at least one recreational (and/or) extracurricular activity during the year	1,167	1,167	
Protection				
Strengthened prevention and protection response for PRS.	Number of PRS individuals referred to external partners for legal counselling	31 (14 female, 17 male, 0 persons with disabilities)	74	
	Number of UNRWA staff members trained on protection (disaggregated by sex)	551 health workers trained on protection (189 male, 362 female) 7 staff trained on neutrality (4 female, 3 male)	500	
	regional response			
The response, as funded, is effectively implemented and managed.	Draft mid-year Emergency Appeal Progress Report issued within 120 days of the end of the reporting period	140 days	120 days	
	Draft annual Emergency Appeal Report issued within 120 days of the end of the reporting period	84 days	120 days	
	Emergency Appeal implementation is reviewed through mid-year and annual results reviews	2 reviews	2 reviews	

Annex 4: status updated Syria regional crisis response EA risk register

Event	Causes	Consequences	Mitigation / Coping Mechanisms	Risk Management Monitoring	Status Update – 31 December 2020		
					Syria	Lebanon	Jordan
Strategic / Programmatic							
- Continuous and unpredictable changes in the operating environment. - Programmatic and implementation targets partially achieved. - Effectiveness in management and governance declines. - Delays in reform implementation.	- Political and security realities of protracted Syria conflict. - Inadequate operational or programmatic capacity to implement plans. - Lack of proper assessment, planning and/or monitoring of plans. - Lack of ownership, inadequate accountability and resistance to targeted results. - Interference and weak capacity - Referral service needs unmet qualitatively and/or quantitatively.	- Higher risk of exposure to violence and insecure environment. - Failure to meet and demonstrate results to stakeholders. - Programme quality is compromised. - Policy decisions not based on evidence or reliable data. - Legal cases against UNRWA. - Stakeholder confidence in UNRWA declines.	- Develop and utilize assessment and conflict analysis to inform management decisions. - Enhance partnership with national and international organizations for efficiency and effectiveness. - Strengthen adherence to project cycle management (PCM) cycle (develop and utilize work plans and logical framework). - Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring. - Strengthen communication with key stakeholders. - Continuous capacity-building provided to staff. - Implement the 2020-2022 UNRWA Evaluation Strategy to reinforce accountability, transparency, integrity and learning.	- Monitoring security updates. - Periodic monitoring undertaken through Quarterly Management Reviews and semi-annual Results Reviews. - Regular programme and financial monitoring through monthly management meetings. - Regular monitoring of reform strategies through annual work plan and report. - Periodic review and update of UNRWA risk register. - Quarterly planning, monitoring and reporting meetings. - Humanitarian snapshots issued on a bi-monthly basis. - Monthly protection meetings.	- The FSRM Unit continued to monitor, assess and advise on the security in collaboration with UNDOSS. The FSRM Unit is developing an ad-hoc SRM to define the threats and measures needed to reduce the risks on UNRWA operations. - Quarterly Management Reviews (QMRs) continued to be implemented throughout 2020. The QMRs assisted in: (i) tracking and quality assuring results; and (ii) improving programme management and decision making. - An issue log was maintained to assist SFO Front Office and Programme Support Office (PSO) in tracking/solving identified problems. - Humanitarian snapshot was issued on a monthly basis throughout the year. - Area protection meetings were held on a monthly basis including remotely during the COVID-19 lockdown.	- Quarterly management meetings and project reviews continued in 2020. - Monitoring visits and verification missions were conducted as COVID-19 restrictions allowed. - Partnership efforts were carried on throughout 2020 to coordinate emergency and relief efforts to respond to the socio-economic crisis as well as to COVID-19. - In light of the country's unrest which commenced on 17 October 2019 due to political and economic factors, LFO FSRM Unit continued to monitor the security situation to inform management decisions and ensure the safety and wellbeing of staff. Following the explosion in Beirut in August 2020, further follow up was needed regarding the situation at the port - LFO Contingency Plan and the five area plans have been updated to reflect the situation.	- Since the re-opening of Nasseib border crossing point in October 2018, 784 PRS individuals have returned to Syria, out of whom 447 individuals came back to Jordan and had their cases reactivated with UNRWA. Numbers of returnees are very limited due to instability of the economic and security situation in Syria and it is also expected to decrease due to COVID-19 restrictions implemented by the Government of Jordan. - The number of PRS families provided with one-time emergency cash assistance increased due to the loss of livelihood opportunities due to COVID-19 lockdown. - Most vulnerable PRS continue to face challenges related to their legal status in Jordan. UNRWA Neutrality and Protection Unit is in the process of hiring a legal firm to strengthen support to these cases.

• KAP is hosting 499 refugees, including 343 PRS, who continue to face challenges in legalizing their situation in Jordan. • Quarterly PDM surveys are being conducted (by phone). A PDM survey specific to the COVID-19 assistance will be implemented in the second half of the year. Findings of current PDM indicate that PRS are highly dependent on cash assistance, which is used mainly for rent, food and paying debts.							
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Financial					
- Deficit in donor aid commitment to the regional response plan. - Decline in purchasing power (exchange rate fluctuation and inflation). - Efficiency of expenditures declines. - Deficit in EA funding affecting the provision of services.	- Donor fatigue and reprioritization of humanitarian response in Syria. - Humanitarian needs exceed international response. - Competition from other emergencies or regional issues. - Limitations in adequacy of audit and oversight functions. - Ongoing economic contraction aggravated by insecurity and/or sanctions. - Insufficient funding to the EA.	- Shortfall in donor contribution for Syria. - Inability to respond adequately to the increased needs of PRS. - Increase in staff dissatisfaction. - Fiduciary risks in operational implementation.	- Intensive and regular engagement with donors and international stakeholders. - Review of programmatic interventions to adjust levels of assistance to depreciation of the currency. - Strategic approach to fundraising. - Prioritization of key projects. - Robust financial and management systems in place. - Audit and oversight provided and recommendations are implemented.	- Communication with donors (private/institutional) is more consistent and of higher quality. - Audit and oversight monitored through UNRWA systems of review and response. - Budget hearings and project prioritization processes held annually. - Regular budget monitoring processes are held. - Regular coordination between field offices and HQ on review of programmatic interventions.	- Regular contact was maintained directly or in close coordination with ERD with key donors, including Germany, DFID, ECHO, EU/DG NEAR, Japan, Italy, Norway and SDC, amongst others. A number of meetings were conducted online due to COVID-19. Some donor delegations were received at SFO in Damascus during the last quarter of 2020. - Quarterly expenditure review meetings with the front office and service departments were conducted in 2020. - UNRWA had to reduce the amount of cash assistance provided to beneficiaries due to shortage of funds; this trend applied for all three rounds of cash assistance in 2020. - UNRWA, as part of the UNCT, is engaged in dialogue with the government counterparts to negotiate a new preferential exchange rate to protect the purchasing power of cash assistance.
				2020 EA critical needs for emergency health, education and cash - assistance have been partially covered. - Humanitarian snapshots and situation reports were produced and circulated providing monthly updates on key facts and figures concerning the EA. - Regular communication with donors was maintained. - Quarterly expenditure review meetings continued throughout 2020 and the latest review meeting was held in December.	- Funds were available to cover PRS requirements. - Quarterly expenditure reports are prepared to better reflect on requirement vs gaps. - Monthly humanitarian snapshots are being prepared reflecting updated figures and activities against donors funded projects; the snapshot is being shared with donors and partners and it considered one of donor's visibility tools.

Hazards					
• Increase in asymmetric attacks and/or natural disasters. • Civil unrest (LFO). • Heightened physical threats to refugees, staff and UN facilities (personal safety) and increased risk of GBV, SEA and incidents of violence against children. • Further displacement/movement of Palestine refugees from camp and gatherings (SFO). • Sudden increase in the number of PRS returns to Syria, in particular from neighbouring countries. • Area staff rules and regulations for safety and security are not covered by UN security framework. • Deteriorating infrastructure through lack of maintenance leads to unsafe working conditions. • Deterioration in the economic situation and negative exchange rate fluctuation in Lebanon. • Lack of funding limiting UNRWA ability to restore its services in areas of IDPs and refugee returns in Syria.	• No peaceful resolution to conflict. • Local staff safety and security are not covered by UN security framework. • Lack of financial investment in maintenance. • Civil unrest in Lebanon leads to increase in PRS returns and further displacement for PRL. • Increased risk of child sex trafficking. • Change in the context in Lebanon and Jordan pushing PRS to return to Syria.	• Increased threat, violence-related injuries and displacement of UNRWA refugees. • Increased staff flight and fatigue. • Damage to and loss of UNRWA assets; violations of UNRWA privileges and immunities. • Reduced access to beneficiaries, camps and gatherings. • Increase in needs, in particular in areas of Palestine refugee's returns. • Lack of adequate duty of care standards on safety and security. • Partial or complete evacuation of international staff.	• Establish field-specific plans to mainstream safety and security. • Ensure all staff are fully trained on security and safety. • Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes. • Review of programmatic interventions to adjust to increase needs. • Coordination with authorities; the Office of the Special Envoy; and, as possible, other parties controlling access. • All staff trained on the increased vulnerability to incidents of GBV, SEA and violence against children in emergencies. • Cross-cutting initiatives on GBV, SEA and AVAC integrated into emergency response plans and processes.	• Regular use of security updates and information management system. • Ongoing analysis and collection of security information. • Close coordination with UN Security Management Team and other UN security teams. • Regular coordination between fields and with HQ on monitoring of PRS returns.	• The Security Information Management System (SIMS) is not fully operational in Syria as the data entry has particular restraints. As an alternative method of reporting, DSRM has been producing a daily report, uploaded on share-point. All incidents affecting UNRWA staff, assets, and installations that are reported to DSRM are entered into the daily report. • SSAFE training is compulsory for all international staff working or conducting field missions in Syria. • In addition, area staff is also enrolled on SSAFE trainings, slots permitting, in order to enhance security awareness and inform decision making. All face to face training has been put on hold due to COVID-19 as advised by the UNCT in Syria. • The FSRM Unit conducted security assessments for all field missions. • SFO continued to track and report on the return of Palestine refugees to Syria in close coordination with LFO and JFO, as well as with HQ. • Staff have continued to be trained on AVAC, albeit in smaller numbers due to COVID-19. Provisions for online trainings have also been made and are to be tested.
				• The Security Information Management System (SIMS) is not fully operational in Syria as the data entry has particular restraints. As an alternative method of reporting, DSRM has been producing a daily report, uploaded on share-point. All incidents affecting UNRWA staff, assets, and installations that are reported to DSRM are entered into the daily report. • SSAFE training is compulsory for all international staff working or conducting field missions in Syria. • In addition, area staff is also enrolled on SSAFE trainings, slots permitting, in order to enhance security awareness and inform decision making. All face to face training has been put on hold due to COVID-19 as advised by the UNCT in Syria. • The FSRM Unit conducted security assessments for all field missions. • SFO continued to track and report on the return of Palestine refugees to Syria in close coordination with LFO and JFO, as well as with HQ. • Staff have continued to be trained on AVAC, albeit in smaller numbers due to COVID-19. Provisions for online trainings have also been made and are to be tested.	• Despite the milestone agreement between PLO, the Alliance groups, the risk of ongoing division in leadership remains. • The security situation in the camps remains volatile. • The FSRM Unit continued to monitor and update on the security situation in the country in cooperation with UNDSS. • A limited number of safety and security trainings for senior staff have been conducted remotely. • LFO participated in updating the HCT Contingency Plan. • Following the explosion at Beirut port in August, further review and analysis of staff safety and security needs was conducted.
				• Security updates are being provided through UNDSS updates. • JFO Security Officer is providing bi-weekly (daily- during COVID-19 pandemic) updates to alert senior staff about incidents and security concerns. • Security situation is stable in Jordan however, protests and marches occur.	

Operational

• Lack of adequate human resources/capacity. • Sustained disruption and/or inadequacy of power supply. • Access and transportation routes to areas compromised by insecurity. • Lack of adequate and reliable suppliers for essential supplies and services within Syria. • National banking systems reduce capacity or collapse. • Sustained disruption of information, communication and technology services (ICT). • Procurement-related fiduciary risks. • Breach (real or perceived) in neutrality and staff code of conduct. • Non-availability of technical expertise. • (JFO) The humanitarian partners of UNRWA completely or partially interrupt service provision to refugees in KAP, including PRS.	• Displacement of staff families and destruction of homes. • Flight of technically qualified staff from Syria. • Lack of reliable markets combined with crippling impact of economic sanctions. • Expanding areas of insecurity and/or limited access in Syria. • Lack of adequate state and financial institutional capacity to support operations. • Lack of capacity and/or resources in ICT support functions. • Lapses in adherence to Agency policies and procedures. • Misuse of goods or assets for activities other than those intended. • (JFO) Humanitarian partners in Jordan are repositioning their approach to assistance.	• Inability to respond adequately and in a timely manner to growing needs with quality services and assistance. • Constant feeling of insecurity and low morale and recruitment challenges. • Unstable local markets undermine the Agency's ability to procure goods and services locally. • Disruption to business continuity. • Poor systems in place to support service delivery, management and oversight and informed decision-making. • UNRWA becomes target for violence; Agency premises is compromised. • (JFO) Basic service provision to vulnerable PRS in KAP is undermined and disrupted.	• Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response. • Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies. • Business continuity plans in place dealing with emergency and crisis situations. • Establish remote and decentralized management structure. • Develop options and alternative transportation and importation routes. • Maintain dual procurement tracks (local and international). • Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts. • (JFO) Explore new partnership opportunities, maintain advocacy with existing partners to ensure continuous service provision to PRS in KAP.	• Emergency staff rosters regularly updated. • Regular review of business continuity plan. • Periodic review of programme criticality and essential staff. • Periodic review of procurement contracts. • Tracking and analysis of neutrality violations and follow up for UNRWA installations. • Field visits. • Meetings with partners.	• A Business Continuity Plan was developed to ensure sustainable delivery of services and humanitarian assistance within the context of COVID-19 pandemic. • Critical staff were identified and working modalities were adjusted to respond to COVID-19 context and lockdowns. • Operation and interventions were also adjusted to ensure preventative measures are applied to mitigate risks associated with COVID-19. • Field visits continued but were limited to essential monitoring visits in order to minimize risks of exposure to COVID-19. Humanitarian missions also continued, adopting the necessary preventative measures. • Meeting with partners, including donors and UN Agencies, largely moved to online modality; however some delegation visits to the Field Office took place in the last quarter of 2020.	• The LFO Business Continuity Plan has been updated on a quarterly basis. • LFO has conducted regular reviews of Field Office and area-based contingency plans. • An emergency supply of fuel has been provided to four out of the five areas (Tyre, Saida, Tripoli and Beqa'a) as well as for LFO and STC. • Legal awareness sessions were held to support PRS on legal status issues, civil registration and matters related to UNRWA's mandate. • In 2020, telecommuting modalities were implemented on a number of occasions, due to protests and unrest as well as COVID-19 LFO has ensured that staff is equipped to perform their functions remotely. • LFO home-office-home transportation operated at 30 per cent capacity to reduce the risk of transmission of COVID-19.	• Movement restrictions, closure of UNRWA facilities and limitations in number of movement permits provided to staff has put obstacles in reaching out to PRS and provide face to face interventions. • UNRWA JFO has prepared contingency and business continuity plans to avoid interruption in service delivery. • Continuous turnovers occur among staff under limited duration contract, who seek for more stable opportunities.
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Socio-Political							
Higher expectations from refugees than UNRWA capacity and mandate allows for.	- Lack of understanding of UNRWA mandate and capacity. - Constrained operational environment resulting from limited funding and lack of access. - Inadequate/misinformation regarding UNRWA service provisions. - Expanding needs as a result of the protracted crisis.	- Growing administrative burden as a result of increased appeals/complaints. - Unfavourable social media coverage. - Exposure of staff to threats and violence. - Interference with programme delivery. - Demonstrations and protests.	- Strengthen relationship with and participation of community and IDP leaders and committees. - Maintain dialogue with all stakeholders. - Improve communication with staff, beneficiaries, host communities, donors and governments. - Active outreach activities.	- Assessments and informal survey of Palestine refugees' satisfaction. - Effective complaint and appeal mechanism. - Staff reporting on incidents and complaints.	- UNRWA conducts regular meetings with GAPAR to discuss the needs of Palestine refugees as well as share the funding status. This is followed up through a biweekly report submitted to GAPAR as well as a quarterly report shared with the Ministry of Foreign Affairs. - Coordination with GAPAR on the response to emergencies and other programmatic changes has continued during the year. - UNRWA also works closely with the community in their places of residence through committees, such as Parents and Teachers Association to help in the management of schools. - Beneficiaries receive SMS to inform about the time for cash and food distributions as well as the duration of each assistance round. - UNRWA has a complaint mechanism in place and a hotline for beneficiaries. - UNRWA conducted a survey on the socio-economic impact of COVID-19 on Palestine refugees in June 2020. - SFO made remote outreach to older persons and persons with disabilities to provide information about COVID-19 and provided PSS and support.	The Lebanese authorities have continued to delay the issuance of permits for entering construction materials into the camps. LFO liaises with donors and other partners to jointly address this issue with the Lebanese authorities.	- PRS are continuously approaching UNRWA staff to express their frustration as a result of decreasing cash entitlements. An appeal mechanism continue to be available to PRS. - Hotlines are available to respond to PRS queries. - Key messages are shared with relevant staff before cash distributions and PRS are being informed through SMS. - The Director of UNRWA Affairs conducted meetings with representatives from PRS community at the four area offices in addition to KAP to hear about their needs and respond to their enquiries. - Regular meetings with KAP community leaders are attended by UNRWA and other UN agencies and partners active in KAP.

					- UNRWA conducted a post distribution monitoring (PDM) survey after the third round of cash assistance in December 2020. Data is under analysis and a report will be issued in early 2021. - Due to deteriorating socio-economic conditions, UNRWA decided to follow a blanket approach for the distribution of in-kind food assistance for the second and last round of 2020.	
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Annex 5: oPt emergency appeal results framework				
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	
Refugee households living in poverty meet their most basic food requirements.	Number of refugees receiving emergency food assistance (disaggregated by sex)	1,043,173 (519,277 female, 523,896 male)	1,000,000 (498,000 female; 502,000 male)	
Emergency Cash-for-Work Outcome: The severity of refugee food insecurity is tempered				
Palestine refugees earn wages to cover their basic food needs.	Number of workdays generated	416,192	2,150,000	
	Number of full-time equivalents created	1,445	7,500	
	Number of refugees benefiting from short-term CfW	8,105 (2,400 female, 5,705 male, 631 female youth, 2,034 male youth)	21,000	
	Total value provided to CfW beneficiaries	US\$ 5,043,161	US\$ 26,000,000	
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				
Crisis-affected refugees have access to secondary and tertiary health care.	Number of poor refugees receiving secondary or tertiary health care	5,689 ³⁶² (4,104 female, 1,585 male)	7,200	
Crisis-affected refugees have access to primary health care.	Number of patients provided with life-saving medicines	4,515	4,500	
	Number of emergency surge staff hired to cope with increasing demand in UNRWA health centres	0	45	
Vulnerable refugee students receive medical support.	Percentage of identified students provided with necessary assistive devices and tools based on screenings	75.9%	100%	
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				
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 (disaggregated by sex)	0	70,000 (36,500 male; 33,500 female)	

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 (disaggregated by sex)	0	282,000 (136,500 female; 145,500 male)
Mental Health and Psychosocial Support Outcome: The psychosocial well-being of Palestine refugees is enhanced			
UNRWA students and parents receive psychosocial support at UNRWA schools.	Number of students receiving individual counselling (disaggregated by sex)	15,942 (7,642 female, 8,300 male)	14,000 (6,900 female; 7,100 male)
	Number of students receiving group interventions (disaggregated by sex)	2,728 (1,320 female, 1,408 male)	12,00 (5,900 female; 6,100 female)
	Number of public awareness sessions for parents held (disaggregated by sex)	1,345	1,600
	Number of adults receiving individual counselling (disaggregated by sex)	3,948 (3,234 female, 714 male)	6,300 (4,700 female; 1,600 male)
Families and communities receive psychosocial support at UNRWA health centres.	Number of adults receiving group interventions (disaggregated by sex)	935 (666 female, 269 male)	2,000 (1,500 female; 500 male)
	Number of psychoeducation or awareness sessions for adults held	1,105	1,000
Protection Outcome: The protection of Palestine refugees' human rights is enhanced			
The protection needs (GBV, child protection and needs arising from the GMR) of the most vulnerable Palestine refugees are responded to.	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	0	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 briefings and reports on the humanitarian and protection context provided to key international stakeholders, including delegations	0	1,000
	Number of GBV survivors receiving legal advice and social interventions	0	5,000

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			
Outputs	Indicator	Actual	Target
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
Emergency Cash Assistance			
Outcome: The severity of refugee food insecurity is tempered			
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 (134 female-headed)	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 (disaggregated by sex)	24,218 (11,787 female, 12,431 male)	25,330 (12,344 female; 12,986 male)
	Total value disbursed as cash to abject poor refugee households	US\$ 3,382,227	US\$ 3,546,200
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.			
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 advocacy interventions	39%	40%
International delegations are better informed to advocate on the protracted crisis affecting refugees.	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	82%	65%
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	Number of protection (advocacy) interventions, including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers	258	80
	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	58%	50%
	Percentage of refugee households affected by demolitions/evictions who re-establish stable accommodation at the cessation of interventions ²⁶³	77%	50%

Gaza, West Bank & headquarters strategic priority 3: effective management and coordination of the emergency response			
Coordination, Safety, Security and Management Outcome: The emergency response, as funded, is effectively implemented and managed			
Outputs	Indicator	Actual	Target
The response, as funded, is effectively implemented and managed.	Draft mid-year EA progress report issued within 120 days of the end of the reporting period	140	120 days
	Draft annual EA report issued within 120 days of the end of the reporting period	84	120 days
	Emergency Appeal implementation is reviewed through mid-year and annual results reviews	2	2 reviews
Emergency Preparedness Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities			
The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies.	Number of staff trained on emergency preparedness and response	0	1,026 (Gaza)
	Number of staff trained on early recovery	0	342 (Gaza)
	Number of refugee households covered by available emergency stocks	72 refugee households, of which 4 female-headed (West Bank)	100 refugee households (West Bank)
	Number of staff trained in emergency preparedness and response (area level)	0 (West Bank)	75 (West Bank)
Neutrality (West Bank) Outcome: Agency neutrality and integrity is safeguarded			
Installation inspections and sensitization training and management reviews are carried out to safeguard neutrality	Percentage of installations monitored biannually	63%	100%
	Percentage of installations inspected at least once	92.74%	N/A
Neutrality (Gaza) Outcome: Agency neutrality and integrity is safeguarded			
Installation inspections are carried out to safeguard neutrality.	Percentage of installations monitored biannually	12%	100%
	Percentage of installations inspected at least once	100%	N/A
	Percentage of recorded issues that are incompatible with the Agency's neutrality framework with an initial follow up	100%	100%

Annex 6: status updated oPt EA risk register

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring	Status Update – End 2020	
				Gaza	West Bank
Hazards - 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. - 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. - Inability of the PA Government to provide salaries to civil servants, with subsequent security and service delivery implications.	- Increased humanitarian needs and vulnerabilities among Palestine refugees. - Increase in protection issues, including GBV, SEA and violence against children, violations of IHL/IHL, fatalities, injuries and people detained due to law enforcement operations or armed conflict. - 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.	- GFO and the 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. - UNRWA can access existing logistical and administrative capacities during emergencies, thereby, providing a surge capacity mechanism during a crisis. - 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. - UNRWA coordinates with United Nations Country Team UNCT/UNDSS to ensure maximum coverage and efficiency. Both GFO and WBFO actively participate in inter-agency simulations and emergency preparedness/response workshops. - 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. - Security briefings for incoming staff support conduct and behaviour that reduce risk, both to the individual and to the Agency.	- Close monitoring of the political environment, trends analysis, protection incidents and early identification of factors that can trigger an escalation. - 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. - Daily media reviews.	- Reconciliation talks have largely collapsed, further worsening the political impasse and contributing to service delivery crisis and deteriorating socio-economic conditions on the ground. - Salaries of PA civil servants continued to be reduced to approximately 40 per cent along with reductions in social assistance.	- With the ease of some of the lockdowns and restrictions put in place to contain COVID-19, in May 2020, a return to pre-COVID-19 levels of violence, ISF activity and demolitions was observed. By June 2020, the number of ISF operations were similar to January's levels, as were the number of Palestinian injuries. In May, four Palestinians were killed in the West Bank. With respect to demolitions and displacements, the summer of 2020 saw a massive rebound in structures demolished and people displaced. - The protection situation in the West Bank in 2020 was characterized by an increase in ISF operations, often including the use of live ammunition in refugee camps. Alarming, 2020 was a record year for settler violence and also saw the highest number of demolitions by Israeli authorities since 2016, resulting in the displacement of Palestinians. Palestine refugees are disproportionately affected. - Insufficient revenues have left the PA unable to pay the salaries for around 133,000 government employees. The tax revenues crises came to an end by the end of 2020 and the PA paid all outstanding amounts for PA employees after receiving all tax amounts from the Israeli side. Currently there is a stability in payment of salaries which had a positive effect on the economy.

			• Cross-cutting initiatives addressing issues such as GBV, SEA and violence against children are mainstreamed into emergency response plans and processes.			
Strategic	• Inadequate funding level to meet rising needs. • The suspension of peace talks, if sustained, could lead donors to reconsider their long-term commitment.	• Service delivery to refugees interrupted and/or service is not delivered to most vulnerable beneficiaries. • Not meeting expected results due to reduction in donor assistance. • Negative impact on public perceptions of UNRWA. • Threats to staff/service delivery.	• More effective resource mobilization and advocacy. • Regular briefings to donors. • Community outreach/communication. • Resource rationalization and prioritization of interventions. • Contingency planning.	• Engagement with the Department of External Relations and Communications (ERCD) to track income/pledges. • Engagement with ERCD to diversify donors and donor income to the EA. • Monitoring of service interruptions and refugee satisfaction and reactions.	• 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. • Continued outreach efforts to donors and partners to mobilize resources for the EA, as well as approaching private donors.	• EA funding continued to be limited for the West Bank, affecting emergency services. The COVID-19 crisis increased the pressure on UNRWA services. Additional funds were mobilized through the two COVID-19 flash appeals issued by the Agency in 2020.
	Operational					
	• Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks, as well as dissatisfaction towards employment conditions.	• Industrial action resulting in interruption of service delivery. • Misuse of materials and assets.	• UNRWA HQ and field office management have regular meetings with the Area Staff Unions to discuss specific issues of staff concern. • In case of industrial action, both offices are capable of relocating to remote locations with necessary support. • Regular updates with stakeholders (staff and institutional partners) are provided to ensure understanding of reforms and structural reorganization requirements. • Through consultations between supervisors, supervisees and Human Resources representatives, constructive staff dialogue is promoted. • Access to and use of staff portal and social media platforms for GFO and WBFO staff as a tool for effective communication with staff.	• Monitoring/documenting of key issues to the union and of union messaging. • Updates to donors on key developments affecting Agency operations. • Periodic review of business continuity plans. • Regular interaction and communication with the Commissioner-General and Executive Office staff. • Regular updates through communication with Field Office management. • Periodic monitoring and review of staff survey results.	• The Agency continued to maintain regular communication with staff on changes to EA programming. • 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.	• Continuous dialogue with employees was maintained to guarantee transparency and make sure employees were aware of the current financial situation. There was no industrial action resulting in interruption of service delivery in the reporting period.

Financial					
• Fiduciary risks in operational implementation. • Reputational risk impacts donor support to UNRWA.	• Donors reduce their contributions. • Financial viability of projects/programmes compromised. • Dissatisfaction among beneficiaries towards UNRWA due to negative perception of UNRWA operations and potential cuts.	• Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning system. • Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes. • UNRWA systems are monitored and audited to identify and correct operational and financial risks. • Continued bilateral and ad-hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support.	• Monthly meetings in GFO and WBFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions. • Quarterly RBM of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected. • In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs.	• In light of funding reductions, steps have been taken to mobilize project funding and to bridge funding gaps through other arrangements and advances from UNRWA programme budget, increasing exposure of the Agency to financial risk. • Close monitoring of financial planning, implementation of programmes as well as expenditure plans.	• UNRWA managed to continue to operate and maintain services with the limited budget available. • The assistance provided by UNRWA to respond to COVID-19 specific needs was positively received by refugees.
Socio-political					
• Real or perceived breach of UNRWA neutrality as a humanitarian actor. • Beneficiary expectations go unmet due to a perceived (or actual) decrease in humanitarian assistance. • Lack of trust in reporting systems. • Persistence of harmful cultural practices.	• Death or injury of refugees accessing services/UNRWA staff. • Donors reduce financial support. • Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries. • Incursions in UNRWA installations create general insecurity in the refugee community. • Unstable/unfavorable community relationships. • Obstruction of service delivery for the beneficiaries. • Exposure of UNRWA staff to threats and compromising situations and retaliation for reporting. • Mistrust towards UNRWA among Palestine refugees who do not receive the expected support.	• 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. • Staff outreach through communications, annual/biannual presentations and workshops on neutrality/access/protection. • Proper inductions are provided for newly-hired staff that includes training on UN privileges and immunities and the UN humanitarian principles, including neutrality. • Allegations concerning neutrality breaches are investigated and where breaches are identified disciplinary action is undertaken in accordance with the Agency's Regulatory Framework.	• Tracking and analysis of neutrality violations in UNRWA installations. • An updated record of staff members trained on humanitarian principles, including neutrality, is kept. • Media analysis and follow-up. • Regular donor contact. • Results of internal surveys and evaluations from non-UNRWA sources. • Staff expectations recorded as part of appeal programme design. • Security Information Management System (SIMS) reporting on incidents and complaints. • Neutrality-related incidents and follow up are tracked. • DIOS data on case investigations.	• Installations managers (during the first half of 2020 measures) and later the Protection and Neutrality Team monitored neutrality of installations and followed up on violations. All staff took the mandatory neutrality online course.	• Media continued to report allegations on perceived lack of neutrality of UNRWA. All mitigation measures were taken, to reassure donors and partners on UNRWA neutrality. • Challenges were encountered due to the COVID-19 outbreak and related lockdowns and movement restrictions limiting UNRWA staff's ability to physically access installations for neutrality inspections. • Continuous dialogue is maintained with the community on UNRWA's financial situation to respond to unmet expectations and make sure beneficiaries are well informed.

			• 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. • Interventions are conducted with key interlocutors, sometimes jointly with other UN agencies. • The Agency updates and implements communication plans that include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, Camp Service Committees and the PA. • Feedback is sought and stakeholder concerns addressed. Transparency is improved through stronger community-level engagement. • 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. • WBFO is working to improve its feedback mechanism for other programmes, to make sure that trusted and systematic procedures are in place. • 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.		
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			• 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 Commissioner-General/ Director of UNRWA Affairs/ 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 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.		
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risks specific to GFO				
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	Status update
Socio-political				
Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza.	Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies.	- Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays of commodities. - Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays. - Whenever necessary, UNRWA undertakes steps that see the Israeli authorities allow unhindered humanitarian relief into Gaza. - Support is sought from the international community and donors to use their position in advocating for the unhindered access of humanitarian assistance into Gaza. - As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained.	- Clear external reporting on the impact of access barriers on programme delivery. - Regular communication with the Israeli authorities. - Analysis of incidents and trends. - Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel. - Monitoring of the media and dialogue with local economic actors.	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.

• Attempted political interference in UNRWA activities.	• Delays in the implementation of activities, with possible cancellations.	• The humanitarian purpose and neutrality of UNRWA interventions are highlighted to stakeholders. • Open communication channels with stakeholders who advocate for the Agency's humanitarian mandate. • Close observance of and constant reminders provided on the UNRWA mandate and scope of work. • Reporting mechanisms from all programmes and installations to inform on incidents of interference by government representatives on UNRWA activities. • Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions.	• Record and ensure analysis of incidents. • Maintain regular contacts with key stakeholders, including donors. • Depending on the case, and if required, communicate publicly.	• No notable incident was reported.
• Worsening of the political divide.	• Possible escalation of violence and conflict in Gaza due to increased internal division. • Further tightening of restrictions in the movement of people, goods and services in and out of the Gaza Strip. • Deterioration of socioeconomic conditions among refugees in Gaza resulting in increased pressure on UNRWA and humanitarian actors.	• In coordination with UNDSS, closely monitor the political and security situation to strengthen contingency planning and where possible allow pre-emptive planning for escalations. • Continued coordination with UNCT/UNDSS to ensure maximum coverage and efficiency. • UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis.	• Collaborate with other humanitarian partners in monitoring of the political environment and early identification of factors that can trigger an escalation. • Regular use of the SIMS, including ongoing collection and coordination of security data through the UN Security Management Team. • Daily media reviews.	• 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.

Financial	- Decline in purchasing power and persistent high unemployment rates and rising food prices in local markets. - Further reduction in emergency funding affecting the ability to provide humanitarian assistance.	- Increased needs among Palestine refugees. - Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries. - Funding shortfalls force the Agency to implement changes in its emergency activities.	- Implementation of intensive reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified. - UNRWA beneficiaries in Gaza are targeted solely through a proxy-means benchmarking mechanism in line with international best practice. - Through the PAS, 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. - Strengthened/planned procurement processes ensure better anticipation of requirements and thus lower prices. - Sustained fundraising and planning efforts to ensure that vital and life-saving services continue to be provided.	- Monthly price monitoring system (collection of prices for key food commodities). - Tracking of socio-economic indicators using Palestinian Central Bureau of Statistics data on labour force, national accounts, poverty and prices, as well as other primary and secondary sources. - Information provided by other humanitarian actors.	- 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. - Though measures of poverty vary the UN cites a rate of 80 per cent, and an estimated 10 per cent increase as a result of COVID-19. UNRWA provided a one-off cash assistance to most vulnerable Palestine refugees in 2020 under the COVID-19 Appeal.
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• Disruption to the effective functioning of the Gaza Reconstruction Mechanism (GRM).	• Increased monitoring/implementation costs for UNRWA. • Public frustration over stalled recovery /reconstruction.	• Enhanced efforts to secure funding for self-help repair/reconstruction. • Possible use of contracted construction to meet shelter needs.	• Monthly Shelter tracker, engagement with GRM stakeholders.	• Despite various improvements to the GRM following a joint review in 2019, delays continued to be experienced and stakeholder engagement is ongoing. • 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. • PA ending its bilateral coordination with Israel affecting contractors losing any guarantees to collect their VAT, causing higher construction costs.
Environmental				
• Worsening of environmental problems due to the energy crisis.	• Water crisis becomes irreversible. • Steps taken by international actors do not equally benefit refugees. • Families use makeshift power solutions that put them at risk.	• Increased focus and investment on environmentally sustainable solutions (e.g. desalination plants, solar panels). • Prevention measures, such as those to counter flooding. • Advocacy and engagement of local and international stakeholders on solutions around the crisis.	• UNRWA internal installation report. • Information provided by other humanitarian actors.	• 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. • Focus on green energy and the installation of photovoltaic solar system in UNRWA facilities continue in order to complement the lack of electricity.

risks specific to WBFO				
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	Status update
Programmatic • 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. • Increased IHL and IHRL violations affecting Palestine refugees and refugee camps, especially related to demolitions, settler violence and military operations. • Fiduciary risks in operational implementation.	• Increased food insecurity and poverty among Palestine refugees. • Difficulties in meeting humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need. • Increased protection threats, humanitarian need and reliance on humanitarian assistance. • Increased tension and frustration of refugees in the West Bank, including East Jerusalem in the event of service cuts.	• 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. • In 2020 the Agency will continue to update its caseload based on regular field assessments; to make sure that emergency services provided are provided to the most vulnerable. • Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are prioritized. • 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. • The crisis intervention unit continues to provide assistance to refugees facing IHL and IHRL violations as a result of demolitions, settler violence and military operations.	• Quarterly monitoring of each project/programme through the UNRWA RBM system. • Economic, household and labour market analysis conducted by UNRWA or other actors. • Following trends and discussions through active participation of WBFO in the Food Security Sector and Food Security Analysis Unit. • Internal bi-weekly protection reporting and trends analysis on relevant incidents.	• Most economic activities witnessed a noticeable decline in the value added during 2020 compared to 2019. The services activity recorded the highest drop value by 10 per cent. The construction activity witnessed a decline of 35 per cent, followed by the industry activity which showed a decline of 12 per cent, and the agriculture activity witnessed a decrease by 11 per cent. • A continuation in the trade balance deficit, and a decline in the volume of trade exchange with the world and a decline in the imports and exports to and from Palestine was also noted. In 2020, the volume of trade exchange to and from Palestine reached \$10 billion with a decline of 10 per cent compared to 2019. This result from a decline of 7 per cent in exports, which reached \$2.5 billion and a decline of 11 per cent in imports, which reached \$7.4 billion. Therefore, the trade balance witnessed a deficit of around \$5 billion. • On the labor force side, more than 66 thousand employees lost their jobs during 2020, leading to an increase in the unemployment rate to around 28 per cent and resulting a decline in the GDP per capita and new segments of the population entering poverty and extreme poverty. The total number of employees in the labor market dropped from 951 thousand employees in 2019 to 884 thousand in 2020. • 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). • The Crisis Intervention Unit successfully adopted remote working modalities in response to access restrictions brought on by the onset of the COVID19 emergency. • There were no additional cuts in service delivery under the EA in 2020. However, the funding situation is of concern.

Annex 7: flash appeal for the COVID-19 response results framework

Syria field office strategic objective 1: contain the spread of COVID-19 and decrease morbidity			
Indicator	Actual	Target	
Health			
Number of UNRWA health workers receiving PPE	435 (249 female, 186 male)	435	
Number of NCD patients receiving home delivery of medicines	1,334 (800 female, 534 male, incl. 160 persons with disabilities)	1,200	
Number of UNRWA hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	0	500	
Water and Sanitation			
Number of vulnerable households/individuals receiving hygiene/dignity kits	19,718 households (60,371 individuals - 33,336 female and 27,035 male, including 13,918 over 65 and 5,046 persons with disabilities) 264	19,100 individuals	
Number of additional sanitation workers hired	0	9	
strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable			
Cash Assistance			
Number of vulnerable individuals (and households) receiving cash assistance to mitigate additional socio-economic hardship due to COVID-19	0	418,000 individuals	
Total amount of cash assistance distributed through the Flash Appeal	US\$ 0	US\$ 12,540,000	
strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis			
Education in Emergencies			
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	N/A 265	80%	
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	86.3% (49% female, 51% male)	80%	

Number of school students reached with PSS activities	42,394 (20,478 female, 21,916 male, including 1,941 students with disabilities)	50,000
Number of VTC students reached with PSS activities	135 (26 female, 109 male)	600
Number of additional education workers hired	25 (15 female, 10 male)	32
strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic		
Protection		
Number of GBV survivors assisted	1,399 (761 female and 638 boys, including 54 persons with disabilities)	600
Number of Palestine refugees receiving PSS counselling	6,109 (3,160 female and 2,949 male, including 113 persons with disabilities)	3,000
Lebanon field office		
strategic objective 1: contain the spread of COVID-19 and decrease morbidity		
Indicator	Actual	Target
Health		
Number of UNRWA health workers receiving PPE	460 (232 female, 228 male)	301
Number of COVID-19 tests for Palestine refugees paid for by UNRWA	1,001 (503 female, 498 male)	5,500
Number of Palestine refugees using UNRWA isolation centres	162 (57 female, 105 male, including 79 PRL, 16 PRS and 67 other nationalities)	133
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for COVID-19 treatment	433 (217 female, 216 male)	3,151
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	0	4,390
Number of additional health workers hired	173 (81 female, 92 male)	120

Water and Sanitation		
Number of additional sanitation workers hired	60 (60 male)	60
strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable		
Cash Assistance		
Number of Palestine refugees (and households) receiving cash assistance to mitigate additional socio-economic hardship due to COVID-19	55,200 (29,324 female, 25,896 male, including 4,473 persons with disabilities)266	257,000 individuals
Total amount of cash assistance distributed through the Flash Appeal	US\$ 1,932,700	US\$ 10,800,000
strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis		
Education in Emergencies		
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	73% (76% for female, 69% for male)	70%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	94% (95.5% for female, 92.9% for male)	80%
Number of school students reached with PSS activities	2,181 (1,051 female, 1,130 male)	1,600
Number of VTC students reached with PSS activities	0	100
Number of additional education workers hired	222 (200 female, 22 male)	222
strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic		
Protection		
Number of GBV survivors assisted	25 (25 female including one person with a disability)	30
Number of Palestine refugees receiving PSS counselling	7,932 (2,930 female, 2,660 male, 1,198 girls, 1,144 boys, 447 over 65, 77 persons with disabilities)	1,050

Jordan field office strategic objective 1: contain the spread of COVID-19 and decrease morbidity		
Indicator	Actual	Target
Health		
Number of UNRWA health workers receiving PPE	680 (410 female; 270 male)	680
Number of NCD patients receiving home delivery of medicines	0	78,933
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	3,393 (3,208 female; 185 male)	1,500
Number of additional health workers hired	1 (1 male)	90
Water and Sanitation		
Number of additional sanitation workers hired	166 (6 female; 160 male)	90
strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable		
Cash Assistance		
Number of Palestine refugees (and households) receiving cash assistance to mitigate additional socio-economic hardship due to COVID-19	25,178 households or 119,959 individuals (60,510 female and 59,449 male, including 10,556 over 65s and 17,034 persons with disabilities) Of the 25,178 households who received cash assistance, 20,775 households - 102,122 individuals - were ex-Gazan and PRIs²⁶⁷ and 4,368 households - 17,681 individuals - were PRS (8,453 male and 9,228 female, including 414 persons with disabilities, of whom 264 were male and 150 were female)	45,804 households 211,283 individuals Of whom: ex-Gazan: 41,401 households/193,446 individuals, and PRI: 35 households/156 individuals And PRS: 4,368 households/17,681 individuals

Total amount of cash assistance distributed through the Flash Appeal		US\$ 6,495,803	US\$ 10,640,139
strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis			
Education in Emergencies			
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures		79.2% (81.5% female, 74.3% male, 78.9% persons with disabilities)	70%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures		90.2% (94.9% female, 86.3% male, 54.9% SSNP students)	70%
Percentage of FESA students accessing remote learning at least once weekly during COVID-19 FESA closure		99.86% (99.8% female, 100% male, 99.5% SSNP students; 100% persons with disabilities)	70%
Number of school students reached with PSS activities		75,000 (35,805 female, 38,395 male, and 800 persons with disabilities (531 female and 269 male)	54,000
Number of VTC students reached with PSS activities		213 (125 female, 88 male, including SSNP students and 3 persons with disabilities)	240
Number of additional education workers hired		91 (9 female; 82 male)	181
strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic			
Protection			
Number of GBV survivors assisted		255 (227 female and 28 male, including 8 persons with disabilities - 3 boys, 2 women, 2 girls and 1 man)	124

Number of Palestine refugees receiving PSS counselling	82,000 (41,820 female, 40,180 male, including 8,450 persons with disabilities)	80,075
Gaza field office		
strategic objective 1: contain the spread of COVID-19 and decrease morbidity		
Indicator	Actual	Target
Health		
Number of UNRWA health workers receiving PPE	946 (599 female, 347 male)	929
Number of NCD patients receiving home delivery of medicines	53,635 28,425 male and 25,210 female, including 22,538 over 60 yrs)	53,615
Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment	3,725 (1,970 male and 1,755 female)	6,000
Number of additional health workers hired	235 (138 female, 97 male)	235
Water and Sanitation		
Number of additional sanitation workers hired	300 (300 male)	300
strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable		
Food and Cash Assistance		
Number of Palestine refugees who continue to receive their food assistance through adaptive and safe COVID-19 distribution modalities	1,136,547 ²⁶⁸ (569,477 male, and 567,070 female, including 54,387 persons with disabilities)	1,137,526
strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis		
Education in Emergencies		
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	85% (87.4% female, 83.6% male, 71.4% persons with disabilities)	65%

Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	82.6% (80.6% female, 84.7% male, 80% SSNP students, 100% persons with disabilities)	85%
Number of school students reached with PSS activities	5,059 (2,618 female and 2,441 male, including 286 persons with disabilities)	7,000
Number of VTC students reached with PSS activities	730 (376 female, 354 male)	600
Number of additional education workers hired	295 (104 female, 191 male)	650
strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic		
Protection		
Number of GBV survivors assisted	910 (867 female and 43 male, including 2 under 18 and 13 persons with disabilities)	509
Number of Palestine refugees receiving PSS counselling	15,618 (12,563 female and 3,055 male, including 97 under 18 and 75 persons with disabilities)	1,307
West Bank field office		
strategic objective 1: contain the spread of COVID-19 and decrease morbidity		
Indicator	Actual	Target
Health		
Number of UNRWA health workers receiving PPE	636 (421 female, 215 male)	636
Number of Ministry of Health and/or community isolation centres supported by UNRWA with PPE, NFIs and/or other assistance	11	13
Number of NCD patients receiving home delivery of medicines	9,756 (5,515 female and 4,241 male, including 4,186 over 65 yrs and 1,254 persons with disabilities)	6,000
Number of additional health workers hired	92 (62 female, 30 male)	87

Water and Sanitation		
Number of vulnerable households/individuals receiving hygiene/dignity kits	9,350 households 58,022 individuals (29,357 female and 28,665 male including 3,953 over 65 years and 4,009 persons with disabilities)	2,400 households 12,480 individuals
Number of additional sanitation labourers hired	304 (304 male)	220
strategic objective 2: ensure that Palestine refugees are able to meet their basic needs, mitigating a further deterioration in their humanitarian and socio-economic conditions, with a particular focus on the most vulnerable		
Food Assistance		
Number of individuals (and households) receiving food parcels	14,094 households 92,366 individuals (46,881 female; 45,485 male, 5,104 persons with disabilities)	31,200
strategic objective 3: Palestine refugees continue to access quality, inclusive and equitable education within the context of the COVID-19 crisis		
Education in Emergencies		
Percentage of students accessing remote learning at least once weekly during COVID-19 school closures	N/A ²⁶⁹	70%
Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	90%	100%
Percentage of ESF students accessing remote learning at least once weekly during COVID-19 ESF closure	100%	100%
Number of school students reached with PSS activities	46,016 (18,558 male; 27,458 female)	32,000
Number of VTC students reached with PSS activities	400 (136 male, 264 female)	330
Number of additional education workers hired	282 (29 male, 253 female)	282
strategic objective 4: ensure that Palestine refugees are protected from the most severe impacts of the pandemic		
Protection		
Number of GBV survivors assisted	139 (137 female and 2 male, including 2 persons with disabilities, both female)	195

Number of Palestine refugees receiving PSS counselling	1,041 (644 female and 397 male, including 23 persons with disabilities and 78 persons over 65)	1,370
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Annex 8: 2020 statistics bulletin

General Statistics		2020
GFO	Registered refugees	1,476,706
	Other registered persons*	166,845
	Total registered population	1,643,551
	Registered population - female (%)	49.5
	Registered population - male (%)	50.5
	Registered population - youth (%)**	18.2
	Registered population - youth, female (%)***	18.2
	Registered population - youth, male (%)***	18.2
JFO	Registered refugees	2,307,011
	Other registered persons*	156,119
	Total registered population	2,463,130
	Registered population - female (%)	50.0
	Registered population - male (%)	50.0
	Registered population - youth (%)**	17.9
	Registered population - youth, female (%)***	17.8
	Registered population - youth, male (%)***	18.1
LFO	Registered refugees	479,537
	Other registered persons*	64,287
	Total registered population	543,824
	Registered population - female (%)	50.1
	Registered population - male (%)	49.9
	Registered population - youth (%)**	13.5
	Registered population - youth, female (%)***	13.5
	Registered population - youth, male (%)***	13.6
SFO	Registered refugees	568,730
	Other registered persons*	86,999
	Total registered population	655,729
	Registered population - female (%)	51.2
	Registered population - male (%)	48.8
	Registered population - youth (%)**	15.9
	Registered population - youth, female (%)***	16.1
	Registered population - youth, male (%)***	16.0
WBFO	Registered refugees	871,537
	Other registered persons*	211,116
	Total registered population	1,082,653
	Registered population - female (%)	50.7
	Registered population - male (%)	49.3
	Registered population - youth (%)**	17.4
	Registered population - youth, female (%)***	17.3
	Registered population - youth, male (%)***	17.4

Agency	Registered refugees	5,703,521
	Other registered persons*	685,366
	Total registered population	6,388,887
	Registered population - female (%)****	50.1
	Registered population - male (%)	49.9
	Registered population - youth (%)**	17.3
	Registered population - youth, female (%)***	17.3
	Registered population - youth, male (%)***	17.4

* Note 1: "Other registered persons" refer to those who, at the time of original registration did not satisfy all of UNRWA's Palestine refugee criteria, but who were determined to have suffered significant loss and/or hardship for reasons related to the 1948 conflict in Palestine; they also include persons who belong to the families of other registered persons.

** Note 2: The age range applied for 'youth' is 15-24 years old.

*** Note 3: The registered population - youth, female/male (%) is based on the total registered female/male youth out of the total female/male registered population.

**** Note 4: All Agency-wide percentages and averages are calculated based on a weighted average across all fields of UNRWA operation.

protection statistics		2020
GFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	NA
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)**	NA
	Number of individuals who received psychosocial support	20,889
	Number of individuals referred to /receiving the direct provision of legal assistance	1,016
JFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	0
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)**	NA
	Number of individuals who received psychosocial support	82,000
	Number of individuals referred to /receiving the direct provision of legal assistance	31
LFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	NA
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)**	NA
	Number of individuals who received psychosocial support	8,527
	Number of individuals referred to /receiving the direct provision of legal assistance	3,896
SFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	NA
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)**	NA
	Number of individuals who received psychosocial support	18,474
	Number of individuals referred to /receiving the direct provision of legal assistance	3,090
WBFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	39.1
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)**	NA
	Number of individuals who received psychosocial support	596
	Number of individuals referred to /receiving the direct provision of legal aid	6
Agency	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	39.1
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)**	NA
	Number of individuals who received psychosocial support	130,486
	Number of individuals referred to /receiving the direct provision of legal aid	8,039
	Percentage of UN SWAP targets met or exceeded	63

* Note 1: The result against the indicator, "percentage of UNRWA interventions on protection issues that prompt positive responses from authorities" is only applicable to UNRWA operations in Jordan and the West Bank.

** Note 2: The degree of alignment with UNRWA protection standards across all aspects of programming could not be measured in 2020 due to the postponement of protection audits in all fields to 2021 as a result of COVID-19.

health statistics		2020
GFO	Number of primary health care facilities (PHCF)	22
	Number of PHCF with dental services (including mobile units)	22
	Total number of health staff	946
	Number of health staff - female	599
	Number of health staff - male	347
	Number of annual patient visits	2,683,834
	Number of hospitalized patients	13,924
	Number of NCD cases under care	98,373
	Prevalence of diabetes among population served, 18 years and above	7.5
	Percentage of DM patients under control per defined criteria	34.9
	Percentage of women with live birth who received at least four antenatal care (ANC) visits	90.4
	Number of women attending at least four ANC visits	29,919
	Number of women attending postnatal care (PNC) within 6 weeks of delivery	37,262
	Percentage of infants 12 months old fully immunized	99.7
	Percentage of 18 month-old children that have received all EPI vaccinations	99.8
	Unit cost per capita	32.4
	Water borne disease outbreaks	0
JFO	Number of PHCF	25
	Number of PHCF with dental services (including mobile units)	25
	Total number of health staff	680
	Number of health staff - female	412
	Number of health staff - male	268
	Number of annual patient visits*	1,127,805
	Number of hospitalized patients**	5,330
	Number of NCD cases under care	78,827
	Prevalence of diabetes among population served, 18 years and above	8.4
	Percentage of DM patients under control per defined criteria	36.2
	Percentage of women with live birth who received at least four ANC visits	62.9
	Number of women attending at least four ANC visits	12,156
	Number of women of women attending PNC within 6 weeks of delivery	12,857
	Percentage of infants 12 months old fully immunized	99.7
	Percentage of 18 month-old children that have received all EPI vaccinations	99.1
	Unit cost per capita	11.1
	Water borne disease outbreaks	0

LFO	Number of PHCF	27
	Number of PHCF with dental services (including mobile units)	17
	Total number of health staff	285
	Number of health staff - female	148
	Number of health staff - male	137
	Number of annual patient visits***	556,511
	Number of hospitalized patients****	19,500
	Number of NCD cases under care	29,098
	Prevalence of diabetes among population served, 18 years and above	9.0
	Percentage of DM patients under control per defined criteria	62.5
	Percentage of women with live birth who received at least four ANC visits	71.2
	Number of women attending at least four ANC visits	2,890
	Number of women of women attending PNC within 6 weeks of delivery	3,736
	Percentage of infants 12 months old fully immunized	98.3
	Percentage of 18 month-old children that have received all EPI vaccinations	97.1
	Unit cost per capita	60.9
	Water borne disease outbreaks	0

SFO	Number of PHCF	23
	Number of PHCF with dental services (including mobile units)	21
	Total number of health staff	430
	Number of health staff - female	252
	Number of health staff - male	178
	Number of annual patient visits	672,008
	Number of hospitalized patients	15,503
	Number of NCD cases under care	35,109
	Prevalence of diabetes among population served, 18 years and above	7.9
	Percentage of DM patients under control per defined criteria	36.0
	Percentage of women with live birth who received at least four ANC visits	52.5
	Number of women attending at least four ANC visits	3,258
	Number of women of women attending PNC within 6 weeks of delivery	4,721
	Percentage of infants 12 months old fully immunized	99.0
	Percentage of 18 month-old children that have received all EPI vaccinations	99.4
	Unit cost per capita	24.5
	Water borne disease outbreaks	0

WBFO	Number of PHCF	43
	Number of PHCF with dental services (including mobile units)	24
	Total number of health staff	651
	Number of health staff - female	408
	Number of health staff - male	243
	Number of annual patient visits	758,746
	Number of hospitalized patients	23,067
	Number of NCD cases under care	42,177
	Prevalence of diabetes among population served, 18 years and above	9.4
	Percentage of DM patients under control per defined criteria	42.3
	Percentage of women with live birth who received at least four ANC visits	69.3
	Number of women attending at least four ANC visits	9,410
	Number of women of women attending PNC within 6 weeks of delivery	11,908
	Percentage of infants 12 months old fully immunized	100
	Percentage of 18 month-old children that have received all EPI vaccinations	100
	Unit cost per capita	36.1
	Water borne disease outbreaks	0

Agency	Number of PHCF	140
	Number of PHCF with dental services (including mobile units)	109
	Total number of health staff	2,992
	Number of health staff - female	1,819
	Number of health staff - male	1,173
	Number of annual patient visits	5,798,904
	Number of hospitalized patients	77,324
	Number of NCD cases under care	283,584
	Prevalence of diabetes among population served, 18 years and above	8.2
	Percentage of DM patients under control per defined criteria	38.7
	Percentage of women with live birth who received at least four ANC visits	75.5
	Number of women attending at least four ANC visits	57,633
	Number of women of women attending PNC within 6 weeks of delivery	70,484
	Percentage of infants 12 months old fully immunized	99.7
	Percentage of 18 month-old children that have received all EPI vaccinations	99.4
	Unit cost per capita	26.0
	Water borne disease outbreaks	0

* Note 1: The number of annual patient visits in Jordan includes 11,134 visits by PRS.

** Note 2: The number of hospitalized patients in Jordan includes 525 hospitalized PRS patients.

*** Note 3: The number of annual patient visits in Lebanon includes 52,317 visits by PRS.

**** Note 4: The number of hospitalized patients in Lebanon includes 2,982 hospitalized PRS patients.

education statistics		2020-2021*
GFO	Number of UNRWA schools	278
	Number of double-shift schools	195
	Percentage of double-shift schools	70.2
	Total number of education staff	9,679
	Number of educational staff - female	6,128
	Number of educational staff - male	3,551
	Total number of pupils enrolled	286,645
	Total number of pupils enrolled: Elementary education	200,932
	Pupils Enrolled: Elementary - female	96,681
	Pupils Enrolled: Elementary - male	104,251
	Total number of pupils enrolled: Preparatory education	85,713
	Pupils Enrolled: Preparatory - female	41,622
	Pupils Enrolled: Preparatory - male	44,091
	Survival rate in basic education (%)**	98.2
	Survival rate in basic education - female (%)	99.3
	Survival rate in basic education - male (%)	97.1
	Percentage of students identified with a disability receiving support meeting their needs	59.1
	Percentage of students identified with a disability receiving support meeting their needs - female	62.1
	Percentage of students identified with a disability receiving support meeting their needs - male	56.8
	Number of TVET trainees (enrolment)	1,949
	Number of TVET graduates***	1,191
	TVET employment rate (1 year post graduation) (%)****	58.4
	TVET employment rate (1 year post graduation) - female (%)	48.5
	TVET employment rate (1 year post graduation) - male (%)	62.3
	Cost per pupil: basic education cycle (US\$)*****	820.5
	Input unit cost per VTC student (US\$)*****	2,745

JFO	Number of UNRWA schools	169
	Number of double-shift schools	148
	Percentage of double-shift schools	88
	Total number of education staff	4,643
	Number of educational staff - female	2,351
	Number of educational staff - male	2,292
	Total number of pupils enrolled	119,047
	Total number of pupils enrolled: Elementary education	67,500
	Pupils Enrolled: Elementary - female	33,433
	Pupils Enrolled: Elementary - male	34,067
	Total number of pupils enrolled: Preparatory education	51,547
	Pupils Enrolled: Preparatory - female	23,987
	Pupils Enrolled: Preparatory - male	27,560
	Survival rates in basic education (%)**	92.2
	Survival rates in basic education - female (%)	91.2
	Survival rates in basic education - male (%)	93.0
	Percentage of students identified with a disability receiving support meeting their needs	71.2
	Percentage of students identified with a disability receiving support meeting their needs - female	72.0
	Percentage of students identified with a disability receiving support meeting their needs -male	69.6
	Number of TVET trainees (enrolment)	2,879
	Number of TVET graduates***	1,573
	TVET employment rate (1 year post graduation)(%)****	85.0
	TVET employment rate (1 year post graduation) - female (%)	69.0
	TVET employment rate (1 year post graduation) - male (%)	95.4
	Number of students enrolled in FESA	1,402
	Number of FESA graduates***	310
	FESA employment rate (1 year post graduation) (%)****	93.7
	FESA employment rate (1 year post graduation) - female (%)	92.2
	FESA employment rate (1 year post graduation) - male (%)	100
	Cost per pupil: basic education cycle (US\$)*****	810.9
	Input unit cost per VTC student (US\$)*****	1,068

LEO	Number of UNRWA schools	65
	Number of double-shift schools	2
	Percentage of double-shift schools	3.1
	Total number of education staff	1,655
	Number of educational staff - female	936
	Number of educational staff - male	719
	Total number of pupils enrolled	37,586
	Total number of pupils enrolled: Elementary education	22,162
	Pupils Enrolled: Elementary - female	10,996
	Pupils Enrolled: Elementary - male	11,166
	Total number of pupils enrolled: Preparatory education	9,850
	Pupils Enrolled: Preparatory - female	5,170
	Pupils Enrolled: Preparatory - male	4,680
	Total number of pupils enrolled: Secondary education	5,574
	Pupils Enrolled: Secondary - female	3,413
	Pupils Enrolled: Secondary - male	2,161
	Survival rates in basic education (%)**	96.4
	Survival rates in basic education - female (%)	97.3
	Survival rates in basic education - male (%)	95.5
	Percentage of students identified with a disability receiving support meeting their needs	78.7
	Percentage of students identified with a disability receiving support meeting their needs - female	80.7
	Percentage of students identified with a disability receiving support meeting their needs - male	76.4
	Number of TVET trainees (enrolment)	803
	Number of TVET graduates***	410
	TVET employment rate (1 year post graduation) (%)****	67.1
	TVET employment rate (1 year post graduation) - female (%)	60.5
	TVET employment rate (1 year post graduation) - male (%)	72.3
	Cost per pupil: basic education cycle (US\$)*****	1,124
	Input unit cost per VTC student (US\$)*****	4,214

SFO	Number of UNRWA schools	102
	Number of double-shift schools	61
	Percentage of double-shift schools	59.8
	Total number of education staff	1,976
	Number of educational staff - female	1,245
	Number of educational staff - male	731
	Total number of pupils enrolled	50,609
	Total number of pupils enrolled: Elementary education	32,945
	Pupils Enrolled: Elementary - female	16,152
	Pupils Enrolled: Elementary - male	16,793
	Total number of pupils enrolled: Preparatory education	17,664
	Pupils Enrolled: Preparatory - female	8,757
	Pupils Enrolled: Preparatory - male	8,907
	Survival rates in basic education (%)**	99.1
	Survival rates in basic education - female (%)	99.6
	Survival rates in basic education - male (%)	98.7
	Percentage of students identified with a disability receiving support meeting their needs	33.8
	Percentage of students identified with a disability receiving support meeting their needs - female	32.3
	Percentage of students identified with a disability receiving support meeting their needs - male	35.2
	Number of TVET trainees (enrolment)	1,296
	Number of TVET graduates***	671
	TVET employment rate (1 year post graduation) (%)****	88.5
	TVET employment rate (1 year post graduation) - female (%)	85.6
	TVET employment rate (1 year post graduation) - male (%)	94.4
	Cost per pupil: basic education cycle (US\$)*****	485
	Input unit cost per VTC student (US\$)*****	1,020

WBFO	Number of UNRWA schools	96
	Number of double-shift schools	4
	Percentage of double-shift schools	4.2
	Total number of education staff	2,275
	Number of educational staff - female	1,363
	Number of educational staff - male	912
	Total number of pupils enrolled	45,883
	Total number of pupils enrolled: Elementary education	30,035
	Pupils Enrolled: Elementary - female	18,059
	Pupils Enrolled: Elementary - male	11,976
	Total number of pupils enrolled: Preparatory education	15,848
	Pupils Enrolled: Preparatory - female	9,366
	Pupils Enrolled: Preparatory - male	6,482
	Survival rates in basic education (%)**	98.8
	Survival rates in basic education - female (%)	99.2
	Survival rates in basic education - male (%)	98.2
	Percentage of students identified with a disability receiving support meeting their needs	53.2
	Percentage of students identified with a disability receiving support meeting their needs - female	60.3
	Percentage of students identified with a disability receiving support meeting their needs - male	45.5
	Number of TVET trainees (enrolment)	1,073
	Number of TVET graduates***	646
	TVET employment rate (1 year post graduation) (%)****	74.2
	TVET employment rate (1 year post graduation) - female (%)	71.2
	TVET employment rate (1 year post graduation) - male (%)	76.8
	Number of students enrolled in ESF	607
	Number of ESF graduates***	148
	ESF employment rate (1 year post graduation) (%)****	63.9
	ESF employment rate (1 year post graduation) - female (%)	63.0
	ESF employment rate (1 year post graduation) - male (%)	68.2
	Cost per pupil: basic education cycle (US\$)*****	1,233
	Input unit cost per VTC student (US\$)*****	5,194

Agency	Number of UNRWA schools	710
	Number of double-shift schools	410
	Percentage of double-shift schools	57.8
	Total number of education staff	20,228
	Number of educational staff - female	12,023
	Number of educational staff - male	8,205
	Total number of pupils enrolled	539,770
	Total number of pupils enrolled: Elementary education	353,574
	Pupils Enrolled: Elementary - female	175,321
	Pupils Enrolled: Elementary - male	178,253
	Total number of pupils enrolled: Preparatory education	180,622
	Pupils Enrolled: Preparatory - female	88,902
	Pupils Enrolled: Preparatory - male	91,720
	Total number of pupils enrolled: Secondary education	5,574
	Pupils Enrolled: Secondary - female	3,413
	Pupils Enrolled: Secondary - male	2,161
	Survival rates in basic education (%)**	97.3
	Survival rates in basic education - female (%)**	97.9
	Survival rates in basic education - male (%)**	96.7
	Percentage of students identified with a disability receiving support meeting their needs	60.5
	Percentage of students identified with a disability receiving support meeting their needs - female	63.8
	Percentage of students identified with a disability receiving support meeting their needs - male	57.1
	Number of TVET trainees (enrolment)	8,000
	Number of TVET graduates***	4,491
	TVET employment rate (1 year post graduation) (%)****	74.4
	TVET employment rate (1 year post graduation) - female	68.3
	TVET employment rate (1 year post graduation) - male	78.8
	Number of students enrolled in FESA / ESF	2,009
	Number of FESA / ESF graduates***	458
	FESA/ESF employment rate (1 year post graduation) (%) ****	82.6
	FESA/ESF employment rate (1 year post graduation) - female (%)	81.3
	FESA/ESF employment rate (1 year post graduation) - male (%)	88.3
	Cost per pupil: basic education cycle (US\$)*****	841
	Input unit cost per VTC student (US\$)*****	2,334

* Note 1: Except where indicated.

** Note 2: Survival rates, collected at the end of 2020/early 2021, refer to the 2019/20 academic year. Please note that the JFO survival rate includes Grade 10 while the survival rate for all other Fields and Agency-wide values are calculated through to Grade 9.

*** Note 3: The 2020/21 value of TVET and FESA/ESF graduates refers to graduates from the 2019/20 academic year.

**** Note 4: The employment rate refers to the percentage of 2018/19 graduates either employed or continuing their studies among active job seekers one year after graduation.

***** Note 5: Cost per pupil data pertain to the previous academic year.

***** Note 6: Cost per VTC student data pertain to the previous academic year.

relief and social services statistics		2020
GFO	Number of registration offices	16
	Total number of RSS staff	324
	Number of RSS staff - female	161
	Number of RSS staff - male	163
	Annual average number of SSN beneficiaries assisted	98,935
	SSN as % of registered refugees	6.7
	Total annual monetary value of food assistance per beneficiary - programme budget (US\$)	115.0
	Total annual monetary value of food assistance per beneficiary - EA (US\$)*	95.1
	Total number of beneficiaries served through EA cash and food assistance**	1,043,173
	Total annual monetary value per beneficiary: CfW - EA (US\$)	964
	Percentage of abject poverty line bridged through UNRWA social transfers – programme budget	18.2
	Percentage of poor receiving social transfers through the SSNP	8.7
	Percentage of poor receiving social transfers through the SSNP - female	4.4
	Percentage of poor receiving social transfers through the SSNP - male	4.3
	Percentage of poor receiving social transfers through the SSNP - persons with disabilities	1.10
JFO	Number of registration offices	17
	Total number of RSS staff	104
	Number of RSS staff - female	79
	Number of RSS staff - male	25
	Annual average number of SSN beneficiaries assisted	59,308
	SSN as % of registered refugees	2.6
	Total annual monetary value per beneficiary: e-card – programme budget (US\$)	124.8
	Total annual monetary value of cash assistance per beneficiary - EA (US\$)*	360.5
	Total number of beneficiaries served through EA cash and food assistance**	146,153
	Percentage of abject poverty line bridged through UNRWA social transfers – programme budget	20.4
	Percentage of poor receiving social transfers through the SSNP	14.8
	Percentage of poor receiving social transfers through the SSNP - female	8.0
	Percentage of poor receiving social transfers through the SSNP - male	6.8
	Percentage of poor receiving social transfers through the SSNP - persons with disabilities	2.1

LFO	Number of registration offices	5
	Total number of RSS staff	128
	Number of RSS staff – female	92
	Number of RSS staff – male	36
	Annual average number of SSN beneficiaries assisted	61,076
	SSN as % of registered refugees	12.9
	Total annual monetary value per beneficiary: e-card – programme budget (US\$)	130.0
	Total annual monetary value per beneficiary of cash for food assistance - EA (US\$)*	324
	Total annual monetary value of cash assistance per beneficiary – EA (US\$)*	355
	Total number of beneficiaries served through EA cash and food assistance**	334,812
	Percentage of abject poverty line bridged through UNRWA social transfers – programme budget	14.7
	Percentage of poor receiving social transfers through the SSNP	36.3
	Percentage of poor receiving social transfers through the SSNP – female	19.7
	Percentage of poor receiving social transfers through the SSNP – male	16.6
	Percentage of poor receiving social transfers through the SSNP – persons with disabilities	4.0

SFO	Number of registration offices	7
	Total number of RSS staff	82
	Number of RSS staff – female	52
	Number of RSS staff – male	30
	Annual average number of SSN beneficiaries assisted***	134,995
	SSN as % of registered refugees	23.7
	Total amount of cash assistance per beneficiary – programme budget (US\$)	167.0
	Total annual monetary value of cash assistance per beneficiary – EA (US\$)*	127.8
	Total annual monetary value per beneficiary of food assistance (in-kind and cash) – EA (US\$)****	128.9
	Total number of beneficiaries served through EA cash and food assistance**	415,781
	Percentage of abject poverty line bridged through UNRWA social transfers – programme budget	49.2
	Percentage of poor receiving social transfers through the SSNP	31.2
	Percentage of poor receiving social transfers through the SSNP - female	18.7
	Percentage of poor receiving social transfers through the SSNP - male	12.5
	Percentage of poor receiving social transfers through the SSNP - persons with disabilities	1.2

WBFO	Number of registration offices	10
	Total number of RSS staff	169
	Number of RSS staff – female	89
	Number of RSS staff – male	80
	Annual average number of SSN beneficiaries assisted	36,129
	SSN as % of registered refugees	4.1
	Total annual monetary value per beneficiary: e-card – programme budget (US\$)	144.0
	Total annual monetary value of cash assistance per beneficiary through the e-card modality - EA (US\$)*	145.5
	Total number of beneficiaries served through EA cash and food assistance**	257,228
	Percentage of abject poverty line bridged through UNRWA social transfers – programme budget	22.1
	Percentage of poor receiving social transfers through the SSNP	13.0
	Percentage of poor receiving social transfers through the SSNP – female	7.0
	Percentage of poor receiving social transfers through the SSNP – male	6.0
	Percentage of poor receiving social transfers through the SSNP – persons with disabilities	3.8

Agency	Number of registration offices	55
	Total number of RSS staff	807
	Number of RSS staff – female	473
	Number of RSS staff – male	334
	Annual average number of SSN beneficiaries assisted**	390,443
	SSN as % of registered refugees	6.8
	Total annual monetary value per beneficiary: e-card – programme budget (US\$)	131
	Total annual monetary value of food assistance per beneficiary – programme budget (US\$)	115.0
	Total annual monetary value of food assistance per beneficiary – EA (US\$)	141.1
	Total annual monetary value of cash assistance per beneficiary (excluding CfW in GFO) – EA (US\$)*	149.6
	Total number of beneficiaries served through EA cash and food assistance**	2,197,147
	Total annual monetary value per beneficiary: CfW - EA (US\$)	964
	Percentage of abject poverty line bridged through UNRWA social transfers – programme budget	22.3
	Percentage of poor receiving social transfers through the SSNP	16.0
	Percentage of poor receiving social transfers through the SSNP - female	8.8
	Percentage of poor receiving social transfers through the SSNP - male	7.2
	Percentage of poor receiving social transfers through the SSNP - persons with disabilities	1.8

* Note 1: The value of food and cash assistance per beneficiary – EA includes only the value of assistance extended through the EA. It does not include the value of assistance extended through the COVID-19 response flash appeals.

** Note 2: The total number of beneficiaries served through EA cash and food assistance represents the total number of beneficiaries served through EA and COVID-19 response flash appeals (March-July and August-December) cash and food assistance.

*** Note 3: The number of SSN in Syria reported on in 2020 represents SSN cases assisted through Programme Budget and emergency funds. The number of SSN in Syria reported on in 2019 represents SSN cases assisted only under the Programme Budget. In 2020, some 415,781 Palestine refugees received social transfers through emergency funds, of which 134,995 also received supplementary social transfers through the Programme Budget.

**** Note 4: Total annual monetary value per beneficiary of food assistance (in-kind and cash), EA (US\$) reported on in Syria represents the average value of assistance distributed to the most vulnerable beneficiaries.

infrastructure and camp improvement statistics		2020
GFO	Number of official camps	8
	Number of unofficial camps	0
	Number of shelters rehabilitated - emergency	396
	Number of families benefiting from improved shelter conditions - emergency	424
	Total number of substandard SSN shelters in need of rehabilitation	15,988
	Total number of substandard SSN shelters rehabilitated/reconstructed - excluding emergencies	0
	Number of families benefiting from improved shelter conditions - excluding emergencies	0
	Cost per shelter constructed or rehabilitated for SSN (US\$)	0
	Percentage of shelters connected to the water network	100
	Percentage of shelters connected to the sewerage network	96.5
JFO	Number of official camps	10
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation	10,469
	Total number of substandard SSN shelters rehabilitated/reconstructed - excluding emergencies	32
	Number of families benefiting from improved shelter conditions - excluding emergencies	32
	Cost per shelter constructed or rehabilitated for SSN (US\$)	25,000
	Percentage of shelters connected to the water network	100
LFO	Percentage of shelters connected to the sewerage network	99.99
	Number of official camps	12
	Number of unofficial camps	0
	Number of shelters rehabilitated - emergency, including Nar el-Bared	125
	Number of families benefiting from improved shelter conditions - emergency	101
	Total number of substandard SSN shelters in need of rehabilitation	3,633
	Total number of substandard SSN shelters rehabilitated/reconstructed - excluding emergencies	430
	Number of families benefiting from improved shelter conditions - excluding emergencies	430
	Cost per shelter constructed or rehabilitated for SSN (US\$)	7,614
	Percentage of shelters connected to water network	100
	Percentage of shelters connected to the sewerage network	96.8
SFO	Number of official camps	9
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation*	NA
	Total number of substandard SSN shelters rehabilitated/reconstructed - excluding emergencies*	NA
	Number of families benefiting from improved shelter conditions - excluding emergencies*	NA
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	NA
	Percentage of shelters connected to the water network*	NA
	Percentage of shelters connected to the sewerage network*	NA

WBFO	Number of official camps	19
	Number of unofficial camps	4
	Total number of substandard SSN shelters in need of rehabilitation	6,680
	Total number of substandard SSN shelters rehabilitated/reconstructed - excluding emergencies	99
	Number of families benefiting from improved shelter conditions - excluding emergencies	99
	Cost per shelter constructed or rehabilitated for SSN (US\$)	11,602
	Percentage of shelters connected to the water network	100
	Percentage of shelters connected to the sewerage network	69
Agency	Number of official camps	58
	Number of unofficial camps	10
	Number of shelters rehabilitated - emergency	521
	Number of families benefiting from improved shelter conditions - emergency	525
	Total number of substandard SSN shelters in need of rehabilitation	36,770
	Total number of substandard SSN shelters rehabilitated/reconstructed - excluding emergencies	561
	Number of families benefiting from improved shelter conditions - excluding emergencies	561
	Cost per shelter constructed or rehabilitated for SSN (US\$)	9,309
	Percentage of shelters connected to the water network	100
	Percentage of shelters connected to the sewerage network	94

* Note 1: Due to the crisis in Syria, the ICIP is not in a position to focus on shelter rehabilitation/reconstruction. In addition, not all camps are accessible; therefore, information on shelters connected to water and sewerage networks is not available.

microfinance statistics*		2020
GFO	Number of branches	3
	Total number of staff	55
	Number of staff - female	18
	Number of staff - male	37
	Total number of loans awarded annually	1,790
	Total value of loans awarded annually (US\$)	2,231,600
	Number of loans awarded to refugees	1,543
	Value of loans awarded to refugees (US\$)	2,019,900
	Number of loans awarded to women	744
	Value of loans awarded to women (US\$)	766,500
	Number of loans awarded to youth	378
	Value of loans awarded to youth (US\$)	376,100
	Total number of loans awarded since programme initiation	128,827
	Total value of loans awarded since programme initiation (US\$)	167,347,700
JFO	Number of branches	8
	Total number of staff	140
	Number of staff - female	81
	Number of staff - male	59
	Total number of loans awarded annually	7,199
	Total value of loans awarded annually (US\$)	6,241,312
	Number of loans awarded to refugees	4,388
	Value of loans awarded to refugees (US\$)	4,052,753
	Number of loans awarded to women	3,865
	Value of loans awarded to women (US\$)	2,665,606
	Number of loans awarded to youth	1,915
	Value of loans awarded to youth (US\$)	1,327,260
	Total number of loans awarded since programme initiation	140,299
	Total value of loans awarded since programme initiation (US\$)	156,173,987
SFO	Number of branches	4
	Total number of staff	69
	Number of staff - female	47
	Number of staff - male	22
	Total number of loans awarded annually	7,834
	Total value of loans awarded annually (US\$)	1,810,581
	Number of loans awarded to refugees	897
	Value of loans awarded to refugees (US\$)	271,369
	Number of loans awarded to women	3,276
	Value of loans awarded to women (US\$)	647,747
	Number of loans awarded to youth	985
	Value of loans awarded to youth (US\$)	201,596
	Total number of loans awarded since programme initiation	141,320
	Total value of loans awarded since programme initiation (US\$)	67,107,515

WBFO	Number of branches	8
	Total number of staff	127
	Number of staff - female	67
	Number of staff - male	60
	Total number of loans awarded annually	4,516
	Total value of loans awarded annually (US\$)	6,179,799
	Number of loans awarded to refugees	1,372
	Value of loans awarded to refugees (US\$)	1,763,418
	Number of loans awarded to women	1,980
	Value of loans awarded to women (US\$)	2,557,202
	Number of loans awarded to youth	1,672
	Value of loans awarded to youth (US\$)	2,106,355
	Total number of loans awarded since programme initiation	160,557
	Total value of loans awarded since programme initiation (US\$)	225,302,884

Agency	Number of branches	23
	Total number of staff	391
	Number of staff - female	213
	Number of staff - male	178
	Total number of loans awarded annually	21,339
	Total value of loans awarded annually (US\$)	16,463,292
	Number of loans awarded to refugees	8,200
	Value of loans awarded to refugees (US\$)	8,107,440
	Number of loans awarded to women	9,865
	Value of loans awarded to women (US\$)	6,637,055
	Number of loans awarded to youth	4,950
	Value of loans awarded to youth (US\$)	4,011,311
	Total number of loans awarded since programme initiation	571,003
	Total value of loans awarded since programme initiation (US\$)	615,932,086

* Note 1: The UNRWA Microfinance Programme does not operate in Lebanon.

**summary of finance statistics profile by fund source (IPSAS)*
(US\$)**

	revenue-2020	expenses-2020
Programme Budget	605,632,799	775,040,816
Restricted Funds	24,091,137	22,621,579
Microfinance	7,477,031	9,900,329
Emergency appeals	270,194,717	261,691,483
Projects	101,686,634	85,819,910
Inter-Fund elimination	-26,591,190	-26,996,350
Total	982,491,129	1,128,077,769

UNRWA expenditure programme budget, projects and EA (IPSAS)		2020
GFO	Programme Budget	311,330,575
	Projects	36,425,562
	Emergency Appeal	101,927,761
	Restricted Funds	6,051,633
	Total	455,735,530
JFO	Programme Budget	145,409,746
	Projects	3,314,821
	Emergency Appeal	22,036,552
	Restricted Funds	7,757,204
	Total	178,518,323
LFO	Programme Budget	101,686,688
	Projects	23,154,220
	Emergency Appeal	44,499,780
	Restricted Funds	1,369,485
	Total	170,710,173
SFO	Programme Budget	46,315,783
	Projects	5,241,943
	Emergency Appeal	77,675,592
	Restricted Funds	1,195,377
	Total	130,428,694
WBFO	Programme Budget	119,547,912
	Projects	9,365,385
	Emergency Appeal	15,193,646
	Restricted Funds	2,529,876
	Total	146,636,820
HQs	Programme Budget	50,750,113
	Projects	8,317,980
	Emergency Appeal	358,152
	Restricted Funds	3,718,004
	Total**	63,144,249
Agency	Programme Budget	775,040,816
	Projects	85,819,910
	Emergency Appeal	261,691,483
	Restricted Funds	22,621,579
	Total**	1,145,173,789

* Note 1: 2020 financial statements are still under development and as such, the data provided is provisional/ unaudited.

** Note 2: HQ and Agency totals exclude the Inter-Fund value.

human resource statistics*		2020
GFO	Total number of staff	12,148
	Total number of international staff	16
	Number of international staff - female	5
	Number of international staff - male	11
	Total number of area staff	12,132
	Number of area staff - female	7,052
	Number of area staff - male	5,080
	Total number of area refugee staff	11,590
	Number of area refugee staff - female	6,729
	Number of area refugee staff - male	4,861
	Total number of area non-refugee staff	542
	Number of area non-refugee staff - female	323
	Number of area non-refugee staff - male	219
	Percentage of area refugee staff	95.5
JFO	Total number of staff	6,103
	Total number of international staff	9
	Number of international staff - female	4
	Number of international staff - male	5
	Total number of area staff	6,094
	Number of area staff - female	3,002
	Number of area staff - male	3,092
	Total number of area refugee staff	5,526
	Number of area refugee staff - female	2,717
	Number of area refugee staff - male	2,809
	Total number of area non-refugee staff	568
	Number of area non-refugee staff - female	285
	Number of area non-refugee staff - male	283
	Percentage of area refugee staff	90.7
LFO	Total number of staff	3,059
	Total number of international staff	13
	Number of international staff - female	8
	Number of international staff - male	5
	Total number of area staff	3,046
	Number of area staff - female	1,571
	Number of area staff - male	1,475
	Total number of area refugee staff	2,882
	Number of area refugee staff - female	1,456
	Number of area refugee staff - male	1,426
	Total number of area non-refugee staff	164
	Number of area non-refugee staff - female	115
	Number of area non-refugee staff - male	49
	Percentage of area refugee staff	94.6

SFO	Total number of staff	3,027
	Total number of international staff	13
	Number of international staff - female	4
	Number of international staff - male	9
	Total number of area staff	3,014
	Number of area staff - female	1,657
	Number of area staff - male	1,357
	Total number of area refugee staff	2,273
	Number of area refugee staff - female	1,182
	Number of area refugee staff - male	1,090
	Total number of area non-refugee staff	741
	Number of area non-refugee staff - female	474
	Number of area non-refugee staff - male	267
	Percentage of area refugee staff	75.4

WBFO	Total number of staff	3,866
	Total number of international staff	17
	Number of international staff - female	9
	Number of international staff - male	8
	Total number of area staff	3,849
	Number of area staff - female	2,024
	Number of area staff - male	1,825
	Total number of area refugee staff	3,152
	Number of area refugee staff - female	1,618
	Number of area refugee staff - male	1,534
	Total number of area non-refugee staff	697
	Number of area non-refugee staff - female	406
	Number of area non-refugee staff - male	291
	Percentage of area refugee staff	81.9

HQs	Total number of staff	542
	Total number of international staff	114
	Number of international staff - female	55
	Number of international staff - male	59
	Total number of area staff	428
	Number of area staff - female	189
	Number of area staff - male	239
	Total number of area refugee staff	297
	Number of area refugee staff - female	126
	Number of area refugee staff - male	171
	Total number of area non-refugee staff	131
	Number of area non-refugee staff - female	63
	Number of area non-refugee staff - male	68
	Percentage of area refugee staff	69.3

Agency	Total number of staff	28,756
	Total number of international staff**	193
	Number of international staff - female**	90
	Number of international staff - male**	103
	Total number of area staff	28,563
	Number of area staff - female	15,495
	Number of area staff - male	13,068
	Total number of area refugee staff	25,720
	Number of area refugee staff - female	13,829
	Number of area refugee staff - male	11,891
	Total number of area non-refugee staff	2,843
	Number of area non-refugee staff - female	1,666
	Number of area non-refugee staff - male	1,177
	Percentage of area refugee staff	90.0

* Note 1: Human resources data has been rounded.

** Note 2: The number of Agency-wide international staff in 2020 includes 11 international staff based in UNRWA liaison offices. This number includes five female staff members and six male staff members.

procurement statistics		2020
GFO*	Total procurement value of purchase orders, services and construction contracts (US\$)	49,678,503
	Total proportion of total Agency procurement value (%)	22.0
	Total procurement value of construction contracts (US\$)	17,547,853
	Proportion of total Agency construction contracts (%)	56.2
	Total procurement value of purchase order contracts (US\$)	11,549,353
	Proportion of total Agency purchase order contracts (%)	9.7
	Total procurement value of service contracts (US\$)	20,581,296
	Proportion of total Agency service contracts (%)	27.0
	Procurement value - Programme Budget (US\$)	10,094,298
	Procurement value - Emergency Appeal and projects (US\$)**	39,584,205
JFO	Total procurement value of purchase orders, services and construction contracts (US\$)	10,380,783
	Total proportion of total Agency procurement value (%)	4.6
	Total procurement value of construction contracts (US\$)	223,483
	Proportion of total Agency construction contracts (%)	0.8
	Total procurement value of purchase order contracts (US\$)	437,617
	Proportion of total Agency purchase order contracts (%)	0.4
	Total procurement value of service contracts (US\$)	9,719,683
	Proportion of total Agency service contracts (%)	12.8
	Procurement value - Programme Budget (US\$)	9,867,078
	Procurement value - Emergency Appeal and projects (US\$)**	513,705
LFO	Total procurement value of purchase orders, services and construction contracts (US\$)	36,759,002
	Total proportion of total Agency procurement value (%)	16.3
	Total procurement value of construction contracts (US\$)	9,622,401
	Proportion of total Agency construction contracts (%)	30.8
	Total procurement value of purchase order contracts (US\$)	4,531,893
	Proportion of total Agency purchase order contracts (%)	3.9
	Total procurement value of service contracts (US\$)	22,604,708
	Proportion of total Agency service contracts (%)	29.7
	Procurement value - Programme Budget (US\$)	21,814,998
	Procurement value - Emergency Appeal and projects (US\$)**	14,944,004

SFO	Total procurement value of purchase orders, services and construction contracts (US\$)	11,259,890
	Total proportion of total Agency procurement value (%)	5.0
	Total procurement value of construction contracts (US\$)	67,100
	Proportion of total Agency construction contracts (%)	0.2
	Total procurement value of purchase order contracts (US\$)	6,477,261
	Proportion of total Agency purchase order contracts (%)	5.5
	Total procurement value of service contracts (US\$)	4,715,528
	Proportion of total Agency service contracts (%)	6.2
	Procurement value - Programme Budget (US\$)	4,917,159
	Procurement value - Emergency Appeal and projects (US\$)**	6,342,730
WBFO	Total procurement value of purchase orders, services and construction contracts (US\$)	20,709,246
	Total proportion of total Agency procurement value (%)	9.2
	Total procurement value of construction contracts (US\$)	2,311,472
	Proportion of total Agency construction contracts (%)	7.4
	Total procurement value of purchase order contracts (US\$)	8,626,697
	Proportion of total Agency purchase order contracts (%)	7.3
	Total procurement value of service contracts (US\$)	9,771,077
	Proportion of total Agency service contracts (%)	12.8
	Procurement value - Programme Budget (US\$)	9,145,277
	Procurement value - Emergency Appeal and projects (US\$)**	11,563,969
HQA	Total procurement value of purchase orders, services and construction contracts (US\$)	96,802,616
	Total proportion of total Agency procurement value (%)	42.9
	Total procurement value of construction contracts (US\$)	1,439,996
	Proportion of total Agency construction contracts (%)	4.6
	Total procurement value of purchase order contracts (US\$)	86,575,535
	Proportion of total Agency purchase order contracts (%)	73.2
	Total procurement value of service contracts (US\$)	8,787,085
	Proportion of total Agency service contracts (%)	11.5
	Procurement value - Programme Budget (US\$)	29,059,572
	Procurement value - Emergency Appeal and projects (US\$)**	67,743,044
Agency	Total procurement value of purchase orders, services and construction contracts (US\$)	225,590,041
	Total proportion of total Agency procurement value (%)	100
	Total procurement value of construction contracts (US\$)	31,212,306
	Proportion of total Agency construction contracts (%)	100
	Total procurement value of purchase order contracts (US\$)	118,198,357
	Proportion of total Agency purchase order contracts (%)	100
	Total procurement value of service contracts (US\$)	76,179,378
	Proportion of total Agency service contracts (%)	100
	Procurement value - Programme Budget (US\$)	84,898,383
	Procurement value - Emergency Appeal and projects (US\$)**	140,691,657

* Note 1: GFO procurement statistics include HQ Gaza data.

** Note 2: The 2020 procurement value - EA and projects includes procurement funded through the COVID-19 response flash appeals.

management and operational effectiveness		2020
GFO	Level of efficiency in completing projects within agreed time and budget (%)	91
JFO	Level of efficiency in completing projects within agreed time and budget (%)	97
LFO	Level of efficiency in completing projects within agreed time and budget (%)	94
SFO	Level of efficiency in completing projects within agreed time and budget (%)	91
WBFO	Level of efficiency in completing projects within agreed time and budget (%)	92
Agency	Implementation rate of external audit (UNBOA) recommendations (%)	63
	Level of efficiency in completing projects within agreed time and budget (%)*	91

* Note 1: The 2020 Agency-wide value for the level of efficiency in completing projects within the agreed time and budget includes the value for HQ-managed projects. In 2020, the level of efficiency in completing HQ-managed projects within the agreed time and budget was 76 per cent.

Endnotes

- 1 An additional 325,811 telemedicine consultations were provided in Syria, Gaza, the West Bank and Jordan.
- 2 SSN assistance in Syria was funded through a combination of programme budget and emergency appeal and EA funding.
- 3 Of these clients, 8,200 were Palestine refugees. Microfinance programming across UNRWA is primarily supported under project funding, however, these interventions are largely self-sustaining.
- 4 Protection assistance for Palestine refugees was implemented through a combination of programme budget, EA, flash appeal and project funding.
- 5 Health services in Gaza were funded through a combination of programme budget, EA and project funding.
- 6 In addition, UNRWA coordinates support to some 3,000 PRS that have migrated to Egypt. During the reporting period, these refugees were provided with health assistance and food vouchers through UN Agencies and humanitarian partners.
- 7 Please note that: (i) health and education services in Syria were funded through a combination of programme budget, EA and project funding; and (ii) health facilities in Syria comprise of 23 HCs and two mobile clinics.
- 8 Please note that health and education services in Jordan were funded through a combination of programme budget, EA and project funding.
- 9 The income, as stated, includes all donor agreements signed and allocated for 2020 including UN Secretariat support for international staff and in-kind contributions received in 2020.
- 10 The Grand Bargain – A shared commitment to better serve people in need, May 2016, https://interagencystandingcommittee.org/system/files/grand_bargain_final_22_may_final-2_0.pdf
- 11 Funding Compact – Report of the Secretary General, Economic and Social Council, UN General Assembly, April 2019, <https://www.un.org/ecosoc/sites/www.un.org/ecosoc/files/files/en/qcpr/SGR2019-Add%20%20%20Funding%20Compact%20%2018%20April%202019.pdf>
- 12 Paris Declaration on Aid Effectiveness, Organisation for Economic Co-operation and Development, March 2005, https://read.oecd-ilibrary.org/development/paris-declaration-on-aid-effectiveness_9789264098084-en#page1
- 13 Please note that the final report for the COVID-19 response flash appeal (March to July 2020) was published on 19 November 2020 and can be accessed at: https://www.unrwa.org/sites/default/files/content/resources/unrwa_flash_appeal_for_the_covid-19_response_report.pdf
- 14 UNRWA RRS, Quarter 4, 2020. In addition, 166,845 other registered persons are registered with the Agency in Gaza. “Other registered persons” 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”.
- 15 United Nations Office for the Coordination of Humanitarian Affairs (OCHA) Humanitarian Bulletin: June – July 2020, OCHA, 20 July 2020, <https://www.ochaopt.org/content/end-palestinian-authority-coordination-israel-response-annexation-threat-decision-already>
- 16 OCHA Humanitarian Bulletin: August – September 2020, OCHA, 12 October 2020, <https://www.ochaopt.org/content/overview-august-september-2020>
- 17 OCHA Humanitarian Bulletin January – February 2020, OCHA, 3 March 2020, <https://www.ochaopt.org/content/overview-january-february-2020>
- 18 “Palestinians declare coronavirus emergency as Church of the Nativity closed”, Reuters, 5 March 2020, <https://www.reuters.com/article/us-health-coronavirus-palestinians/bethlehems-church-of-the-nativity-ordered-closed-over-coronavirus-fears-idUSKBN20S17R>
- 19 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>
- 20 Results of the Labour Force Survey, Palestinian Central Bureau of Statistics (PCBS), 15 February 2021, http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_15-2-2021-LF-en.pdf
- 21 Gaza: water and sanitation services severely disrupted due to the energy crisis, OCHA, Accessed March 2020, <https://www.ochaopt.org/content/gaza-water-and-sanitation-services-severely-disrupted-due-energy-crisis-0>. Please also see, “Sea water desalination plant for the southern governorates of the Gaza strip”, UNICEF media hand-out, <https://www.unicef.org/sop/media/1041/file/Seawater%20desalination%20Layout%20English.pdf>. For background information on the pressure on water resources in Gaza and the use of the coastal aquifer, please see page 55, “Environmental assessment of the Gaza Strip following the escalation of hostilities in December 2008-January 2009”, United Nations Environmental Programme, September 2009, https://postconflict.unep.ch/publications/UNEP_Gaza_EA.pdf
- 22 UNRWA RRS, Quarter 4, 2020. In addition, 211,116 other registered persons are registered with the Agency in the West Bank.
- 23 “Peace to Prosperity – A Vision to Improve the Lives of the Palestinian and Israeli People”, The White House, January 2020, <https://www.whitehouse.gov/wp-content/uploads/2020/01/Peace-to-Prosperity-0120.pdf>
- 24 “UN chief urges Israel to abandon annexation plans”, UN News, 24 June 2020, <https://news.un.org/en/story/2020/06/1066972>
- 25 “Palestinians cut ties with Israel, U.S. after rejecting peace plan”, Reuters, 1 February 2020, <https://www.reuters.com/article/us-israel-palestinians-security/palestinians-cut-ties-with-israel-us-after-rejecting-peace-plan-idUSKBN1ZV3PO>
- 26 UNRWA Protection Database, Protection and Neutrality Department, WBFO.
- 27 Ibid. Please note that in 2019, 196 demolished structures were owned by Palestine refugees.
- 28 “Palestinians declare coronavirus emergency as Church of the Nativity closed”, Reuters, 5 March 2020, <https://www.reuters.com/article/us-health-coronavirus-palestinians/bethlehems-church-of-the-nativity-ordered-closed-over-coronavirus-fears-idUSKBN20S17R>
- 29 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>
- 30 Palestinian Territories Economic Update – April 2021, World Bank, 2 April 2020, <https://www.worldbank.org/en/country/westbankandgaza/publication/economic-update-april-2021>
- 31 Ibid.
- 32 “Israel hands over \$1 billion in Palestinian tax backlog in sign of warming ties”, Reuters, 2 December 2020, <https://www.reuters.com/article/us-israel-palestinians-tax/israel-hands-over-1-billion-in-palestinian-tax-backlog-in-sign-of-warming-ties-idUSKBN28C1IL>
- 33 Please note that 568,730 Palestine refugees and 86,999 other registered persons are registered with the Agency in Syria. UNRWA Refugee Registration Information System, Quarter 4, 2020.
- 34 On 26 September 2020, a boy was killed and another injured (both Palestine refugees) as a result of what was reported to be an unexploded piece of ordnance that detonated near them in the vicinity of Dara Camp.
- 35 See, for example, “Syrian army says Israel hits southern Damascus in second strike in week”, Reuters, 25 November 2020, <https://www.reuters.com/article/syria-crisis-israel-int-idUSKBN2843D7>
- 36 Syrian Arab Republic: COVID-19 Response Update No. 14, OCHA and WHO, 12 January 2021, <https://reliefweb.int/report/syrian-arab-republic/syrian-arab-republic-covid-19-response-update-no-14-12-january-2021>
- 37 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>
- 38 UNRWA Socioeconomic impact of COVID-19 on Palestine refugees in Syria, August 2020.
- 39 The standard food basket is a group of essential food commodities. In Syria, the food basket consists of a group of dry goods that provide 1,930 kcal per day for a family of five during a month. The basket includes 37kg of bread, 19 kg of rice, 19 kg of lentils, 5 kg of sugar, and 7 litres of vegetable oil.
- 40 Syria Country Office: Market Price Watch Bulletin, Issue No. 73, WFP, December 2020, <https://reliefweb.int/sites/reliefweb.int/files/resources/WFP-0000122982.pdf>
- 41 Syria Country Office: Market Price Watch Bulletin, Issue No. 67, WFP, June 2020, <https://reliefweb.int/sites/reliefweb.int/files/resources/WFP-0000117928.pdf>. In June 2019, the national average informal exchange rate was SYP 589/US\$ 1. Inflation in Syria has increased since the onset of the financial crisis in Lebanon. In June 2020, the inflation rate in Syria significantly increased as a result of: (i) political tensions among Syria’s ruling elite; and (ii) trader uncertainty surrounding the likely impact of further US sanctions that came into force in June 2020. The uncertain economic outlook fuelled currency speculation, causing high volatility in the informal SYP/US\$ exchange rate which jumped from SYP 1,800/US\$ 1 to SYP 3,200/US\$ 1 in June before stabilizing around SYP 2,500/US\$ 1.
- 42 “Syria’s Assad says billions locked in troubled Lebanese banks behind economic crisis”, Reuters, 5 November 2020, <https://www.reuters.com/article/syria-crisis-assad-deposits-int/syrias-assad-says-billions-locked-in-troubled-lebanese-banks-behind-economic-crisis-idUSKBN27K2W4>
- 43 UNHCR Global Focus – Lebanon, UNHCR, <https://reporting.unhcr.org/node/2520?y=2020&year>.
- 44 Operational Portal: Syria Regional Refugee Response, UNHCR, 31 December 2020, <https://data2.unhcr.org/en/situations/syria/location/71>
- 45 UNRWA RRS, Quarter 4, 2020. In addition, 64,287 other registered persons are registered with the Agency in Lebanon.
- 46 “Lebanon forms government with backing of Hezbollah and allies”, Reuters, 21 January 2020, <https://www.reuters.com/article/us-lebanon-government/lebanon-forms-government-with-backing-of-hezbollah-and-allies-idUSKBN1ZK1EJ>
- 47 “Exclusive: Lebanon’s leaders were warned in July about explosives at port – documents”, Reuters, 10 August 2020, <https://www.reuters.com/article/us-lebanon-security-blast-documents-excl/exclusive-lebanons-leaders-were-warned-in-july-about-explosives-at-port-documents-idUSKCN2562L7>

- 48 "Beirut port blast death toll rises to 190", Reuters, 30 August 2020, <https://www.reuters.com/article/us-lebanon-crisis-blast-casualties/beirut-port-blast-death-toll-rises-to-190-idUSKBN25Q08H>
- 49 "In his comeback as Lebanon's PM, Hariri vows to halt collapse", Reuters, 22 October 2020, <https://www.reuters.com/article/us-lebanon-crisis/hariri-back-as-lebanons-pm-vows-to-halt-collapse-idUSKBN2770NU>
- 50 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>
- 51 Lebanon Economic Monitor, World Bank, Fall 2020, <http://documents1.worldbank.org/curated/en/474551606779642981/pdf/Lebanon-Economic-Monitor-The-Deliberate-Depression.pdf>
- 52 "Lebanon's IMF talks on hold, finance minister says", Reuters, 3 July 2020, <https://www.reuters.com/article/us-lebanon-crisis-imf/lebanons-imf-talks-on-hold-finance-minister-says-idUSKBN2440MZ>
- 53 Page 3, "Call for action on Infant and Young Child Feeding and Nutrition in the response to the Beirut port explosion", Lebanon Nutrition Task Force, September 2020, https://fscluster.org/sites/default/files/documents/lebanon_nutrition_taskforce_final.pdf
- 54 Page 2, "Poverty in Lebanon: Solidarity is Vital to Address the Impact of Multiple Overlapping Shocks", ESCWA Policy Brief 15, 19 August 2020, https://www.unescwa.org/sites/www.unescwa.org/files/20-00268_pb15_beirut-explosion-rising-poverty-en.pdf
- 55 UNRWA RRIIS, Quarter 4, 2020. In addition, 156,119 other registered persons are registered with the Agency in Jordan.
- 56 The rights and privileges of ex-Gazans have expanded in recent years to include: (i) exemption from work permit fees, any other stamps and service fees for ex-Gazans with permanent residency in Jordan, according to Cabinet Decision No. 13,454, 10 January 2016; (ii) the right to obtain a driving licence and to own up to two private cars as well as the right to obtain a temporary passport for either two or five years, according to Cabinet Decision No. 1,887, 20 February 2017; and (iii) the right for ex-Gazans with permanent residency in Jordan to own an apartment or house on land not exceeding 1,000 square metres, according to Cabinet Decision No. 2181, 7 January 2019.
- 57 UNRWA Vulnerability Assessment Report, Jordan Field Office JFO, May 2017.
- 58 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>
- 59 Press release, "Unemployment rate during the fourth quarter of 2020". Department of Statistics, Government of Jordan, 9 March 2021, http://dosweb.dos.gov.jo/unemp_q42020/
- 60 Jordan: Youth Unemployment Rate from 1999 to 2020, Statista, 20 October 2020, <https://www.statista.com/statistics/812127/youth-unemployment-rate-in-jordan/>
- 61 Press release, "The Central Bank of Jordan announces a set of procedures aimed to contain the repercussions of the emerging Corona virus impact on the national economy", Central Bank of Jordan, March 2020, <https://www.cbj.gov.jo/DetailsPage/CBJEn/NewsDetails.aspx?ID=279>
- 62 Press release, "IMF Executive Board Approves US\$ 396 Million in Emergency Assistance to Jordan to Address the COVID-19 Pandemic", IMF, 21 May 2020, <https://www.imf.org/en/News/Articles/2020/05/21/pr20222-jordan-imf-executive-board-approves-emergency-assistance-to-address-the-covid-19-pandemic#:~:text=The%20Executive%20Board%20of%20the,or%2085%20percent%20of%20quota>
- 63 Jordan's Economic Update – April 2021, World Bank, 2 April 2021, <https://thedocs.worldbank.org/en/doc/9affb87e291b0fee6409b48cb4d65f02-0280012021/original/7-mpo-sm21-jordan-jor-kcm3.pdf>
- 64 Ibid.
- 65 Data in Section 1.2 pertaining to the COVID-19 response flash appeals includes the cumulative support extended through both the first flash appeal (March-July) and the second flash appeal (August-December). Reporting on the COVID-19 response flash appeal under Chapter 5 of the AOR pertains only to the COVID-19 response flash appeal (August-December).
- 66 Of the 415,781 Palestine refugees provided with cash grants under the Syria regional crisis EA, some 134,995 also received supplementary cash transfers through the programme budget-funded SSNP. Additional information can be found under section 2.5 of the AOR.
- 67 Please note that: (i) education programming in Lebanon is funded through a combination of programme budget, EA and project funding; (ii) EA funding supported PHC consultations for PRS while consultations for PRL were supported under the programme budget; and (iii) SSNP assistance was extended under support from the programme budget.
- 68 In addition, as of the end of the reporting period, ten non-staff personnel in Syria were also believed to be missing, detained, or kidnapped, either by the Syrian authorities or other parties.
- 69 Please note, this does not include an additional two staff members who were on temporary release from detention by the de facto authorities in Gaza as at 31 December 2020 due to the COVID-19 situation, but who will be returned to detention once the sanitary situation is under control.
- 70 Reflecting unaudited financial information.
- 71 Ibid.
- 72 Financial data within this section is based on un-audited financial statements.
- 73 Please note that the titles of donor categories and the categorization of donors were revised in the RMS 2019-2021. See Annex I of the RMS 2019-2021 for a list of donors per category, https://www.unrwa.org/sites/default/files/content/resources/rms_2019-2021_eng_final_10292019.pdf. Traditional partners include Australia, Austria, Belgium, Canada, Denmark, France, Finland, Germany, Ireland, Italy, Japan, Jordan, Lebanon, Luxembourg, The Netherlands, Norway, the State of Palestine, Spain, Sweden, Switzerland, Syria, Turkey, United Kingdom, European Union.
- 74 Regional partners include Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates, Islamic Development Bank, King Salman Humanitarian Aid and Relief Centre, Zakat House Kuwait and other non-governmental organizations.
- 75 Emerging donors include Afghanistan, Bangladesh, Brunei, Chile, China, Cyprus, Czechia, Estonia, Greece, Guyana, Holy See, Iceland, India, Indonesia, Kazakhstan, Liechtenstein, Lithuania, Malaysia, Maldives, Malta, Mexico, Monaco, New Zealand, Pakistan, Philippines, Poland, Portugal, Romania, Russian Federation, Slovakia, Slovenia, South Korea and Thailand.
- 76 This includes US\$ 30.6 million from the UN Secretariat and US\$ 46.2 million from other UN entities.
- 77 The cash view does not include non-cash elements including depreciation, amortization and severance provisions.
- 78 This amount includes income from programme support costs.
- 79 This amount includes Hard Commitments.
- 80 The income as stated includes all donor agreements signed in 2020, including those whose funding was unallocated by 31 December 2020.
- 81 In addition, US\$ 2.7 million of contributions received in 2019 were reprogrammed to the COVID-19 response flash appeal.
- 82 The IPSAS view includes non-cash elements including depreciation, amortization and severance provisions.
- 83 Percentages contained in both expenditure tables have been rounded.
- 84 The HQ expenditure under the programme budget includes programme support costs.
- 85 Percentages contained in both expenditure tables have been rounded.
- 86 The HQ expenditure under the programme budget includes programme support costs.
- 87 2016 to 2019 actual expenditure reflects audited financial data. 2020 actual expenditure is based on unaudited financial data.
- 88 Inter-Agency brief, "In Focus: Rise in evictions due to increased economic vulnerability", July 2020. The brief identified in March/April 2020 that 80 per cent of Palestine refugees in Lebanon had either lost their income-generating possibilities or had their salaries reduced.
- 89 Including the Office of the United Nations High Commissioner for Human Rights, UN OCHA, WHO, UNICEF and UNHCR.
- 90 Including Humanity and Inclusion, Save the Children and the Mousawat Organization in Lebanon.
- 91 The UNRWA-wide baseline for protection interventions include 18 interventions made by the HQ.
- 92 The UNRWA-wide total of protection interventions include 39 interventions made by the HQ.
- 93 The baseline for this indicator relates to the result at the end of the previous protection audit cycle.
- 94 UNRWA Gender Equality Strategy 2016-21, UNRWA, November 2016, https://www.unrwa.org/sites/default/files/content/resources/gender_equality_strategy_2016-2021.pdf
- 95 Please note that performance indicator 3 on "Programmatic Gender-Related SDG Results" was assessed as not applicable to UNRWA.
- 96 Results of UN-SWAP 2.0 Reporting: UNRWA, UN Women, <https://www.unwomen.org/-/media/headquarters/attachments/sections/how%20we%20work/unsystemcoordination/un-swap/results/2019/2019-unrwa-swap-2-reporting-results-en.pdf?la=en&vs=4142>
- 97 The five UN-SWAP 2.0 performance indicators assessed as approaching requirements include: (i) performance indicator 1, "strategic planning gender-related SDG results"; (ii) performance indicator 4, "evaluation"; (iii) performance indicator 12, "equal representation of women"; (iv) performance indicator 13, "organizational culture"; and (v) performance indicator 17, "coherence".
- 98 "Frequently asked questions: Types of violence against women and girls", UN Women, [https://www.unwomen.org/en/what-we-do/ending-violence-against-women/faqs/types-of-violence#:~:text=Gender%2Dbased%20violence%20\(GBV\),of%20power%20and%20harmful%20norms.&text=While%20women%20and%20girls%20suffer,boys%20can%20also%20be%20targeted](https://www.unwomen.org/en/what-we-do/ending-violence-against-women/faqs/types-of-violence#:~:text=Gender%2Dbased%20violence%20(GBV),of%20power%20and%20harmful%20norms.&text=While%20women%20and%20girls%20suffer,boys%20can%20also%20be%20targeted)
- 99 For further information, please see, United Nations, "Addressing the Impact of the COVID-19 Pandemic on Violence Against Women and Girls", <https://www.un.org/en/addressing-impact-covid-19-pandemic-violence-against-women-and-girls>
- 100 Please note that services in support of GBV survivors were funded under a combination of programme budget, emergency, project and flash appeal funds.

- 101 "Essential UNRWA assistance to survivors of gender-based violence is at risk due to severe financial shortfall", UNRWA press release, 25 November 2020, <https://www.unrwa.org/newsroom/press-releases/essential-unrwa-assistance-survivors-gender-based-violence-risk-due-severe>
- 102 Please note that services in support of persons with disabilities are funded under a combination of programme budget, emergency and project funds.
- 103 The Washington Group Short Set is a set of six questions designed to identify people with functional limitations. The Washington Group Short Set on Functioning, Washington Group on Disability Statistics, March 2020, https://www.washingtongroup-disability.com/fileadmin/uploads/wg/Documents/Questions/Washington_Group_Questionnaire_1_-_WG_Short_Set_on_Functioning.pdf
- 104 Some 561 shelters were rehabilitated through non-emergency assistance and 521 shelters were rehabilitated under emergency assistance.
- 105 United Nations Disability Inclusion Strategy, June 2019, https://www.un.org/en/content/disabilitystrategy/assets/documentation/UN_Disability_Inclusion_Strategy_english.pdf
- 106 Field-by-field consultations took place as follows: Gaza: 2,683,834; Jordan: 1,127,805; the West Bank: 758,746; Syria: 672,008; and Lebanon: 556,511.
- 107 UNRWA HC's were closed in Jordan from 19 March to 21 May and in Gaza from 25 August to 10 September.
- 108 The FHT approach is a person-centred platform focused on the provision of: (i) holistic, life-long and continuous care for the entire family; and (ii) long-term patient/family-provider relationships. Families register with a FHT comprising of a doctor, nurses and auxiliary health workers, who work together to provide comprehensive health services to the families registered with them.
- 109 Please note that performance under this indicator does not pertain to rented health facilities.
- 110 The Expanded Programme on Immunization, WHO, December 2013, http://www.who.int/immunization/programmes_systems/supply_chain/benefits_of_immunization/en/
- 111 Diseases targeted by the EPI include diphtheria, whooping cough, tetanus, measles, poliomyelitis and tuberculosis.
- 112 The 2020 immunisation rate for infants at 12 months, disaggregated by UNRWA fields of operation was: West Bank – 100 per cent, Gaza – 99.7 per cent, Jordan – 99.7 per cent, Syria – 99.0 per cent and Lebanon – 98.3 per cent.
- 113 The 2020 immunisation rate for children at 18 months, disaggregated by UNRWA fields of operation was: West Bank – 100 per cent; Gaza – 99.8 per cent; Syria – 99.4 per cent; Jordan – 99.1 per cent; and Lebanon – 97.1 per cent.
- 114 The resistance to the spread of a contagious disease within a population that results if a sufficiently high proportion of individuals are immune to the disease, especially through vaccination.
- 115 A total of 24,756 Palestine refugees were screened for NCDs in Jordan, 19,000 in Gaza, 10,800 in the West Bank, 7,693 in Syria and 6,958 in Lebanon.
- 116 UNRWA targets its DM screening activities at high-risk groups, including: (i) persons who are aged 40 and over; (ii) persons who are overweight (i.e. with a body mass index of 25 or over) or obese (body mass index of 30 or over); (iii) persons who have a family history of DM, hypertension, cerebrovascular or cardiovascular disease in first degree relatives; (iv) persons who are smokers at any age, regardless of type, quantity or period of smoking; (v) pregnant women; and (vi) women with either a past history of gestational DM, hypertension or delivery of big babies.
- 117 UNRWA hospitalization support differs from field to field, depending on local circumstances.
- 118 The COVID-19 Pandemic: Shocks to Education and Policy Responses, World Bank, May 2020, <https://openknowledge.worldbank.org/handle/10986/33696>
- 119 Simulating the Potential Impacts of the COVID-19 School Closures on Schooling and Learning Outcomes: A set of Global Estimates, World Bank, June 2020, <https://www.worldbank.org/en/topic/education/publication/simulating-potential-impacts-of-covid-19-school-closures-learning-outcomes-a-set-of-global-estimates>
- 120 Authentic assessment involves the collection of information from a range of sources, including the individual, to assess the knowledge the learner knows or is able to demonstrate. See: Glossary of curriculum terminology, International Bureau of Education, United Nations Educational, Scientific and Cultural Organization (UNESCO), <http://www.ibe.unesco.org/en/glossary-curriculum-terminology/a/authentic-assessment>
- 121 School drop out: patterns, causes, changes and policies, UNESCO, 2010, <https://unesdoc.unesco.org/ark:/48223/pf0000190771>
- 122 Child marriage in the Middle East and North Africa, UNICEF and the International Center for Research on Women, 2017, <https://www.unicef.org/mena/sites/unicef.org/mena/files/2018-03/Full%20Report%20-%20FINAL.pdf>
- 123 Ebola: Beyond the Health Emergency, Plan International, February 2015, <https://plan-international.org/publications/ebola-beyond-health%20-%20emergency#download-options>
- 124 Covid-19 school closures around the world will hit girls hardest, UNESCO, March 2020, <https://en.unesco.org/news/covid-19-school-closures-around-world-will-hit-girls-hardest>
- 125 The target is influenced by the number of new textbooks, including new editions, issued by host countries during the year. As a result, estimating the number of textbooks to be reviewed in any given year is challenging. For this reason, 2020 and 2022 targets cannot be set for this indicator. When new textbooks are issued, their 'Rapid Review' is prioritized by the Agency, focusing on three criteria linked to UN values embedded within the Curriculum Framework (neutrality/bias, gender and age appropriateness). Full textbook reviews under the Curriculum Framework continue to be undertaken, including against those for which a 'Rapid Review' has already been completed. The actual number of reviews reported includes both 'Rapid Reviews' and full reviews under the Curriculum Framework.
- 126 The total number of reviews conducted exceeds the total number of textbooks reviewed because many textbooks were reviewed multiple times.
- 127 Please note that performance under this indicator does not pertain to rented facilities.
- 128 MENA Economic Update: Trading Together — Reviving Middle East and North Africa Regional Integration in the Post-COVID Era, World Bank, October 2020, <https://www.worldbank.org/en/region/mena/publication/mena-economic-update-trading-together-reviving-middle-east-and-north-africa-regional-integration-in-the-post-covid-era>
- 129 COVID-19 and its economic toll on women: The story behind the numbers, UN Women, September 2020, <https://www.unwomen.org/en/news/stories/2020/9/feature-covid-19-economic-impacts-on-women>
- 130 The operational self-sufficiency ratio is the percentage of a microfinance institution's operating revenues against its operating expenses.
- 131 See the Social Performance Task Force COVID-19 Client Interview Tool for more information, <https://sptf.info/covid-19/covid-19-client-interview-tool>
- 132 FTEs correspond to an estimated number of jobs created by a given initiative within a predefined timeframe. The number of FTEs is obtained by dividing the total generated person-days by the actual number of working days over the duration of the initiative. For example, an initiative generating 546 person-days over one year (273 working days) would correspond to two FTEs. FTEs should be understood as the average number of jobs created by an initiative at any point in time and corresponds to the lowest possible estimate of the total number of individuals employed throughout the lifespan of each initiative as each FTE may correspond to several workers if the initiative has a high turnover rate.
- 133 UNRWA is not responsible for administering camps. It provides services in the best interests of Palestine refugees and without prejudice to host country responsibilities under international law.
- 134 COVID-19 and its economic toll on women: The story behind the numbers, UN Women, September 2020, <https://www.unwomen.org/en/news/stories/2020/9/feature-covid-19-economic-impacts-on-women>
- 135 Annual and end-of-MTS targets were reviewed and adjusted in 2020 in light of the deteriorating operational context of the programme.
- 136 As at 31 December 2020, the official exchange rate (Central Bank of Syria) was SYP 1,250 to US\$ 1, a depreciation of 65 per cent compared to 31 December 2019. The unofficial national average exchange rate on 31 December 2020 was SYP 2,795 to US\$ 1, a depreciation of 69 per cent year-on-year. See: Market Price Watch Bulletin, Issue 73, Syria Country Office, WFP, December 2020, <https://reliefweb.int/sites/reliefweb.int/files/resources/WFP-0000122982.pdf>
- 137 Annual and end-of-MTS targets were reviewed and adjusted in 2020 in light of the deteriorating operational context of the programme.
- 138 "Israel hands over \$1 billion in Palestinian tax backlog in sign of warming ties", Reuters, 2 December 2020, <https://www.reuters.com/article/us-israel-palestinians-tax/israel-hands-over-1-billion-in-palestinian-tax-backlog-in-sign-of-warming-ties-idUSKBN28C1I1>
- 139 Given the unpredictable context in Syria, a 2022 target for this indicator could not be set.
- 140 The number of shelters includes those rehabilitated through non-emergency (561 shelters) and emergency (521) assistance.
- 141 Unemployment total (% of total labour force) - Lebanon, World Bank, <https://data.worldbank.org/indicator/SL.UEM.TOTL.ZS?locations=LB>
- 142 Unemployment total (% of total labour force) - Syrian Arab Republic, World Bank, <https://data.worldbank.org/indicator/SL.UEM.TOTL.ZS?locations=SY>
- 143 Results of the Labour Force Survey – Fourth Quarter, PCBS, 15 February 2021, http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_15-2-2021-LF-en.pdf
- 144 Press release, "Unemployment rate during the fourth quarter of 2020", Department of Statistics, Government of Jordan, 9 March 2021, http://dosweb.dos.gov.jo/unemp_q42020/
- 145 Results of the Labour Force Survey, PCBS, 15 February 2021, http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_15-2-2021-LF-en.pdf
- 146 For an overview of registration requirements, please see: pp. 17-20, Civil Society Assessment Report, USAID, May 2016, https://pdf.usaid.gov/pdf_docs/PA00M5C4.pdf
- 147 UNRWA defines those in a state of abject poverty as individuals who cannot meet their basic food needs.
- 148 Of the 415,781 Palestine refugees provided with cash grants under the Syria regional crisis EA, some 134,995 also received a supplementary cash transfer of US\$ 5 per person per month through the programme budget-funded SSNP.
- 149 Page 3, "Call for action on Infant and Young Child Feeding and Nutrition in the response to the Beirut port explosion", Lebanon Nutrition Task Force, September 2020, https://fscluster.org/sites/default/files/documents/lebanon_nutrition_taskforce_final.pdf
- 150 An additional 521 shelters were rehabilitated under emergency assistance.
- 151 The percentage of SSNP beneficiaries who are abject poor excludes Syria.

- 152 In order to alleviate the increased socio-economic hardship caused by COVID-19, UNRWA provided additional cash assistance through the COVID-19 response flash appeals. During the first COVID-19 response flash appeal (March-July 2020), the Agency provided additional cash assistance to 840,746 Palestine refugees in Syria, Gaza, Lebanon and Jordan, as well as food vouchers to 31,200 and food parcels to 72,444 Palestine refugees in the West Bank. During the second COVID-19 response flash appeal (August-December 2020), UNRWA provided additional cash assistance to 211,995 Palestine refugees in Gaza, Lebanon and Jordan, as well as food parcels to 92,366 Palestine refugees in the West Bank.
- 153 A social transfer is any non-contributory payment, be it in the form of in-kind food or NFIs, cash, vouchers or a combination thereof to help reduce the vulnerability of a family or individual to poverty.
- 154 Please note that the 2020 Actual includes the SSNP caseload in Syria, whereas previous years did not.
- 155 Regarded as a more effective way to extend basic assistance, since its introduction, this new distribution modality proved itself in reducing administrative and distribution costs associated with the delivery of in-kind assistance while providing recipients with greater freedom of choice and access to a wider range of healthy food options.
- 156 Prioritization of shelter rehabilitation support is determined by a number of criteria, including poverty status, family size, number of persons in the family with a disability, amount of time waiting for shelter rehabilitation and the type of head of household (e.g. female, custodian or guardian of orphans).
- 157 The total number of shelters rehabilitated using the self-help approach includes those rehabilitated through non-emergency and emergency assistance.
- 158 Please note that the percentage of UNRWA installations receiving two or more neutrality inspections annually in the West Bank was reported at 81 per cent in 2019. It was subsequently discovered that some inspections had not been recorded in the neutrality database and the result was revised to 86 per cent.
- 159 UNRWA Framework for Accountability to Affected Populations, https://www.unrwa.org/sites/default/files/content/resources/unrwa_framework_for_accountability_to_affected_populations.pdf
- 160 Or equivalents, such as Popular Refugee Committees in Gaza and Development Committees in Syria.
- 161 About the Grand Bargain, IASC, February 2020, <https://interagencystandingcommittee.org/about-the-grand-bargain>
- 162 The publication of UNRWA data on the IATI website was part of a series of measures designed to reinvigorate and strengthen Agency management systems, in line with the priorities and culture set by the Secretary General's management reform of the UN Secretariat. These measures were set within a package of UNRWA Management Initiatives (MI), developed in 2019/20 to further: (i) strengthen oversight and accountability; (ii) enhance budgetary and financial transparency; (iii) promote inclusiveness in management; and (iv) foster an organizational culture to improve staff morale and productivity.
- 163 Repositioning of the United Nations development system in the context of the quadrennial comprehensive policy review of operational activities for development of the United Nations system, A/72/L.52, UN General Assembly, <https://digitallibrary.un.org/record/1494605?ln=en#record-files-collapse-header>
- 164 For more information, please see: Funding Compact – Report of the Secretary General, A/74/73/Add.1, Economic and Social Council, General Assembly, 18 April 2019, <https://www.un.org/ecosoc/sites/www.un.org.ecosoc/files/files/en/qcpr/SGR2019-Add%201%20-%20Funding%20Compact%20-%2018%20April%202019.pdf>
- 165 Paragraph 30, page 5, Funding Compact – Report of the Secretary General, A/74/73/Add.1, Economic and Social Council, General Assembly, 18 April 2019, <https://www.un.org/ecosoc/sites/www.un.org.ecosoc/files/files/en/qcpr/SGR2019-Add%201%20-%20Funding%20Compact%20-%2018%20April%202019.pdf>
- 166 Paragraph 25, page 5, Funding Compact – Report of the Secretary General, A/74/73/Add.1, Economic and Social Council, General Assembly, 18 April 2019, <https://www.un.org/ecosoc/sites/www.un.org.ecosoc/files/files/en/qcpr/SGR2019-Add%201%20-%20Funding%20Compact%20-%2018%20April%202019.pdf>
- 167 Audit results summaries can be found through: Internal Audit Division, DIOS, <https://dios.unrwa.org/internal-audit-division>
- 168 Data on the special purpose trust fund is available at: <https://unsdg.un.org/SPTF>
- 169 UNEG database of evaluation reports, <http://www.uneval.org/evaluation/reports>
- 170 Evaluation Division, Department of Internal Oversight Services, <https://dios.unrwa.org/evaluation-division>
- 171 UN Global Marketplace – UNRWA, <https://www.ungm.org/Shared/KnowledgeCenter/Pages/UNRWA>
- 172 Mutual recognition, UN System Chief Executive Board for Coordination, <https://unsceb.org/mutual-recognition>
- 173 In UNRWA, a LTA is a written agreement with a supplier that covers all commercial terms applicable to orders that may be issued in relation to the repeated purchase of predefined goods or services over a specific period of time.
- 174 Green meetings minimize the environmental burden / apply environmentally sustainable practices to waste management, resource and energy use, travel and local transportation, facilities selection, food provision and disposal, hotels and accommodations and management and purchasing decisions.
- 175 Safe management of wastes from health care activities, 2nd Edition, WHO, 2014, https://apps.who.int/iris/bitstream/handle/10665/85349/9789241548564_eng.pdf;jsessionid=4B00667B69621AF6511C7166724FBD93?sequence=1
- 176 Annex 7: Case study on the education of Palestinian refugees in UNRWA schools, The Global Cost of Inclusive Refugee Education, World Bank and UNHCR, January 2021, <http://documents1.worldbank.org/curated/en/159281614191477048/pdf/The-Global-Cost-of-Inclusive-Refugee-Education.pdf>
- 177 As per World Bank definitions. World Bank Country and Lending Groups, <https://datahelpdesk.worldbank.org/knowledgebase/articles/906519-world-bank-country-and-lending-groups>
- 178 Education expenditure for Turkey, Mexico, Brazil, Russia, India, China and South Africa taken from Annex 2: Number of refugees and unit costs by host country, The Global Cost of Inclusive Refugee Education, World Bank and UNHCR, January 2021, <http://documents1.worldbank.org/curated/en/159281614191477048/pdf/The-Global-Cost-of-Inclusive-Refugee-Education.pdf>. Education expenditure for the USA, UK and Israel pertains to 2017. Sustainable Development Goal 4.5.4, UNESCO Institute for Statistics, <http://data.uis.unesco.org/>
- 179 Education expenditure for Turkey, Mexico, Brazil, Russia, India, China and South Africa taken from Annex 2: Number of refugees and unit costs by host country, The Global Cost of Inclusive Refugee Education, World Bank and UNHCR, January 2021, <http://documents1.worldbank.org/curated/en/159281614191477048/pdf/The-Global-Cost-of-Inclusive-Refugee-Education.pdf>. Education expenditure for the USA, UK and Israel pertains to 2017. Sustainable Development Goal 4.5.4, UNESCO Institute for Statistics, <http://data.uis.unesco.org/>
- 180 Health data for all countries pertain to 2018 values. UNRWA data pertains to the 2020 value. Current health expenditure per capita, World Bank, <https://data.worldbank.org/indicator/SH.XPD.CHEX.PC.CD>
- 181 Education expenditure for the OECD pertains to 2017. Table C1.1. Total expenditure on educational institutions per full-time equivalent student, Organisation for Economic Co-operation and Development, <https://www.oecd-ilibrary.org/sites/5e4ecc25-en/index.html?itemId=/content/component/5e4ecc25-en#annex-d1e21442>
- 182 Ibid.
- 183 Education expenditure for the EU pertains to 2017. Annual expenditure on educational institutions per pupil, Eurostat, <http://appsso.eurostat.ec.europa.eu/nui/submitView-TableAction.do>
- 184 Ibid.
- 185 SDG 3.1 sets a target of achieving a global maternal mortality ration of less than 70 per 100,000 livebirths by 2030. See: SDG 3: Health, WHO, <https://www.who.int/topics/sustainable-development-goals/targets/en/>
- 186 PCBS Labour Force Survey Q4/2020, http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_15-2-2021-LF-en.pdf
- 187 For more information, please refer to section 1.1. political, economic and security development, 1.1.1. West Bank included in this AOR.
- 188 Impact of COVID-19 Pandemic on the Socio-economic Conditions of Palestinian Households Survey (March-May), 2020, PCBS, <http://www.pcbs.gov.ps/post.aspx?lang=en&itemID=3825>
- 189 Calculated based on income received by the Agency and allocated in 2020, not including income from donor agreements signed in 2020 but not received and not allocated by the end of the year.
- 190 Additional information on the UNRWA response to COVID-19 can be accessed through: (i) the COVID-19 response flash appeal stand-alone report for the period March-July 2020 <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>; and (ii) chapter five of the present report.
- 191 Figures refer to funding received in 2020 and do not include carry forward.
- 192 Additional information on the UNRWA response to COVID-19 can be accessed through: (i) the COVID-19 response flash appeal stand-alone report for the period March-July 2020, <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>; and (ii) chapter five of the present report.
- 193 PCBS Labour Force Survey, Q4 2020, http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_15-2-2021-LF-en.pdf
- 194 No funds were received under the EA in support of hospitalization in 2020, however this intervention continued through support extended under the Agency's programme budget.
- 195 Pre-COVID, the health system in the Gaza Strip operated under severe pressure due to rapid population growth, unhealthy living conditions, recurrent cycle of violence causing injuries and deaths, and the lack of adequate financial resources. The blockade added to this burden under restrictions on the movement of: (i) people, including patients seeking treatment outside of Gaza; and (ii) materials, including medical supplies. Compounded by the internal Palestinian divide, this has led to a serious deterioration in the availability and quality of health services. For further information, please see, <https://www.ochaopt.org/theme/health-and-nutrition>.
- 196 Please note that 70 per cent of UNRWA schools in Gaza operate on a double-shift basis.
- 197 At the time of writing, the assessment of the first semester for the 2020/21 academic year is ongoing. Assessment results will be presented as part of the 2021 EA mid-year report.
- 198 No funding was received under the EA for these interventions. The results described in the narrative were achieved through other sources of funding, including the Agency's programme budget.

- 199 Stable accommodation refers to those assisted who believe they will be able to remain in their current accommodation for up to 12 months after the protection incident (e.g. security operation, settler violence and/or demolition).
- 200 UNRWA WBFO Protection and Neutrality reports.
- 201 UNRWA COVID-19 response flash appeals 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. A report against the March-July COVID-19 appeal is available at <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>.
- 202 The 2020 EA progress report for the period January-June 2020 is available at https://www.unrwa.org/sites/default/files/content/resources/opt_ea_progress_report_2020_final_4.pdf.
- 203 This indicator framework was updated to better reflect the COVID-19 operating environment.
- 204 This indicator framework was updated to better reflect the COVID-19 operating environment.
- 205 Figures refer to funding received in 2020 and do not include carry forward.
- 206 This figure refers to assistance provided to PRS in Egypt, as described in the regional response paragraph included in this Syria EA report.
- 207 UNRWA measures food consumption through a methodology aligned with the WFP that also follows Food Security Sector recommendations. In this regard, food consumption is measured as part of the PDM introduced by the Agency in 2018 as including the following categories: (i) poor food consumption: households that do not consume staples and vegetables every day and never or very seldomly consume protein-rich food such as meat and dairy; (ii) borderline food consumption: households that consume staples and vegetables every day, accompanied by oils and pulses a few times a week; (iii) acceptable food consumption: households that consume staples and vegetables every day, frequently accompanied by oils and pulses and occasionally meat, fish and dairy.
- 208 WFP Market Price Watch Bulletin - December 2020, Issue 73, <https://reliefweb.int/sites/reliefweb.int/files/resources/WFP-0000122982.pdf>.
- 209 Other vulnerable cases identified include SSNP recipients not included in the five most vulnerable categories, PRS living in areas with restricted movement (e.g., Yalda), the newly displaced and vulnerable returnees.
- 210 In support of this intervention, UNRWA complemented the resources received under the Syria regional crisis EA with other sources of funding, including project funds. Results reported in this section includes progresses achieved through EA funds complemented by other resources.
- 211 This narrative only refers to cash assistance distributed under the Syria regional crisis EA. Information as to additional support extended to Palestine refugees in response to COVID-19 is available under chapter five of the AOR.
- 212 In this regard, water wells and networks and waste and storm water networks were rehabilitated during the reporting period.
- 213 This narrative only refers to cash assistance distributed under the Syria regional crisis EA. Information as to additional support extended to Palestine refugees in response to COVID-19 is available under chapter five of the AOR.
- 214 Normally, US\$ 200 is provided to PRS households under this intervention. However, PRS identified as general protection cases were provided with a higher amount as they can be at risk of detention and/or deportation.
- 215 This figure refers to the 2020/21 academic year, while 1,167 PRS and Syrian students were enrolled in UNRWA schools in the 2019/20 academic year.
- 216 This figure refers to the 2019/20 academic year.
- 217 Syrian students who were enrolled in UNRWA schools at the beginning of the Syrian crisis and before the governmental schools received Syrian students, in addition to Syrian school aged children currently residing in KAP.
- 218 UNRWA COVID-19 response flash appeals can be accessed 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. A report against the March-July COVID-19 appeal is available at, <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>. A report against the August to December COVID-19 appeal forms chapter five of the AOR.
- 219 The 2020 EA progress report for the period January-June 2020 is available at: <https://www.unrwa.org/resources/reports/syria-regional-crisis-emergency-appeal-progress-report>.
- 220 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>.
- 221 UNRWA COVID-19 summary, August-December 2020 <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>.
- 222 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>.
- 223 UNRWA Socioeconomic impact of Covid-19 on Palestine refugees in Syria, August 2020.
- 224 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>.
- 225 WHO Coronavirus Disease Dashboard, WHO, 31 December 2020, <https://covid19.who.int/>.
- 226 A final report against the UNRWA COVID-19 response flash appeal (March-July), including financial information, is available at <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>. The amounts reported in this section include contributions pledged and received during the period August-December and do not include possible carry forward from the COVID-19 response flash appeal (March-July).
- 227 Of the 5,046 persons with disabilities receiving hygiene/dignity kits, 4,090 were male and 956 were female with the breakdown possibly reflecting the higher number of men with disabilities due to the impact of the protracted conflict.
- 228 Yarmouk and Ein El-Tal remain largely destroyed and inaccessible.
- 229 WFP Market Price Watch Bulletin - December 2020, Issue 73, <https://reliefweb.int/sites/reliefweb.int/files/resources/WFP-0000122982.pdf>. Please also see the WFP mVAM Bulletin - December 2020, Issue 51, <https://reliefweb.int/sites/reliefweb.int/files/resources/WFP-0000122803.pdf>. A December 2020 WFP assessment found that 17 per cent of households in Syria reported poor food consumption, double the level recorded in December 2019.
- 230 Schools remained open during the reporting period and face-to-face education was provided.
- 231 The national garbage crisis in Lebanon and the closure of municipal dumping sites forces UNRWA to incur additional costs to safely treat and dispose of medical/infectious waste.
- 232 Of the 4,473 persons with disabilities who were provided cash assistance, 2,270 were female and 2,203 were male.
- 233 Of the 174 persons assisted under protection programming, three were persons with disabilities.
- 234 Jordan Ministry of Health, <https://corona.moh.gov.jo/en>.
- 235 A COVID-19 response coordinator.
- 236 This includes 20,740 households/101,966 ex-Gazan (50,920 male and 51,202 female, including 986 persons with disabilities [345 female, 641 male] and 9,268 over 65), and 35 households / 156 PRI individuals (76 male, 80 female).
- 237 This target was mistakenly written as "2,400" in the COVID-19 response flash appeal (August-December) instead of "240" and has been corrected.
- 238 Some GBV survivors did not wish to be provided with these services / follow up, hence PSS was not provided to the totality of the documented cases.
- 239 This figure includes all beneficiaries provided with food parcels in Q3 2020 under UNRWA EA and SSN programming.
- 240 While funds were obligated in December 2020, actual distribution took place in January 2021.
- 241 Dignity kits include personal hygiene and sanitary items as well as other items explicitly tailored, as appropriate to meet the needs of women and girls of reproductive age, infants/children and older persons. These kits include shampoo, soap, toothbrushes and toothpaste and sanitary items.
- 242 A blended learning modality was implemented during the reporting period, combining face-to-face with remote learning. As such, results under this indicator were not collected as the nature of the service provided changed based on the context.
- 243 Based on a study conducted by UNRWA Education Department in cooperation with field offices on student access to online materials.
- 244 Rational use of personal protective equipment for coronavirus disease (COVID-19) and considerations during severe shortages, WHO, December 2020, [https://www.who.int/publications/i/item/rational-use-of-personal-protective-equipment-for-coronavirus-disease-\(covid-19\)-and-considerations-during-severe-shortages](https://www.who.int/publications/i/item/rational-use-of-personal-protective-equipment-for-coronavirus-disease-(covid-19)-and-considerations-during-severe-shortages).
- 245 Income raised in 2020 includes all donor agreements signed and funding allocated in 2020, including UN Secretariat support for international staff and in-kind contributions received during the year.
- 246 Please note that the titles of donor categories and the categorization of donors were revised in the RMS 2019-2021. See Annex I of the RMS 2019-2021 for a list of donors per category, https://www.unrwa.org/sites/default/files/content/resources/rms_2019-2021_eng_final_10292019.pdf. Traditional partners include Australia, Austria, Belgium, Canada, Denmark, France, Finland, Germany, Ireland, Italy, Japan, Jordan, Lebanon, Luxembourg, The Netherlands, Norway, the State of Palestine, Spain, Sweden, Switzerland, Syria, Turkey, United Kingdom and the European Union.
- 247 Regional partners include Bahrain, Egypt, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates, Islamic Development Bank, King Salman Humanitarian Aid and Relief Centre, Qatar Charity and other non-governmental organizations.
- 248 Emerging donors include Azerbaijan, Bangladesh, Brunei, Bulgaria, Chile, China, Cyprus, Czech Republic, Estonia, Greece, Guyana, Holy See, Iceland, India, Indonesia, Kazakhstan, Latvia, Liechtenstein, Lithuania, Malaysia, Malta, Mexico, Monaco, New Zealand, Pakistan, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, South Korea, Thailand and Vietnam.
- 249 In addition to the sources of incomes stated, 8.2 per cent of funding received across all portals was received from the UN core budget and through contributions from other UN entities.
- 250 Please note that the baseline relates to the indicator "Traditional donors subscribing to AOR to reduce contribution specific reporting requirements" that was included in the 2016-18 RMS. The indicator in the 2019-21 incorporates all donors.

- 251 Income raised in 2020 includes all donor agreements signed and funding allocated in 2020, including UN Secretariat support for international staff and in-kind contributions received during the year.
- 252 Under the 2016-18 RMS, diversified sources were defined as all sources of income, excluding the traditional donor group. The indicator to track this trend has been narrowed under the 2019-21 RMS with the baseline reflecting this evolution.
- 253 Under the 2016-18 RMS, this indicator referred only the share of the programme budget supported through private partnerships. The indicator has been broadened under the 2019-21 RMS to reflect the share of programme budget and EA income supported by private donors.
- 254 The private sector result excludes US\$ 5.9 million received from Regional Governments in Spain as part of UNRWA Spain National Committee revenue.
- 255 The 2020 targets for: (i) the number of views on the UNRWA YouTube channel; and (ii) the number of followers of UNRWA social media platforms were revised to reflect the changes made to these indicators.
- 256 In 2018 and 2019, the number of views on the UNRWA YouTube channel was reported as a cumulative statistic. For 2020, this indicator has been adjusted to reflect the annual number of views in 2020 only.
- 257 In 2018 and 2019, this indicator reported on the: "number of people engaging through UNRWA social media platforms". However, because engagement could not be precisely determined, this indicator was changed in 2020 to: "number of followers of UNRWA social media platforms".
- 258 UNRWA measures food consumption through a methodology aligned with WFP and following the Food Security Sector's recommendations. Food consumption measurement is part of the PDM introduced by the Agency in 2018. It includes the following categories: i) poor food consumption: households that are not consuming staples and vegetables every day and never or very seldom consume protein-rich food such as meat and dairy; ii) borderline food consumption: households that are consuming staples and vegetables every day, accompanied by oils and pulses a few times a week; iii) acceptable food consumption: households that are consuming staples and vegetables every day, frequently accompanied by oils and pulses and occasionally meat, fish and dairy.
- 259 In support of this intervention, UNRWA complemented the resources received under the Syria regional crisis EA with other sources of funding, including project funds. Results reported in this section includes progresses achieved through EA funds complemented by other resources.
- 260 This figure refers to the 2020/21 academic year, while 1,167 PRS and Syrian students were enrolled in UNRWA schools in the 2019/20 academic year.
- 261 This figure refers to the 2019/20 school year.
- 262 No funds were received under the EA in support of hospitalization in 2020, however this intervention continued through support extended under the Agency's programme budget.
- 263 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. security operation, settler violence and/or demolition).
- 264 Of the 5,046 persons with disabilities receiving hygiene/dignity kits, 4,090 were male and 956 were female with the breakdown possibly reflecting the higher number of men with disabilities due to the impact of the protracted conflict.
- 265 Schools remained open during the reporting period and face-to-face education was provided.
- 266 Of the 4,473 persons with disabilities who were provided cash assistance, 2,270 were female and 2,203 were male.
- 267 This includes 20,740 households/101,966 ex-Gazans (50,920 male and 51,202 female, including 986 persons with disabilities [345 female, 641 male] and 9,268 over 65), and 35 households / 156 PRI individuals (76 male, 80 female, 0 persons with disabilities).
- 268 This figure includes all beneficiaries provided with food parcels in Q3 2020 under UNRWA EA and SSN programming.
- 269 A blended learning modality was implemented during the reporting period, combining face-to-face with remote learning. As such, results under this indicator were not collected as the nature of the service provided changed based on the context.



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