



unrwa
الأونروا

syria regional crisis

2015 syria crisis response

progress report



2015 syria crisis response progress report

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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 some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and Gaza to achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

Headquarters - Amman

Amman, Jordan

Tel: +962 (6) 580 2512

www.unrwa.org

Cover Photo: A Palestine refugee woman looks out of her tented shelter in the courtyard of a repurposed UNRWA school. Collective centres shelter over 12,000 internally displaced refugees who cannot afford rent. Khan Dunoun camp outside of Damascus, May 2015. © 2015 UNRWA Photo by Taghrid Mohammed

UNRWA would like to thank the following donors for their support to the UNRWA Syria Crisis Response Appeal, January-May 2015:

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This includes only donors whose contributions were received by the end of the reporting period of January to May 2015.

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acronyms and abbreviations

3RP	Regional Refugee and Resilience Plan 2015-2016	RSS	Relief and Social Services
ATM	Automated teller machine	SGBV	Sexual and gender-based violence
CARE	Catastrophic Ailment Relief Programme (Lebanon)	SHARP	Syria Humanitarian Assistance Response Plan
FIP	Field Implementation Plan	SSAFE	Safe and Secure Approach for Field Environment
GBV	Gender-based violence	SFO	Syria Field Office
HEAT	Hazardous Environment Awareness Training	SCPR	Syrian Centre for Policy Research
IDP	Internally displaced person	SLM	Self-learning material
INEE	Inter-Agency Network of Education in Emergencies	SYP	Syrian Pound
JFO	Jordan Field Office	TOT	Training of trainers
MHPSS	Mental health and psychosocial support	TVET	Technical and Vocational Education and Training
NGO	Non-governmental organization	UNCT	United Nations Country Team
NFI	Non-food items	UNDP	United Nations Programme for Development
OCHA	Office for the Coordination of Humanitarian Affairs	UNHCR	United Nations High Commissioner for Refugees
PDM	Post-distribution monitoring	UNICEF	United Nations Children's Fund
PRL	Palestine Refugees in Lebanon	UNSMS	United Nations Security Management System
PRS	Palestine refugees from Syria	WFP	World Food Programme
PSEA	Prevention of sexual exploitation and abuse	WASH	Water, sanitation and hygiene
PSS	Psychosocial support		



This baby's family who fled Syria is now among the 15,500 Palestine refugees from Syria known to be living Jordan. The conflict in Syria is leading to a new generation of Palestine refugees living in displacement 65 years since the establishment of UNRWA. South Amman, May 2015. © 2015 UNRWA Photo by Sahem Rababaa

executive summary

This report covers the UNRWA Syria regional crisis response during the period January to May 2015. It is intended to provide a snapshot update on results achieved as measured against a select number of key indicators included in the 2015 appeal. The annual report will provide a comprehensive accounting of results achieved as measured against the full range of indicators contained within the appeal.

Syria

Humanitarian access has shrunk significantly since the beginning of the year, as the complex and brutal conflict continues to feed one of worst humanitarian disasters in modern times. UNRWA estimates up to 48,000 Palestine refugees now reside in inaccessible and remote areas, including Yarmouk, Khan Eshieh and the Dera'a countryside. An economy of violence now prevails across the country: black markets, eroded rule of law and increased dependence on international humanitarian assistance. This relentlessly undermines the resilience of civilians, as violence continues unabated.

Yarmouk Call for Funds

Following the incursion of extremist groups into Yarmouk on 1 April 2015, several thousand civilians fled Yarmouk to the adjacent neighbourhoods of Yalda, Babila and Beit Saham, while thousands more remained trapped inside with little to no access to humanitarian assistance. UNRWA conducted a total of 24 cross-line missions into Yalda, Babila, Beit Saham until the end of May, providing 10,919 food parcels, 100,000 litres of drinking water, and other urgently needed items to civilians in Yalda, Babila and Beit Saham, including those displaced from Yarmouk or able to access the distribution from their homes in Yarmouk. UNRWA also offered health and dental services, providing 4,872 consultations, vaccinations and dental care up to the end of May. UNRWA is deeply concerned that without access, the most basic needs of affected civilians will continue to be left unmet. As of May 2015, donors have provided only 11 per cent of the funding requested under the Yarmouk call for funds.

Lebanon

Monthly post-distribution monitoring shows that Palestine refugees from Syria (PRS) have become increasingly reliant on UNRWA humanitarian assistance: 98 per cent now report UNRWA cash assistance as their main source of income, compared to 70 per cent in April 2014. The space for refugees in Lebanon has been shrinking with increasingly stricter government policy on refugee access into Lebanon and legal rights, including their right to work and civil rights. Due to severe shortfalls in funding for PRS assistance, UNRWA has, as of July, discontinued its cash-for-housing assistance, exacerbating refugee vulnerability by increasing the risk of eviction, removal of children from schools, pressure to seek high-risk employment and risks of sexual and gender-based violence (SGBV). Lack of financial resources and reduced ability to maintain legal status in Lebanon mean that there is an increased likelihood of unsafe return to Syria or dangerous migration to Europe.

Jordan

Average weekly earnings for PRS families are now less than US\$ 30, and just over 80 per cent of PRS struggle to, or cannot, meet their basic needs. In addition to economic vulnerability, PRS continue to suffer the effects of Jordan's policy of non-admission of Palestinians from Syria, officially announced in January 2013. For many, lack of legal status and associated protection vulnerabilities is a major concern, with arrest, detention and forced return a daily risk. PRS in Jordan are prevented from accessing humanitarian assistance reserved for other refugees from Syria, making them highly reliant on UNRWA to meet their basic needs. However, for the second year in a row, funding shortfalls have meant that shelter assistance could not be delivered. Already, close to one quarter of PRS families have been evicted at least once since arriving in Jordan.

Funding

With the appeal only 22 per cent funded, UNRWA continues to urge donors to support its humanitarian response in Syria. As the Syria Regional Emergency Appeal remains underfunded, UNRWA will continue to prioritize cash assistance as the most effective and best-value-for-money intervention for Palestine refugees in and from Syria. In Syria, in the first half of 2015, UNRWA has only had enough funding to distribute two months of cash assistance. This equates to US\$ 0.43 per person per day, while the abject poverty line currently stands at US\$ 2.57. Providing for interventions not funded as part of this appeal, such as maintaining services like health and education under the strain of an emergency, is eating into the Agency's regular programmes. This further jeopardizes decades of investments in human development made possible by the international community.

Table 1: Funding Summary Table, by Field, January-May 2015 (US\$)*

Programme Interventions	Amount	Total	Allocation Syria	Allocation Lebanon	Allocation Jordan	Allocation Regional
Cash Assistance	<i>required</i>	249,218,472	197,245,322	37,878,874	12,894,276	1,200,000
	<i>received</i>	46,742,885	29,156,557	14,466,036	3,120,292	0
	<i>difference</i>	202,475,587	168,088,765	23,412,838	9,773,984	1,200,000
Non-Food Items (NFIs)	<i>required</i>	11,703,667	11,703,667	0	0	0
	<i>received</i>	1,380,152	1,380,152	0	0	0
	<i>difference</i>	10,323,515	10,323,515	0	0	0
Food Assistance	<i>required</i>	58,177,926	58,177,926	0	0	0
	<i>received</i>	4,254,101	4,254,101	0	0	0
	<i>difference</i>	53,923,825	53,923,825	0	0	0
Emergency Health	<i>required</i>	16,545,297	6,660,000	8,874,470	410,827	600,000
	<i>received</i>	3,022,929	20,000	2,326,451	676,478	0
	<i>difference</i>	13,522,368	6,640,000	6,548,019	(265,651)	600,000
Emergency Education	<i>required</i>	33,056,057	19,653,400	10,692,657	2,310,000	400,000
	<i>received</i>	1,462,433	0	0	1,462,433	0
	<i>difference</i>	31,593,624	19,653,400	10,692,657	847,567	400,000
Protection	<i>required</i>	3,438,497	1,110,000	1,857,590	170,907	300,000
	<i>received</i>	257,521	0	131,647	125,874	0
	<i>difference</i>	3,180,977	1,110,000	1,725,944	45,033	300,000
Shelter	<i>required</i>	1,421,000	1,221,000			200,000
	<i>received</i>	727,770	330,000	397,770	0	0
	<i>difference</i>	693,230	891,000	(397,770)	0	200,000
Environmental Health	<i>required</i>	16,974,238	13,532,143	3,442,095	0	0
	<i>received</i>	4,786,220	1,640,000	3,146,220	0	0
	<i>difference</i>	12,188,018	11,892,143	295,875	0	0
Capacity and Management Support	<i>required</i>	16,539,627	13,238,476	536,000	665,151	2,100,000
	<i>received</i>	8,889,606	7,985,000	455,863	448,743	0
	<i>difference</i>	7,650,021	5,253,476	80,137	216,408	2,100,000
Safety and Security	<i>required</i>	3,465,960	1,554,000	264,000	47,960	1,600,000
	<i>received</i>	699,955	655,000	44,955	0	0
	<i>difference</i>	2,766,005	899,000	219,045	47,960	1,600,000
Livelihoods	<i>required</i>	3,279,029	3,279,029	0	0	0
	<i>received</i>	0	0	0	0	0
	<i>difference</i>	3,279,029	3,279,029	0	0	0
Emergency repair and maintenance	<i>required</i>	1,554,000	1,554,000	0	0	0
	<i>received</i>	250,000	250,000	0	0	0
	<i>difference</i>	1,304,000	1,304,000	0	0	0
**To be allocated		20,553,447	19,670,447	0	0	883,000
TOTAL	<i>required</i>	415,373,770	328,928,963	63,545,686	16,499,121	6,400,000
	<i>received</i>	93,027,018	65,341,256	20,968,941	5,833,821	883,000
	<i>difference</i>	322,346,752	263,587,707	42,576,745	10,665,300	5,517,000

* This amount reflects contributions received during the reporting period, 1 January through 31 May 2015, and does not include pledges (funds pledged but not received) or the carry-forward amounts. A total of US\$ 63,984,424 was carried forward from 2014 for 2015 needs.

** These amounts represent contributions received late during the reporting period, 1 January through 31 May 2015, and not allocated. These monies will be allocated in the next reporting period.

chapter one: syria

unrwa

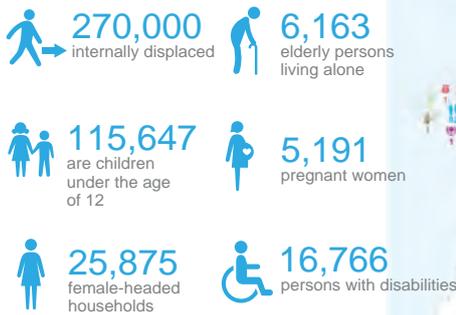
syria - situation overview

2015 syria crisis response

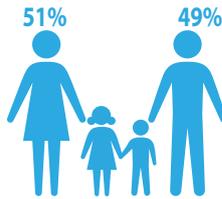
progress report january - may 2015

480,000 Palestine refugees inside Syria

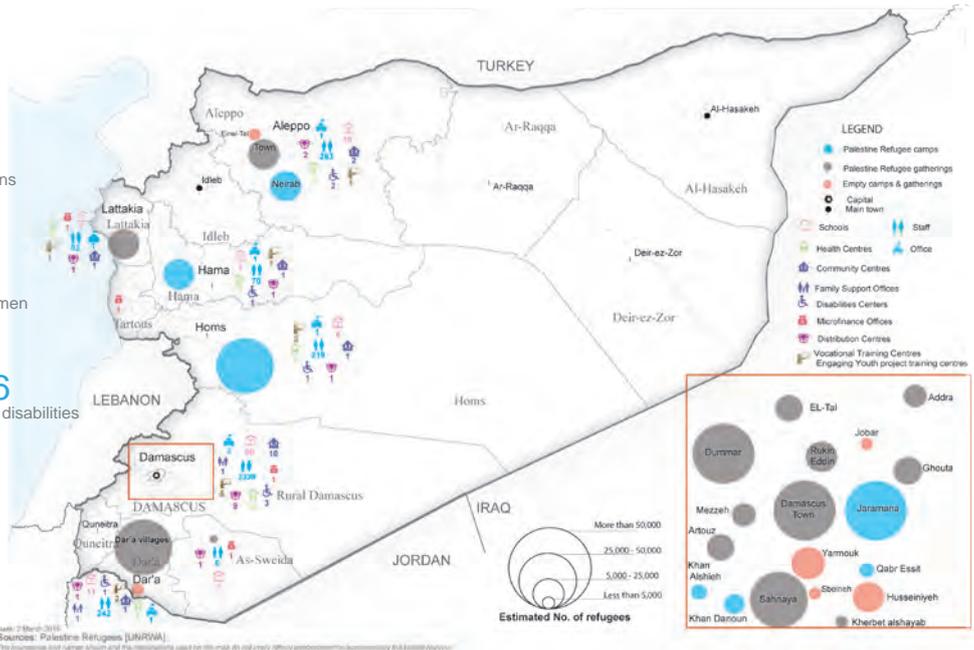
96% of refugees are vulnerable



refugees by age and gender



33% of whom are children

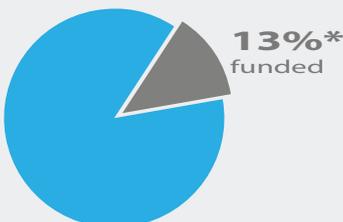


Programme and Financial Results (up to May 2015)

Targeted relief



466,502 PRS have received cash assistance (for food and NFIs)
31,568 PRS families have received in-kind NFI assistance

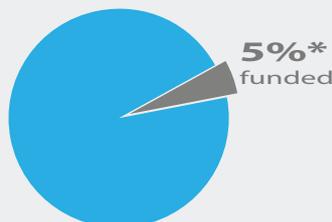


Total req.: US\$ 267,126,915

Protective framework through services



378,275 PRS visits for UNRWA health-care services
45,802 children are enrolled in UNRWA Schools
246 Protection incidents documented



Total req.: US\$ 42,176,543

Coordination & management



4 staff new area support officers operational
179 staff trained on protection in emergencies



Total req.: US\$ 19,625,505

* This amount does not include funds pledged but not received

Syria - Situation Overview

Five years on, the situation in Syria continues to be characterized by a complex and brutal armed conflict, resulting in one of the worst humanitarian disasters in decades. Research has found that an economy of violence¹ now prevails across Syria, marked by proliferating black markets, eroded rule of law and increased dependence on international humanitarian assistance. This protracted crisis has relentlessly undermined the resilience of civilian populations and threatens their survival as armed violence continues unabated.

Palestine refugees had to reduce their household spending by a further 11 per cent in 2014² as unchecked inflation, mass unemployment and the loss of remaining savings resulted in private household incomes being all but exhausted. By early 2015, official unemployment figures reached 58 per cent, comparable with Gaza³, and are expected to rise above 66 per cent by the end of this year.

Humanitarian access has shrunk significantly since the beginning of the year, further constraining the Agency's ability to serve Palestine refugees. UNRWA estimates that up to 48,000 Palestine refugees reside in areas where humanitarian access is severely restricted, including Khan Eshieh, Ramadan, and Mzeirib and Jillien in rural Dera'a governorate. These areas are supported by regular missions or by establishing nearby distribution points where refugees are able to collect assistance. During the reporting period, UNRWA managed to maintain regular access to Aleppo, Neirab, Homs and Hama. However, operational risks have remained high as the armed conflict continued to evolve across Syria.

The incursion of armed groups notorious for extreme violence into Yarmouk on 1 April of this year illustrated the unpredictability of the conflict in Syria and the vulnerability and uncertainty of civilians in the face of constantly shifting conflict lines. This escalation of violence followed frequent interruptions in the delivery of humanitarian aid to Yarmouk in early 2015. The last UNRWA food distribution inside Yarmouk took place on 28 March. Since then, several thousand refugees were forced to flee to the adjacent areas of Yalda, Babila and Beit Saham, while many thousands remain trapped in Yarmouk with little to no access to humanitarian assistance. UNRWA responded by conducting regular cross-line missions into Yalda, Babila and Beit Saham to distribute vital food, non-food items (NFIs), drinking water, medical and dental assistance and nutritional supplements with support from SARC and the Syria UN Country Team.

UNRWA remains concerned that the Syrian armed conflict continues to endanger the lives of Palestine refugees and further threatens humanitarian access to camps and communities. Since the start of the crisis in March 2011, thousands of Palestine refugees, including 14 UNRWA staff, have lost their lives in conflict-related violence. Another five staff are currently missing and 29 are either confirmed or presumed detained.

An independent evaluation of the Agency's cash assistance

intervention gathered feedback from Palestine refugees across Syria and found that over 71 per cent of all cash was spent on their most basic needs: food and rent.⁴ Nearly all refugees indicated their preference for cash over other forms of aid as it gives them the flexibility of choice to some extent. The evaluation also found that the provision of cash was relevant and particularly cost-effective in the context of Syria, notwithstanding the limitations on movement and functioning markets in some areas. By June 2015, UNRWA had only received sufficient funding to complete one round of cash distribution, through which Palestine refugees received the Syrian pound equivalent of US\$ 64 to cover their needs from January to May 2015. In effect, they received the equivalent of US\$ 0.43 cents per person per day, which compares poorly to the abject poverty line of US\$ 2.57.

As the Syria Crisis Emergency Appeal remains severely underfunded, UNRWA will continue to prioritize cash assistance as the most effective and best-value-for-money intervention for Palestine refugees in Syria (over food and NFIs). UNRWA continues to urge donors to provide the Agency with the generous support it needs to sustain its humanitarian response in Syria.

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- 1 SCPR, Alienation and Violence: Impact of Syria Crisis Report 2014, March 2015
 - 2 Contributing to a total of 41.7 per cent since 2010.
 - 3 See CIA World Factbook: <https://www.cia.gov/library/publications/the-world-factbook/rankorder/2129rank.html>
 - 4 'Evaluation of the Emergency Cash Assistance Component of the Syria Emergency Response Programme of UNRWA', November 2014: http://www.unrwa.org/sites/default/files/evaluation_of_the_emergency_cash_assistance_component_of_the_syria_emergency_response_programme.pdf



Internally displaced Palestine refugees living in temporary shelters volunteer in communal kitchens through which UNRWA provides one hot meal a day to over 12,000 people. Haifa School collective shelter, Damascus, April 2015. © 2015 UNRWA Photo by Taghrid Mohammed

Syria - Reporting Results: January to May 2015

Strategic Priority 1: Preserve the resilience of the community through targeted relief

Indicator	Actual	Target (2015)
Percentage of targeted Palestine refugees from Syria (PRS) receiving one or more UNRWA emergency assistance interventions	100	100
Number of PRS families receiving food assistance per quarter (cash for food and food parcels)	119,210 ⁵	117,610
Number of families receiving NFI assistance per quarter	31,568	117,610
Number of displaced refugees receiving shelter at UNRWA facilities	12,343	13,000

5 119,210 families received one round of cash in the first 6 months of 2015

Results Analysis

Cash assistance remains the primary form of assistance for over 460,000 conflict-affected and vulnerable refugees. The first distribution round closed at the end of March, and to date a total of 466,502 individuals (119,210 families) have each received SYP 12,000, or approximately US\$ 64, to last them for two months. The second cash assistance distribution round started on 31 May and is ongoing. UNRWA will simultaneously conduct a verification exercise during the distribution, requiring whenever possible the physical presence of adults receiving cash assistance. This exercise seeks to improve data quality, efficiency and impact in humanitarian operations.

UNRWA has established systems to ensure that the needs of vulnerable groups (such as families with detained relatives, the elderly, or people living in inaccessible areas and who cannot be physically present at verification points) are not adversely affected.

Completion of the first cash assistance distribution round was only made possible by delaying a round originally planned in 2014. The Agency currently has sufficient funds for only two more months of assistance in 2015, with basic food and household needs for the remaining eight months of the year currently unmet.

Governorate	Number of families reached	Number of individuals reached	Number of male beneficiaries	Number of female beneficiaries
Aleppo	6,945	29,189	14,148	15,041
Damascus	94,653	367,911	179,802	188,117
Dera'a	5,889	25,936	12,739	13,189
Hama	2,604	10,317	4,984	5,333
Homs	4,769	18,139	8,456	9,683
Latakia	4,324	14,934	7,308	7,626
Sweida	26	76	32	44
Total	119,210	466,502	227,469	239,033

The Syria Field Office (SFO) has continued its distribution of food parcels through 17 distribution points across Syria. In addition to 13 fully operational distribution centres⁶, UNRWA also makes use of mobile distribution points – as available – in Ramadan camp, Yalda, Babila, Beit Saham, Kherbet al-Shayab and Sweida. A total of three rounds have been initiated so far in 2015, with plans for two additional rounds before the end of the year. The Agency does not have sufficient funding to guarantee further distribution beyond this year, with lead times from procurement to distribution currently resting at approximately 26 weeks.

Due to sporadic access difficulties, each food distribution round takes approximately 10 weeks to complete. Round

one has been concluded, while rounds two and three are still ongoing. Missions to Hama, Homs and Latakia have been delayed for the third round, while two rounds were distributed simultaneously in Aleppo in order to mitigate some of the risks of multiple missions in an extremely unstable area. Distributions in Dera'a take place within government-controlled territory, requiring refugees from surrounding opposition-held territory to cross front lines to collect their assistance.

⁶ Permanent distribution centres include Alliance, Jaramana, Khan Dunoun, Qabr Essit, Qudsaya, Sehnaya, Zahera (all Damascus), Hama, Homs, Latakia, Neirab, Aleppo and Dera'a.

Governorate	Target per round (families)	Round 1 Result	Round 2 Result (ongoing)	Round 3 (ongoing)
Aleppo	6,500	5,274	2,132	2,132
Damascus	80,000	8,4096	84,625	27,342
Dera'a	6,500	5,058	4,125	4,272
Hama	3,000	2,066	2,169	341
Homs	3,500	3,475	3,465	1,746
Latakia	3,500	3,706	3,475	775
Total	103,000	103,675	99,991	36,608

SFO continues to distribute essential non-food items to displaced refugees through 12 distribution centres, 30 collective shelters and one mobile distribution point operating – as available – in Yalda, Babila and Beit Saham. As a result of low funding rates, the Agency was able to distribute NFIs to only 31,568 displaced refugees as of May 2015, procuring items

locally whenever possible to help reduce transportation costs and delays. UNRWA provides comprehensive support to over 12,000 displaced Palestine refugees and Syrians temporarily residing in 37 collective shelters in Damascus, Aleppo, Homs, Hama and Latakia. Support includes hygiene kits, blankets, mattresses, diapers, sanitary towels and jerry cans.

Yarmouk

On 1 April 2015, two extremist armed groups assumed control of a large section of Yarmouk. This resulted in several thousand civilians leaving Yarmouk for the adjacent south-eastern neighbourhoods of Yalda, Babila and Beit Saham. UNRWA rapidly responded by conducting a total of 24 cross-line missions into Yalda, Babila, Beit Saham until the end of May, providing 10,919 food parcels, 124 kitchen sets, blankets, mattresses, hygiene kits and 100,000 litres of drinking water as part of its initial response. UNRWA has not been able to conduct any missions to Yalda, Babila and Beit Saham since 8 June. The Agency remains deeply concerned about the sustained lack of humanitarian access to the vulnerable Palestine refugee population residing in the area.

On mission days, UNRWA runs a temporary health point and mobile dental clinic for displaced refugees and host communities. These provided 4,872 primary health consultations, vaccinations and dental care treatments up to the end of May. The emergency medical team also identified a significant number of malnutrition cases among children and, in collaboration with the World Food Programme (WFP), provided nutritional supplements to identified cases. The last food and hygiene kit distribution took place inside Yarmouk on 28 March. Many thousands of civilians are still estimated to be trapped in Yarmouk. UNRWA is deeply concerned that in the absence of humanitarian access, the most basic needs of affected civilians will continue to be left unmet.

Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Indicator	Actual	Target (2015)
Total Number of hospitalization of PRS (secondary and tertiary)	2,245*	15,000
Number of visits by PRS to UNRWA health facilities	378,275	650,000
Number of operational UNRWA health centres and health points	26	26
Number of children enrolled in regular classes in UNRWA schools	45,802	47,000
Number of students completing basic education	3,356	4,000
Number of education staff trained in delivering emergency education	131	150
Number of school-aged children receiving psychosocial support	430	40,000**
Number of PRS students provided with educational/recreational materials (Back-to-School kits, PSS/recreational kit, stationery, SLM – self-learning materials)	11,582	50,000
Percentage of protection cases tracked that are responded to	100%	100%
Number of child protection cases that are responded to with targeted services	81	New
Number of protection incidents of alleged HR violations documented by UNRWA	246	New
Number of UNRWA staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	179	500

* First quarter results only.

** Intervention has been adapted to provide more targeted assistance to particularly vulnerable children through PSS counsellors and family support offices. New annual target: 1,000

Results Analysis

Syria Field's health response was expanded during the first five months of the year with the upgrading of an existing health point into a health centre; the opening of a new health point in Kherbet al-Shayab; and temporary health services provided in Yalda, Babila and Beit Saham. A total of 14 health centres and 12 health points enabled the Agency to provide more than 378,000 consultations and 18,584 dental treatments in the first four months of the year. Hospitalizations in the first quarter were at similar levels to those at the end of 2014, with approximately 750 cases subsidized every month.

UNRWA runs 95 schools, including 48 in UNRWA facilities and 47 in school buildings provided by the Syrian Ministry of Education. The average attendance stands at 23,409 boys and 22,393 girls. Of the 48 UNRWA schools, seven are also used as shelters for displaced refugees, resulting in overcrowding and

a degraded learning environment. 11,582 students continued to use self-learning materials (SLMs) either in remote areas, or in areas with overcrowded schools, to compensate for the reduced number of course hours. UNRWA will distribute SLMs and Back-to-School kits for up to 45,000 children in the summer.

Maintaining sufficient stocks in all operational health centres remains a challenge, particularly in remote areas in the Dera'a governorate. Growing health concerns are emerging in the camps and collective shelters related to the heightened incidence of water, sanitation and hygiene (WASH)-related diseases. UNRWA responded by conducting three awareness campaigns on Hepatitis A, scabies, lice and food safety in April and May 2015. UNRWA will undertake studies to assess the prevalence of malnutrition outside collective shelters,

where children and pregnant women may not have access to sufficient and diversified dietary intake.

In the last academic year UNRWA schools provided regular classes to 45,802 students, which is significantly higher than the number of students that attended during the 2012/13 academic year. In addition, UNRWA provided temporary accommodation, stationery, food and other services to 152 students who were allowed to exit from Yarmouk to sit their national exams. Fifty-one students had already been able to leave the besieged area to sit exams in January, taking food, clothing and hygiene kits with them on their return.

Nineteen safe learning spaces and recreational spaces have been established to offer additional learning support, as well as sports and creative activities to children outside of school hours. Initial results suggest that the spaces are extremely popular, and further expansion is planned. Psychosocial support is being provided with 55 counsellors providing one-to-one interventions. Due to limited funding to recruit additional counsellors, UNRWA is not able to cover the needs of all students and has therefore revised its targets for this activity.

The UNRWA vocational training (TVET) programme is unique in Syria, offering 72 courses through its three centres located in Damascus, Dera'a and Latakia, in addition to nine youth centres and an online e-portal. In the current school year, 930 students are enrolled in long-term courses and 1,462 students are enrolled in short-term further education courses under the Engaging Youth project. During the reporting period, career guidance, business development and life-skills courses have been delivered to more than 19,800 beneficiaries. The programme also conducted a review of its courses and adapted existing materials to better address current labour market needs, thus enhancing the job prospects of its graduates.

A total of 9,788 clients currently make use of UNRWA microfinance loan facilities, 3,169 of whom are women. New products such as the Bastat loan (informal enterprise) have been developed to meet new needs and are tailored for the smallest and most marginal informal enterprises, such as

street traders. The microfinance programme also contracted the Syria Centre for Policy Research to produce quarterly socioeconomic reports on Syria in collaboration with the United Nations Development Programme (UNDP). To date, five reports have been published and are regularly used for inter-agency planning and high-level advocacy.

“I Like to Count on Myself”: UNRWA Microfinance Supports Young Female Entrepreneurs in Syria



“I like to work a lot, because it makes me feel like I exist,” says 22-year-old Ghufraan Azeemeh. With the support of the UNRWA microfinance programme, Ghufraan has built a successful small enterprise in Jaramana that sustains her husband, mother and two children. Ghufraan opened her first shop before the conflict in Yarmouk at the age of 16, selling socks and underwear. At 18, she received her first of three loans from the UNRWA microfinance programme to expand her business and buy more stock. However, she was forced to abandon her business when conflict engulfed Yarmouk. She fled to Jaramana with her family. Determined to be self-reliant, Ghufraan turned to UNRWA microfinance again to restart her business. Having developed a smart business model, in February she was issued with a fifth loan to continue expanding her business. “I want to thank UNRWA each step of the way and in these difficult circumstances,” she says.

Syria: Palestine Refugee Youth Develops New Skills for Employment



Twenty-seven-year-old Mohammad Alloh needed to earn a better wage to support his family in conflict-ridden Syria. To do so, he attended two short courses at the UNRWA Damascus Training Centre. These were designed to improve employability in the mobile phone maintenance and technology industries. “I came here to learn different skills to access available job opportunities,” he said. When he graduated, he was among several graduates to receive his own tool box for mobile phone maintenance. With his new skills, Mohammad negotiated with his employer to increase his wages and receive an extra commission for each mobile phone he repaired. Since then, he has increased his wages, which helps him meet his monthly rental costs. “I enjoy the

job and get along well with customers and workers,” he says. Mohammad is an example of how young Palestine refugees use donor-supported interventions as a springboard into working life and self-reliance.

“Yarmouk is my past and my future. I hope to return.”



In the weeks leading up to Syria’s ninth-grade national exams, sixteen-year-old Maher suffered from nightmares. “We were at the checkpoint to get out of Yarmouk and a mortar shell landed,” he says. “We couldn’t get to the exam.” Maher lives with his family in Yarmouk, which has become a byword for civilian suffering in the brutal conflict in Syria. Up to 18,000 civilians remain in the neighbourhood, which has been under siege for almost two years. Despite these harrowing circumstances, education remains a priority. In the 2014/15 school year, teachers and volunteers in Yarmouk established their own school to make up for the lessons lost. Without electricity at night, students studied during daylight hours. Their hard work paid off. In May 2015, an agreement was reached to let Maher and 129 other Palestine refugee students exit Yarmouk to sit for the national ninth-grade exams. With the support of UNRWA, the students boarded for two weeks at the UNRWA Palestine Institute School in Damascus, receiving three hot meals per day, revision classes, and psychosocial support. Upon completing his exams, Maher was unwavering about returning to Yarmouk. He missed his family, and neighbourhood. “I hope to get back,” he says. “Yarmouk represents my past and my future.”

Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Indicator	Actual	Target (2015)
Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
Number of periodic reviews of regional humanitarian response plans	1	1*

* In the 2015 appeal, this target was set to 4 by mistake (2015 Syria Crisis Response, page 14).

Results Analysis

UNRWA remains deeply concerned about the safety and security of both refugees and staff, advocating publicly for all parties to the conflict to protect civilians, comply with their obligations under international humanitarian and human rights law, and recognize and respect the neutrality of Palestine refugees affected by armed conflict. During the reporting period, the Agency brought international attention to the plight and hardships of refugees in and around Yarmouk and other areas directly affected by the armed conflict and also noted the continued impact of the conflict on its staff, 14 of whom have been killed by conflict-related violence since 2011, while another 5 are missing and 22 are currently presumed or confirmed to be in detention.

SFO conducts regular risk assessments of all its programmes and projects, including analysis of social, political, financial and

conflict-related factors. Damage to installations is unavoidable in some instances, and the UNRWA engineering department provides continuous maintenance to all 37 collective shelters, 48 operational UNRWA schools, 26 health facilities, 12 TVET facilities, 17 distribution centres, 14 sanitation offices, 6 camp services offices, 6 social workers’ offices and 5 management offices.

The Emergency Operation Support Team currently manages the implementation of emergency operations with all programme departments, supported by the Programme Support Office. The Area Support Officer Team has been established to improve the Agency’s response to protection and operational issues in each of the four UNRWA areas of operation – North (Aleppo), Central (Hama, Homs, Latakia), Damascus (including Rif Damascus), and South (Dera’a and neighbouring villages).

chapter two: lebanon

unrwa

lebanon - situation overview

2015 syria crisis response

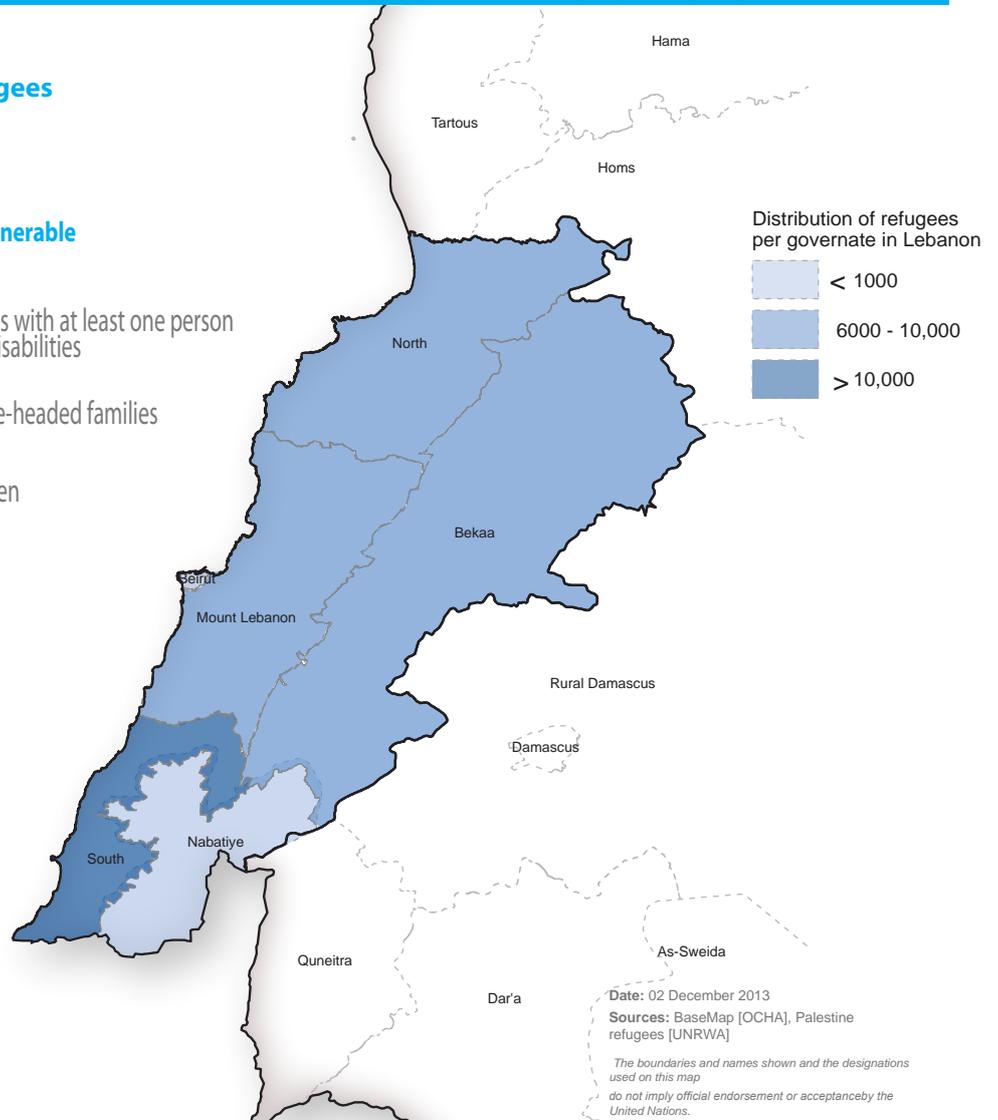
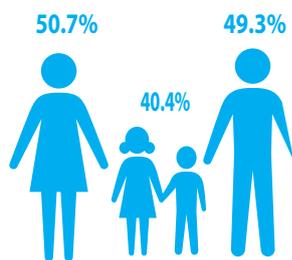
progress report january - may 2015

44,000 Palestine refugees
from Syria

96% of refugees are vulnerable

-  **1,305** families with at least one person with disabilities
-  **27%** female-headed families
-  **17,776** children

refugees by age and gender



Programme and Financial Results (up to May 2015)

Targeted relief



NFI

43,617 PRS have received cash assistance in 2014 (for food and shelter)

1,237 PRS families have received NFI assistance

38%* funded



Total req.: US\$ 37,878,874

Protective framework through services

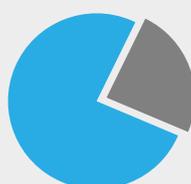


2,293 PRS have accessed life-saving hospitalization through UNRWA health services

6,527 children enrolled in UNRWA Schools

88% child protection cases that are responded to with targeted services

24%* funded



Total req.: US\$ 24,866,812

Coordination & management



319 staff receiving training in protection in emergencies

63%* funded



Total req.: US\$ 800,000

Lebanon - Situation Overview

The overall situation in Lebanon continues to be challenging four years into what has become a protracted refugee crisis. As of May 2015, the country is host to 1.2 million refugees from Syria. The humanitarian space for refugees in Lebanon has been shrinking with increasingly stricter government policies on refugee access and rights. Following restrictions imposed on Palestine refugees from Syria in 2014, increased restrictions have also been imposed on Syrians seeking refuge in Lebanon.

Living in Lebanon is made difficult by many challenges for both the 44,000 PRS recorded there with UNRWA by the end of May 2014 and the Palestine refugees in Lebanon (PRL) who are hosting them. The high cost of living in Lebanon; overcrowding in camps and gatherings; limited legal rights; and lack of access to basic services, including health and education, make both groups heavily reliant on UNRWA services and assistance. Before the crisis, the PRL were considered one of the most vulnerable and marginalized communities in Lebanon.

Due to severe shortfalls in funding for PRS assistance, UNRWA has announced that as of July 2015, it will be forced to discontinue its cash-for-housing assistance, unless further funding is received. This is particularly concerning as the vulnerability of the majority of PRS is increasing at an alarming rate, both legally and socioeconomically. Monthly post-distribution monitoring (PDM) has consistently demonstrated that PRS have become increasingly reliant on UNRWA cash assistance in the past year. In recent months, up to 98 per cent of PRS families have reported UNRWA cash assistance as their main source of income, compared to 70 per cent in April 2014. Far fewer PRS have any income from work, while, on average, 80 per cent of PRS families have borrowed money or bought on credit within the last 30 days. Regular surveys have also shown that, by way of coping strategies, fewer PRS families have any savings left to spend or assets to sell.

UNRWA is deeply concerned that the July suspension of cash assistance to PRS families will exacerbate refugee vulnerability by increasing the risk of eviction, removal of children from schools, pressure to seek high-risk employment and risks of SGBV. The lack of financial resources means that PRS will have a reduced ability to maintain legal status in Lebanon and that there is an increased likelihood of unsafe return to Syria or dangerous migration to Europe.

The provision of cash-for-food assistance to PRS remains a priority for UNRWA. As of the end of May 2015, 1.7 million in additional funding is required to continue cash for food assistance at US\$ 27 per person per month through the end of 2015. In order to continue cash for assistance for housing through the end of 2015, US\$ 7.3 million is required.

Since May 2014, PRS have been facing increasing difficulty in entering Lebanon. Broad categories of PRS are refused entry into the country; the only exceptions are for PRS able to present a valid travel ticket and visa to a third country or a confirmed embassy appointment in Lebanon. Individuals falling into these categories are typically issued 24-hour transit

visas. PRS already residing in Lebanon are facing challenges when renewing existing residency permits, with very few cases of successful renewals being identified. Some PRS have reported that they were issued with departure orders despite paying the fee. In February and April, the Director-Generale of General Security issued internal circulars, each valid for one month only, allowing PRS to renew their residency permits for up to three months upon payment of a US\$ 200 fee. Since the expiry of the second circular in early May 2015, it is unclear if further renewals will be granted.

As a result of the above mentioned, the current number of 44,000 PRS recorded by UNRWA has been nearly static since the beginning of 2015. Half of this number live inside the 12 official Palestine refugee camps in Lebanon and the other half reside outside of camps, mostly in Palestinian gatherings. Thirty-two per cent of PRS live in the Saida area and the rest of the population is divided between the other four areas: Tyre, Beqaa, Central and North Lebanon. Twenty-seven per cent of PRS families are headed by females, and according to a 2014 vulnerability assessment, almost half of PRS families have at least one member suffering from a chronic condition, one in ten families have at least one member with a physical or psychological disability, and three per cent of families have at least one working age member (16-64 years old) in need of support in daily activities.



Half of the Palestine refugees from Syria who have sought refuge in Lebanon are living in the 12 overcrowded refugee camps UNRWA provides services in. Burj Barajneh camp, Beirut, May 2014. © 2014 UNRWA Photo by Kate Brooks

Lebanon - Reporting Results: January to May 2015

Strategic Priority 1: Preserve the resilience of the community through targeted relief

Indicator	Actual	Target (2015)
Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	97	90
Number of PRS individuals receiving food assistance per quarter (cash for food and food parcels)	43,617	42,000
Number of families receiving NFI assistance per quarter	1,237	7,700
Number of families receiving shelter assistance	12,007	11,700

Results Analysis

Since February 2014, the Agency has been providing PRS with cash assistance for food and housing through ATM cards. During the period, January-May 2015, an average of 43,360 PRS individuals benefited from food assistance and 11,917 PRS families from housing assistance. During the period, there were five cash distribution rounds on a monthly basis for food and shelter assistance. In line with regional standards for food assistance in Lebanon, eligible PRS received approximately US\$ 30 per person in the January-March period and approximately US\$ 27 per person in the April-May period. They also received approximately US\$ 100 per family for housing assistance per month during the reporting period (1 January to 31 May).

The shelter situation for PRS remains challenging. Rental prices have continued to increase, with an average monthly rent per household of US\$ 257. As much as 60 per cent of PRS families are sharing a household with one or more families and overcrowding is common, with 12 per cent of PRS families living in extremely crowded conditions of 3.5 sq m or less per person. Overcrowding is expected to increase following the suspension of cash-for-housing assistance in July 2015.

UNRWA and WFP have extended their agreement to provide cash-for-food assistance to PRS until the end of 2015, pending the availability of funds. Under the agreement, WFP funding will cover up to 50 per cent of the UNRWA caseload at the rate which food assistance is provided to Syrian refugees (which,

during January-May this year, was at a reduced rate of US\$ 19 per person per month). The remaining needs are to be covered by UNRWA with emergency funding. WFP announced in July 2015 that due to funding cuts, it will further reduce its cash assistance in Lebanon. This is of concern to UNRWA and will have a direct impact on its ability to maintain food assistance at current levels.

The harsh winter in Lebanon underscored the vulnerability of PRS. The Agency was unable to mobilize the resources necessary to provide winterization support to all targeted families. Despite this, UNRWA worked with partners to

provide critical winterization assistance for PRS through the cash transfer programme. All PRS in the Beqaa Valley and living in areas above an altitude of 500 metres received assistance from the International Committee of the Red Cross (ICRC) through UNRWA ATM cards in November 2014. This assisted in supporting the beneficiaries through the winter. In addition, UNICEF provided US\$ 30 per child for clothing country-wide through UNRWA ATM cards. A contribution from Japan in early 2015 supported all female-headed households with children under the age of 18 with an additional US\$ 40 each for winter needs.



Left: PRS/PRL women at the Women's Programme Centre during a cooking course. Burj Barajneh camp, Beirut, Lebanon. June 2015. © 2015 UNRWA Photo by Firas Abo-Aloul.

Rania is a 37-year-old PRS who fled with her husband and three children to Burj Barajneh camp in Lebanon. Their only income was UNRWA cash assistance, since her husband suffers from a health disorder that prevents him from providing for his family. Before the conflict, Rania was a hairdresser in Syria and helped with household expenses and savings. After the crisis in Syria forced the family to flee to Lebanon, the UNRWA-supported Women's Programme Centre encouraged her to attend English and computer courses to help her children. She

also joined cooking classes at the Centre. Having advanced her cooking skills, Rania now substitutes the family's cash assistance with a small income from making traditional foods and selling these products through a catering service in the camp.

Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Indicator	Actual	Target (2015)
Total number of hospitalization of PRS (secondary and tertiary)	2,293	6,672 (year)
Number of visits by PRS to UNRWA health facilities	93,612	260,000 (year)
Number of operational UNRWA health centres and health points	27	27
Number of UNRWA schools hosting PRS	61	60
Number of children enrolled in regular classes in UNRWA schools	6,527	7,300
Number of students completing basic education	162	365
Number of education staff trained in delivering emergency education	138	300
Number of education staff trained in delivering psychosocial support	85	72
Number of school-aged children receiving psychosocial support	1,345	3,000
Number of PRS students provided with educational/recreational materials (Back-to-School kits, PSS/recreational kit, stationery, SLM – self-learning materials)	6,527	7,300
Percentage of protection cases tracked that are responded to	97.4	100
Number of child protection cases that are responded to with targeted services	32	60
Number of UNRWA staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	319	350

Results Analysis

UNRWA covers the cost of primary health care services provided to PRS through the provision of medical consultations and medications at its 27 health centres located throughout Lebanon. In the first five months of 2015, a total of 93,612 consultations were provided at UNRWA health centres to PRS patients (39,476 male, 54,136 female). UNRWA also fully covers the cost of secondary care and partially covers tertiary care for emergency and life-saving conditions at contracted hospitals. From January through May 2015, 2,293 PRS patients received in-patient care, including emergency room services.

The mental health and psychosocial support (MHPSS) needs of Palestine refugees in Lebanon are overwhelming. The Agency's vision for MHPSS is to protect and promote the right of every Palestine refugee to achieve the best possible mental health and psychosocial well-being through the receipt of basic UNRWA services that include prevention, assessment, intervention and referral. To move towards this vision, UNRWA is implementing a three-pronged strategy: (i) ensuring that staff are trained to work on prevention, assessment, intervention and referral; (ii) mainstreaming psychosocial support through UNRWA services; and (iii) establishing an internal and external referral system.

In 2015, UNRWA continued to respond to the education, recreation and psychosocial needs of PRS children of schooling age (from grades one to twelve). Currently, 236 additional teachers are employed to support the additional caseload of students. Eight UNRWA schools continued to operate double-shifts in the first part of 2015, hosting classes catered to the special needs of PRS in the afternoon. During the 2014/15 scholastic year, 37 per cent of the 6,527 enrolled PRS students attended these special classes in order to adapt to the curriculum in Lebanon. Recreational activities have been ongoing throughout the scholastic year with the aim of providing PRS and PRL children with an opportunity to participate in enjoyable educational activities that give them respite from the difficult living conditions in the camps and to foster social cohesion. The activities also integrate children with disabilities. Meanwhile, very little vocational and skills training has been offered to PRS youth due to lack of funding for these interventions.

Until May 2015, UNRWA maintained a continuous presence at the main Lebanese-Syrian border crossing, monitoring trends regarding the entry requirements for PRS and intervening with the Lebanese authorities on behalf of individual cases, including those with identifiable humanitarian needs. Notwithstanding the Agency's presence and intervention, very few humanitarian cases are allowed entry into Lebanon if they do not meet restrictive criteria established in May 2014 (i.e. possession of a valid flight ticket, visa to a third country, or verified proof of an embassy appointment in Beirut). In most cases, even those who were allowed entry were only issued with 24-hour transit visas.

PRS represented 69 per cent of the protection cases identified

by UNRWA, reflecting their heightened vulnerability in Lebanon. Children at risk represented 21 per cent of these protection cases. Issues related to the legal status of PRS represented 11 per cent of the total protection cases identified by UNRWA during the period, January-May 2015, which highlights the difficulties that PRS face in renewing their visas and maintaining their legal status in Lebanon. Depending on their needs, identified cases were either referred to existing UNRWA services or to specialized protection services provided by external partners. Furthermore, between January and May 2015, 43 per cent of survivors of gender-based violence (GBV) identified by UNRWA staff were PRS. UNRWA supports survivors through their referral to specialized services offered by external partners, including medical, legal, protection, and mental health and psychosocial support services. In addition, UNRWA provided legal counselling and legal aid to 1,897 PRS during the same period. Awareness-raising sessions were also conducted across Lebanon to ensure that PRS are aware of their rights and legal aid and other support services available to them.

Considerable strain on camp infrastructure, namely sewerage and water lines and increased amounts of garbage and waste heighten the risk for infectious disease outbreaks in the overpopulated camps. In response, UNRWA is working to urgently upgrade water, sanitation and solid waste infrastructure in Lebanon's 12 Palestine refugee camps in coordination with relevant authorities. As an example, UNRWA is currently improving the camp water infrastructure in Burj Shemali camp, following a comprehensive assessment. With these improvements completed, all shelters in the upper sector of the camp will be provided with potable water.



Left: Rasha Ataya, a Palestine refugee from Yarmouk, helps other women reach their goal of becoming hairstylists at the Women's Programme Centre in Rashidieh Camp.

© 2015 UNRWA Photo by Ghazi Elamry.

Rasha Ali Ataya is a 22-year-old Palestine refugee from Syria who left Yarmouk camp three years ago and fled to El Buss camp in Tyre, South Lebanon. "The first few weeks in Lebanon weren't easy but we later managed to adapt to this new situation," she said. She joined the UNRWA Women's Programme Centre (WPC), where she took a course on how to become a hairdresser. She practiced her new profession at one of the salons in Tyre. Rasha is now a teacher at the WPC and helps other women become hairstylists. Her students and colleagues are particularly proud of her.

Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Indicator	Actual	Target (2015)
Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
Number of periodic reviews of regional humanitarian response plans	1	1

Results Analysis

UNRWA is about to complete a validation exercise for the presence of all PRS families in Lebanon. By using records from its health, education, relief and protection programmes, the Agency managed to validate the active presence of most PRS families by May 2015. Families who had not been validated through these records were contacted by telephone or through home visits. Based on this outreach, families who had not been reached could not withdraw cash assistance from the May 2015 distribution without approaching UNRWA offices to confirm their presence in Lebanon and have their monthly cash assistance released. By mid-June 2015, 1,136 families had not approached UNRWA to verify their presence and had their status deactivated as they were presumed to no longer be in Lebanon.

The Agency continuously monitors the security situation in Lebanon in coordination with other UN bodies and the

Lebanese government to identify any possible deterioration in the security situation that could adversely affect beneficiaries and UNRWA operations. Tension in Palestine refugee camps has been on the rise in the first half of 2015 and announcements of service reductions by the Agency have been met with ongoing protests.

In addition to monitoring the overall security situation, the UNRWA Safety and Security Department keeps abreast of emerging security threats at the local level in order to ensure staff safety and mitigate against potential impacts on the Agency's installations and programmes. Operations are implemented in accordance with United Nations Security Management System (UNSMS) and UNRWA security policies to mitigate risks and ensure uninterrupted service delivery.

chapter three: jordan

unrwa

jordan - situation overview

2015 syria crisis response

progress report january - may 2015

15,686 Palestine refugees from Syria

82% of refugees are vulnerable

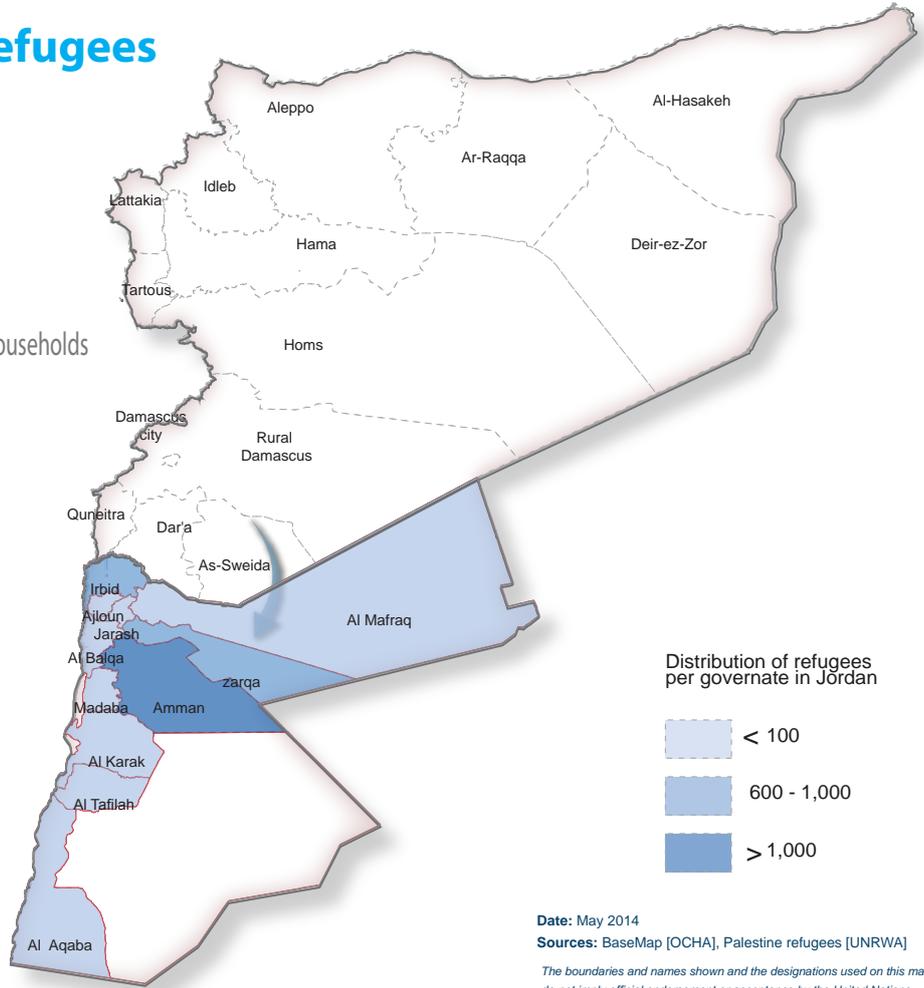
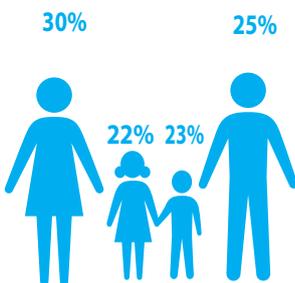


➔ 32% female-headed households



➔ 45% children

refugees by age and gender



Date: May 2014

Sources: BaseMap [OCHA], Palestine refugees [UNRWA]

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Programme and Financial Results (up to May 2015)

Targeted Relief



2,987 PRS families have received cash assistance (for food and NFIs)



Total req: US\$ 12,894,276

Protective Framework through Services



7,899 PRS visits for UNRWA health-care services
1,696 children enrolled in UNRWA Schools
23 Child Protection cases responded to with targeted services

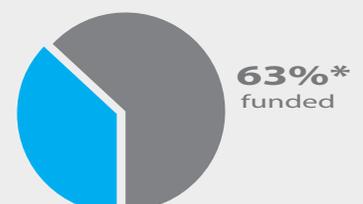


Total req: US\$ 2,891,734

Coordination & Management



25 staff trained on protection in emergencies
283 PRS families newly recorded: vulnerability assessed to determine their eligibility



Total req: US\$ 713,111

Jordan - Situation Overview

By the end of May 2015, the total number of PRS and their non-Palestinian dependents recorded with UNRWA in Jordan stood at 15,686 individuals (3,819 families). While the number of new arrivals has slowed, due in part to the Government of Jordan's policy of non-admission, the total recorded population continued to grow by an average of 177 individuals per month during the first half of the year. At this rate, it is expected that the UNRWA planning assumption of 17,000 PRS recorded by the end of 2015 will be reached, if not exceeded.

For PRS in Jordan, evidence is building that the population is under increasing stress. Since 2014, UNRWA has conducted a comprehensive household vulnerability assessment to understand the situation of every PRS household recorded with the Agency. Results to date indicate that PRS, faced with limited livelihood opportunities and restrictions on employment, continue to struggle to meet their basic needs. Notably, across all families, average weekly earnings are only JOD 22 (less than US\$ 30). Linked to this, more than one quarter of PRS families have been evicted at least once since arriving in Jordan.

The situation of PRS in Jordan is not dissimilar to that of other refugees from Syria. However, unlike their Syrian counterparts, PRS continue to suffer the effects of the Government of Jordan's policy of non-admission, officially announced in January 2013. As a result, lack of legal status and protection is a major concern among the PRS population. For those families who entered and remain in Jordan irregularly, the risk of arrest, detention and forced return looms daily. UNRWA has been made aware of cases of forced return and attempted to intervene where possible (albeit with extremely limited success). Even PRS who hold Jordanian documents (with or without national ID) face some issues, with UNRWA having previously been made aware of cases where documents were confiscated or not renewed and PRS with Jordanian citizenship were denationalized.

Apart from being officially barred from entering Jordan, PRS in the country are also prevented from accessing humanitarian assistance reserved for other refugees from Syria. The vulnerability assessment indicates that only one quarter of families have received any type of aid (including one-off assistance) from any organization other than UNRWA. Unlike in other countries, UNRWA is the sole provider of assistance to PRS. With nowhere else to turn, the funding shortfall for the Agency's emergency operation in Jordan has significant humanitarian consequences for PRS. In the first half of 2015, shelter assistance (cash-for-rent) could not be delivered to approximately 3,000 eligible families. There is no other humanitarian actor permitted to fill this gap for PRS in Jordan, leaving this need entirely unmet and potentially forcing vulnerable PRS to work illegally or to adopt other negative coping strategies.

Despite the funding shortfall, support from its key partners has enabled UNRWA to ensure that vulnerable PRS received four months of food and NFI assistance by the end of May 2015 and that PRS had good access to education and health services. Planning has also commenced for a follow-up vulnerability assessment to make certain that UNRWA continues to target those most in need, to track the evolving situation of PRS in Jordan, and to inform future programming decisions.



Many Palestine refugees from Syria are not allowed to work in Jordan. About 80 per cent of families struggle to meet their basic needs and rely on UNRWA for support. Amman, March 2015. © 2015 UNRWA Photo

Jordan - Reporting Results: January to May 2015

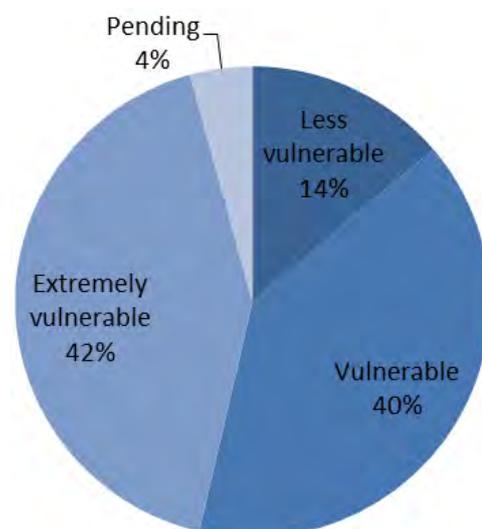
Strategic Priority 1: Preserve the resilience of the community through targeted relief

Indicator	Actual	Target (2015)
Percentage of targeted Palestine refugees from Syria (PRS) receiving one or more UNRWA emergency assistance intervention	95	100
Number of PRS families receiving food assistance per quarter (cash for food)	2,987	3,400
Number of families receiving NFI assistance per quarter	2,987	3,400
Number of families receiving shelter assistance	0	3,400

Results Analysis

A household vulnerability assessment continues to be conducted for all newly recorded PRS families, the results of which inform vulnerability-based targeting for relief assistance. At the end of May 2015, just over 80 per cent of PRS families were categorized as extremely vulnerable or vulnerable and are eligible for food, NFI and shelter assistance delivered through electronic cash transfers.

Funding shortfalls in the first half of the year resulted in operational challenges and required adjustments to the delivery of planned relief activities. Significantly, UNRWA made the difficult decision to prioritize food and NFI assistance over shelter assistance for the second year in a row. This enabled the Agency to deliver cash transfers for food and NFIs to 95 per cent of eligible families (remaining families will receive their entitlement by July). At the end of May, targeted families had



received four months of assistance (JOD 160 or US\$ 225 per person), although the timing of the transfers was irregular due to limited funding early in the year. It is anticipated that food and NFI assistance will be secured into the last quarter of 2015, based on funds received and indications of new contributions.

No funding was, however, available to deliver shelter assistance (cash-for-rent) to approximately 3,000 vulnerable PRS families (12,000 individuals) in the first half of 2015. This service gap has significant humanitarian consequences; already, the UNRWA household vulnerability assessment indicates that more than one quarter of PRS families have been evicted

at least once since arriving in Jordan, while 71 per cent of households were late in rent payments by one month or more at the time of the assessment. PRS in Jordan face a shortage of affordable housing and increasing rents, which is exacerbated by the refugee crisis. Without urgent funding for shelter needs, it is anticipated that incidents of eviction will increase and that more PRS will be forced to accept substandard and overcrowded accommodation and to fall into debt to pay rental cost. US\$ 2 million is immediately required to enable UNRWA to provide rental assistance to vulnerable PRS families in the second half of the year.

Nada fled Syria with her three children three years ago. Her husband, however, was not so lucky. Seven months ago, he finally managed to escape to Lebanon and has since attempted to reunite with his family in Jordan three times, each time without success. Alone in Jordan, and unable to work, Nada struggles to look after her children, but to her, the choice is clear: "We are better here than in Syria. I prefer to live." The modest food and NFI cash assistance she receives from UNRWA – US\$ 160 a month – is essential to ensure the family of four has food on the table and household necessities. While UNRWA has been able to provide vulnerable families like Nada's with food and NFI assistance in the first half of the year, funding shortfalls have meant that cash-for-rent (the second largest household expenditure) could not be delivered. The lack of shelter assistance is especially difficult for more recent arrivals, like Reem, who are faced with a shortage of affordable and adequate shelter. Reem escaped Yarmouk camp in Syria in April 2015 and now lives with her four children, her elderly mother, her sister and her nephew in a run-down one-bedroom apartment in Amman. The five children (including three teenagers) share the one bedroom – with just two mattresses between them – while the three adults sleep in the living room. Like many other PRS families in Jordan, without shelter assistance, this is all Reem and her family are able to afford.

Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Indicator	Actual	Target (2015)
Total number of hospitalizations of PRS (secondary and tertiary)	217	N/A
Number of visits to UNRWA clinics and referrals to secondary and tertiary services	8,137	26,093
Number of operational UNRWA health centres and health points	28	28
Number of UNRWA schools hosting PRS	141	146
Number of children from Syria enrolled in regular classes in UNRWA schools	1,696	1,800*
Number of students completing basic education	65	69
Number of education staff trained in delivering emergency education based on INEE standards	6	100
Number of education staff trained in delivering psychosocial support	23	150
Number of students from Syria receiving psychosocial support	831	1,550
Number of students from Syria provided with educational/ recreational materials (Back-to-School kits, PSS/recreational kit, stationery, SLM – self-learning materials)	1,696	1,800*
Percentage of protection cases tracked that are responded to	37	65
Number of child protection cases that are responded to with targeted services	23	80
Number of protection incidents of alleged HR violations documented by UNRWA	16	50**
Number of UNRWA staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	29	100

* This target was overestimated at the planning stage and has been revised downwards from 2,500 to 1,800

** This target has been revised downwards from 200 to 50 due to capacity constraints.

Results Analysis

Health: In Jordan, the health component has been well funded, ensuring that PRS continue to have access to services at UNRWA health centres and through referrals to external health care providers. Throughout the country, UNRWA is operating a network of 24 health centres and four mobile dental clinics which, at the end of May 2015, had received 7,899 PRS visits (4,672 visits by women and 3,227 visits by men). In addition, UNRWA covered the costs of 217 hospital consultations and admissions (114 for women and 103 for men) for PRS requiring secondary or tertiary health care. In both the health and education sectors, the intervention is particularly cost-efficient due to the pre-existence of services supported by the UNRWA General Fund that can absorb the additional case load.

Education: 1,696 children from Syria (928 girls and 768 boys) were enrolled in UNRWA schools for the 2014/15 academic year. It is estimated that a further 2,145 PRS children were enrolled in government schools. The results of the vulnerability assessment indicate that the enrolment rate for school-aged PRS children (6 to 16 years) is approximately 84 per cent. Based on these figures, PRS enrolments in UNRWA schools in the 2015/6 academic year (commencing September 2015) were overestimated at the planning stage. Consequently, the target has been revised downwards from 2,500 children to 1,800 children.

UNRWA schools continued to be a key entry point for the delivery of psychosocial support for PRS children. Four psychosocial support counsellors (one for each of the Agency's operational areas), led interventions in schools, supported by 14 school counsellors and 173 teacher counsellors. In support of the efforts of these counsellors, psychosocial support training was ongoing in the first half of the year with a focus on equipping counsellors with the skills to support students in the process of recovering from trauma and deconstructing experiences, post-conflict.

'Training of the Trainers', based on Inter-Agency Network for Education in Emergencies (INEE) minimum standards, was also delivered to education staff, providing them with the knowledge, tools and skills necessary to contribute to

ensuring educational quality and access in emergencies. These trainers have begun building capacity within UNRWA schools in key areas including contingency planning, safe school environments and critical elements that promote effective teaching and learning.

Protection: During the first half of 2015, the Government of Jordan's non-admittance policy continued to have protection consequences for many families. PRS without Jordanian documents are deprived of the opportunity to work and face arrest and deportation if they do seek regular employment. For PRS who have entered and remain in the country on an irregular basis, deportation is a constant risk and access to essential civil services – such as the renewal of identity documents and the registration of marriages, births and deaths – is extremely complex. Many also restrict their own movements for fear of being identified.

Overall, UNRWA was handling 144 protection cases involving PRS as of May 2015. These cases involved a range of incidents, including gender-based violence, child protection issues, non-renewal of documents, detention, and denationalization, among others. The Protection Unit coordinates a team of area-level protection social workers who facilitated the tracking of, and intervention on, these cases, as well as any necessary referrals.

PRS are highly marginalized in Jordan, and this is particularly evident in the prevalence of bullying of PRS children in schools. The Protection Unit, in coordination with the education programme, implemented support groups for PRS students to mediate conflicts with other students and contribute to a safe learning environment. These efforts have proven successful in improving relationships between PRS and non-PRS children.

Operationally, mechanisms for case tracking and referral were reviewed and refined and staff were trained in the effective use of these new systems. The Protection Unit also continued to work with partners, where possible, to facilitate referrals for specialized assistance. Notably, in the first half of the year, UNRWA began working with a local legal aid centre which has strengthened the Agency's response to PRS legal issues and is expected to increase PRS awareness of their legal rights.

Lena is just 12 years old, yet she has faced many struggles in her short life. At birth, she was diagnosed with a serious health condition requiring ongoing medical care, and three years ago she was forced to flee horrific violence in Syria with her mother. Once safe in Jordan, Lena's mother began to worry about how she was going to provide for her daughter's expensive medical care. UNRWA was able to ease her concerns, providing free primary health care at its health centres and covering the costs of Lena's life-saving secondary and tertiary health care. This has been an enormous relief for Lena and her mother, and with the support of UNRWA, Lena is healthy and thriving. She is enrolled in school and her mother exclaims, "She has been more successful here than back in Syria!"

Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Indicator	Actual	Target (2015)
Percentage of security risk management plans updated and adhered to	50	100

Results Analysis

UNRWA continued to implement the vulnerability assessment for newly recorded PRS households. This assessment provides a crucial overview of the situation of PRS in Jordan and their needs. It also serves as a targeting tool to ensure that UNRWA relief assistance reaches those families who are most vulnerable. As a result of lessons learned to date, beneficiary feedback, and the development of the Vulnerability Assessment Framework (VAF)⁷ by humanitarian actors in Jordan, UNRWA initiated a review of its current household vulnerability assessment. It is anticipated that the follow-up assessment will be implemented later in 2015 and will inform a refined targeting criteria for the delivery of UNRWA assistance.

PRS issues were again excluded from strategy documents guiding the response to the Syria refugee crisis in Jordan: the Jordan chapter of the Regional Refugee and Resilience Plan 2015-2016 (3RP) and the Jordan Response Plan (JRP). As a result, very few humanitarian actors apart from UNRWA were working with PRS in Jordan, and opportunities for partnerships were extremely limited. One exception was a partnership formed with UNICEF to support Syrian children enrolled in

UNRWA schools. Nevertheless, UNRWA continued to actively participate in sector coordination groups to ensure that the emergency response for PRS was aligned with the response for Syrian refugees in Jordan.

In terms of safety and security, the situation in Jordan remained stable in the first half of the year. In this regard, the main focus was on ensuring contingency preparedness and continuing security assessments of UNRWA installations. To date, however, no funding has been received for safety and security, putting on hold key activities including 'Hostile Environment Awareness Training' (HEAT) for front-line staff.

7 The Vulnerability Assessment Framework (VAF) is an inter-agency initiative to put in place a system that supports the humanitarian community to: 1. Establish a profile of vulnerability among Syrian refugee households and monitor changes over time; 2. Target assistance in a more efficient and equitable manner, based on the application of common vulnerability criteria; 3. Strengthen coordination and decision-making of the delivery of humanitarian assistance.

chapter four: regional coordination

Speaking to the media on 9 March in Yarmouk, UNRWA Commissioner-General Pierre Krähenbühl stated, "Far more needs to be done to address the needs and dignity of Palestine refugees." Through consistent media outreach, Palestine refugees in Yarmouk and Syria led news headlines and were made part of UN advocacy efforts throughout the first half of 2015. Yarmouk, 9 March 2015. © 2015 UNRWA

Photo by Taghrid Mohammed



Across the region, Palestine refugees are facing a profound crisis due to the spread of tensions and armed conflict. The Syrian conflict has displaced hundreds of thousands, including tens of thousands to neighbouring countries, while Gaza has seen three rounds of hostilities in seven years. The particular vulnerabilities of Palestine refugees and their sensitive status in the region compound the devastation shared with Syrians. UNRWA regional coordination of the Syrian crisis response is managed by a small team in the Executive Office at UNRWA headquarters in Amman, led by the Deputy Commissioner-General. A committee of directors meets regularly to discuss cross-field policy and ensure support of headquarters' departments for the Agency's regional response. A regional coordinator has day-to-day oversight of the UNRWA response to the crisis, and capacity is on hand for political advice, protection and communications.

The importance of the regional component of the Syria crisis has grown exponentially, as coordination among United Nations agencies and other partners has been strengthened. The regional team at the Agency's headquarters in Amman plays an active part, ensuring Palestine refugees feature in the wider narrative. In 2015, UNRWA took active part in the Syria Humanitarian Response Plan (SHARP) and the Regional Refugee and Resilience Plan (3RP). The former covered the UNRWA response in Syria and the latter the UNRWA response in Lebanon and Jordan. Also within UNRWA, field offices increasingly turned to headquarters for support in responding to the crisis. Among other things, the regional team supports proposal-writing, fundraising, advocacy, donor-relations and communications.

Support from the UNRWA Gaza Field Office to up to 1,000 Palestine refugees from Syria that have fled to Gaza is financially covered by the regional portion of this appeal. When Palestine refugees from Syria are reported outside of the UNRWA fields of operation, UNRWA liaises with and refers cases to UNHCR and other partners to ensure these refugees receive adequate support and protection. UNRWA also has a small liaison office in Cairo, which liaises on behalf of some 4,000 Palestine refugees from Syria who have found their way to Egypt. With the support of the United Nations and local partners, these refugees receive food vouchers and health assistance. As many as 40,000 PRS have been reported in Turkey and Europe, as well as further afield.

Every week, the regional communications team produces four new pieces of online content, to reflect current events and the Agency's response to maintain refugee resilience. Ranging from video and sound clips to photo essays and social media campaigns, the content highlights the impact of the conflict on Palestine refugees from Syria and seeks wherever possible to mainstream donor visibility. Two new campaigns were held in this year: #SaveYarmouk and #4Syria. Last year's successful project, 'My Voice My School' continues to be used for advocacy on education and Palestine youth, for instance at the United Nations Headquarters in New York and at an UNRWA/UNESCO Global Citizenship Panel in Brussels. The project was featured on Skype's blog and social media.

Annex A: Syria Regional Crisis Response Log-Frame – 2015

Outcome/Outputs	Indicator	Syria		Lebanon		Jordan	
		Actual	Target 2015	Actual	Target 2015	Actual	Target 2015
SP 1: Preserve the resilience of the community through targeted relief							
Palestine refugees better able to meet their essential life-saving household needs and to cope with sudden crisis	Percentage of targeted Palestine refugees from Syria (PRS) receiving one or more UNRWA emergency assistance interventions	100	100	97	90	95	100
	Number of PRS families (individuals for LFO) receiving food (assistance per quarter (cash for food and food parcels	119,210 ⁸	117,610	43,617	42,000	2,987	3,400
	Number of families receiving NFI assistance per quarter	31,568	117,610	1,237	7,700	2,987	3,400
	Number of families receiving shelter assistance			12,007	11,700	0	3,400
	Number of displaced refugees receiving shelter at UNRWA facilities	12,343	13,000				
	SP 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability						
PRS are able to cover their primary, and life-saving secondary and tertiary health care needs through UNRWA services	Number of visits by PRS to UNRWA health facilities	378,275	650,000	93,612	260,000 (year)	8,137	26,093
	Number of operational UNRWA health centres and health points	26	26	27	27	24	28
	Total number of hospitalization of PRS (secondary and tertiary)	2,245 ⁹	15,000	2,293	6,672 (year)	217	N/A
	Number of children enrolled in regular classes in UNRWA schools	45,802	47,000	6,527	7,300	1,696	1,800 ¹⁰
	Number of students completing basic education	3,356	4,000	162	365	65	69
	Number of education staff trained in delivering emergency education	131	150	138	300	6	100
	Number of school-aged children receiving psychosocial support	430	40,000 ¹¹	23	150	831	1,550
	Number of PRS students provided with educational/recreational materials (Back to School kits, PSS/recreational kit, stationery, SLM – self-learning materials)	11,582	50,000	6,527	7,300	1,696	1,800 ¹²

8 119,210 families received one round of cash in the first six months of 2015.

9 First quarter results only.

10 This target was overestimated at the planning stage and has been revised downwards from 2,500 to 1,800.

11 Intervention has been adapted to provide more targeted assistance to particularly vulnerable children through PSS counsellors and family support offices. New annual target: 1,000

12 This target was overestimated at the planning stage and has been revised downwards from 2,500 to 1,800

Annex A: Syria Regional Crisis Response Log-Frame – 2015 (Continued)

Outcome/Outputs	Indicator	Syria		Lebanon		Jordan	
		Actual	Target 2015	Actual	Target 2015	Actual	Target 2015
Enhanced protection services for PRS	Percentage of protection cases tracked that are responded to	100	100	97.4	100	37	65
	Number of child protection cases that are responded to with targeted services	81	New	32	60	23	80
	Number of protection incidents of alleged HR violations documented by UNRWA	246	New			16	50 ¹³
	Number of UNRWA staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	179	500	319	350	29	100
SP 3: Strengthen humanitarian capacity, coordination and management							
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic review of regional humanitarian response plans	1	1 ¹⁴	1	1		
Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian aid to PRS	Percentage of security risk management plans updated and adhered to					50	100
UNRWA is able to effectively and efficiently plan, manage and monitor humanitarian response activities under increasing demands and operational complexity	Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1	1	1		

¹³ This target has been revised downwards from 200 to 50 due to capacity constraints.

¹⁴ In the 2015 appeal, this target was set to 4 by mistake (2015 Syria Crises Response, page 14).

Annex B: Syria Regional Crisis Response Risk Register – 2015

*All events in risk register considered high likelihood and high impact

Event	Consequences	Mitigation/Coping Mechanisms	Risk-Management Monitoring	Status Update		
				SFO	LFO	JFO
Strategic/Programmatic						
<ul style="list-style-type: none"> Continuous and unpredictable changes in operating environment Effectiveness in management and governance declines <p>Causes:</p> <ul style="list-style-type: none"> Lack of capacity to implement plans Inadequate assessment, planning and/or monitoring of implementation plans Resistance or lack of ownership to targeted results 	<ul style="list-style-type: none"> Failure to meet and/or demonstrate results to stakeholders Inability to maintain programme quality 	<ul style="list-style-type: none"> Logical framework and plan developed for monitoring Partnerships with national and international organizations developed to maximize efficacy Area staff trained on emergency preparedness and response Project/programme cycle management institutionalized 	<ul style="list-style-type: none"> Periodic monitoring of implementation framework undertaken Semi-annual Results Reviews conducted 	<ul style="list-style-type: none"> Quarterly management reviews were reinstated in 2014 after suspension throughout 2013. SFO also participated in the midyear review of the FIP, chaired by DCG. Monthly programme management meetings have been instituted in late 2014, through which reform plans and project implementation plans are monitored as well. Work plans were set up and monitored regularly for all programmes in 2014. 	<ul style="list-style-type: none"> Implementation of humanitarian interventions undertaken, with monthly Post Distribution Monitoring reports Quarterly results reviews conducted, in line with programmatic reviews Humanitarian delivery integrated into core programming Cash assistance integrated into relief and social services; monitoring and evaluation now part of Programme Support Office Health assistance continued through UNRWA health providers and students supported through integrated education services, with additional support for curriculum transition 	<ul style="list-style-type: none"> No major changes in the operating environment Household vulnerability assessment and targeting continues to be applied for new recordings, with a follow-up planned in the second half of the year (to be aligned with the VAF, where applicable). Work plans for 2015 have been developed and progress is tracked regularly. Outputs are reviewed monthly at field office level and quarterly at HQ level. JFO continues to participate in, and aligns assistance with, sector coordination groups in Jordan.

Event	Consequences	Mitigation/Coping Mechanisms	Risk-Management Monitoring	Status Update		
				SFO	LFO	JFO
Financial						
<ul style="list-style-type: none"> Shortfall in donor aid commitment to the regional response plan Fiduciary risks in operational implementation <p>Causes:</p> <ul style="list-style-type: none"> Donor fatigue and de-prioritization 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 	<ul style="list-style-type: none"> Reduced donor contributions Inability to respond to increase in needs 	<ul style="list-style-type: none"> Regular dialogue with donors and hosts is maintained. Robust financial and management reporting systems are maintained. Audit and oversight recommendations are produced and implemented. Programme and budget planning are aligned. 	<ul style="list-style-type: none"> Meetings and email communications between UNRWA and donors on the updates of the regional response plan UNRWA field offices regularly update the Management Committee on progress and challenges. Audit and oversight monitored through UNRWA systems of review and responses 	<ul style="list-style-type: none"> SFO participated in the full range of budget monitoring activities, including budget hearings, throughout 2014. Monthly programme management meetings have been instituted in late 2014, through which project and GF expenditure rates are also periodically reviewed. 56 projects were funded in 2014, with the vast majority responding to priorities outlined in the Syria Humanitarian Assistance Response Plan. 	<ul style="list-style-type: none"> Funding is at a critical point for emergency cash assistance. Cash-for-housing will be suspended in July 2015. Ongoing dialogue with donors has flagged this situation. UNRWA undertook a business process audit of its cash assistance in Lebanon over 2014-2015 and is reviewing recommendations. Programming and budget planning have been aligned. 	<ul style="list-style-type: none"> Funding shortfalls in 2015 have again necessitated prioritization of food and NFI assistance over shelter assistance. Cash-for-rent could not be delivered to almost 12,000 eligible PRS in Q1. Regular updates on funding and results are communicated to donors in a monthly situation report and bilateral meetings. Vulnerability-based targeting has improved donor confidence in the criticality of food and NFI assistance, but more evidence on shelter needs (and the impact of unmet need) is required. This will be addressed in the planned follow-up vulnerability assessment.

Event	Consequences	Mitigation/Coping Mechanisms	Risk-Management Monitoring	Status Update		
				SFO	LFO	
<p>Hazards</p> <ul style="list-style-type: none"> Escalated conflict Heightened physical threats to refugees, staff and UN facilities <p>Causes:</p> <ul style="list-style-type: none"> Lack of a political solution to conflict Area staff rules and regulations for safety and security are not covered by UNSMS framework. Deteriorating infrastructure maintenance leads to unsafe working conditions. 	<ul style="list-style-type: none"> Deteriorating rule of law Increased incidents of violence, accidents, damage and/or loss of UNRWA assets Greater displacement among beneficiaries and staff Difficulty accessing beneficiaries and installations Greater potential for staff injuries and fatalities Lack of adequate duty of care standards on safety and security Partial or complete evacuation of international staff 	<ul style="list-style-type: none"> Field-specific plans established to mainstream safety and security Staff trained on safety and security Safety and security personnel strengthened through additional recruitment and training Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes Coordination with authorities, the UN Office for the Joint Special Representative and, where possible, other parties controlling camps 	<ul style="list-style-type: none"> Regular use of the Security Information Management System (SIMS) Ongoing collection and coordination of security data through UN Security Management Team and UN Security Cell 	<ul style="list-style-type: none"> SIMS is fully operational in Syria Field. It is filled at the field office level by the Safety and Security Division's (SSD) administrative assistant. All incidents affecting UNRWA staff, assets and installations that are reported to SSD are entered into SIMS as soon as a clear picture of the incident is available. In 2014, the positions of administrative assistant and safety and security officer were vacant; mobile safety officer was vacant for three months in 2014. SSAFE training is now compulsory for all international staff working in Syria and is happening on a regular basis. 	<ul style="list-style-type: none"> UNRWA coordinates closely with the UN Security Management Team, as well as with staff on the ground, in order to mitigate risks in accordance with the UNRWA security policy and country-specific risks assessments. No significant incidents to report. 	<ul style="list-style-type: none"> No major changes to the security situation in Jordan. Preparation exercises and inspections of UNRWA facilities continue to be conducted.

Event	Consequences	Mitigation/Coping Mechanisms	Risk-Management Monitoring	Status Update		
				SFO	LFO	JFO
Operational						
<ul style="list-style-type: none"> Lack of human resources/capacity Sustained disruption and/or inadequacy of power supply Transportation routes and access to areas compromised by insecurity 	<ul style="list-style-type: none"> Inability to respond adequately to growing needs Low morale, industrial action, increased attrition rates, and recruitment challenges Loss of institutional memory, including business continuity Poor systems in place to support service delivery and informed decision-making Reduced management and oversight support, particularly in case of international evacuations UNRWA targeted for violence 	<ul style="list-style-type: none"> Maintain emergency roster of staff members trained and prepared for development of the Syria crisis response Business continuity plans in place for critical systems Remote and decentralized management structures in place Establishment of alternative transportation and importation routes, e.g. Tartous Increased local procurement of humanitarian materials 	<ul style="list-style-type: none"> Maintain the UNRWA emergency staff roster Periodic review of business continuity planning Periodic review of programme criticality and required staffing 	<ul style="list-style-type: none"> SFO continued to face a range of staffing issues, as turnover increased and some 420 staff remained on special leave without pay (SLWOP) outside of the country. This has increased by 70 per cent compared to last year. Among them were a number of senior and long-serving staff who were replaced with junior colleagues, which has affected the quality of service. Recruitment activities have increased, the staffing of the recruitment team has been reinforced and a number of rosters have been created to facilitate the filling of the most frequent vacancies as they appear (e.g., security, distribution and finance personnel). Daily paid workers remain the most common engagement mechanism to fill existing vacancies and new functions. There was no industrial action in 2015. 	<ul style="list-style-type: none"> No significant operational risks to report in relation to humanitarian response in Lebanon. Operational risks were mitigated through closure of facilities when staff under threat. Business continuity and staffing regularly reviewed as part of management and oversight of humanitarian response. 	<ul style="list-style-type: none"> JFO experienced no major operational disruptions. Continuity plans are in place and reviewed periodically.

Event	Consequences	Mitigation/Coping Mechanisms	Risk-Management Monitoring	Status Update		
				SFO	JFO	
Sociopolitical						
<ul style="list-style-type: none"> Beneficiary expectations broader than UNRWA capacity or mandate <p>Causes:</p> <ul style="list-style-type: none"> Lack of staff understanding of UNRWA mandate/role Lack of communication and/or misinformation regarding UNRWA goods and services provision Lack of understanding of constrained operating environment, particularly in relation to financing and access Expanding needs due to emergency/conflict 	<ul style="list-style-type: none"> Increase in administrative burden and transaction costs due to increase in complaints Unfavourable media coverage Demands for increase in existing service provision or new programme Exposure of UNRWA staff to threats Demonstrations and protests Interference with programme delivery 	<ul style="list-style-type: none"> Maintain dialogue with stakeholders Close liaison with community/IDP committees Regional communication strategy in place that addresses communication with staff, beneficiaries, host communities, donors and governments 	<ul style="list-style-type: none"> Informal polling of beneficiaries Staff reporting on incidents, complaints 	<ul style="list-style-type: none"> SFO provided regular updates to the Management Committee Meeting (MCM) and a range of other internal coordination bodies, such as the Advisory Group on Syria. Both RONY and ROEU offices are engaged on a very regular basis, particular on advocacy issues. Engagement with RONY is particularly strong on issues related to regular reports to the Secretary-General on resolutions 2139/2165/2191. SFO engages with ROEU on issues related to EU-funded projects. A combination of international sanctions and strict government regulation continued to present a range of challenges to service delivery. International procurement, local insecurity, access issues and slow clearance procedures introduced regular delays. 	<ul style="list-style-type: none"> Post-Distribution Monitoring surveys of beneficiaries undertaken to obtain feedback about impact of displacement on beneficiaries as well as on levels of assistance Beneficiaries are communicated with via messaging to advise of distributions. Close liaison with community and beneficiaries maintained through area offices, RSS staff and area communications officers. A complaint mechanism for cash assistance has been put in place. 	<ul style="list-style-type: none"> The number of beneficiary complaints remains relatively minimal. Incidents are responded to through an appeals mechanism or through direct communication with beneficiaries. Monitoring of beneficiary expectations and satisfaction will be conducted in Q2. JFO is participating in a review of the Minimum Expenditure Basket (MEB) by the sector working group, which will inform a review of assistance levels.



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وكالة الأمم المتحدة لإغاثة وتشغيل
اللاجئين الفلسطينيين في الشرق الأدنى

Headquarters - Amman

Amman, Jordan

Tel: +962 (6) 580 2512

www.unrwa.org



unrwa
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الأونروا - القدس

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communications division
unrwa jerusalem
po box 19149, 91191 east jerusalem

t: jerusalem (+972 2) 589 0224, f: jerusalem (+972 2) 589 0274
t: gaza (+972 8) 677 7533/7527, f: gaza (+972 8) 677 7697

www.unrwa.org

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