



# syria, lebanon and jordan emergency appeal 2024

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The development of the 2024 Emergency Appeal for Syria, Lebanon and Jordan was facilitated by the Department of Planning, UNRWA Headquarters.

## **About UNRWA**

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

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**Cover photo:** A Palestine refugee receives medication at the UNRWA health centre in Beddawi refugee camp, Lebanon. © 2023 UNRWA. Photo by Maysoun Mustafa

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# acronyms and abbreviations

<b>AAP</b>	Accountability to Affected Populations	<b>PRJ</b>	Palestine refugees in Jordan
<b>CBS</b>	Central Bank of Syria	<b>PRL</b>	Palestine refugees in Lebanon
<b>CfW</b>	Cash-for-work	<b>PRS</b>	Palestinian refugees from Syria
<b>COVID-19</b>	Coronavirus disease	<b>PSEA</b>	Prevention of sexual exploitation and abuse
<b>EA</b>	Emergency Appeal	<b>PSS</b>	Psychosocial support
<b>EiE</b>	Education in Emergencies	<b>RBM</b>	Results-based monitoring
<b>ERW</b>	Explosive Remnants of War	<b>SEN</b>	Special Education Needs
<b>FSRM</b>	Field Security and Risk Management	<b>SFO</b>	Syria Field Office
<b>GBV</b>	Gender-based violence	<b>TVET</b>	Technical and Vocational Education and Training
<b>IHRS</b>	International Human Rights System	<b>UNFPA</b>	United Nations Population Fund
<b>IMF</b>	International Monetary Fund	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>JFO</b>	Jordan Field Office	<b>UNICEF</b>	United Nations Children's Fund
<b>LFO</b>	Lebanon Field Office	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine Refugees in the Near East
<b>MEB</b>	Minimum Expenditure Basket	<b>UXO</b>	Unexploded Ordnance
<b>MHPSS</b>	Mental Health and Psychosocial Support	<b>VTC</b>	Vocational Training Centre
<b>NFI</b>	Non-food item	<b>WASH</b>	Water, sanitation and hygiene
<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs	<b>WFP</b>	World Food Programme
<b>PDM</b>	Post-distribution monitoring		

# foreword by the directors of unrwa affairs in syria, lebanon and jordan

As the crisis in Syria approaches its fourteenth year and deteriorating socio-economic conditions continue to impact hundreds of thousands of vulnerable Palestine refugees throughout the region, UNRWA is submitting this Emergency Appeal for 2024 requesting the minimum assistance needed to ameliorate the worst effects of the humanitarian crisis.

Although the conflict in Syria has become increasingly localised, Palestine refugees continue to face internal displacement and upheaval and a worsening socio-economic situation. The devastating impact of the February 2023 Türkiye earthquakes on northern Syria, coming so soon after the 2022 cholera outbreak and the COVID-19 pandemic, heaped further misery onto their already desperate situation. With about 40 per cent<sup>1</sup> of the Palestine refugee population in Syria remaining displaced, and with little prospect for any improvement in their economic condition, they are increasingly dependent on UNRWA for support and humanitarian assistance.

In Lebanon, where 2023 saw the normalisation of the state of crisis, Palestine refugees face a desperate socio-economic situation characterized by very high rates of poverty and unemployment. Growing humanitarian needs across the Palestine refugee population are driven largely by systemic discrimination over generations, failed governance structures, unprecedented financial and economic crises and the social and economic inequalities they experience. Their pressing needs have outpaced UNRWA's ability to respond and mitigate their lack of access to basic services. Many have had to delay or completely forgo hospital treatment as a result of rising costs. The lack of governance within the Palestine refugee camps, where just under a half of refugees reside, was further compounded in the largest camp – Ein El Hilweh – by internal armed clashes. Widespread damages to UNRWA school infrastructure in the camp displaced thousands of students, forcing the Agency to resort to temporary schooling arrangements outside the camp. The Palestinian refugee community from Syria has been facing ever more difficult circumstances, as a result of expiring civil documentation and an inability to obtain residency and employment permits, leading to a near total dependency on UNRWA's cash assistance for rent and food.

Although Jordan remains politically stable, socio-economic conditions have markedly declined. In June 2023, the World Bank downgraded the nation from an upper-middle income country to a lower-middle income country. Over one-third of Jordanians currently live below the poverty line,<sup>2</sup> an 11 per

cent increase from 2022. This is further exacerbated by the pressure of declining international humanitarian assistance to the country that, in 2023, hosted the second highest number of refugees per capita in the world.<sup>3</sup> Deteriorating socio-economic conditions significantly impact Palestinian refugees from Syria, one of the most vulnerable groups in Jordan; without legal documentation they cannot access formal employment, leaving many reliant on informal and precarious work and humanitarian assistance. Unfortunately, over the past two years, funding for the Jordan Response Plan for the Syrian Crisis has fallen to 30 per cent, while, as of June 2023, only 28 per cent of Jordan's portion under the 2023 UNRWA Syria, Lebanon and Jordan Emergency Appeal had been funded, leading to increased vulnerability and disruptions in cash assistance and service delivery that could trigger social unrest.

As the Palestine refugee community faces even greater existential challenges across the region, UNRWA's role has never been more vital. As such, the 2024 UNRWA Syria, Lebanon and Jordan Emergency Appeal is critically needed to support an increasingly vulnerable community. Cash and in-kind food assistance will continue to form priority needs, together with health care, education, technical and vocational training and protection. Environmental health will also continue to be critical, with the need for environmentally sustainable approaches underpinning all activities set out in this Appeal.

UNRWA gratefully acknowledges the ongoing support of its many donors and partners during 2023. Their vital contributions have allowed the Agency to sustain its essential services and to provide emergency assistance to Palestine refugees as they struggle to cope with multiple, concurrent crises. While the needs of Palestine refugees have never been greater, UNRWA's overall funding situation remains perilous, with significant funding gaps impeding its ability to implement its mandate and requiring it to reduce the level of humanitarian assistance it can provide.

The UNRWA Syria, Lebanon and Jordan EA 2024 is being submitted to Member States and all partners who stand in solidarity with the plight of Palestine refugees at a time when there is a catastrophic humanitarian situation in Gaza and a worsening protection crisis in the West Bank. UNRWA's continued support to the most vulnerable amongst them must continue and, adequately funded, this Appeal will enable the Agency to fulfil its obligation to them in 2024.

Michael Ebye Amany  
Director  
UNRWA Affairs Syria



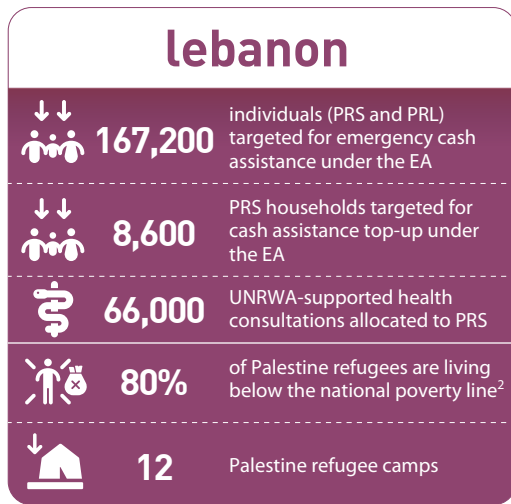
Dorothee Klaus  
Director  
UNRWA Affairs Lebanon



Olaf Becker  
Director  
UNRWA Affairs Jordan

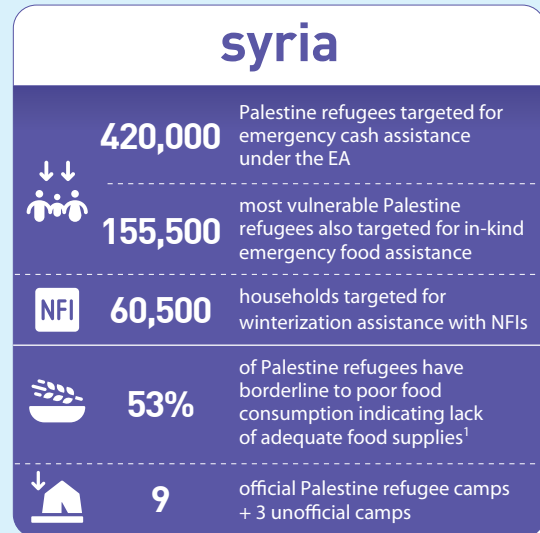


# humanitarian dashboard

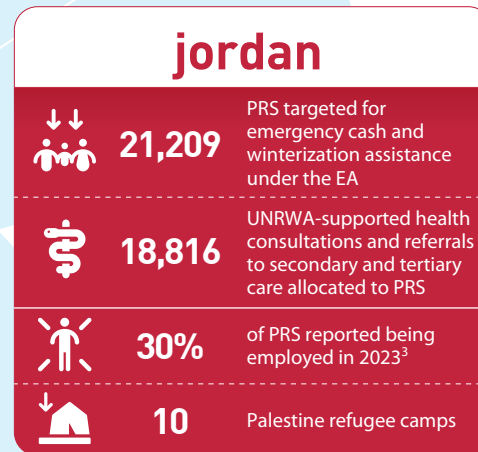


Lebanon EA funding requirements  
**US\$ 126 million**

## UNRWA fields of operation



Syria EA funding requirements  
**US\$ 264.4 million**



Jordan EA funding requirements  
**US\$ 24.4 million**

**total funding US\$ 415.4 million<sup>4</sup>**

**Notes:** In addition to referenced data, all other information is based on UNRWA statistics.

1. UNRWA post-distribution monitoring (PDM) survey, Syria, March 2023.

2. According to UNRWA data, poverty rates among Palestine refugees are high, with 80 per cent reported to be living below the national poverty line (adjusted for inflation) as of March 2023. Data modelling indicates that without the distribution of quarterly cash assistance from UNRWA, poverty would stand at 93 per cent.

3. UNRWA JFO Emergency Coordination Unit (ECU). PRS Household Survey, Third Quarter (Q3) 2023. Figures based on an interview sample of 1,031 PRS households.

4. This amount includes US\$ 519,980 for regional support.

**Credit:** Humanitarian icons courtesy of the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).

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

# syria: 2024 EA highlights

## strategic priority 1

providing humanitarian assistance to the most vulnerable Palestine refugees to overcome emergencies and acute shocks



### emergency cash assistance

**420,000**

Palestine refugees targeted for emergency cash assistance

**155,500**

most vulnerable refugees targeted for in-kind emergency food and cash assistance



### non-food items

**1,690**

individuals targeted for NFIs



### winterization

**60,500**

refugee households targeted for NFI winterization support

## strategic priority 2

maintaining access to basic services



### emergency health

**900,000**

UNRWA-supported health consultations allocated to Palestine refugees



### education in emergencies

**51,000**

students in UNRWA schools receive basic education, recreational activities and group counselling



### livelihoods and vocational training

**300**

refugees receive short-term cash-for-work (CfW) placements



### protection

**15,000**

individuals receive explosive ordnance risk education (EORE)

**11,360**

refugees receive psychosocial support (PSS)



### environmental health

**6,200**

refugees receive basic water, sanitation and hygiene (WASH) items



### shelter repair

**525**

refugee shelters targeted for minor and major repairs

## strategic priority 3

improving the effectiveness and efficiency of emergency programme delivery



### security and risk management

**300**

UNRWA staff trained on safety and security-related topics



### emergency repair, rehabilitation and reconstruction of UNRWA installations

**124**

installations targeted for minor repairs/maintenance

**4**

badly-damaged installations to be rehabilitated in Yarmouk, Ein el Tal and Dera'a camps



### emergency preparedness

**100**

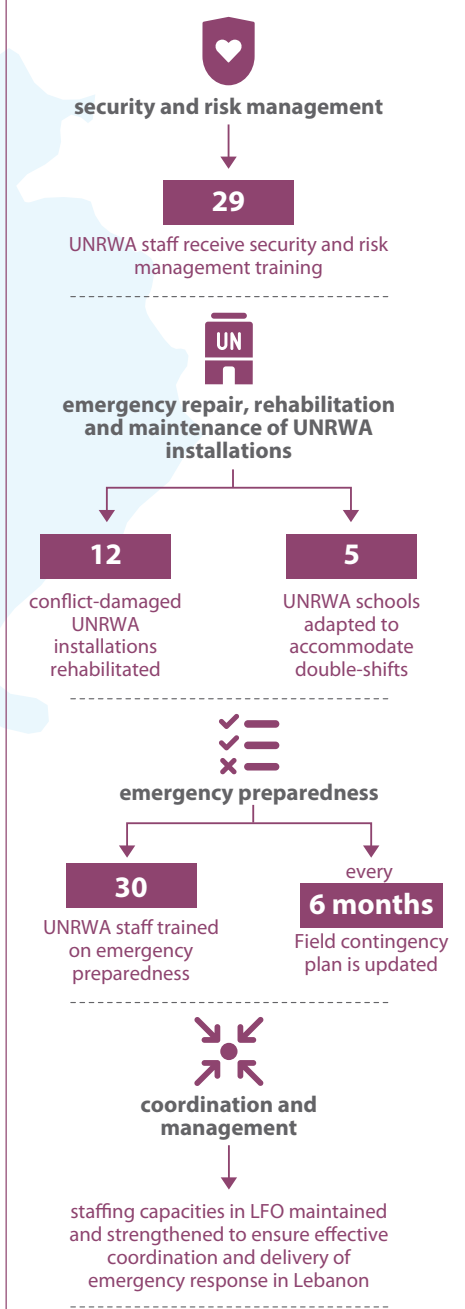
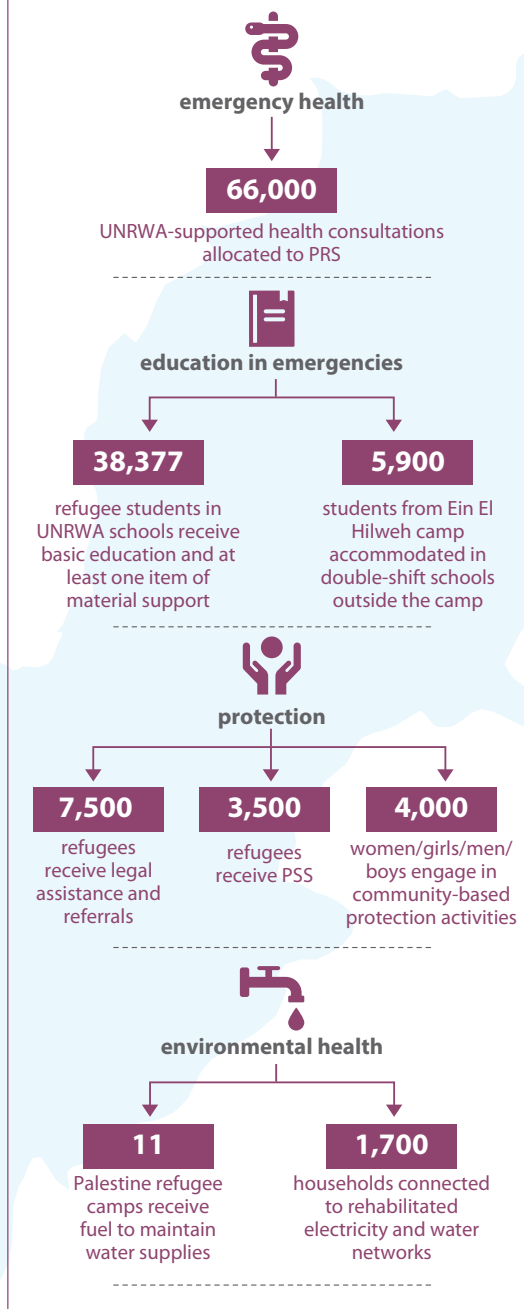
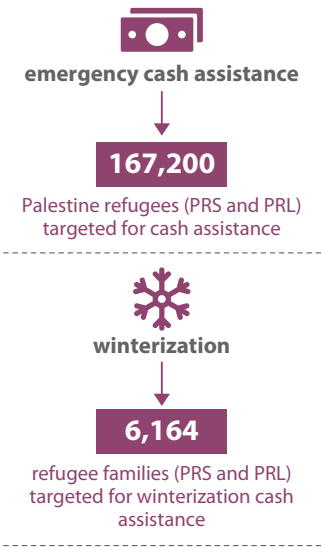
UNRWA staff trained on emergency preparedness



### coordination and management

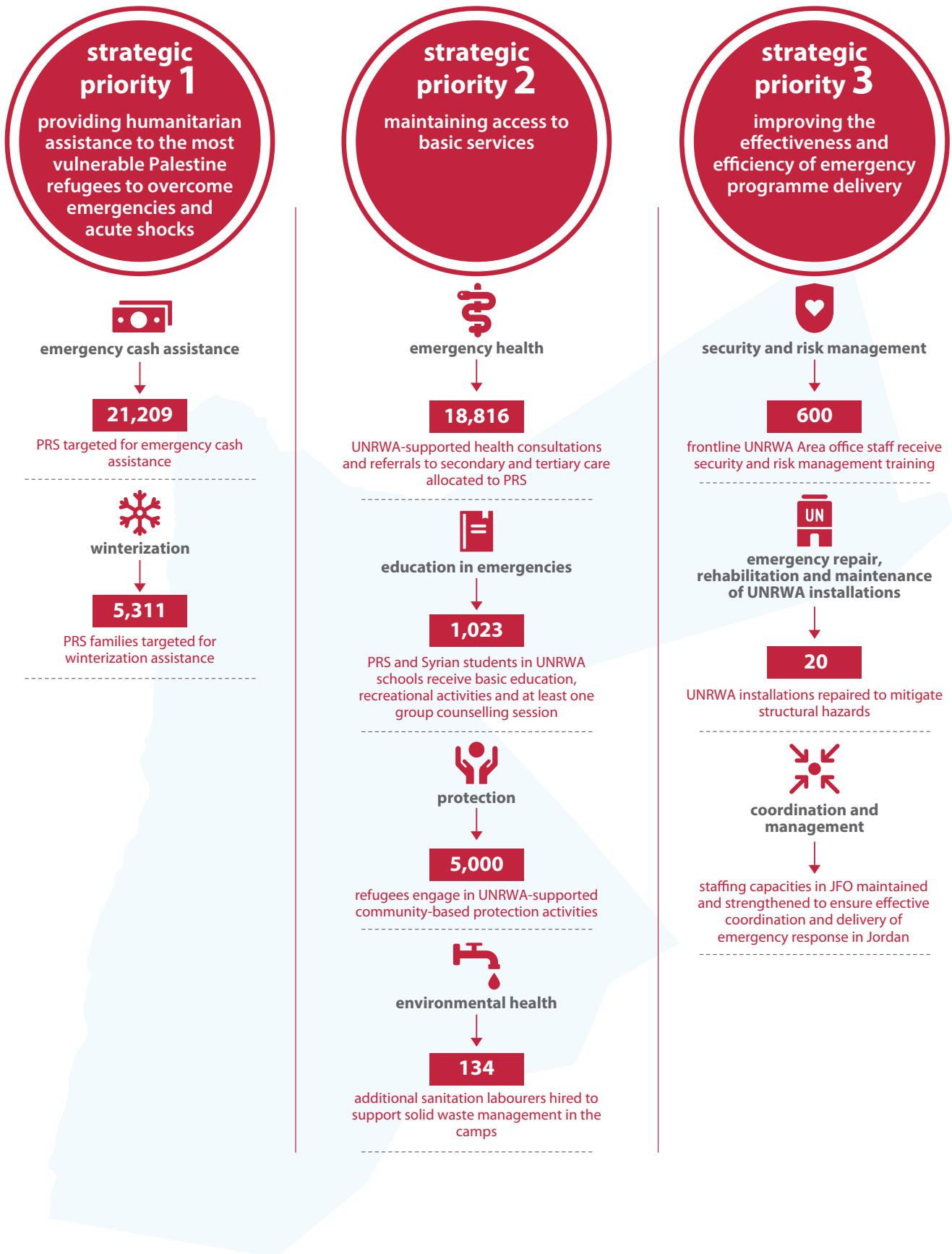
staffing capacities in SFO maintained and strengthened to ensure effective coordination and delivery of emergency response in Syria

# Lebanon: 2024 EA highlights

















# Jordan: 2024 EA highlights



# funding requirements

## 2024 syria, lebanon and jordan emergency appeal (in US\$)<sup>4</sup>

interventions		syria	lebanon	jordan	hq	totals
	emergency food assistance	17,953,669	—	—	—	17,953,669
	emergency humanitarian assistance for basic needs	200,757,885	67,597,396	13,791,978	248,640	282,395,899
	emergency health	6,833,005	24,705,813	1,510,846	—	33,049,664
	education in emergencies	13,592,492	10,573,218	4,799,377	—	28,965,087
	livelihoods	3,171,793	—	849,816	—	4,021,609
	protection	1,296,628	1,039,844	571,652	—	2,908,124
	environmental health	2,284,296	1,472,810	1,361,304	—	5,118,410
	shelter repair	2,789,119	—	—	—	2,789,119
	security and risk management	2,505,575	159,618	191,086	—	2,856,279
	emergency repair, rehabilitation and reconstruction of UNRWA installations	6,257,900	17,871,000	824,730	—	24,953,630
	emergency preparedness	717,639	661,771	—	—	1,379,410
	coordination and management	6,242,576	1,941,912	565,955	271,340	9,021,783
<b>totals</b>		<b>264,402,577</b>	<b>126,023,382</b>	<b>24,466,744</b>	<b>519,980</b>	<b>415,412,683</b>

# executive summary

The United Nations Relief and Works Agency for Palestine refugees in the Near East (UNRWA, or the Agency), is committed to continue providing humanitarian assistance to Palestine refugees in Syria, Lebanon and Jordan, even as emergency needs are increasing exponentially in Gaza and across the region. Through this 2024 Emergency Appeal (EA) for Syria, Lebanon and Jordan, UNRWA has set out a needs-based response in accordance with the Agency's mandate and the guiding principles of humanitarian assistance – humanity, neutrality, impartiality and independence. In order to provide life-saving support and other essential humanitarian interventions to help Palestine refugees strengthen their resilience to cope with ongoing crises and emergencies, UNRWA is seeking US\$ 415.4 million in 2024, less than the US\$ 436 million requested in 2023. This is the result of UNRWA tailoring the response to the particular and growing needs of Palestine refugees and the introduction of a targeted approach in 2023. Priority has been given to the most vulnerable refugees, including households headed by women, persons with a disability, older persons and unaccompanied minors / orphans. This is considered more realistic than blanket coverage in light of the current humanitarian funding environment and in line with the recommendations of the 2016-2021 EA evaluation.

In response to growing poverty in the Palestine refugee populations, emergency in-kind food assistance in Syria and emergency cash assistance in Syria, Lebanon and Jordan remain priority interventions in the 2024 EA. In Syria, UNRWA aims to provide 420,000 refugees with emergency cash assistance, including 155,500 of the most vulnerable refugees who will also be provided with in-kind emergency food assistance to protect them from falling into food insecurity. In Lebanon, 23,200 Palestinian refugees from Syria (PRS) and 144,000 targeted Palestine refugees in Lebanon (PRL) will receive cash assistance, and 8,600 PRS households will receive additional emergency cash assistance to reduce poverty. By providing the cash assistance in US dollars, UNRWA aims to help stabilise the situation of the Palestine refugee community in Lebanon. The total PRS caseload for 2024 in Lebanon reduced from 31,400 (in 2023) to 23,200 following the implementation of the digital identity verification system in 2023, allowing for better verification of the number of PRS actually in the country. In Jordan, cash assistance for 21,209 PRS is also a priority given their deteriorating socio-economic conditions.

Through the 2024 EA UNRWA will also seek to deliver diversified responses to address the protection risks aggravated by the crises affecting Palestine refugees whilst addressing their health, educational and livelihoods needs. Psychosocial

support (PSS) will be provided through UNRWA's Education in Emergencies (EiE) and Protection programmes to address the negative impact that protracted displacement, violence, socio-economic hardship and sudden-onset disasters are having on all Palestine refugees, and particularly on children.

UNRWA will continue prioritising the rehabilitation of key Agency installations that were badly damaged or destroyed by conflict inside the camps, including in Yarmouk, Ein el Tal and Dera'a in Syria and Ein El Hilweh in Lebanon. Accessibility and environmental sustainability standards will be employed to ensure that UNRWA is able to deliver its mandate and operate its programmes to meet the needs of increasing numbers of refugees returning to damaged and environmentally-degraded camps.

The priorities and interventions in the 2024 EA are aligned with the Agency's strategic direction and will contribute to the objectives described in the Strategic Plan 2023–2028 to meet the human development, humanitarian and protection needs of Palestine refugees. Continuing the collection of sex, age and disability disaggregated data for EA interventions allows the Agency to better monitor the impact of its response and adjust it to safeguard equitable access to Agency services for women, girls, men and boys and ensure no one is left behind. UNRWA's commitment to effective accountability to affected populations (AAP) will be strengthened through continuing to promote Palestine refugees' participation and involvement in decisions impacting their lives. Monitoring of aid delivery, as well as surveys to evaluate the effectiveness and quality of Agency EA interventions, will be regularly carried out and UNRWA staff knowledge and skills in community feedback mechanisms and community engagement will be reinforced through training.

Under the 2024 EA, emergency preparedness initiatives will be strengthened, including through the procurement of contingency stocks, including non-food items (NFIs), for designated emergency shelters and staff training on implementing emergency procedures in Syria and Lebanon. In all three fields UNRWA will continue to uphold security compliance for its personnel, assets, installations and programmes. The Agency will support the coordination and management of the response across the three fields through dedicated functions at its Headquarters (HQ), and will continue to participate in relevant regional coordination mechanisms for the Syria crisis response. The interventions UNRWA has included in the 2024 EA are consistent with the priorities identified by partner organisations in the Humanitarian Response Plan for the whole of Syria (under development at the time of drafting this appeal), the Lebanon Crisis Response Plan and the Regional Refugee and Resilience Plan.

# syria: context and needs analysis

With the crisis in Syria about to enter its fourteenth year, the years of protracted conflict and on-going socio-economic downturn have increased the vulnerabilities and needs of the population, including the Palestine refugees. The situation was further aggravated by the February 2023 Türkiye earthquakes and multiple aftershocks that, in northern Syria, resulted in approximately 6,000 deaths, over 12,000 injuries and extensive damage to homes and infrastructure. It is estimated that the earthquakes affected up to 8.8 million people in Syria, within a context where close to 70 per cent of the population (15.3 million people) required humanitarian assistance prior to these catastrophic events.<sup>5</sup>

The Syrian refugee crisis remains one of the largest protracted displacement crises in the world. Despite a general decline in large-scale conflict-related hostilities across the country, 2023 saw an increase in security threats, including crime-related incidents. The United Nations (UN) security monitoring system recorded a rise in attacks using remote-controlled improvised explosive devices, including in Damascus, and a 5 October 2023 drone strike on the military academy in Homs.<sup>6</sup> Meanwhile, the situation in northern Syria remains highly fluid with a rise in hostilities reported since August 2023. In early October 2023 alone, over 169 attacks were recorded over four days in Idleb and western Aleppo, killing at least 36 people and injuring 201 others.<sup>7</sup>

Over the past few years, Syria has experienced an unprecedented economic downturn which, according to the World Food Programme (WFP), has left an estimated 12.9 million people, more than half the population, grappling with food insecurity and another 2.6 million people at risk of hunger in 2024.<sup>8</sup> By October 2023, the average price of the reference food basket, consisting of essential staples for a family of five, had increased by 100 per cent since the beginning of 2023, with food prices on average 162 per cent higher than in 2022. In the same period, the cost of living, as measured by the Minimum Expenditure Basket (MEB), nearly doubled. This reflects both the depreciation of the Syrian Pound and the ongoing fuel crisis and cuts to subsidies on basic commodities.<sup>9</sup>

The approximately 438,000 Palestine refugees living in Syria,<sup>10</sup> already amongst the most vulnerable in the country, face unprecedented levels of poverty and food insecurity, which

are expected to worsen in 2024. UNRWA's crisis monitoring survey in December 2022 found that 83 per cent of Palestine refugees were living on US\$ 2.15 or less per day, inclusive of UNRWA's cash assistance. Similarly, a March 2023 UNRWA post-distribution monitoring (PDM) survey found that: (i) 56 per cent of households had to borrow food and 49 per cent reduced the number and quantity of meals eaten per day to cope with being unable to purchase enough food; and (ii) 36 per cent of assessed households had adopted emergency coping strategies, including through selling productive assets (such as sewing machines, wheelbarrows and bicycles) that are difficult to replace (32 per cent) and begging (4 per cent).

Moreover, as a sign of the declining capacity of refugee households to cope with growing poverty, individuals are increasingly resorting to negative coping strategies. Notably, these strategies involve child neglect, child labour, early forced marriages leading to premature school drop-out and drug abuse. Female heads of households, unaccompanied and separated children, older individuals and persons with disabilities are at particular risk of descending into deeper poverty and exploitation. Gender-based violence (GBV) continues to be a significant concern, disproportionately affecting women and girls.<sup>11</sup>

About 40 per cent of the Palestine refugee population in Syria remained in protracted displacement in 2020.<sup>12</sup> Between January and September 2023, UNRWA recorded 848 Palestine refugees returning to Syria from neighbouring countries. Meanwhile inside Syria, Palestine refugees continue to gradually return to camps, despite limited basic infrastructure for the provision of safe water and electricity, as well as hazards posed by explosive remnants of war (ERW). As of September 2023, about 1,959 Palestine refugee families (7,084 individuals) had returned to Yarmouk camp, around 170 families (616 individuals) returned to Ein el Tal camp (near Aleppo) and a further 750 families (about 3,375 individuals) returned to Dera'a camp in the south.

The combined effects of the conflict, unilateral sanctions and economic decline, lingering repercussions of COVID-19, a cholera outbreak in 2022, and the additional impact of the February 2023 earthquakes, are anticipated to contribute to a deteriorating protection situation in Syria and increase the vulnerability of Palestine refugees in 2024.



An UNRWA doctor in the Agency's Damascus Training Centre health centre. © 2023 UNRWA. Photo by Taghrid Mohammad

# Lebanon: context and needs analysis

Lebanon continues to face multiple political, economic and financial crises, compounded by a protracted humanitarian and protection emergency. Reforms are being discussed with the International Monetary Fund (IMF); however, with no clear line of sight for the election of a president and a new government, hope is diminishing that the proposed IMF reforms will be put in place. This could lead to a further deterioration in the socio-economic situation in Lebanon, which will undoubtedly affect vulnerable populations, including PRS and PRL.

Poverty rates among Palestine refugees are high with 80 per cent reportedly living below the national poverty line (adjusted for inflation), as at March 2023.<sup>13</sup> Data modelling has indicated that without the distribution of UNRWA quarterly cash assistance, with a total value of US\$ 18 million in two rounds since December 2022, poverty would stand at 93 per cent.<sup>14</sup>

In July 2023, the UNRWA Lebanon Field Office (LFO) launched the digital identity verification exercise amongst PRS to strengthen service delivery and resource utilisation accountability through the establishment of a mechanism that ensures only intended recipients of cash assistance, currently residing in Lebanon and alive, receive this support. As a result, UNRWA was able to verify that 22,000 PRS are entitled to cash assistance.

Protracted socio-economic crises in Lebanon have further reduced the employment opportunities for Palestine refugees who are already excluded from a number of Lebanese syndicate-regulated professions. For women in particular, employment opportunities are either limited or are not pursued, in part due to fear of harassment and violence in the workplace and while commuting to work.<sup>15</sup>

The conflict in Ein El Hilweh, which took place between 30 July and 3 August and from 7 to 14 September 2023, had a devastating direct impact on the living conditions of Palestine refugees in the camp, exacerbating vulnerabilities, compounding existing challenges and increasing dependence on UNRWA support. Thirty people were killed and hundreds

injured during the clashes, and over 2,700 households were displaced, with some initially seeking refuge in UNRWA shelters before being hosted by family members and friends outside the camp.<sup>16</sup> UNRWA facilities inside Ein El Hilweh sustained serious damage and plans are in progress to clear rubble / debris from all affected school compounds to ensure future safe access. While UNRWA aims to restore suitable learning spaces for the affected 5,900 students in the camp, alternative solutions have been temporarily put in place to ensure education would not be further disrupted for these children. To this end, five Agency schools in the Saida area have been equipped to operate on a double-shift basis.

Rising tensions on Lebanon's southern border, in the context of the war in Gaza, are of considerable concern. The risk of a regional war breaking out caused tourists and other foreigners to depart in large numbers during October 2023, leading to decreased economic activity and less foreign currency entering the country.

While UNRWA is continuing to deliver its regular services, emergency preparedness plans are being drawn up and will be activated in the event of a further deterioration in the security situation that may result in mass displacement.

Given failed governance structures and the unprecedented financial and economic crises in Lebanon in recent years, and the systemic discrimination and social and economic inequality faced by Palestine refugees over generations, UNRWA has identified the following emergency interventions for 2024: (i) ensuring cash assistance is provided to the most vulnerable refugees to enable them to withstand shocks; (ii) continued support for health services, mainly for secondary and tertiary hospital care, including an increase in the percentage of subsidised costs for tertiary health care given the progressive inability of the refugee community to cover their already minimal contribution; (iii) supporting the education sector with a focus on PSS to ensure UNRWA schools offset the negative impact of protracted displacement, violence and insecurity which children are constantly exposed to.



An UNRWA school damaged during the September 2023 hostilities in Ein El Hilweh refugee camp, Lebanon. © 2023 UNRWA. Photo by Adham Shehabi

# jordan: context and needs analysis

As at 30 September 2023, Jordan hosted 20,084 PRS (5,303 families) registered with UNRWA. The Jordanian government's non-admission policy, formally issued in January 2013, remains in effect and creates challenges for PRS in obtaining legal status. Specifically, 2,397 PRS without valid Jordanian documents (compromising 608 PRS families) face heightened vulnerability given their ineligibility for work permits and, therefore, inability to engage in legal employment. In addition, PRS in Jordan continue to face protection risks, such as civil documentation issues, denationalisation, deportation and refoulement. Despite this, 89.5 per cent of PRS surveyed in 2022 by the UNRWA Jordan Field Office (JFO) expressed no intention to return to Syria within the following 12 months, while 9.5 per cent were undecided and only 1 per cent expressed a willingness to return.<sup>17</sup>

Jordan's economy has been slowly growing since the end of the COVID-19 pandemic, with inflation expected to decrease to 2.7 per cent by the end of 2023 (down from 5.4 per cent in September 2022). However, higher costs, especially for food<sup>18</sup> and fuel, very high unemployment (21.9 per cent at the end of the first quarter 2023), particularly amongst youth (50 per cent) and women (30 per cent), and weak job creation were reported to remain the major challenges to improving social conditions in Jordan.<sup>19</sup>

A PDM survey conducted by UNRWA in July 2023<sup>20</sup> revealed that approximately 12 per cent of PRS households have no other source of income apart from the cash assistance they receive from UNRWA, with food as their primary expense.

According to an UNRWA PRS household survey in the third quarter of 2023<sup>21</sup>: (i) only 30 per cent of adults reported being employed; (ii) around 9 per cent of children were working, the majority of whom were boys; (iii) 61 per cent of households reported family members with new or pre-existing health conditions (of these, 79 per cent suffered from chronic diseases); (iv) 16 per cent of households reported that associated health needs were not, or were only partially being addressed (the primary reason cited was transportation costs to UNRWA health centres); and (v) around 20 per cent of households with at least one member with a disability reported unmet disability-related needs. During the first half of 2023, UNRWA received 738 emergency cash assistance requests. Among these, 656 were approved to cover: (a) food and essential needs (64 per cent); (b) potential disconnection from electricity and/or water supplies (24 per cent); (c) rent / addressing eviction threats (10 per cent), and (d) the costs of official documents to legalise their status in Jordan or to cover the costs relating to a sudden death in the family (2 per cent).

In 2023, 372 PRS and 140 Syrian refugees residing in Garden Camp continued to face restrictions, including on movement and employment rights. Previously known as King Abdullah Park, Garden Camp is a closed refugee reception facility that was established by the Government of Jordan in 2012 to receive refugees from Syria, including PRS. All refugees in this camp receive assistance from humanitarian actors (UNRWA, UNHCR, UNICEF, WFP and contracted partners) present in the camp. Due to limited funding, the services provided are unable to fully address refugee needs.



A Palestinian refugee family from Syria, one of the many thousands who are now residing in Jordan and receiving critical support from UNRWA. © 2023 UNRWA. Photo by Amjad Ghosoun

# syria | sector-specific interventions

**strategic priority 1: provide humanitarian assistance to the most vulnerable Palestine refugees to overcome emergencies and acute shocks**

## Emergency Food Assistance

Outcome: Most vulnerable Palestine refugees' food needs are supported, alleviating vulnerability and improving access to food		
Output	Indicators	Targets (2024)
The most vulnerable Palestine refugee households are provided with in-kind food assistance	Number of individuals receiving emergency food assistance during the last distribution round	<b>155,500</b> (91,425 female, 64,075 male, incl. 9,601 persons with disabilities)
	Percentage of households reporting acceptable food consumption score	<b>60%</b>
	Percentage of Palestine refugees who are satisfied with the assistance provided by UNRWA	<b>70%</b>
	Percentage of Palestine refugees who know how to provide feedback or make a complaint about services received	<b>70%</b>
	Number of staff/volunteers trained on community engagement and accountability	<b>50</b>

Surveys conducted by UNRWA since 2022 have highlighted the precarious situation that Palestine refugees find themselves in amidst political and economic crises in Syria. For example, a December 2022 crisis monitoring survey found that 84 per cent of Palestine refugees were purchasing low quality and cheaper left-over vegetables and other fresh foods from the market, 49 per cent of families had reduced the number of meals consumed within the seven days preceding the survey and 40 per cent of families had reduced the quantity of food consumed in an effort to cope with their more limited ability to meet their needs. Further, a March 2023 PDM survey found that 53 per cent of assessed households showed borderline to poor food consumption patterns. In view of this bleak picture, in-kind food assistance is a priority intervention under this EA to preserve the resilience of the most vulnerable Palestine refugees and protect them from falling into food insecurity.

Based on recent trends and an anticipated decline in funding for the EA, UNRWA will implement a more targeted approach to the provision of food assistance in 2024. In this regard, in-kind food assistance will be provided to 155,500 of the most vulnerable Palestine refugees who will be selected using the Agency's two-tier targeting approach that prioritises: (i) female-headed households; (ii) families headed by a person with a disability and households containing family members

with disabilities; (iii) families headed by an older person; and (iv) unaccompanied minors / orphans. In-kind food assistance will increase the capacity of the most vulnerable refugees to overcome emergencies and acute shocks by maintaining their ability to meet basic food needs whilst improving their food consumption patterns.<sup>22</sup>

Four food assistance distribution rounds, implemented on a quarterly basis, are planned for 2024. At a cost of US\$ 21.40 (US\$ 22.70, inclusive of logistics) per person, per quarter, food baskets are comprised of wheat flour, rice, bulgur wheat, sunflower oil, sugar, chickpeas, lentils and milk. Considering complementarity between in-kind food assistance and multi-purpose cash assistance, the value of the latter will be reduced by the monthly cost of the food basket for the targeted beneficiaries.

In 2024, UNRWA will assess refugee satisfaction levels in relation to in-kind food assistance and community awareness about mechanisms to provide feedback and/or complaints regarding services received. As part of the Agency's AAP capacity development efforts, 50 staff members and volunteers delivering emergency food assistance will receive training to improve their knowledge and skills in community feedback mechanisms and community engagement.





UNRWA emergency food distributions provide critical support to the most vulnerable Palestine refugees in Syria. Yarmouk, Damascus, Syria. © 2023 UNRWA photo

## Emergency Humanitarian Assistance for Basic Needs

Outcome: Palestine refugees are able to meet their essential needs and cope with ongoing and sudden-onset crises		
Output	Indicators	Targets (2024)
Crisis-affected refugees are provided with cash and non-cash assistance to support their essential needs	Number of individuals receiving emergency cash assistance during the last distribution round	<b>420,000</b> (220,451 female, 199,549 male, incl. 9,601 persons with disabilities)
	Number of the most vulnerable Palestine refugees provided with emergency cash assistance during the last distribution round	<b>155,500</b> (91,425 female, 64,075 male, incl. 9,601 persons with disabilities)
	Number of Palestine refugees receiving NFIs	<b>1,690</b>
	Number of households provided with winterization assistance (one-off NFIs)	<b>60,500</b>
	Percentage of Palestine refugees who are satisfied with the assistance provided	<b>70%</b>
	Percentage of Palestine refugees who know how to provide feedback or make a complaint about services received	<b>70%</b>
	Number of staff/volunteers trained on community engagement and accountability	<b>50<sup>23</sup></b>

To protect Palestine refugees from falling further into poverty and enable them to meet their basic needs, along with in-kind food assistance, multi-purpose cash assistance will continue as a priority emergency intervention in Syria. To this end, the Agency aims to provide emergency multi-purpose cash assistance to 420,000 eligible Palestine refugees, including 155,500 categorised as most vulnerable under UNRWA's two-tier targeting approach. Here, each refugee in the most vulnerable category will receive US\$ 40.56 per month and each refugee in the remaining caseload will be provided US\$ 29.84 per month.<sup>24</sup>

In 2023, UNRWA was unable to pilot innovative cash assistance transfer mechanisms, including e-wallets, prepaid cards and mobile money transfers. This was due to a Central Bank of Syria (CBS) requirement to share beneficiary data as part of the approval process, something that does not comply with UNRWA's Data Protection and Disclosure Policy. In the event that progress is made on this issue with the CBS, the Agency will review its approach to cash assistance transfers in 2024.<sup>25</sup> UNRWA will implement two PDM and crisis surveys in 2024 to assess the effectiveness and impact of multi-purpose cash assistance. In addition, a series of community meetings will be convened to gather information, enable space for discussion, receive feedback and address concerns.

In 2024, the Agency will provide NFIs to 500 special hardship case families who will be identified on the basis of UNRWA case management referrals and appropriate verifications. Those eligible will include newly-displaced persons, refugees spontaneously returning to Syria and other vulnerable persons who may be facing acute emergency needs. The Agency will also procure additional NFIs to have a contingency stock as part of its emergency preparedness framework / response to sudden-onset emergencies. In addition, depending on the availability of funding, UNRWA will provide an estimated 60,500 Palestine refugee families (corresponding to 155,500 of the most vulnerable individuals) with a one-off distribution of winterization related NFIs to help them cope with harsh weather conditions.<sup>26</sup> As with the provision of food assistance, UNRWA will assess Palestine refugee satisfaction in relation to cash assistance and community awareness about mechanisms to provide feedback and/or complaints regarding services received. In addition, as part of the Agency's AAP capacity development efforts, 50 staff members and volunteers, delivering emergency humanitarian assistance, will receive training to improve their knowledge and skills in community feedback mechanisms and community engagement.

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

### Emergency Health

Outcome: Crisis-affected refugees continue to have access to essential health services		
Output	Indicators	Targets (2024)
Crisis-affected refugees are provided with quality and safe health care	Number of health consultations (including telemedicine consultations) supported by UNRWA	<b>900,000</b> (552,656 female, 347,344 male, incl. 90,000 persons with disabilities)
	Number of UNRWA-supported hospitalisations accessed by Palestine refugee patients	<b>20,000</b>
	Number of consultations provided by mobile health teams	<b>20,000</b> (12,281 female, 7,719 male, incl. 2,000 persons with disabilities)
	Number of physiotherapy sessions for persons with disabilities	<b>4,000<sup>27</sup></b>
	Number of staff, volunteers trained on community engagement and accountability	<b>50</b>

The ability of the public health system in Syria to effectively respond to patient needs has drastically decreased since the beginning of the conflict due to: (i) widespread damage to / destruction of health facilities; (ii) insufficient supplies of drugs and disposable medical supplies; (iii) the displacement and migration of qualified health professionals; and (iv) patient access constraints in some areas. Coupled with dramatic increases in the cost of living means that Palestine refugees in Syria have become more dependent on UNRWA primary health care and hospitalisation referrals.

A minimum of 900,000 visits to UNRWA health facilities are anticipated in 2024, with an additional 20,000 consultations facilitated through referrals to secondary and tertiary health care from a network of partner public and private hospitals supported by UNRWA. Support for hospitalisation expenditure will cover between 75 and 95 per cent of the cost (depending on treatment needs).

With the 2023 rehabilitation of its health centre in Yarmouk camp UNRWA has 24 health centres / health posts and an additional three mobile clinics in Syria that provide primary health care services to Palestine refugees across the country. Mobile clinics are used to reach areas most affected by the conflict and the February 2023 earthquakes where Agency health facilities have either been destroyed or are too damaged to use. It is expected that at least 20,000 people will access health care through these mobile clinics in 2024.

Telemedicine was one of the innovations introduced during the COVID-19 pandemic that has grown and was particularly useful in the aftermath of the February 2023 earthquakes when people were unable to reach UNRWA's health facilities. Two active phone lines will be supported under this EA allowing for the provision of 9,600 telemedicine consultations in 2024. The EA will also support persons with disabilities through the provision of 4,000 physiotherapy sessions and 500 assistive devices, including hearing aids. In addition, baby kits will be provided to 800 pregnant women for their newborn infants.

UNRWA will continue to ensure that patients have adequate access to essential medicines and will strive to maintain contingency stocks of medical supplies and drugs to be accessed during an emergency. Perceptions and feedback from patients on health services received in UNRWA health centres, mobile clinics and contracted hospitals will be assessed through surveys and questionnaires.

Under this appeal, UNRWA will conduct training for health staff to increase their preparedness for an emergency. Furthermore, as part of UNRWA's commitment to AAP, training on community engagement and accountability will be organised for 50 UNRWA health staff and UNRWA volunteers from the refugee community.<sup>28</sup>



A dental check-up for a young Palestine refugee at the UNRWA health centre in Alliance, Damascus, Syria. © 2023 UNRWA. Photo by Taghrid Mohammad

## Education in Emergencies

Outcome: Crisis-affected refugees continue to access quality, inclusive and equitable education		
Outputs	Indicators	Targets (2024)
UNRWA students continue to have access to inclusive and equitable quality education	Number of students participating in at least one recreational and/or extra-curricular activity during the year	<b>51,000</b> (25,354 girls, 25,466 boys, incl. 2,598 students with disabilities)
	Number of students provided with at least one item of material support <sup>29</sup>	<b>51,000</b> (25,354 girls, 25,466 boys, incl. 2,598 students with disabilities)
	Number of UNRWA students who have attended at least one UNRWA catch-up class	<b>17,500</b> (8,762 girls, 8,738 boys, incl. 875 students with disabilities)
	Number of UNRWA students who have participated at least once in UNRWA summer recreational programmes	<b>12,000</b> (6,200 girls, 5,800 boys, incl. 120 students with disabilities)
	Number of students who have attended at least one school counselling session provided by UNRWA	<b>51,500</b> (25,534 girls, 25,466 boys, incl. 2,598 students with disabilities)

In 2024, UNRWA remains committed to providing education of the highest quality to 51,000 Palestine refugee students enrolled in Agency schools across Syria, navigating the challenges posed by the 2023 earthquakes alongside ongoing, localised conflicts. This commitment covers the 104 UNRWA schools where Agency teachers, school attendants, school principals and other administrative staff ensure that Palestine refugee children have access to quality elementary and preparatory education. As a result of the damage caused to school buildings during the conflict and the 2023 earthquakes, 40 of these schools operate on a double-shift basis in buildings borrowed from the Syrian Ministry of Education.

Through its EiE programme, UNRWA ensures that Palestine refugee children can access education, even in emergency situations. The UNRWA approach to EiE involves “doing things differently” (delivering education in alternative ways), “doing more of other things” (more mental health and psychosocial support [MHPSS] for children) and “doing things that had not been the focus before” (safety and security training for students, staff and parents). EiE also promotes school and community connections through parent teacher association (PTA) platforms.

As part of the 2024 EA, UNRWA will distribute schoolbooks and back-to-school kits, including school bags and stationery, to each of the estimated 51,000 students, to coincide with the beginning of the 2023/24 second semester (January 2024) and the start of the 2024/25 school year (September 2024) to ease the financial burden on parents who are struggling to support their children's education. Furthermore, UNRWA will provide catch-up classes for 17,5000 students, including for Grade 9 students to help them prepare for their official end-of-school exams. In addition, summer recreational

programmes will be organised for 12,000 UNRWA students where PSS, together with educational activities, will provide them with the opportunity to address learning gaps while sharing experiences and forging friendships with their peers.

Palestine refugee children are particularly vulnerable to stress factors such as violence and conflict, the destruction of property, loss and displacement. Many know little else other than lives punctuated by years of crisis. Under such difficult circumstances, education brings children a sense of normalcy, hope for the future and an opportunity for developmentally appropriate activities. UNRWA EiE programming will continue to prioritise MHPSS to address the emotional toll associated with: (i) the conflict; (ii) socio-economic crises; (iii) natural disasters, including the 2023 earthquakes; and (iv) the effects of bullying, low self-esteem and other concerns which, if not addressed, may lead to school drop-outs and other societal issues. Once a child drops out of school, the risk of child labour and child marriage increases several-fold – attendance in school mitigates these risks. Through the implementation of psychosocial activities, schools become a safe place to channel feelings of frustration and anxiety. Psychosocial counsellors will be stationed in all UNRWA schools in Syria, offering individual and group counselling. It is anticipated that 51,000 students will participate in at least one PSS school counselling session in 2024. Students in need of further support will be referred onwards for UNRWA assistance.

Under the 2024 EA, UNRWA will convene trainings for teachers, school principals and parents on a range of topics, such as GBV, child protection, addressing violence against children, and positive discipline and parenting skills. These sessions play a crucial role in fostering a holistic approach to the education of Palestine refugee students.



Palestine refugee students gaining computer skills at UNRWA's Beit Jala School in Husseiniyeh, Rif Damascus, Syria. © 2023 UNRWA. Photo by Taghrid Mohammad

## Livelihoods

Outcome: Young Palestine refugees' livelihood opportunities have improved		
Output	Indicators	Targets (2024)
Young Palestine refugees are provided with technical and vocational education and training (TVET)	Number of students enrolled in long-term UNRWA TVET courses in Damascus, Aleppo, Homs, Hama, Latakia and Dera'a	<b>1,367</b> (669 female, 698 male, incl. 20 persons with disabilities)
	Number of students enrolled in short-term courses	<b>800</b> (480 female, 320 male, incl. 15 persons with disabilities)
	Percentage of students who completed short-term courses	<b>80%</b>
Most vulnerable Palestine refugees are provided with short-term employment opportunities	Number of Palestine refugees receiving short-term cash-for-work (CfW) placements	<b>300</b>

Improving the chances of finding work or accessing other economic activities is the key to offering Palestine refugees a way out of spiralling poverty. To increase the employment prospects of young Palestine refugees in Syria, UNRWA's TVET programme will continue to provide long-term (1–2 year) courses for 1,367 trainees and 40 short-term (2–4 month) courses for 800 trainees. Covering a range of specialisations, including computer maintenance, business administration and graphic design, courses are offered at the Damascus Training Centre as well as five remote vocational training centres (VTC) in Aleppo, Latakia, Hama, Homs and Dera'a to ensure more equal access to livelihood opportunities for all young Palestine refugees.

In addition to vocational and technical courses, UNRWA will provide employability and soft-skills sessions to TVET students to encourage their confidence and abilities in approaching companies and communicating with potential future employers during job interviews. Students with an aptitude for business will be supported through entrepreneurship training which aims to build their knowledge and skills, enabling them to start new businesses and encourage self-employment opportunities. Furthermore, to support students residing in remote areas, UNRWA will maintain a dormitory at the Damascus Training Centre, providing accommodation for a limited number of students to facilitate their continued education. PSS will also be provided to trainees at the centre through counselling and various PSS related activities.

Subsidised transportation will be offered to vulnerable students to mitigate the impact of the fuel crisis and associated transportation costs on their ability to access VTCs.

As with previous years, under the 2024 EA, UNRWA will launch an on-the-job training programme to improve linkages with local employers and contribute to promoting the employability of TVET graduates. Here, trainees will have an opportunity to showcase their skills and directly meet prospective employers at open days and job fairs. Quarterly meetings will be organised with TVET students enrolled in long-term classes to discuss their needs, priorities and suggestions to co-create solutions and student-led initiatives. This will create an enabling environment for improved student engagement.

In alignment with its efforts to promote environmental sustainability, the TVET programme will conduct awareness sessions for trainees and its instructors. These sessions aim to encourage youth-led initiatives aimed at establishing greener societies, fostering a sense of responsibility towards the environment, and promoting sustainable practices among the young Palestine refugee population.

UNRWA will implement CfW on a relatively small-scale in 2024 to create 300 short-term unskilled job opportunities linked to the Agency's various emergency activities, such as food basket preparation, loading and offloading supplies, sanitation work and environmental health activities. This intervention will prioritise the most vulnerable refugees for the CfW.



UNRWA technical and vocational education at the Damascus Training Centre provides young Palestine refugees with the skills necessary to secure employment. Damascus, Syria. © 2023 UNRWA. Photo by Taghrid Mohammad



## Protection

Outcome: Emergency protection needs of Palestine refugees are addressed		
Output	Indicators	Targets (2024)
Palestine refugees receive direct preventative and remedial protection services	Number of Palestine refugees receiving explosive ordnance risk education	<b>15,000</b> (14,150 students, 100 staff, 750 community members)
	Number of Palestine refugees who received PSS	<b>11,360</b> (943 women, 413 men, 5,270 girls, 4,734 boys, incl. 568 persons with disabilities)
	Number of Palestine refugees provided with legal assistance and/or referrals	<b>4,000</b> (2,881 female, 1,119 male, incl. 50 persons with disabilities)
	Number of Palestine refugees provided with assistive devices	<b>1,500</b>
	Number of UNRWA personnel trained on protection	<b>1,000</b> (600 female, 400 male)

UNRWA has identified a number of protection concerns and vulnerabilities that are expected to become more pronounced in 2024, including but not limited to: (i) psychological trauma and distress, particularly amongst children; (ii) increased rates of GBV; (iii) economic destitution leading to increased reliance on negative coping strategies; (iv) child protection concerns, including violence and neglect; (v) exclusion and discrimination, particularly affecting persons with disabilities and older persons; (vi) threats of injury and deaths from ERW; and (vii) housing, land and property rights issues. With the rapidly changing context, the real extent of the protection concerns is becoming increasingly evident.

Under the 2024 EA, UNRWA will address the above listed concerns through the provision of PSS services<sup>30</sup> to 11,360 Palestine refugees. This is in addition to the 51,000 school children targeted under the EiE PSS initiative and the targeted trainees at the Damascus Training Centre. Almost two in three families in Syria are psychologically distressed over their living conditions.<sup>31</sup> Many households continue to live in fear of conflict and hostilities, displacement, destruction of property, and injury or death of family members. Signs of psychological distress in girls and boys under the age of 18 are reported by more than 27 per cent of households and are highest in female-headed households or when the head of household is living with a disability.<sup>32</sup> The absence of sustainable solutions to the multiple crises facing Palestine refugees in Syria only exacerbates this situation. The need for continued PSS is even more severe in areas affected by the earthquakes that struck southern Türkiye and northern Syria in February 2023. The prohibitive cost of private rented accommodation outside of the refugee camps has forced the return of people to their houses in areas heavily damaged by the conflict, particularly in Yarmouk, Ein el Tal and Dera'a camps. Given the extremely limited infrastructure and support services available, as well as the risks of ERW, these returns have been motivated

out of necessity rather than by choice. The threat caused by explosive ordnance remains a major protection concern in Syria,<sup>33</sup> particularly for children. Accordingly, UNRWA will continue to provide explosive ordnance risk education for at least 15,000 people, including UNRWA students, other Palestine refugees and staff, with a particular focus on areas of higher risk, including areas of return.

In line with UNRWA's commitment to humanitarian principles, the Agency will continue to: (i) mainstream protection into service provision, including by increasing staff capacity to identify and address intersecting factors affecting individual vulnerabilities; (ii) train 1,000 Agency personnel on protection mainstreaming, the Prevention of Sexual Exploitation and Abuse (PSEA), disability inclusion, case identification and referral; and (iii) conduct integrated installation checks to ensure they are compliant with protection standards and UN values and that they are safe, accessible, and inclusive spaces.

Under the 2024 EA, the Agency will provide legal assistance to some 4,000 refugees to support them in obtaining civil documentation and, through lawyers and UNRWA social workers, referrals to external partners will be facilitated. UNRWA will also continue to offer assistance to vulnerable refugees through protection activities, awareness raising, cash assistance and the provision of vocational training. Many of these activities will be delivered with community volunteers. In an effort to expand its community-based protection mechanisms, the Agency plans to increase the awareness and involvement of the community through Area Protection Committees. Furthermore, 1,500 people will be provided with needed assistive devices, including wheelchairs or crutches for adults and children, air mattresses for people who are permanently or temporarily confined to bed, and walkers for persons with a disability or who are recovering after knee or hip operations.

Protection monitoring, reporting and advocacy will remain a priority in 2024. To this end, UNRWA will continue to: (i) participate in global protection mechanisms; (ii) engage, as appropriate, with the International Human Rights System (IHRS) in line with the Agency's IHRS framework; and (iii) interact with relevant stakeholders, including the protection coordination structures of the Humanitarian Country Team at country and area levels. The Agency will also continue

to monitor and advocate for, and respond to, particularly vulnerable groups in the Palestine refugee community. This will include individuals who remain displaced and Palestine refugees willing to voluntarily return to their place of habitual residence from within Syria and abroad, noting that those returning to newly accessible areas with limited services are often amongst the most economically vulnerable.

## Environmental Health

Outcome: Palestine refugees' WASH needs are met		
Outputs	Indicators	Targets (2024)
Palestine refugees are provided with basic water, sanitation and hygiene (WASH) support	Number of Palestine refugees receiving WASH items	6,200
	Number of Palestine refugees provided with safe drinking water	3,000
	Number of camps supported with solid waste and sanitation services	11
	Number of additional sanitation labourers hired	28

The deterioration of the water and sewerage networks in Syria due to conflict-related damage and limited maintenance has compromised access to WASH services for vulnerable populations in Syria. The situation has been exacerbated by the long-term drought, together with the impact of the economic crisis which has reduced the capacity of local authorities to carry out routine maintenance of water and sewerage infrastructure, as well as the limited availability of electricity to pump water supplies to households.

Lack of access to adequate safe water supplies has forced the majority of the Syrian population to limit water usage and/or rely on unsafe water sources, thereby increasing the risk of water-borne diseases. The 2022 cholera outbreak, the first that Syria had witnessed in decades, was the result of dilapidated water networks and sewerage infrastructure. To mitigate the risk of further outbreaks, UNRWA will ensure the provision of adequate environmental health services in Palestine refugee camps, including through the: (i) distribution of essential WASH items; (ii) provision of solid waste and sanitation services; and (iii) implementation of minor repairs and maintenance works on water and sewerage networks across 11 camps.<sup>34</sup>

Under the 2024 EA, UNRWA will also provide essential WASH items for 6,200 of the most vulnerable Palestine refugees

who have been identified and referred for assistance by the Agency's Health Programme. WASH items will include hygiene kits for 500 families, baby kits/diapers for 500 infants, and adult incontinence pads for 4,000 older persons and persons with disabilities. In addition, the Agency, in coordination with the local authorities, will provide safe drinking water for 3,000 residents in Dera'a camp.

Sanitation services will continue to be provided in 11 Palestine refugee camps by UNRWA sanitation workers, through the collection and removal of solid waste from the camps to government-designated landfill sites. The Agency will also conduct minor repairs and maintenance of water and sewerage networks and surface drainage systems in these camps. Upgraded equipment, such as garbage compactors and water tankers, will be procured to improve the quality and efficiency of service provision.

As part of its measures to maintain good environmental health standards in the camps, UNRWA will recruit 28 additional sanitation workers and equip them with personal protective equipment. This will increase the Agency's capacity to effectively implement disinfection campaigns around solid waste collection points to support cleaner environments in all camps, helping to prevent the spread of disease.



UNRWA sanitation labourers clear a blocked manhole in Khan Dunoun refugee camp in Rif Damascus, Syria. © 2023 UNRWA. Photo by Nourhan Abdul Hafeez

## Shelter Repair

Outcome: Palestine refugees residing in camps live in adequate and safe shelters		
Outputs	Indicators	Targets (2024)
Refugees with emergency shelter needs receive shelter repair assistance	Number of shelters that received minor repairs under emergency criteria using the self-help approach	425 <sup>35</sup>
	Number of shelters that received major shelter repairs	100

Since 2021, UNRWA has been supporting the most vulnerable Palestine refugees, whose houses were damaged during the conflict, with minor repairs using the self-help approach.<sup>36</sup> Building on the success and lessons learned in 2021-22, UNRWA has used the self-help approach to support the repair of refugee houses in Aleppo, Hama and Latakia that were damaged by the 2023 earthquakes.

In 2024, through this EA, UNRWA will support 425 families, mainly in Dera'a, Ein el Tal and, to a lesser extent, Yarmouk camps, whose homes were damaged (either because of the conflict or the earthquakes) and are in urgent need of minor repairs. In addition, the Agency will pilot major shelter repairs for 100 families in the same locations.

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

### Security and Risk Management

Outcome: A safe and secure environment is ensured for UNRWA personnel, programmes and assets		
Outputs	Indicators	Targets (2024)
UNRWA ensures security compliance for its personnel, assets, including premises and installations, and programmes	Number of UNRWA installations with completed compliance assessments	48
Enhanced security of UNRWA staff to facilitate the provision of humanitarian support to Palestine refugees	Number of UNRWA staff trained on safety and security-related topics	300
	Number of emergency humanitarian field operations facilitated by Field Security and Risk Management (FSRM)	600

Syria continues to experience challenging security dynamics due to: (i) the protracted nature of the conflict; and (ii) an alarming rise in the use of remote-controlled improvised explosive devices, weaponised drones, and mass gatherings/protests that are expected to continue into 2024.

To ensure that UNRWA facilities comply with security risk management measures and Agency interventions are delivered in a safe manner for both refugees and staff, UNRWA will continue to carry out compliance assessments on 48 of its installations across Syria during 2024. In addition, the Agency will continue to deploy FSRM staff in all areas to support at least 600 humanitarian field missions during 2024. This will ensure that UNRWA remains in a position to mitigate security risks for its personnel and assets in a volatile operating environment while able to deliver its services and provide emergency humanitarian assistance when and where needed.

UNRWA is committed to developing skills and awareness on field safety and security for both international and locally recruited staff. This will be achieved through training sessions for 300 staff, conducted by the FSRM team, covering critical topics, such as: (i) Safe and Secure Approaches in Field Environments; (ii) Women Security Awareness Training; (iii) fire safety; (iv) reporting security incidents; and (v) explosive ordnance risk education. Some trainings will be conducted in coordination with partners, such as the United Nations Department for Safety and Security and the United Nations Mine Action Service. In addition, the Agency will provide technical training to security and risk management personnel, equipping them with expertise in access control procedures and the responsibilities associated with static security guard duties.

### Emergency Repair, Rehabilitation and Reconstruction of UNRWA Installations

Outcome: UNRWA installations are safe and accessible to Palestine refugees		
Output	Indicators	Targets (2024)
UNRWA installations repaired, rehabilitated or reconstructed for continued service provision	Number of UNRWA installations repaired	124
	Number of conflict-damaged UNRWA installations rehabilitated / reconstructed	4

UNRWA facilities in Syria have suffered extensive damage during years of conflict, particularly in Yarmouk, Ein el Tal and Dera'a camps. The February 2023 earthquakes exacerbated the situation in north-west Syria, causing significant damage to refugee shelters and 11 Agency installations. Under this EA, UNRWA will prioritise minor repairs and maintenance to 124 Agency installations, including distribution centres, area offices, community centres, schools and health centres throughout Syria. Here, the Agency will prioritise those installations most important to maintaining service provision,

including the rehabilitation of four key installations in Yarmouk, Ein el Tal, and Dera'a camps – one community-based organisation building in each of the three camps plus one school in Yarmouk, contributing to supporting Palestine refugee families who are spontaneously returning to these camps. Finally, to enhance reliability and environmental sustainability of power supplies, UNRWA will install and/or upgrade solar panel systems in 10 UNRWA health centres as part of its emergency repair work in 2024.



A decade after sustaining massive damage, UNRWA's newly-rehabilitated al-Mjaidel/Sarafand School in Yarmouk welcomed back students in September 2023. Damascus, Syria. © 2023 UNRWA. Photo by Taghrid Mohammad

## Emergency Preparedness

### Outcome: Capacity for internal emergency coordination and response strengthened

Output	Indicator	Target (2024)
UNRWA has systems, processes and capacity in place to respond to refugees' emergency needs	Number of UNRWA staff trained on emergency preparedness	100

Taking into consideration the lessons learned from UNRWA's response to the February 2023 earthquakes, as reflected in the Real Time Evaluation undertaken in May 2023, the Agency aims to strengthen its emergency preparedness in Syria.

As part of more robust emergency planning, the Agency, under this EA, will train 100 UNRWA personnel to carry out key tasks in relation to emergency preparedness, including: (i) maintaining emergency stocks of food and NFIs; (ii) fast-tracking procedures for the procurement of additional

supplies from the local market; (iii) opening and managing emergency shelters with WASH facilities; (iv) putting child protection systems in place to support children separated from their families; and (v) providing temporary emergency health care and physical rehabilitation. UNRWA will also store sufficient numbers of NFIs as contingency stocks to provide rapid emergency support in the event of sudden-onset emergencies.

## Coordination and Management

In implementing its ongoing emergency response, UNRWA will continue to rely on its 3,731 staff (2,030 female, 1,701 male), most of whom are Palestine refugees themselves, fostering strong connections with the communities they serve. Additional international capacity (including specialist staff in the fields of humanitarian response, donor relations, monitoring and evaluation and communications) will be maintained to strengthen the planning, delivery, management and oversight of emergency interventions and coordination with relevant humanitarian and other partner organisations. The Syria Field Office (SFO), Programme Support Office (PSO) and the Emergency Operations Support Team will lead in the coordination and general oversight of the emergency response, working closely with implementing programmes and support departments, including Finance, Human Resources, Administration, Information Management and Technology, Infrastructure and Camp Improvement and Procurement and Logistics, each of which plays a vital role in ensuring efficient and effective service delivery.

The Agency will continue to strengthen community-based protection mechanisms and AAP by building the capacity of community-based structures that will identify, respond to and refer protection cases for assistance. In line with UNRWA's Framework for AAP<sup>37</sup> and the Core Humanitarian Standard on Quality and Accountability,<sup>38</sup> the Agency will strive to deliver more accountable, high-quality humanitarian assistance. This will be achieved through the increased participation of Palestine refugees in programme identification, design, delivery and learning. Feedback will be sought on programme quality and to assess Palestine refugees' satisfaction with the services provided. The participation of Palestine refugees is also one of the Agency's minimum protection standards, including the proactive involvement of the most vulnerable

groups (women, children, older people and persons with disabilities).

Since mid-2022, UNRWA has been enhancing staff capacity through the provision of training in community engagement and accountability. This, in turn, serves to enhance regularly convened community meetings that strive to create an enabling environment for listening and responding to the community through elected representatives. In this context, UNRWA has recently established a new community feedback mechanism e-platform. Under this mechanism, a team of telephone operators receive queries, feedback and complaints from Palestine refugees about UNRWA services and either provide direct responses or refer these to the relevant programmes or departments, as needed. An internal coordination mechanism was also established, involving AAP focal points from programmes and Area offices, to facilitate the follow-up and closure of the feedback loop, thereby strengthening this process.

Under the 2024 EA, the Agency will also ensure proactive and sustained advocacy with different stakeholders on various issues to support its response to ongoing and emerging Palestine refugee needs. Advocacy efforts will be coordinated, where appropriate, with other UN agencies in Syria. To maintain and further develop UNRWA's ability to respond to emergencies, the Agency will continue to focus on building and strengthening staff capacity. This will include dedicated training for senior and middle management on humanitarian leadership through the Management Capacity Development Initiative, launched in 2023. The field will also ensure that staff involved in the emergency response, as well as senior management, have opportunities to analyse, reflect and learn from their experiences.

# lebanon | sector-specific interventions

**strategic priority 1: provide humanitarian assistance to the most vulnerable Palestine refugees to overcome emergencies and acute shocks**

## Emergency Humanitarian Assistance for Basic Needs

Outcome: Palestine refugees are able to meet their essential needs and cope with ongoing and sudden-onset crises		
Output	Indicators	Targets (2024)
Crisis-affected refugees are provided with cash assistance to support their essential needs	Number of individuals receiving emergency cash assistance <sup>39</sup> during the last distribution round – PRS + PRL	<b>167,200</b> (23,200 PRS, 144,000 PRL, incl. SSN)
	Number of PRS households receiving emergency cash assistance during the last distribution round	<b>8,600</b>
	Number of households provided with winterization cash assistance (PRS/PRL)	<b>6,164</b> (1,825 PRS, 4,339 PRL)

Stabilising the refugee community with emergency cash assistance – US\$ 60 per PRS family and US\$ 20 per person for all refugees (PRS and PRL), in line with other UN agencies – provides a level of dignity and independence to help Palestine refugee families meet their basic needs while offering positive psychosocial outcomes. Data collected in early 2023 indicates that multiple rounds of cash assistance, funded under the EA, inject over US\$ 9 million every quarter for 160,000 persons (an estimated 65 per cent of PRL and PRS in Lebanon). This has begun to have a positive impact on overall poverty levels and a tangible impact on households across the refugee community, especially as the assistance is being distributed in US dollars.<sup>40</sup>

Cash assistance acts as a lifeline for the most vulnerable Palestine refugees and has been shown to help reduce poverty within the fragile context of the Palestine refugee camps in Lebanon.<sup>41</sup> This and other UNRWA interventions in Lebanon underscore the need to increase linkages between continued

emergency cash assistance and the provision of health care, education and social services to achieve life sustaining and stabilisation outcomes. Hence, delivering on unmet cash assistance needs from the 2023 EA<sup>42</sup> is an evidence-based approach which supports bridging the gap between the humanitarian-development divide.

Under the 2024 EA, emergency cash assistance will be distributed to 23,200 PRS who have been verified through the digital identity verification system. This assistance will also be provided to approximately 144,000 PRL who meet the following targeting criteria, including PRL registered with the Social Safety Net Programme: (i) those that have children (aged 0–18); (ii) suffer from chronic illnesses; (iii) are older people (aged 60+); and/or (iv) are people with disabilities. Through the 2024 EA, UNRWA also aims to provide winterization cash assistance to 6,164 PRL and PRS families to help them cope with the harsh winter weather in the Bekaa Valley and in areas at an altitude above 500 metres.



UNRWA emergency cash assistance provides a lifeline to both Palestine refugees in Lebanon and Palestinian refugees from Syria residing in Lebanon. Beddawi refugee camp, Lebanon. © 2023 UNRWA. Photo by Maysoun Mustafa

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

### Emergency Health

Outcome: Crisis-affected refugees continue to have access to essential health services		
Outputs	Indicators	Targets (2024)
Crisis-affected refugees are provided with quality and safe health care	Number of UNRWA-supported health consultations allocated to PRS	<b>66,000</b>
	Number of UNRWA-supported hospitalisations accessed by Palestine refugee patients (PRS/PRL/non-IDs <sup>43</sup> )	<b>7,916</b> (1,620 PRS, 5,796 PRL, 500 non-IDs)
	Number of Palestine refugee patients supported through the Medical Hardship Fund requiring tertiary hospitalisation top-up coverage and medication for cancer/chronic diseases (PRS/PRL)	<b>798</b> (67 top-tertiary, 609 cancer patients, 122 other chronic illnesses)

The provision of free of charge primary health care is widely regarded as the most inclusive, equitable and cost-effective way to achieve universal health coverage. It is also key to strengthening the resilience of health systems to prepare for, respond to and recover from shocks and crises. In the context of supporting PRS in Lebanon, primary health care also plays a pivotal role in ensuring the well-being and resilience of this vulnerable population. In 2024, UNRWA will support 66,000 consultations for PRS in 27 UNRWA health facilities throughout the country. Services will cover vaccinations, maternal and child health, nutrition support, non-communicable diseases, MHPSS, curative care and the provision of vital medications, essential laboratory tests and outpatient services such as oral health and x-rays.

The economic downturn in Lebanon and decline in employment opportunities has meant that the majority

of PRL and PRS are no longer able to cover their portion of hospitalisation costs. Under this EA, UNRWA aims to support 7,916 vulnerable refugees by subsidising their hospitalisation expenses. In this regard, UNRWA will continue to subsidise 90 per cent of secondary hospitalisation for PRS and non-IDs and will increase the tertiary subsidy by 30 per cent, reaching 90 per cent of the total bill (a significant increase from the previous 60 per cent) for an estimated 67 PRS, PRL and non-IDs. Furthermore, through the Medical Hardship Fund UNRWA aims to contribute, on average, 75 per cent of the total cost of cancer medications for 609 patients and from 30 to 90 per cent of the cost of medications for a further 122 patients with chronic illnesses, such as thalassemia, sickle cell anaemia, hemoglobinopathies, multiple sclerosis, chronic hepatitis and rheumatological auto-immune diseases.



A nurse checks a toddler's development in the UNRWA Polyclinic in Beirut, Lebanon. © 2023 UNRWA. Photo by Maysoun Mustafa



## Education in Emergencies

Outcome: Crisis-affected refugees continue to access quality, inclusive and equitable education		
Outputs	Indicators	Targets (2024)
UNRWA students continue to have access to inclusive and equitable quality education	Number of students enrolled in UNRWA schools (PRS/PRL)	<b>38,377<sup>44</sup></b> (19,974 girls, 18,403 boys)
	Number of students (PRS/PRL) provided with at least one item of material support	<b>38,377</b> (19,974 girls, 18,403 boys)
	Number of special education needs (SEN) students receiving support to meet their specific needs	<b>500</b> (100 PRS, 400 PRL) (250 girls, 250 boys)
	Number of students <sup>45</sup> who have attended at least one school counselling session provided by UNRWA	<b>26,000</b> (14,000 girls, 12,000 boys) (of which 10% PRS)
	Number of Ein El Hilweh camp students attending UNRWA schools outside the camp	<b>5,900<sup>46</sup></b> (3,068 girls, 2,832 boys)
	Number of Ein El Hilweh camp students who attended at least one UNRWA counselling session	<b>5,900<sup>47</sup></b> (3,068 girls, 2,832 boys)

Preliminary results of the 2023 class formation exercise estimate that 38,377 students will be enrolled in UNRWA schools in Lebanon during the 2023/24 school year. The 2024 EA will address the needs of children whose education has been profoundly impacted by constant shocks, stressors and crises affecting their families. These disruptions and challenges have led to increased psychological and behavioural distress and an increasing risk of refugee families, children and adolescents resorting to negative coping strategies (such as substance abuse, child labour and early marriage). Students are at-risk for a number of reasons, including: (i) barriers to learning (transportation/ communication costs, lack of school supplies and other costs related to learning); (ii) loss of motivation/ interest/hope resulting from psychological distress that requires PSS, and (iii) falling behind in learning and in need of resources to support their continued education. In addition, five hundred students with special needs and disabilities will be supported through an identification and referral pathway system, including in coordination with existing UNRWA services and external partners.

The 2024 EA will respond to the needs triggered by the Ein El Hilweh crisis of July–September 2023, which deprived children of their right to safe access to education and resulted in the displacement of 5,900 students (3,068 girls and 2,832 boys) who normally attend eight UNRWA schools in the camp. These schools were damaged during the clashes and the children were relocated to five schools outside of the camp, which will operate on double-shifts to cope with the new influx of students during the 2023/24 school year.

Through this EA, UNRWA will safeguard the right to continuous access to education, with a particular focus on students from the eight damaged schools in Ein El Hilweh. Vulnerable children with learning difficulties and/or at risk of drop-out will also be targeted for support. UNRWA will strive

to ensure students' access and retention in schools through the provision of at least one item of material support (such as back-to-school kits) for 38,377 students. In the event of another emergency situation requiring schools to be closed, UNRWA will provide, where possible, online e-Learning and the production of self-learning materials to be distributed to students for use during online learning periods.

Ein El Hilweh students from the damaged schools are now temporarily enrolled at five UNRWA schools adjacent to the camp or in the Saida area, which are operating on double-shifts to accommodate them. Class times for Ein El Hilweh students alternate with classes for regular students (one month on morning shift, the next month on afternoon shift). To support student retention in 2024, the following interventions will be provided, depending on need: (i) transportation to and from school (either through private buses for those living far from the school, or as cash assistance – US\$ 20 per student, per month); (ii) recreational activities organised by school counsellors; and (iii) catch-up programmes, either during school holidays or, where lost days are significant, by extending the school year to compensate learning loss when schools are forced to close.

The continued availability of PSS services remains critical to improving children's social and emotional learning, as well as to build their resilience by providing them with the tools to positively cope with shocks and stress. During the 2023/24 school year, school counsellors will provide individual and group counselling for 26,000 students, awareness sessions for both children and caregivers, as well as parenting skills sessions for parents/care givers. As part of the identification and referral process, any detected child protection case will be referred by school counsellors to UNRWA social workers and the Protection team.

Through this appeal, UNRWA anticipates recruiting an additional eight school counsellors to provide PSS for the 5,900 students from Ein El Hilweh. PSS will be provided, either through individual, group or care-call<sup>48</sup> counselling sessions.

In addition, in and out-of-class recreational activities will be implemented to better engage students in pursuits that promote their well-being.



Palestinian refugee twins from Syria attend Grade 1 classes at an UNRWA school in Lebanon. Despite living with cerebral palsy, they are determined to pursue their education. Beddawi refugee camp, Lebanon. © 2023 UNRWA. Photo by Maysoun Mustafa

## Protection

Outcome: At-risk Palestine refugees continue to receive protection support		
Outputs	Indicators	Targets (2024)
Palestine refugees are supported through protection interventions	Number of Palestine refugees provided with legal assistance and referrals	<b>7,500</b> (3,000 female, 4,500 male) (PRS 3,500, PRL 4,000)
	Number of Palestine refugees supported with emergency protection cash assistance	<b>60</b> (33 female, 27 male, incl. 6 persons with disabilities) (20 PRS, 40 PRL)
	Number of Palestine refugees who receive PSS	<b>3,500</b> (2,400 women, 300 girls, 500 men, 300 boys) (PRL 3,000, PRS 500, incl. 157 persons with disabilities)
	Number of GBV survivors assisted	<b>230</b> (170 women, 30 girls, 10 men, 20 boys) (30 PRS, 200 PRL, incl. 12 persons with disabilities)
	Number of Palestine refugees engaged in community-based protection activities	<b>4,000</b> (1,731 women, 1,077 girls, 143 men, 1,049 boys, incl. 200 persons with disabilities) (500 PRS, 3,500 PRL)
	Number of community-based protection organisations and initiatives supported by UNRWA	<b>65</b> (23 organisations, 42 initiatives)
	Number of Palestine refugees involved in the design and implementation of UNRWA-supported community-based protection organisations and initiatives	<b>500</b> (360 female, 140 male)
Capacity of staff and volunteers is enhanced on protection related topics	Number of UNRWA staff members trained on protection	<b>1,000</b> (500 female, 500 male)

In addition to vulnerabilities attributable to an environment where the rights of Palestine refugees are restricted, Lebanon's economic and financial crises have substantially impacted on the protection needs of both PRS and PRL. Households continue to struggle to afford basic goods and services including food, electricity, rent and medication, which could lead to increased reliance on a number of negative coping mechanisms including child labour, child marriage, cutting down on meals.

Legal assistance and referrals will be provided to an estimated 7,500 PRL and PRS with the latter particularly benefitting from this support due to issues regarding legal stay / residency, civil registration and family law. Legal aid will include awareness raising at the community level on civil rights, family law, residency and the right to work, one-on-one consultations and, if necessary, representation. The LFO mobile legal clinics, launched in 2022, will continue to visit camps and refugee gatherings (outside of camps) to offer one-on-one legal aid counselling, a practice that has proven effective in reaching target community members.

Protection emergency cash will be provided to 60 individuals who have faced a protection shock, such as eviction, GBV, or threats to physical security, among other risks. The LFO Protection team will work closely with other Agency programmes to ensure that, where needed, emergency protection cash assistance will support case management interventions. Coordination with other programmes will also serve as a tool to track the support that the Agency offers to survivors of GBV and child abuse. In recognising the clear link between mental health and GBV / child protection, the Protection team will work with UNRWA contracted psychologists to provide community-based PSS for at least 3,500 refugees. The team will also coordinate with the Agency's Health and Relief and Social Services teams, and liaise with the Education Programme to record how many individuals access PSS across the Protection, Health and Relief and Social Services programmes.<sup>49</sup>

In 2024, the Agency will continue to work with 65 community-based protection organisations and initiatives supported by UNRWA, involving 500 community members in the design

and implementation of activities. These will be organised through eight women's programme centres, 11 women's committees and seven child protection networks (in the camps where they are established) to engage at least 4,000 refugees in raising awareness on GBV and child protection

issues in their communities. In 2024, the Protection team will also train 1,000 UNRWA staff on humanitarian principles, gender mainstreaming, GBV, disability inclusion, PSEA, and child protection to strengthen the protection capacity of all Agency services.



Students in Beddawi refugee camp participate in psychosocial recreational activities organised by UNRWA, in collaboration with the Child Protection Network, Lebanon. © 2023 UNRWA. Photo by Maysoun Mustafa

## Environmental Health

Outcome: Safe environmental health standards are maintained in Palestine refugee camps		
Outputs	Indicators	Targets (2024)
Basic environmental and public health needs of the affected population are met	Number of Palestine refugee camps that received fuel to maintain water supplies	11
	Percentage of households connected to water networks	90%
	Percentage of households connected to sewerage networks	90%
Improved solid waste management inside the Palestine refugee camps	Number of landfill sites secured to maintain solid waste management	8
Rehabilitation of basic public infrastructure (water and electricity networks) in Ein El Hilweh camp <sup>50</sup>	Number of households connected to rehabilitated electricity networks	1,700 <sup>51</sup>
	Number of households connected to rehabilitated water networks	1,700 <sup>52</sup>

To address the needs of PRS residing in the overcrowded Palestine refugee camps in Lebanon, UNRWA's Infrastructure and Camp Improvement Programme plays a crucial role in delivering essential environmental health services, including the management of water supplies and solid waste collection and disposal.

The collapse of Lebanon's energy sector and frequent electricity blackouts pose significant challenges to the Agency's environmental health operations, forcing UNRWA to rely on backup electric generators to power refugee camp water wells, leading to a notable increase in fuel consumption. Coupled with a sharp rise in fuel prices, UNRWA is facing growing challenges in covering additional fuel costs. Under this appeal UNRWA is seeking funds for the procurement of sufficient fuel to maintain regular water supplies in 11 Palestine refugee camps as well as maintenance costs to improve household connections to water and sewerage networks and storm water drainage.

Municipal landfill sites throughout Lebanon lack capacity to handle the amount of solid waste generated within camps.

As a result, UNRWA will continue efforts to secure the use of several private landfills to: (i) support the Agency's solid waste management operations; (ii) protect refugee communities from potentially serious public health hazards; (iii) reduce the impact of solid waste on local soil and waterways; and (iv) minimise the risk of residents resorting to the uncontrolled burning of waste that release dangerous toxic pollutants into the air.

As a result of the clashes in Ein El Hilweh, water, sewerage and electricity networks sustained significant damage, impacting the refugee community's access to safe water supplies and posing public health risks from the unsafe discharge of wastewater. Under this appeal, UNRWA seeks to rehabilitate the camp's water supply and wastewater infrastructure, mains electricity transformers, primary and secondary electricity cables and household connections in affected areas. The rehabilitation of Ein El Hilweh's water and electricity networks, unexploded ordnance (UXO) clearance and rubble removal are all key for a safe and dignified return of displaced families to the camp.



An UNRWA technician carries out maintenance checks on a generator that pumps water supplies to refugee homes in Beddawi refugee camp, Lebanon. © 2023 UNRWA. Photo by Maysoun Mustafa

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

### Security and Risk Management

#### Outcome: A safe and secure environment is ensured for UNRWA personnel, programmes and assets

Output	Indicators	Targets (2024)
UNRWA ensures security compliance for its staff, partners, programmes and assets	Number of frontline staff that receive security and risk management training	<b>29</b> (27 male, 2 female)
	Number of additional staff required	<b>6</b>

UNRWA is committed to upholding security compliance for its personnel, assets, installations, and programmes in Lebanon. Given the fragile security situation and various potential security scenarios, the LFO FSRM team remains at the ready to take both proactive and reactive measures to safeguard UNRWA's emergency responses. This involves the daily monitoring of security-related developments, maintaining critical data and ensuring emergency preparedness. The team also provides expertise and guidance to LFO senior management.

LFO FSRM security analysis in 2023 concluded that the highest number of security incidents were reported in the North (97), Saida area (44) and Tyre area (57), out of a total of 249 incidents that varied in type, intensity and impact. More thefts were reported in the North, while localised armed conflicts and high intensity clashes were recorded in Saida and Tyre. In addition, the volatile security situation in southern Lebanon

adds further complexity to the operational context UNRWA works in.

To strengthen the Field's security management and timely response to security incidents, LFO FSRM, under the EA 2024, will improve staff awareness and skill sets through the training of 29 international and area UNRWA personnel. Training will be tailored based on an analysis of security incidents to identify and appropriately cover any gaps in knowledge. In addition, LFO aims to strengthen FSRM team capacity through recruiting six additional security staff (three national security officers, two mobile security officers and one radio technician to support the following: (i) upgrading area safety and security procedures, such as developing an electronic warden system; and (ii) providing security technical guidance and support to the chief area officers (who monitor schools, health centres, and various infrastructure projects and serve as fire wardens in their areas).

### Emergency Repair, Rehabilitation and Reconstruction of UNRWA Installations<sup>53</sup>

#### Outcome: UNRWA installations are safe and accessible to Palestine refugees

Output	Indicators	Targets (2024)
UNRWA installations are repaired, rehabilitated, reconstructed or maintained for continued service provision	Number of conflict-damaged UNRWA installations rehabilitated	<b>12</b>
	Number of UNRWA schools adapted to accommodate double-shifts	<b>5</b>

As a result of the armed conflict in Ein El Hilweh, 12 UNRWA installations inside the camp were damaged. The rehabilitation of these facilities is key to enabling the return to normalcy, ensuring that refugees once again have safe access to Agency services. Under this EA, UNRWA will rehabilitate the following key Agency installations: (i) eight schools; (ii) two health centres; (iii) the Camp Community Services Office; (iii) the Relief and Social Services Office. Based on UNRWA's initial assessment, four schools, serving over 3,200 students, sustained extensive structural damage, rendering them unsafe for the October 2023 start of the 2023/24 school year. An additional four schools serving 2,700 students were occupied

on 19 August 2023 by armed fighters who caused extensive damage. EA funds permitting, rehabilitation works, spanning structural and other renovations, will take a minimum of 6–8 months. While this work is ongoing, UNRWA also requires emergency funding to support a double-shift system in five Agency schools outside of the camp that now accommodate 5,900 students from damaged schools. While some minor work in this regard has already been completed, more substantial work is required, including the construction of shading sheds and additional bathroom facilities and canteens to ensure the continuation of quality education for all.

## Emergency Preparedness

Outcome: Capacity for internal emergency coordination and response strengthened		
Output	Indicators	Targets (2024)
UNRWA has systems, processes and capacity in place to respond to refugees' emergency needs	UNRWA has systems, processes and capacity in place to respond to refugees' emergency needs	30
	Number of times Field contingency plan is updated	2

The crises in Lebanon and regional developments, particularly in relation to the war in Gaza, require the constant re-assessment of the risks that the Palestine refugee community and UNRWA may be exposed to and the resulting humanitarian impacts. Taking into consideration the increase in localised violence in 2023 (e.g., the crisis in Ein El Hilweh) and a potential escalation of hostilities on the southern Lebanese border, the following scenarios are being considered: (i) mass displacement from Palestine refugee camps, particularly from the south to nearby areas / camps and shelters further north, depending on the scale of the conflict; (ii) destruction / damage to Palestine refugee camps, including shelters and infrastructure, including sewerage and electricity networks, leading to an increased risk of environmental health threats and outbreaks of disease, as well as restricted access to potable

water supplies; (iii) casualties and injuries resulting in the need for emergency hospitalisation and primary health services; (iv) overwhelming demands on Agency infrastructure in areas where displaced Palestine refugees seek shelter, including UNRWA installations designated to serve as emergency shelters and other installations, depending on the scale of the displacement; and (v) limited or no access to vital public services in affected areas / refugee camps.

To be better prepared for the above scenarios, UNRWA will maintain an up-to-date preparedness plan and will need to acquire certain assets that will facilitate operational readiness. These include updated telecommunication systems and the procurement of contingency stocks, including NFIs for at least 13,000 displaced people hosted in the 12 designated emergency shelters across the country.

### Coordination and Management

To respond to the humanitarian needs of PRS and PRL in Lebanon, UNRWA will continue to invest more strategically in being an active and effective member of the complex coordination structures in Lebanon. In this regard, LFO will continue to build on the already strong relationships developed with UN sister agencies, including the United Nations Children's Fund (UNICEF), United Nations High Commissioner for Refugees (UNHCR) and the World Health

Organization. Additionally, LFO is conducting a mapping of its current engagement with sector working groups and is analysing how to enhance its integration under the Lebanon Crisis Response Plan. This will be operationalised through regular attendance at sector working group meetings, timely reporting and developing an effective advocacy strategy that will bring Palestine refugee needs, PRS and PRL, to the centre of emergency humanitarian responses in Lebanon.

# jordan | sector-specific interventions

**strategic priority 1: provide humanitarian assistance to the most vulnerable Palestine refugees to overcome emergencies and acute shocks**

## Emergency Humanitarian Assistance for Basic Needs

Outcome: Palestine refugees are able to meet their essential needs and cope with ongoing and sudden-onset crises		
Outputs	Indicators	Targets (2024)
Crisis-affected refugees are provided with cash and non-cash assistance to support their essential needs	Percentage of PRS receiving one or more UNRWA emergency assistance interventions	<b>100%</b>
	Number of PRS receiving emergency cash assistance during the last distribution round	<b>21,209</b> (7,017 women, 5,792 men, 4,127 girls, 4,273 boys)
	Number of households receiving one-time emergency cash assistance	<b>1,300</b>
	Number of households provided with winterization assistance	<b>5,311</b> (21,209 PRS: 7,017 women, 5,792 men, 4,127 girls, 4,273 boys)

In 2024, UNRWA intends to provide emergency cash assistance to 21,209 PRS through a targeted approach that prioritises the most vulnerable with a higher cash transfer value.<sup>54</sup> To this end, PRS households headed by individuals who do not have legal status in Jordan will receive US\$ 40 per person, per month while families headed by individuals with Jordanian identification will receive US\$ 25 per person, per month. This reflects the fact that the latter are more likely to be able to access public services and other entitlements reserved for Jordanian citizens.

The planned target of PRS receiving unconditional cash assistance in 2024 has increased to 21,209, from 20,393 in 2023, an increase primarily attributable to new registrations due to births and marriages, the return of individuals from Syria to Jordan and new PRS families arriving from other countries. It also takes into account the deactivation of registration status for some PRS families in Jordan, either because of their return to Syria or for other undisclosed reasons. Among targeted beneficiaries are individuals residing in Garden Camp who

are identified as extremely vulnerable (372 PRS, 18 Jordanians married to PRS, and 140 Syrians). JFO will conduct biannual PDM surveys to assess the impact and effectiveness of cash assistance on the lives of recipients.<sup>55</sup>

To further bolster the resilience of PRS families, UNRWA will maintain its provision of one-time emergency cash assistance, averaging US\$ 270 per family, to those encountering significant shocks or crises (such as rent arrears, evictions, overdue water and electricity bills, or a sudden death in the family) that impact their economic situation. In 2024, due to deteriorating socio-economic conditions in Jordan, UNRWA expects a greater number of families in need of this assistance.

During the final quarter of 2024, winterization assistance will be provided to 5,311 PRS families, enabling them to cover higher fuel and electricity costs during harsh weather months. The level of support provided will range between US\$ 212 and US\$ 466, based on family size and in line with winterization assistance levels provided to Syrian refugees registered with UNHCR in Jordan.



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

### Emergency Health

Outcome: Crisis-affected refugees continue to have access to essential health services		
Outputs	Indicators	Targets (2024)
Crisis-affected refugees are provided with quality and safe health care	Number of UNRWA-supported health consultations and referrals to secondary and tertiary care allocated to PRS	<b>18,816</b> (10,878 female, 7,938 male, incl. 35 persons with disability: 10 female, 25 male)
	Number of UNRWA-supported hospitalisations accessed by PRS	<b>1,150</b> (665 female, 485 male, incl. 35 persons with disability)
	Number of health staff trained on infection prevention and control	<b>430</b> (289 female, 141 male)

In 2024, UNRWA will ensure unhindered access to comprehensive health care services for all PRS registered with the Agency in Jordan. Under this EA, UNRWA anticipates delivering or supporting approximately 18,816 consultations. A significant portion of these, 9,500 consultations, will be provided through the Agency's 25 health centres and four mobile clinics. The Jordan Health Aid Society clinic in Garden Camp will provide an additional estimated 7,754 primary health care consultations for PRS while the mobile dental clinic will provide 412 dental consultations. Moreover, UNRWA

will facilitate approximately 1,150 referrals to secondary and tertiary hospital care. In this regard, the Agency plans to provide hospitalisation support for 1,150 PRS patients, each at an estimated cost of US\$ 400 per patient. Finally, in an effort to strengthen emergency related capacities, 16 health staff will undergo training on infection prevention and control. Subsequently, those trained will pass on their newly acquired knowledge and skills to 414 health colleagues in their respective areas of work.



A Palestinian refugee from Syria receives assistance at the UNRWA Nuzha Health Centre pharmacy in Amman, Jordan. © 2023 UNRWA. Photo by Amjad Ghsoun

## Education in Emergencies

Outcome: Crisis-affected refugees continue to access quality, inclusive and equitable education		
Outputs	Indicators	Targets (2024)
UNRWA students continue to receive inclusive and equitable quality education	Number of PRS and Syrian refugee students enrolled in UNRWA schools	<b>PRS: 901</b> (546 girls, 355 boys, including 42 students with disability) Syrian: 122 (59 girls, 63 boys, incl. 16 students with disability)
	Number of PRS and Syrian students graduating from basic education	<b>PRS: 83</b> (62 girls, 21 boys) Syrian: 22 (13 girls, 9 boys)
	Number of SEN teachers (including SEN teachers for students with a disability) in UNRWA schools enrolling PRS students	<b>33</b> (33 female)
	Number of students with a visual disability provided with appropriate textbooks <sup>56</sup>	<b>260</b> (2 PRS, 258 Palestine refugees in Jordan [PRJ])
	Number of newly-hired school counsellors	<b>50</b> (25 female, 25 male)
	Number of students participating in at least one recreational and/or extra-curricular activity during the year	<b>PRS: 901</b> (546 girls, 355 boys) Syrian: 122 (59 girls, 63 boys)
	Number of students who have attended at least one school counselling session provided by UNRWA	<b>PRS: 901</b> (546 girls, 355 boys) Syrian: 122 (59 girls, 63 boys)
	Number of PRS students newly-admitted to VTCs and the Faculty of Educational Sciences and Arts	<b>10</b> (5 female, 5 male)

In 2024, UNRWA will provide quality education to 901 PRS students and 122 Syrian students<sup>57</sup> enrolled in UNRWA schools in Jordan. It is anticipated that 83 PRS and 22 Syrian students will graduate from Grade 9 at the end of the 2023/24 school year. It is proposed that, under the current EA, special attention is extended to 3,967 SEN students (PRS, PRJ and Syrian students) who experienced considerable learning challenges during, and in the aftermath of, the 18-month period COVID-19 related school closures. To bridge the educational gap, the Agency will hire an additional 33 SEN teachers to support existing staff capacity and provide appropriate support for students with specific needs. Furthermore, the Agency will support 260 PRS and PRJ students who have visual disabilities with learning materials in the form of appropriate textbooks.

As part of its commitment to provide PSS to a total of 107,712 students in Jordan, UNRWA will provide 901 PRS and 122 Syrian students with individual and group counselling. This support will be facilitated by a team of 102 school counsellors (52 existing and an additional 50 to be recruited under EA funds) to address the increasing student need and demand for PSS. In 2024, UNRWA will also extend PSS outreach through extra-curricular activities such as music, sports, and art, including to the above referenced 901 PRS and 122 Syrian refugee students. Finally, 10 PRS students will be supported to enrol and study in the Agency's Wadi Seer Training Centre, Amman Training Centre and the Faculty of Educational Sciences and Arts to gain marketable skills.



Palestine refugee students enjoy recreational activities at an UNRWA school in Jerash refugee camp, Jordan. © 2023 UNRWA. Photo by Amjad Ghosoun

## Protection

### Outcome: Emergency protection needs of Palestine refugees are addressed

Outputs	Indicators	Targets (2024)
Palestine refugees receive direct preventative and remedial protection services	Number of refugees engaged in community-based protection activities	<b>5,000</b> (500 women, 500 men, 2,000 girls, 2,000 boys)
	Number of UNRWA staff trained on protection	<b>460</b> (230 women, 230 men)

In 2024, UNRWA will aim to involve 5,000 Palestine refugees, PRS and PRJ, in community-based activities (e.g., drama theatres, puppet shows, and arts and crafts, etc.) with a focus on effectively recognising, preventing, mitigating and responding to protection risks. Collaborative community engagement will be promoted by Area Protection Working Groups, UNRWA school counsellors, protection focal points and frontline health staff, maximising the Agency's outreach and impact in the refugee community.<sup>58</sup> Community-based activities are expected to address violence against children in schools through the promotion of a safe environment and the adoption of positive discipline.<sup>59</sup>

Throughout the year, UNRWA will continue to strengthen its protection capacity through the training of 460 frontline staff on a range of protection-related topics, including: (i) disability and inclusion (recognising that 540 PRS are registered

with UNRWA as persons with disabilities); (ii) PSEA; and (iii) protection mainstreaming to mitigate negative coping mechanisms and address child protection concerns, including child labour and child marriage. Internally, JFO will continue to strengthen the four Area Protection Working Groups' monthly coordination fora as a platform for the area-based identification of protection risks and concerns, and to coordinate effective, locally based action / responses. Externally, JFO will continue to participate in the national Protection Sector Working Group and various sub-sector/technical working groups as well as United Nations Country Team initiatives, contributing to human rights monitoring systems, including the United Nations Convention on the Rights of the Child (UNCRC), and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). This involvement demonstrates UNRWA's commitment to advancing and upholding international human rights standards.

## Environmental Health

### Outcome: Palestine refugees' WASH needs are met

Output	Indicator	Target (2024)
Palestine refugees are provided with basic WASH support	Number of additional sanitation labourers hired	<b>134</b>

In 2024, UNRWA will remain committed to improving environmental health in the 10 Palestine refugee camps in Jordan by managing the daily collection, transportation and proper disposal of solid waste to government landfill sites. This intervention is aimed at safeguarding the health and well-being of the 419,435 Palestine refugees residing in these camps, including 1,972 PRS.

To address existing staff shortages that impede the delivery of vital and uninterrupted environmental health services, UNRWA plans to hire 134 additional sanitation labourers from the 10 refugee camps.<sup>60</sup> This intervention will not only address operational needs but will also create much-needed short-term employment opportunities for vulnerable Palestine refugees, including PRS. Those benefiting from these employment opportunities will not be eligible for cash assistance during the duration of their assignments.

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

### Security and Risk Management

Outcome: A safe and secure environment is ensured for UNRWA personnel, programmes and assets		
Output	Indicators	Targets (2024)
UNRWA ensures security compliance for its staff, partners, programmes and assets	Number of frontline area office staff that receive security and risk management training	<b>600</b> (200 female, 400 male)
	Number of EA-related external missions supported by FSRM	<b>20</b>

In 2024, the UNRWA FSRM team in Jordan will conduct security risk management training sessions for 600 frontline personnel to strengthen UNRWA's frontline staff capacity. Overall, these sessions aim to build awareness and skills in handling stressful situations and in mitigating risks to create safer working environments for Agency personnel. These trainings will also contribute to developing JFO's emergency preparedness and response capacity.

In addition, under this EA, the FSRM team in Jordan will support at least 20 external field missions through preparing risk assessments, monitoring the situation in the camps to address emerging challenges, and ensuring that UNRWA security protocols are being observed for the benefit of partners and stakeholders.

### Emergency Repair, Rehabilitation and Reconstruction of UNRWA Installations

Outcome: UNRWA installations are safe and accessible to Palestine refugees		
Output	Indicator	Target (2024)
UNRWA installations repaired, rehabilitated or reconstructed for continued service provision	Number of UNRWA installations repaired	<b>20</b>

In 2024, UNRWA will prioritise urgent preventative structural maintenance works on 20 of its installations inside camps (12 schools, four health centres, two sanitation stores and two relief offices) to address potential safety risks for both Palestine refugees and UNRWA personnel. These works are crucial in mitigating minor structural issues, such as water leakage, which, if left unattended, may lead to the closure of

these installations during the winter months on the grounds that they are unsafe. Failure to undertake preventative maintenance will likely lead to the temporary relocation of services due to the unsafe conditions, which in turn would contribute to overcrowding in the other / alternative service delivery installations and increased maintenance costs.

### Coordination and Management

JFO will ensure an effective response to PRS needs through the delivery of services and timely interventions as outlined in the 2024 EA. This will include costs for: (i) certain protection, emergency coordination, monitoring and reporting positions that are required to effectively and efficiently deliver the emergency response; and (ii) critical operational expenses, such as transportation and telecommunication fees.

In 2024, the ECU will be fully integrated under the Relief and Social Services Programme that will continue providing coordination and management support to the emergency response, together with other UNRWA programmes and support offices. The Relief and Social Services Programme will

work closely with the national and international humanitarian community in Jordan to harmonise, as appropriate, the Agency's emergency response for PRS, in line with the Core Humanitarian Standard on Quality and Accountability. The JFO emergency coordinator will be supported by an emergency data analyst, information management officer, field support officer, monitoring and reporting consultant and an administrative officer. UNRWA frontline staff will carry out daily field visits to PRS families, including conducting PDM cash assistance surveys and assessments relating to emergency cash requests. Social workers anticipate responding to around 9,000 phone calls and office visits from PRS in 2024.

## regional response

Output	Indicators	Targets (2024)
The response, as funded, is effectively implemented and managed	Number of times EA implementation is reviewed within the context of mid-year and annual results reviews	2
	Number of days from the end of the reporting period until the circulation of the mid-year EA progress report	120
	Number of days from the end of the reporting period until the circulation of the draft annual EA report	120

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria, Lebanon and Jordan EA. This includes coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, and the production of key documents and appeals and reporting and monitoring against these appeals. UNRWA participates actively in the Humanitarian Response Plan for the whole of Syria and in the Regional Refugee and Resilience Plan and related technical and senior-level working groups.<sup>61</sup> When PRS are identified as requiring assistance outside of the Agency's fields of operation, the Agency liaises with, and refers cases to, relevant partners for their follow up, in accordance with their mandates and the status of PRS under international law. In 2024, through its Representative Office in Cairo (ROCA), UNRWA will continue efforts to coordinate support through partners to some 3,500 PRS residing in Egypt (as of June 2023), through the provision of health, cash assistance – depending on funding availability – and advocacy. Through this appeal, UNRWA also plans to provide emergency cash assistance to some 530 PRS who had previously fled to Gaza and whose vulnerability has been exacerbated by the combined impacts of the blockade and recurring hostilities, including the current war in Gaza.

A Senior Emergency Officer<sup>62</sup> maintains day-to-day oversight of the Agency's response to the crisis and ensures that dedicated capacity is available for political analysis, emergency preparedness and response. The Department of Planning will continue to oversee monitoring and reporting on emergency activities using an Agency-wide results-based monitoring (RBM) framework. The three field offices covered under this appeal will continue to collect data and enter performance monitoring data into the RBM system on a quarterly basis. Progress on anticipated results will be reviewed at the field and Agency levels on a quarterly and semi-annual basis, respectively. External reporting will be provided through semi-annual and annual reporting. UNRWA will also maintain other headquarters functions in support of emergency operations, including enhanced reporting and information management capacities, and specialised support to promote the environmental sustainability of the EA interventions. Throughout the year, the Department of Planning will continue to coordinate with relevant HQ departments and field offices to improve UNRWA emergency operations based on the evaluation's recommendations, with possible changes reflected in 2024 emergency programming.

# endnotes

- 1 UNRWA survey on socio-economic impact of COVID-19 on Palestine refugees in Syria, August 2020.
- 2 Mahler, Daniel Gerszon, and Maarten Lambrechts. 2023. "Progress, challenges in ending extreme poverty" In Atlas of Sustainable Development Goals 2023, edited by A. F. Pirlea, U. Serajuddin, A. Thudt, D. Wadhwa, and M. Welch. Washington, DC: World Bank. <https://datatopics.worldbank.org/sdcatlas?lang=en>
- 3 International Rescue Committee. Refugee facts, statistics and FAQs. September 26, 2023. <https://www.rescue.org/article/facts-about-refugees-key-facts-faqs-and-statistics>
- 4 Selected elements (e.g., certain costs under health, education, environmental health and security and risk management) of this appeal are also included in the Agency's programme budget for fundraising purposes, to ensure the integrity of the overall intervention.
- 5 United Nations Office for the Coordination of Humanitarian Affairs (OCHA). 2023 Humanitarian Needs Overview: Syrian Arab Republic (December 2022).
- 6 <https://www.reuters.com/world/middle-east/syria-mourns-scores-killed-drone-attack-military-academy-2023-10-06/>
- 7 OCHA. Flash Update No. 2, 8 October 2023. <https://reliefweb.int/report/syrian-arab-republic/north-west-syria-escalation-hostilities-flash-update-no-2-8-october-2023-enar> . See also: Joint Statement by the United Nations Resident Coordinator and Humanitarian Coordinator for Syria, Mr Adam Abdelmoula and the Regional Humanitarian Coordinator for the Syria Crisis, Mr Muhannad Hadi, on the renewed hostilities in northern Syria. <https://www.unocha.org/publications/report/syrian-arab-republic/joint-statement-united-nations-resident-coordinator-and-humanitarian-coordinator-syria-mr-adam-abdelmoula-and-regional-humanitarian-coordinator-syria-crisis-mr-muhannad-hadi-renewed-hostilities-northern-syria-enar>
- 8 WFP. Syria Emergency. <https://www.wfp.org/emergencies/syria-emergency>
- 9 WFP. Market Price Watch Bulletin. October 2023 Issue 106. [https://fscluster.org/sites/default/files/documents/wfp\\_syria\\_price\\_bulletin\\_october\\_2023.pdf](https://fscluster.org/sites/default/files/documents/wfp_syria_price_bulletin_october_2023.pdf)
- 10 Of the estimated 438,000 Palestine refugees remaining in Syria, 52 per cent are female.
- 11 OCHA. 2023 Humanitarian Needs Overview: Syrian Arab Republic (December 2022); See also United Nations Population Fund (UNFPA). Regional Situation Report for the Syria Crisis. June 2023. <https://www.unfpa.org/resources/regional-situation-report-syria-crisis-june-2023>
- 12 Given the recent return of refugees to Yarmouk, Ein el Tal and Dera'a camps, in 2024, SFO will conduct a review to update the number of refugees who remain displaced.
- 13 UNRWA Lebanon Field Office. Field Update June 2023.
- 14 Ibid.
- 15 This fear was confirmed during 2023 UNRWA community consultations and through engagements with community groups, including with women's committees. See also, UNFPA Lebanon, 2022. Gender-Based Violence Annual Report 2021. [https://lebanon.unfpa.org/sites/default/files/pub-pdf/final\\_gbv\\_annual\\_report\\_2021.pdf](https://lebanon.unfpa.org/sites/default/files/pub-pdf/final_gbv_annual_report_2021.pdf)
- 16 UNRWA-OCHA. Lebanon: Ein el Hilweh Emergency. Situation Report No. 13. (As of 1600hrs, Friday 6 October 2023). <https://www.unocha.org/publications/report/lebanon/unrwa-ocha-joint-sit-rep-report-13-situation-ein-el-hilweh-camp-lebanon-1600hrs-friday-october-2023>
- 17 UNRWA JFO, Perceptions and Intentions Survey, February-March 2022.
- 18 Price increases were reported for fruit and nuts (3.9 per cent), rent (3.3 per cent) and dairy products and eggs (2.9 per cent). Hashemite Kingdom of Jordan General Department of Statistics, October 2023. Press/13 November 2023. Accessed at: [https://dosweb.dos.gov.jo/DataBank/News/Inflation/2023/CPI\\_Nov\\_en.pdf](https://dosweb.dos.gov.jo/DataBank/News/Inflation/2023/CPI_Nov_en.pdf)
- 19 International Monetary Fund (IMF). Jordan: Sixth Review Under the Extended Arrangement Under the Extended Fund Facility and Request for Modification of Performance Criteria—Press Release; and Staff Report. June 2023. Accessed at: <https://www.imf.org/en/Publications/CR/Issues/2023/06/30/Jordan-Sixth-Review-Under-the-Extended-Arrangement-Under-the-Extended-Fund-Facility-and-535452>
- 20 UNRWA JFO. PDM Report. August 2023. The PDM covered the unconditional cash assistance distribution that took place at the end of June 2023. Data collection was carried out in July/August 2023.
- 21 The JFO Emergency Coordination Unit (ECU) has developed, and is implementing, a new PRS household survey to gain a better understanding of the needs of this population in Jordan. Results gathered up to the third quarter of 2023 were based on interviews with 1,031 PRS households.
- 22 Caritas, acting on behalf of the Cash Working Group in Syria and in close collaboration with UNRWA and other agencies, is in the process of engaging a consultant to develop a comprehensive analysis of the impact of cash and voucher assistance in Syria, with the aim of facilitating evidence-based programming.

- 23 Under the 2024 EA, a total of 150 UNRWA staff will be trained on community engagement and accountability as part of UNRWA's commitment to AAP. The 50 staff members and volunteers who will be trained on community feedback mechanisms and community engagement as part of this intervention are distinct from those 50 staff members and volunteers who will receive training under the in-kind food assistance intervention.
- 24 The multi-purpose cash assistance transfer value is based on the MEB amount that has been endorsed by the Cash Working Group. US\$ 40.56 per month and the monthly cost of an UNRWA food basket will together meet the MEB amount (the MEB is defined as what a household requires to meet its essential monthly needs and includes the cost of food, utilities, services and resources).
- 25 UNRWA partners with one bank and one money transfer company to facilitate access to the cash assistance through distribution points in Dera'a, Homs, Hama, Latakia, Aleppo, Damascus and Rural Damascus governorates. UNRWA has also established a distribution point at its office in Damascus to serve the particularly vulnerable, including female heads of households and persons with disabilities.
- 26 Please note that, in accordance with recommendations from the inter-agency shelter / NFI sector working group, UNRWA moved from winterization cash to NFIs.
- 27 In 2022, SFO provided 5,843 consultations against a target of 8,000. In the face of further funding gaps related to the conclusion of a project that supported physiotherapy, the focus shifted to those most in need.
- 28 The 50 health staff and volunteers are part of the 150 UNRWA staff who will be trained on community engagement and accountability under the 2024 EA.
- 29 Material support is defined as a uniform, shoes and/or school bag and stationery that facilitates student access to education.
- 30 PSS services will be provided by school counsellors, community volunteers or through external parties.
- 31 OCHA. Humanitarian Needs Overview Syrian Arab Republic 2023. December 2022. [https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/hno\\_2023-rev-1.12\\_1.pdf](https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/hno_2023-rev-1.12_1.pdf)
- 32 OCHA. Humanitarian Needs Overview Syrian Arab Republic 2023. December 2022, Pg.9. [https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/hno\\_2023-rev-1.12\\_1.pdf](https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/hno_2023-rev-1.12_1.pdf)
- 33 It is estimated that 30 per cent of populated areas in Syria are contaminated by ERW, including the Palestine refugee camps.
- 34 Not including Yarmouk camp where environmental health services lies with the government authorities.
- 35 Camp specific numbers for minor and major repair works will be finalised on the basis of technical assessments.
- 36 The UNRWA self-help approach for minor shelter repair in Syria directly involves the families whose shelters have been damaged. With the Agency's technical support and supervision, families help to prioritise the minor repair works needed in their shelters, identify local labourers (if they cannot undertake the work themselves) and oversee implementation. This approach respects the dignity of refugee families, generates employment within the local economy and reduces the cost of minor repairs.
- 37 UNRWA, 14 February 2017. UNRWA framework for accountability to affected populations. Accessed at: [https://www.unrwa.org/sites/default/files/content/resources/unrwa\\_framework\\_for\\_accountability\\_to\\_affected\\_populations.pdf](https://www.unrwa.org/sites/default/files/content/resources/unrwa_framework_for_accountability_to_affected_populations.pdf)
- 38 CHS Alliance, Group URD and Sphere Association. Updated Guidance Notes and Indicators 2018. [https://corehumanitarianstandard.org/files/files/CHS\\_GN%26I\\_2018.pdf](https://corehumanitarianstandard.org/files/files/CHS_GN%26I_2018.pdf). See also, UNRWA Strategic plan 2023-28. Accessed at: [https://www.unrwa.org/sites/default/files/strategic\\_plan\\_2023-2028.pdf](https://www.unrwa.org/sites/default/files/strategic_plan_2023-2028.pdf)
- 39 All cash assistance within the Emergency Appeal is for emergency purposes.
- 40 Please see UNICEF Policy Brief, "Delivering Cash Assistance during an Economic Crisis: Adapting to preserve recipient dignity, assistance value, and operational agility" (2023) at <https://www.unicef.org/lebanon/media/10056/file>. The provision of assistance in US\$ preserves the value of assistance, protecting recipients against the impact of rapid depreciation of the local currency and thereby against soaring LBP inflation. Assistance provided in US\$ has a more stable value and helps retain the purchasing power for recipients. Receiving assistance in US\$ also provides people with greater flexibility and choice to diversify their expenditures according to their needs. Similarly, for donors, providing assistance in US\$ provides transparency on the value that recipients receive given that no exchange rate is used to convert funds into cash transfers.
- 41 As at March 2023, UNRWA data found an 80 per cent poverty rate among Palestine refugees against the national poverty line (adjusted for inflation). Data modelling indicates that without the distribution of quarterly cash assistance, poverty would stand at 93 per cent.
- 42 The UNRWA Syria, Lebanon and Jordan EA 2023 planned to provide US\$ 25 per person, per month for PRL (US\$ 75 per person, per quarter), however, funding gaps limited this intervention to US\$ 50 per person, per quarter.
- 43 Vulnerable PRL include 'non-registered' and 'non-IDs' – a group of an estimated 7,100 individuals who are not recognised by the Lebanese authorities, do not have residency in Lebanon and are either not registered with UNRWA or are registered with the Agency in a different field of operation. Persons eligible to receive UNRWA services without being registered in the Agency's Refugee Registration Information System include non-registered persons displaced as a result of the 1967 and subsequent hostilities and non-registered persons identified by the UNRWA Commissioner-General as eligible to receive services for humanitarian and other policy reasons related to the Agency's mandate.
- 44 Disaggregated PRL/PRS student numbers are not yet available.



- 45 Students are counted through name specific roll-calls to ensure that they are only counted once (avoiding duplication).
- 46 This intervention also forms a part of the Ein El Hilweh Flash Appeal.
- 47 Ibid.
- 48 A "care-call" is a phone call follow-up by a counsellor or teacher to parents / students during emergency related periods of e-Learning.
- 49 The eligibility and risk criteria are based on the Agency's existing protection cash assistance Standard Operating Procedures (SOPs).
- 50 This intervention forms a part of the Ein El Hilweh Flash Appeal.
- 51 Electricity supply lines to an estimated 1,700 households in Ein El Hilweh camp were damaged during the armed clashes. The final number of households and the extent of the damage will be confirmed as part of a comprehensive damage assessment. The clearance of UXO in the affected zones within the camp need to be carried out before the assessment can take place.
- 52 Similarly, the final number of households whose water supplies were cut-off can only be verified by a damage assessment once UXO clearance has taken place.
- 53 The Emergency Repair, Rehabilitation and Reconstruction of UNRWA Installations section of the current appeal also forms a part of the Ein El Hilweh Flash Appeal.
- 54 A vulnerability assessment was carried out in 2023 to review the approach to targeting assistance, the adequacy of the assistance provided, and to update the data on PRS and PRJ in Jordan to better inform future UNRWA programming. The assessment report is currently being finalised.
- 55 The outsourcing of PDM surveys will be considered if funding is available.
- 56 UNRWA provides visually impaired students with "A3" textbooks instead of standard textbooks to facilitate better visibility for these students.
- 57 Syrian (non-Palestine) refugee students were enrolled in UNRWA schools at the beginning of the 2011 crisis in the spirit of refugee solidarity; however, this practice was stopped in 2013 due to the strain on Agency resources. PRS continue to be enrolled while non-Palestine refugees already enrolled will continue their education until the completion of Grade 10.
- 58 UNRWA JFO. PRS Household Survey, third quarter 2023. According to survey findings, 144 children (9 per cent from interviewed sample households) were working, the majority of whom were boys.
- 59 Leveraging the UNICEF Better Parenting Curriculum, UNRWA aims to implement a positive discipline approach. This methodology fosters a nurturing environment, emphasizing constructive guidance and support for children.
- 60 All sanitation labourers, foremen and inspectors hired will be provided with personal protective equipment and the necessary tools to ensure that they are able to efficiently discharge their assignments under safe working conditions.
- 61 The Agency's humanitarian response in Syria is reflected in the Humanitarian Response Plan, while activities in Lebanon and Jordan are covered under the Regional Refugee and Resilience Plan.
- 62 Costs are shared between this appeal and the extended oPt Flash Appeal.



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