



# UNRWA

*United Nations Relief and Works Agency  
for Palestine Refugees in the Near East*

## Emergency Appeal



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## Foreword



*UNRWA's Fourth Emergency Appeal is being launched against the backdrop of continuing strife, closures and sanctions that have afflicted the Palestinian communities of the West Bank and Gaza Strip for over fifteen months, taking a profound toll in casualties and human suffering.*

*As a result of closures imposed upon their communities, many thousands of Palestinians have lost their livelihoods and fully half the Palestinian population of the West Bank and Gaza Strip is reportedly now living in poverty. Assessments by the World Bank and the Office of the United Nations Special Coordinator in the Occupied Territories have estimated that the economic losses resulting from these sanctions will take years to recover, even if present conditions were to ease in the near future.*

*Profound as these economic realities are, the long-term burdens facing humanitarian agencies and service-providers are wider. The needs of those who have been injured and disabled, the psychological traumas of children and the effects upon them of lost schooling, the rehabilitation of damaged shelter and infrastructure are among the concerns demanding our concerted action now even as we respond to immediate humanitarian needs.*

*Those whom UNRWA serves, the Palestine refugees, are among the communities worst affected by the closures and sanctions whether in terms of physical casualties, loss of livelihoods, damage to property and infrastructure or access to basic services. Thanks to the generous support of the international community, UNRWA has been able to respond rapidly and effectively to their needs and to maintain the provision of essential services under difficult and frequently hazardous conditions. While committed at all times to discharge our mandated responsibilities towards the refugees, who constitute roughly half the Palestinian population of the West Bank and Gaza Strip, in this crisis UNRWA has been called upon frequently to provide prompt assistance to non-refugee communities. The Agency's effectiveness in delivery of assistance is attested by various surveys conducted over the past year, placing UNRWA in the front rank of humanitarian aid providers responding to this crisis.*

*UNRWA is appealing once more to the international community for assistance to continue this vital work. This Fourth Emergency Appeal outlines the core responses that the Agency has set out to undertake, building upon our emergency activities and assessments to date. Relief priorities will be reviewed in line with circumstances as they develop, and we will continue to share the reports on our activities.*

*In an environment of considerable political uncertainty and instability, it is our hope and expectation that the international community will respond generously to the needs described.*

*Peter Hansen,  
UNRWA Commissioner General*

## Introduction

Fifteen months into the ongoing crisis in the Palestinian Occupied Territory and with little sign that the cycle of violence will end, the Palestinians face a stark and uncertain future. Ever tightening restrictions on freedom of movement, prolonged curfews, military incursions deep into population centres, house demolitions, the destruction of agricultural crops, the uprooting of citrus and olive groves, and widespread damage to infrastructure have exacted an alarming toll: economic, social and psychological. Even if there is progress in negotiations toward a just, comprehensive and durable peace in the Middle East, the consequences of disrupted health, education and other vital services will be lasting.

Persistently high rates of unemployment (according to World Bank estimates, already 33 per cent by June 2001) have driven increasing numbers of households into poverty. By that date 47 per cent of households had seen their incomes halved. According to the Office of the United Nations Special Coordinator in the Occupied Territories (UNSCO), in the third quarter of 2001, the unemployment reached 31.5 per cent in the West Bank and 48 per cent in the Gaza Strip<sup>1</sup>.

If economic conditions continue to deteriorate, increasing numbers of middle-income earners will also fall into poverty.

To sustain themselves, households have been forced to forego expenditures, borrow from relatives and friends, buy on credit, tap savings, sell off possessions, or defer payment of bills.

More than one year into the current crisis however, these strategies are becoming less and less viable. It may take years for many families to get out from under the burden of debt they have assumed.

The Intifada and the measures that Israel has taken to counter it have touched virtually every family in the West Bank and Gaza Strip. The effects on women and children give particular cause for alarm.

UNRWA, the UN agency whose sole concern is the welfare of the Palestine refugees, has not been spared. Repeated and prolonged closures have led to disruptions in its services, particularly in the West Bank. Its installations have come under fire, several members of staff have been humiliated and others beaten or injured by gunfire in the course of carrying out their duties. Since the start of the crisis, UNRWA has been unable to deliver 42 ten-tonne truckloads of supplies in storage in its warehouse in Jerusalem to the Gaza Strip, because of procedures at the Karni border crossing entailing the off-loading and on-loading of goods. Medical supplies account for more than half the value of the goods in storage

*"I have never seen the Palestinians so deflated, angry, frustrated and hopeless."*

A long serving UNRWA staff member



Owing to differences in the geography and demographics of the West Bank and Gaza Strip, the security measures that Israel has taken have affected the residents of the Occupied Territory differently and to varying degrees.

The West Bank covers 5,860 square kilometres, and Israel controls 82 per cent of the territory, including major highways. By prohibiting Palestinian traffic from major roads and blocking secondary roads, Israel has been able to isolate major towns and cities from each other and villages and refugee camps from nearby urban centres.

There are now 72 permanent checkpoints manned by the Israeli Defence Forces (IDF) in the West Bank. The Gaza Strip, where Israeli settlements and military areas also constitute a large part of the territory, has nine permanent checkpoints and is broken into three separate zones during times of closure.

Travelling between towns means crossing in and out of areas under Palestinian and Israeli control. Covering just the 50 kilometres between Ramallah and Nablus in the West Bank often takes several hours. Occasionally the IDF erects temporary checkpoints on roads as well.

<sup>1</sup> *The Impact on the Palestinian Economy of Confrontations, Border Closures and Mobility Restrictions*, UNSCO, January 2002

*On 20 October 2001, one of UNRWA's physicians was struck by gunfire in the Beit Jibrin refugee camp in the West Bank while tending to an injured person. An ambulance driver who later returned to the scene to retrieve a stretcher and the physician's medical bag was also hit by gunfire.*

## The situation of refugees

Amongst Palestinians, refugees have been the most vulnerable. In the Gaza Strip there are over 850,000 UNRWA-registered refugees and in the West Bank 607,000, constituting approximately 70 per cent and 30 per cent of the Palestinian population respectively. Consequently, even during peaceful times UNRWA is responsible for the delivery of education, health and relief and social services to nearly half of the Palestinian population. During emergencies such as the region has experienced in the last fifteen months, UNRWA's ability to respond to the needs of the refugee community becomes even more critical.



In the Gaza Strip 51 per cent of the refugees reside in eight refugee camps, and in the West Bank 27 per cent in nineteen refugee camps. Therefore in the West Bank the vast majority of the refugee population lives outside the camps, many in remote villages. This is particularly significant in appreciating the difficulties of providing emergency assistance to dispersed communities.

The vulnerability of the refugees comes mainly from their high dependence upon work as unskilled or semi-skilled labour, particularly in Israel, where they are extremely susceptible to closures. In a University of Geneva survey, 27 per cent of refugees interviewed reported losing employment as a result of the Intifada, compared with 20 per cent of the non-refugee population. In the West Bank refugee camps a reported 46 per cent of households now fall below the poverty line, while in the Gaza Strip this figure rose to 65 per cent. Clearly, with very little chance of work, and traditional alternative safety nets, such as savings, borrowing and assistance from extended families becoming exhausted, the only relief for these families must come from outside. The majority of refugees own neither land nor other property, and few have accumulated savings.

Apart from the economic effects of the crisis, the residents of the camps have been hardest hit in terms of physical injury, damage or destruction of property, most seriously in the southern part of the Gaza Strip.

Refugee camps, particularly those bordering Israel, Israeli settlements or military encampments are frequently targeted, by military incursions or strikes. In the Gaza Strip the refugee camps of Rafah and Khan Younis have been particularly affected, and in the West Bank, Camp No.1, Aida, Beit Jibrin, Tulkarem and Jenin.

More than half of the 843 Palestinians killed by the middle of January 2002 were refugees registered with UNRWA. By then, in the Gaza Strip alone, over 2,600 refugees were without shelter, after the Israeli Defence Forces had completely demolished or damaged 336 refugee dwellings beyond repair. More troubling, since the start of the Intifada 25 students enrolled in UNRWA's schools in the Gaza Strip and four in the West Bank have been killed, 11 of them between the ages of six and 12. Another 545 students in the Gaza Strip and 245 in the West Bank have been injured.

Tight closures imposed by the Israeli security forces in both the West Bank and the Gaza Strip have also severely affected access to health and education services. This has been particularly serious for the population in the West Bank, where towns and villages have been isolated for considerable periods of time, by permanent and temporary roadblocks, ditches, concrete blocks and gates. This has not only made access extremely difficult for those needing services, but also for service providers such as UNRWA and the Palestinian Authority.

In the Gaza Strip medical consultations at UNRWA clinics rose by 21 per cent and dental consultations by 18 per cent as refugees increasingly turned to the Agency's services. In the West Bank, the crisis has led to a 10.4 per cent increase in the incidence of low birth weights and a 52 per cent in the stillbirth rate. The numbers of refugees seeking secondary health care in hospitals where UNRWA contracts services on their behalf have fallen by 18.4 per cent in the West Bank, as refugees are often unable to access these hospitals because of closures.

Children's education has been profoundly affected by the crisis, and the results of final examinations in 2001 showed a marked deterioration in children's scores.



**Results of final examinations for 2001 showed a marked deterioration in children's scores. In the West Bank for example, in the Arabic language only 38 per cent of students scored passing grades. In mathematics, only 26 per cent of students scored passing grades, down from 54 per cent the year before. During the month of December 2001, in the West Bank the Agency lost 5,228 teacher days due to access problems, compared with 5,585 teacher days lost during the whole of the 2000/2001 academic year.**

## UNRWA response under this appeal

Despite the worsening economic and social situation facing the refugees in the West Bank and the Gaza Strip, and the onerous restrictions placed on the freedom of movement of Agency staff, vehicles and supplies, UNRWA has continued to meet the challenge of providing emergency humanitarian assistance to over 1.4 million refugees. Humanitarian assistance, funded by the previous UNRWA Emergency Appeals, has reached its target beneficiaries, despite the many obstacles. Recent studies have highlighted the successful role the Agency has played in this regard, and UNRWA is committed to continue providing its regular programme services, as well as its emergency assistance for as long as is necessary.

Whether there is a political solution to this conflict, and with it an end to the violence that has plagued the region for the last fifteen months, or not, both the Palestinian people, in particular the refugees, and UNRWA are faced with a considerable challenge for the year 2002. The economic hardship brought on by the months of conflict will not disappear overnight. Even if a road towards peace is embarked on the effects will be with us for a considerable time to come. It is with this in mind that UNRWA has considered carefully how it should respond in the coming twelve months. It has critically analysed its own performance in responding to the situation to date and has made adjustments wherever it has considered this to be necessary.

UNRWA is satisfied that it has responded appropriately to the crisis since September 2000. However, in an attempt to keep abreast of developments in the needs of the refugee community, the Agency has made certain adjustments to its approach for the coming months. Past activities were a means of immediate response to urgent needs. However, in order to meet better the needs of specific families changes are being made in the scheduling and packaging of food assistance, and in selective relief and cash assistance.

UNRWA will continue to focus on employment creation, as it did in the Third Emergency Appeal. Under this appeal, greater attention will be given to the poorer areas of the southern Gaza Strip and the hardest hit village areas of the West Bank. The issue of access to refugees in the West Bank, especially those outside towns, is particularly important since 73 per cent of West Bank refugees reside outside the camps.

UNRWA will continue its assistance to those injured, both physically and psychologically, by the events. An increasing number of shelters has sustained damage or been demolished, and it is essential that UNRWA assists those affected.



In health, further procurement of medical supplies and equipment is necessary to meet the increasing demands on UNRWA health services, whilst mobile health teams will continue to be used to reach those refugees who are unable to access health centres.

In education, remedial classes will be held for children identified with learning difficulties resulting from the situation, and after school activities will be run to provide children with a peaceful environment in which to express themselves.



*During 2001, UNRWA successfully delivered 857,191 household food packages to 124,979 families in the Gaza Strip*

The Agency considers it essential to look with a critical eye at both the effects of the last fifteen months and the Agency's response. To this end, the Agency will carry out a number of assessments, using both internal and external resources, in the areas of psychological well being, employment, physical rehabilitation, health, education and infrastructure. Assessment will be carried out as a matter of urgency as soon as funds are available, and will assist the Agency to continue to adapt its approach to its emergency work as appropriate.

The Agency will remain responsive to changing circumstances, and this may entail altering its priorities as events unfold during 2002. Therefore, UNRWA's response as outlined in this Appeal will remain open to adjustment during the next twelve months if circumstances so dictate.

## Coordination

To implement its emergency activities under the first three appeals UNRWA increased its cooperation with other UN agencies, Palestinian Authority (PA), ministries and NGOs. This enables UNRWA to benefit from the expertise and experience of others, to ensure that its interventions are appropriate, not duplicated, and to allow UNRWA to share its expertise. In some cases UNRWA has implemented its activities with partners. It should be emphasised that UNRWA had traditionally cooperated with many of these organisations before the present crisis.

UNRWA has participated in the Humanitarian Task Force for Emergency Needs (HTFEN) convened by UNSCO, and co-chairs, with OCHA, the Area Tasks Force established in West Bank and the Gaza Strip. These two task forces include UN Agencies, Palestinian ministries, donors, the ICRC and NGOs. They allow members to co-ordinate activities, air specific problems and discuss policy issues.

UNRWA also participates in the Sectoral Working Group meetings on emergency employment generation in the West Bank and Gaza Strip convened by UNSCO, along with representatives of the Palestinian Authority's Ministry of

Planning and International Cooperation, UNDP, the World Bank, OCHA and donor representatives.

With respect to UN agencies, UNRWA cooperates with OCHA on the overall humanitarian crisis, with UNDP and ILO on job creation, WHO on health, UNESCO on education, and UNICEF on children's and women's needs, immunisation and psychological counselling. Of particular benefit has been the assistance of UNDP in preparing for the extension of the emergency employment programme into villages and rural areas. UNRWA coordinates access issues on behalf of all UN organisations and, with funding from OCHA, has established a legal post to deal solely with such issues and to prepare an access database. This access information is shared with all UN agencies, embassies, consulates, representative offices and the ICRC. The Commissioner-General is also the Designated Official in the region with responsibility for the security of UN staff.

Since 1994 UNRWA has coordinated its education and health programme activities with PA ministries as well as with other institutions such as the PLO Department of Refugee Affairs.

It has continued to do so in regard to emergency activities. The Agency has regularly met with them to discuss both the general approach to emergency assistance for refugees and also specific issues that have arisen.

They have been helpful in resolving problems that have faced the Agency when implementing its programme of emergency assistance.

The Agency has kept abreast of the current needs of the refugee community by regularly meeting with PA officials and community leaders at the national, regional and local levels. A Memorandum of Understanding has been signed with the Palestinian Ministry of Housing for the use of land in the Tel es-Sultan district of Rafah, in the Gaza Strip, to build shelters for refugees made homeless by Israeli bulldozing activities.

The Agency provides assistance, mainly logistical, to a number of UN agencies, international and local NGOs and PA ministries. In addition it has cooperated with health sector NGOs and hospitals on the provision of medical services to the refugee community.



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## EMERGENCY PROGRAMME ACTIVITIES

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### Emergency employment generation

In responding to the massive loss of jobs and income in the West Bank and Gaza Strip, a range of options for generating employment is available to UNRWA. These include:

- ◆ direct hire by the Agency
- ◆ indirect hire through agreements for community-based projects in camps and villages, or through support to associated institutions
- ◆ indirect hire through private-sector contracts

Temporary direct hire by UNRWA delivers immediate poverty alleviation benefits. However, these are limited by the number of temporary employees UNRWA can maintain at any one time. Private-sector construction activities also deliver short-term poverty-alleviation benefits, particularly through infrastructure work that can be started immediately such as the paving of alleyways and shelter rehabilitation. Contracts for the reconstruction of health centres, schools and classrooms will provide job opportunities over the medium-term.

These contracted activities will have anti-recessionary and second-round economic benefits - by creating opportunities for businesses supplying and manufacturing materials for the construction sector.

A significant focus for all UNRWA's employment activities is the creation or maintenance of community assets, in terms of infrastructure, services or other benefits that will accrue from these activities.

#### **Direct hire**

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The number of direct-hire employees working for UNRWA will increase under this appeal, but applications to the Agency for temporary jobs remain many times greater than the Agency can accommodate. Decisions on recruitment for skilled and unskilled workers will be made according to the local priorities facing the Agency in its field operations and in the delivery of its services.

In the Gaza Strip UNRWA intends to create and maintain about 3,850 short-term, direct-hire positions within the Agency's various programmes and departments.



These temporary jobs, to be rotated among those seeking work, will create around 1,169,000 work opportunity days over a 12-month period. This equates to supplying over 7.5 million days when family members will have a breadwinner in work. The immediate aim of this programme is to contain the poverty of families. Most funds involved in this go directly to labour employment, creating jobs immediately.

As in earlier appeals, workers will be selected on the basis of family size to ensure that the programme benefits as many people as possible. By targeting large families, jobs created in the direct hire programme will provide income support for an average of six dependants per person employed. At a wage equivalent to USD 12-13 per working day, this provides income support of approximately USD 2 per day for each dependant.

This is expected to be sufficient only to maintain households at subsistence levels and prevent them from sinking into deeper poverty. This daily rate is below the general market rate and so ensures an element of self-targeting among those in greatest need - while also encouraging workers to seek regular employment opportunities as soon as the economy improves.



*In the period between January and December 2001, a total of 11,787 persons with over 95,000 dependants benefited from three months' temporary employment under the direct-hire programme in the Gaza Strip. In the West Bank over the same period 2,669 individuals with over 12,500 dependants were employed.*

In the West Bank, UNRWA will seek to create and maintain up to 834 temporary direct-hire positions, generating 219,648 work days during the year. A priority of the direct-hire scheme is to help maintain services in the West Bank, given the damaging effects of closures on the functioning of these services. Specific effort will be made to absorb larger numbers of women into the Agency's programme departments.

### **Graduate work experience**

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Paid placements will be offered to over 400 new and unemployed graduates in the Gaza Strip and 190 in the West Bank. This will provide both temporary employment and practical work experience in various UNRWA programmes and departments, including schools, clinics, pharmacies, warehouses, engineering, construction and in general administration. Work experience combined with technical supervision will enhance their subsequent employability as well as contribute to family income. This part of the direct-hire programme will aim to fill 30 to 50 per cent of positions with female graduates from universities and training colleges whose job prospects have been limited by the shrinkage of the labour market.

### **Indirect hire through community-based projects**

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By having camp committees and village councils accept responsibility for hiring and procurement UNRWA can create further job opportunities in West Bank refugee camps and villages. These projects will be used to improve infrastructure, including the construction of pathways, drains and roads. It is envisaged that eight-man work crews will be rotated every 10 days in order to maximise the numbers of unemployed able to benefit. The work will be supervised and monitored by UNRWA. This appeal provides USD 1,700,000 of such work in refugee camps and USD 2,500,000 in villages, where large numbers of refugees in the West Bank live. Approximately 65,500m<sup>2</sup> of pathways, 12,000m of drains and 8,700m<sup>2</sup> of retaining walls will be constructed and 74,750m<sup>2</sup> of road asphalted - yielding in total approximately 100,000 days of work.

### **Indirect hire through associated institutions**

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UNRWA will help create more jobs by underwriting the costs of additional temporary staff in West Bank institutions that provide services to refugees. Projects of this kind will enable the Agency to reach non-camp areas that have a large population of refugees.

The Agency will support only projects that generate employment, especially for refugees, and organisations that provide services to refugees in significant numbers. This will include maintenance work at Augusta Victoria Hospital in Jerusalem, where UNRWA has contracted services on behalf of refugees for some 50 years. The hospital makes beds for refugees available to UNRWA at a subsidised rate, and since the start of the current crisis has offered its own medical professionals to augment the staff at UNRWA's hospital in Qalqilya. While creating jobs, such work will also contribute to improved standards of health care for patients.

### **Private-sector contracts**

Works planned for the Gaza Strip, which are expected to generate over 322,600 additional days of employment, include:

- ◆ The paving of approximately 220,000m<sup>2</sup> of sandy alleyways in refugee camps
- ◆ The construction and equipping of six Agency schools
- ◆ Constructing and equipping 56 additional classrooms and specialised rooms at ten Agency schools
- ◆ Small construction projects including playgrounds, sheds and toilet blocks at seven Agency schools
- ◆ Installing the sewerage and drainage system at Rafah camp and extending that at Deir al-Balah camp
- ◆ The reconstruction of Rimal Health Centre
- ◆ The reconstruction or rehabilitation of approximately 200 refugee shelters.

*By the end of December 2001, the Agency had paved more than 70,000m<sup>2</sup> of sandy alleyways in the refugee camps of the Gaza Strip under the emergency employment programme, and the paving of a further 160,000m<sup>2</sup> was in progress*

Works planned for the West Bank, expected to generate over 150,000 days of employment among both construction workers and suppliers of building materials, include:

- ◆ Constructing and equipping 188 classrooms and 39 specialised rooms at 18 schools, either to replace aging premises or to provide new accommodation for a
- ◆ The reconstruction of eight workshops, a library and a multi-purpose hall and the construction of four new classrooms at UNRWA's vocational training centres
- ◆ A further 22 contracts for maintenance work at various installations.

It is estimated that these projects will be implemented within twelve months of the allocation of the funds necessary. However this is contingent upon the Israeli authorities permitting entry of construction materials in sufficient quantities into the Gaza Strip. In the West Bank increasing restrictions on freedom of movement have affected the schedules of construction projects. UNRWA nevertheless has often been able to facilitate contractors reaching work sites and has transported construction materials using its own fleet of vehicles.





## Emergency Employment Generation

DESCRIPTION	GAZA STRIP		WEST BANK		Totals USD
	<i>Job opportunity days</i>	<b>Amounts USD</b>	<i>Job opportunity days</i>	<b>Amounts USD</b>	
Direct Hire	1,169,000	12,621,170	219,648	2,500,980	15,122,150
Graduate work experience	94,000	866,844	59,592	792,840	1,659,684
Community-based projects, villages and Camps			100,000	4,200,000	4,200,000
Indirect hire through associated institutions				1,800,000	1,800,000
Private-sector contracts	322,600	16,090,935	150,000	10,136,181	26,227,116
Sub Total		29,578,949		19,430,001	49,008,950
PSC		1,478,947		971,500	2,450,447
VAT		2,688,964		1,759,182	4,448,146
<b>TOTAL</b>		<b>33,746,860</b>		<b>22,160,683</b>	<b>55,907,543</b>



## Emergency food aid

**Food aid reaches a large number of the poorest households. By supplying staple commodities it releases household funds for other needs as well as contributing to nutritional security. The staples to be bought and distributed are not, for the most part, commodities produced locally. Accordingly, emergency food assistance is not a disincentive to local food production.**

As in past appeals, households eligible for emergency food aid will not include those households registered with UNRWA as special hardship cases because they already receive food assistance under UNRWA's regular programmes. Also excluded are households with at least one family member employed by UNRWA. In the Gaza Strip, where the majority of the population is refugees, UNRWA has the greatest capacity for continuous, wide-scale distributions of this nature. Food will be targeted primarily at those refugee households in the West Bank and Gaza Strip eligible under the Agency's criteria, but it will continue to be made available as emergency assistance to non-refugee households with such urgent needs as may arise in the course of the crisis. Under previous appeals this has included extending aid to a number of communities under tight or prolonged closure.

The different geography and demographics of the Gaza Strip and West Bank impose differing logistical and distribution schedules. The quantities of food per delivery will vary between the West Bank and Gaza Strip according to these differences.



After appraising UNRWA's food aid operations over the past year the distribution cycles in both the West Bank and Gaza Strip, and the contents of the packages, will be modified from previous appeals.

In the Gaza Strip 127,000 households will receive nutritional support. UNRWA plans six distribution rounds to each household between May and December 2002<sup>1</sup>. Each food parcel will comprise 50 kg of flour, five kg of rice, five kg of sugar, two litres of oil, one kg of powdered milk and five kg of lentils.

In the West Bank, the target is to reach 90,000 households. UNRWA plans to supply each household twice between May and December 2001.



The much greater length of time between distribution rounds in the West Bank has led the Agency to vary the size of the package to reflect family size more closely. Each household will receive multiples of food packages, each of which is intended to cover the needs of two people. In all 444,600 of these two-person rations will be distributed in each distribution round, each consisting of 30 kg of flour, seven kg of rice, seven kg of sugar, four litres of cooking oil and four kg of powdered milk.

Distribution operations are planned and implemented by the Agency's Field Procurement and Logistics, and Field Relief and Social Services departments. Procurement is undertaken through the Agency's Procurement and Logistics Division at the Agency's headquarters in Amman. Local packing and distribution staff will be hired for as long as the food distribution operation continues.



<sup>1</sup> Food being distributed between January and April 2002 is funded under the Third Emergency Appeal.

<b>Emergency Food Aid</b>					
<b>DESCRIPTION</b>	<b>GAZA STRIP</b>		<b>WEST BANK</b>		<b>Totals USD</b>
	<i>Target no. households</i>	<b>Amounts USD</b>	<i>Target no. households</i>	<b>Amounts USD</b>	
Food procurement, packing and distribution	<i>127,000</i>	<b>14,016,504</b>	<i>90,000</i>	<b>10,922,238</b>	<b>24,938,742</b>
PSC		<b>700,825</b>		<b>546,112</b>	<b>1,246,937</b>
VAT		<b>25,500</b>		<b>97,783</b>	<b>123,283</b>
<b>TOTAL</b>		<b>14,742,829</b>		<b>11,566,133</b>	<b>26,308,962</b>

## Emergency relief and social assistance

**Job creation programmes assist a set number of economically active households for limited periods of time. Food aid has a broader reach, allowing household income to go further and providing a level of nutritional security. However, growing numbers of households are in acute crisis, whether through the loss of breadwinners or because of events such as the loss of homes or the destruction of crops. Coping mechanisms, like borrowing from the extended family or selling jewellery, are becoming exhausted. Some families have no one able to join an emergency job programme. UNRWA therefore seeks to extend other forms of relief, including selective cash assistance, on the basis of needs arising. Based on the Agency's experience of increasing demand over the past year, greater provisions are being made under this appeal for the provision of this selective relief assistance.**

### Selective cash assistance

Under the Agency's previous emergency appeals cash assistance has been extended to households in deep crisis following events such as the destruction of housing or injury to a principal breadwinner. Pressing emergency-related requirements have included help with food, urgent utility payments or assistance with transport costs for medical treatment.



### Emergency Relief and Social Assistance

DESCRIPTION	GAZA STRIP		WEST BANK		Totals USD
	<i>Expected beneficiaries</i>	Amounts USD	<i>Expected beneficiaries</i>	Amounts USD	
Selective cash and in-kind assistance	5,270 <i>(households)</i>  100,000 <i>(students)</i>	5,250,000	13,000 <i>(households)</i>	7,125,000	12,375,000
Post-injury physical and social needs			690 <i>(individuals)</i>	350,000	350,000
Support to community-based organisations				270,000	270,000
Sub Total		5,250,000		7,745,000	12,995,000
PSC		262,500		387,250	649,750
VAT		510,000		0	510,000
<b>TOTAL</b>		<b>6,022,500</b>		<b>8,132,250</b>	<b>14,154,750</b>

Most grants have been within the range of USD 40 to USD 1,000. The amounts granted are based on a careful assessment of the families' financial position, including prior cash needs, the requirements caused by their situation and whether they can expect assistance from any other source. UNRWA social workers make recommendations that are reviewed and approved by the Chiefs of Relief and Social Services and in some cases by the Directors of UNRWA Operations for the West Bank and Gaza Strip.

In the Gaza Strip, up to the end of December 2001 UNRWA issued USD 2,380,136 in cash to 7,014 families, an average of USD 339 per family. In the West Bank UNRWA had extended cash grants totalling USD 817,560 to 10,885 families.

Because of the continuing destruction of homes in the Gaza Strip and deepening family poverty after months of strife, UNRWA forecasts the need to distribute USD 2,250,000 million among 5,270 households, at an average of USD 427 per family. In the West Bank, the Agency is budgeting to provide USD 7,125,000 to 13,000 households. Under the previous emergency appeal, a cash supplement of USD 40 was distributed to every family receiving food assistance in the West Bank. The supplement is ending and this money will be distributed selectively to those in greatest need.

*During the month of December 2001, facing growing humanitarian needs, UNRWA distributed USD 292,580 among 842 families in the Gaza Strip. In the West Bank UNRWA distributed USD 173,690 among 1,223 families, 625 of which lived in refugee camps, 314 in villages and 284 in towns.*

### **In-kind assistance to poor schoolchildren**

Severe economic hardship has made it impossible for a large number of families in the Gaza Strip to buy basic school necessities for their children. The families of about 100,000 schoolchildren, out of some 185,000 enrolled at UNRWA schools in the Gaza Strip, are known to need assistance in meeting their children's needs. UNRWA will provide the families of these pupils with school clothes, shoes, school bags and stationery for the children.

### **Post-injury physical and social needs**

By mid-2001, the Palestinian Central Bureau of Statistics had recorded 9,958 people injured in the West Bank alone, among whom UNRWA has identified 725 refugees with disabilities. In most cases, their disabilities resulted from injuries to the lower body. In four cases, the injured lost their vision, either partially or completely.



The needs of the disabled and their carers are extensive and long-term. Some require specialist medical attention, reconstructive surgery or sophisticated prosthetic devices that cannot be obtained locally. Many would benefit from treatment abroad.

As the prevailing situation continues UNRWA will increasingly be called on by growing numbers of newly-disabled refugees to assist with the regaining of mobility, reintegration into families and communities and to support the work of carers. Such assistance already includes supplying physical rehabilitation, counselling, vocational rehabilitation, prosthetic devices and home modification.

### **Support to community-based organisations**

In all, fifty community-based organisations, originally established by UNRWA to work with refugees in the West Bank, undertake valuable educational, social support and recreational activities for women, children, youth and the disabled. Present economic conditions threaten the survival of these centres, given the difficulties their members face in raising funds. Provisions made under this appeal will enable UNRWA to provide each centre with emergency financial support, enabling them to survive through the present crisis.

## Emergency shelter-repair and reconstruction



Armed clashes, shelling and military incursions by Israeli forces into areas under the jurisdiction of the Palestinian Authority have resulted in damage to large numbers of homes. The Gaza Strip, especially in Khan Younis and Rafah, has experienced systematic destruction of housing by Israeli forces. By 30 November 2001, 284 refugee shelters in the Gaza Strip had been demolished. The rate of destruction escalated and by the middle of January 2002 the number stood at 336 refugee houses demolished or damaged beyond repair. These houses had accommodated 464 families - a total of 2,630 refugees. 80 non-refugee houses, in which 532 persons had lived, were similarly destroyed. A further 234 refugee shelters, housing 1,843 refugees were damaged and in need of repair.

In the West Bank, during the latter months of 2001, homes were also damaged in unprecedented numbers. In Beit Jibrin, Aida and other refugee camps, many have been razed or burned and their occupants have lost all their possessions. For many others their dire economic state has meant they have been unable to afford even minor repairs to their shelters such as fixing broken windows, re-connecting utilities and patching water tanks. This appeal makes provisions for greater levels of assistance.

### **Shelter repair**

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Provision is being made so that UNRWA can repair over 600 shelters in the Gaza Strip and 1,700 homes in the West Bank damaged as a result of the emergency. Teams of engineers and social workers assess damage to each dwelling and prepare cost estimates for repairs needed. Repairs are limited to what is required to make them habitable. In the West Bank where the costs of repair are met through cash assistance, grants are paid in instalments as repairs are completed.

### **Re-housing**

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In previous appeals UNRWA planned to completely re-build 100 shelters in the Gaza Strip. Meanwhile the destruction of housing has continued and the security threat in the areas most affected by demolitions or fighting has prevented the reconstruction of shelters at the sites where they were located.

In July 2001 a location for the construction of housing for approximately 100 refugee families in the Rafah area, made homeless by Israeli military action and bulldozing, was identified and allocated by the Palestinian Ministry of Housing. A Memorandum of Understanding was signed between UNRWA and the Ministry regarding this land in the Tel es-Sultan district of Rafah. Both refugee and non-refugee families will be accommodated in this area.

Work has been progressing since November 2001 on the construction of 64 housing units for 67 refugee families entitled to UNRWA assistance, with the Ministry taking responsibility for building homes for homeless non-refugee families. This work is scheduled for completion in April 2002. Work on the construction of housing for a further 33 families at this site is scheduled to commence in February 2002.

UNRWA will carry out similar re-building work for the many families made homeless in recent months as soon as new land is identified and allocated, or when the security situation improves. The appeal contains provision for the reconstruction of a further 165 shelters.

### Emergency shelter supplies

This appeal includes buying supplies that will allow the Agency to meet the immediate needs of those whose homes have been destroyed. This will take the form of buying tents, blankets, cooking utensils plastic sheeting and other emergency supplies.



## Emergency Shelter Repair and Reconstruction

DESCRIPTION	GAZA STRIP		WEST BANK		Totals USD
	<i>Expected beneficiaries (households)</i>	Amounts USD	<i>Expected beneficiaries (households)</i>	Amounts USD	
Shelter repairs	643	419,000	1,700	600,000	1,019,000
Re-housing	165	5,280,000			5,280,000
Emergency shelter supplies, tents, utensils, bedding etc.	200	145,000			145,000
Sub Total		5,844,000		600,000	6,444,000
PSC		292,200		30,000	322,200
VAT		854,817		0	854,817
<b>TOTAL</b>		<b>6,991,017</b>		<b>630,000</b>	<b>7,621,017</b>



## Emergency health

A comparison of the number of patients using UNRWA clinics in the nine months immediately preceding the start of the Intifada with the first nine months of the crisis shows how demand for our services has increased. In the West Bank outpatient visits increased by 13 per cent while in the Gaza Strip they rose by 16 per cent. By the time of this appeal the increase in demand has risen to 21.4 per cent in the West Bank. The extra patient visits are placing a major burden on staff and the Agency's medical supplies. At the same time, closures and curfews are making it increasingly difficult for staff to reach the health centres where they work.

The two principal reasons for increased demand over the period of the emergency are:

- ◆ The growing number of refugees who previously used private-sector healthcare who have been forced to turn to UNRWA because of increasing economic hardship.
- ◆ The large number of physical injuries and the psychological trauma caused by the ongoing violence.

In addition, because of the closures, for many people UNRWA health centres may be the most accessible clinics available. With 51 primary health care facilities UNRWA is the second-largest health provider in the West Bank and Gaza after the Palestinian Authority.

### Medical supplies

Under its previous emergency appeals, UNRWA health centres were furnished with extra drugs, first aid supplies and medical equipment, including specialist physiotherapy equipment. To cope with the increasing demand for medical care, stocks need further replenishment under this appeal.

### Supplementary medical staff

UNRWA needs to retain the additional medical staff it recruited in 2001 in order to cope with the increased demand for its health services and with the closures and curfews preventing staff from reaching their places of work in the West Bank. This will enable the Agency to maintain its outpatient services and hospital in Qalqilya and provide the extended hours of service that are currently necessary.

### Mobile clinical services

In remote villages of the West Bank the closures have meant that many patients are either unable to reach health clinics or can do so only with great difficulty. In order to reach these patients UNRWA will support mobile health teams run by Palestinian non-governmental organisations. The Agency will appoint, on a temporary basis, a physician to supervise, coordinate and monitor the operations of these mobile clinics. UNRWA will establish a system to identify the areas where these services are most urgently needed by consulting with the Palestinian Authority and organisations such as the Palestinian Red Crescent Society.

### Hospitalisation assistance

Other health costs facing the Agency come from the drop in the number of patients using UNRWA-contracted hospital services. Due to restrictions on their freedom of movement, refugees are often unable to reach hospitals where UNRWA contracts services on their behalf. This is a particular problem in the West Bank. In a growing number of cases, the Agency has to assist patients with the costs of treatment at other, more accessible hospitals when their lives are at risk. Growing poverty means that increasing numbers of refugees will be unable to share the costs of their hospital treatment.

*In the Gaza Strip, by comparison with the situation prior to the Intifada, during 2001 UNRWA recorded the following increases in demand for its health services:*

- .. medical consultations increased by 21 per cent*
- .. dental consultations increased by 18 per cent*
- .. laboratory tests increased by 16 per cent*
- .. new physiotherapy cases increased by 30 percent and physiotherapy sessions increased by 25 per cent*

*Chronic disease cases being treated by UNRWA in the Gaza Strip also rose:*

- .. Diabetes Mellitus patients increased 12 per cent*
- .. Hypertension cases increased 12 per cent*
- .. Bronchial Asthma patients increased 13 percent*

*Consumption of medical supplies rose by about 17 per cent. The number of pregnant women receiving supplementary rations increased 21 per cent.*

## Environmental health

UNRWA's ability to remove and dispose of solid waste from the refugee camps has been seriously affected by the closures. Several of the Agency's waste containers in the West Bank were destroyed in the course of armoured incursions by the Israeli military into Palestinian areas. When homes have been damaged or even razed, UNRWA has had to clear building rubble in several camps. A wheel-loader for the clearance of waste and rubble is now required in the Gaza Strip, while in the West Bank the Agency urgently needs to purchase three compactor trucks and large waste-containers.

## Central pharmacy

An increased quantity of pharmaceutical supplies needs to be held at UNRWA's Central Pharmacy in the West Bank. This is due to increased demand for healthcare and because regular distribution in the West Bank has been affected by access problems. Additionally, pharmaceutical supplies destined for the Gaza Strip are being stored at the Central Pharmacy, pending resolution of access restrictions between the West Bank and Gaza Strip. The refrigerated storage facilities at the Central Pharmacy therefore need to be expanded.

## Psychological well-being

The psychological well being programme developed during the last year has sought to identify and help refugees suffering from trauma while simultaneously developing community support groups to address the psychological and social impact of the Intifada. The Palestinian Authority has adopted the same integrated approach as UNRWA by providing assistance to non-refugee populations with the support of international organisations. Donor support has enabled UNRWA to cover the cost of its major activities over the next 18 months. However, additional funding is sought in order to cover further activities currently planned for this programme in the West Bank.

## Physiotherapy services

During the first year of the crisis, under its earlier emergency appeals, UNRWA supplemented its provision of physiotherapy services and stock of specialist equipment. In the West Bank this included establishing six new physiotherapy clinics to cope with the additional numbers of injured and disabled. The increased need for physiotherapy care is a long-term commitment for the Agency.

<b>Emergency Health</b>			
<b>DESCRIPTION</b>	<b>GAZA STRIP</b>	<b>WEST BANK</b>	<b>Totals USD</b>
	<b>Amounts USD</b>	<b>Amounts USD</b>	
Medical supplies	<b>480,000</b>	<b>600,000</b>	<b>1,080,000</b>
Supplementary medical staff		<b>164,000</b>	<b>164,000</b>
Mobile clinical services		<b>520,500</b>	<b>520,500</b>
Hospitalisation assistance		<b>400,000</b>	<b>400,000</b>
Environmental health and waste management	<b>150,000</b>	<b>907,400</b>	<b>1,057,400</b>
Central pharmacy, expansion of controlled temperature storage facilities		<b>120,331</b>	<b>120,331</b>
Psychological well being		<b>200,000</b>	<b>200,000</b>
Physiotherapy services	<b>40,000</b>	<b>250,000</b>	<b>290,000</b>
<b>Sub Total</b>	<b>670,000</b>	<b>3,162,231</b>	<b>3,832,231</b>
PSC	<b>33,500</b>	<b>158,112</b>	<b>191,612</b>
VAT	<b>88,400</b>	<b>190,060</b>	<b>278,460</b>
<b>TOTAL</b>	<b>791,900</b>	<b>3,510,403</b>	<b>4,302,303</b>

## Emergency education

The crisis has caused major damage to children's education. Teachers and pupils have frequently been unable to reach schools. The violent events witnessed by the children, both at home and at school, have caused emotional and psychological trauma. Schools themselves have been hit by gunfire or damaged by shelling and many pupils have suffered the loss of classmates or family members.

In the Gaza Strip the 185,000 students enrolled in the Agency's 169 elementary and preparatory schools have each lost an average of 24 school days since the start of the Intifada. The closures and mobility restrictions imposed by the Israeli authorities caused 108,412 teacher days to be lost - at a cost of USD 2,168,240. These factors, combined with others affecting children in this crisis, have had a major negative impact on student achievements in 2001. In all key subjects and at all grade levels in the Gaza Strip, overall results are down by comparison with the previous school year. Exam results in Arabic and Mathematics have fallen by between nine and 16 per cent, depending on grade.

In the West Bank, during the last school year the Agency recorded 5,585 absences among its teachers and 3,104 among instructors at its vocational training centres. Mobility restrictions have increasingly affected teachers' absences in the West Bank. In December 2001 alone, 5,228 teachers' days were lost in the West Bank, where results of final examinations showed a marked deterioration in numeracy and literacy. In Arabic only 38 per cent of students scored passing grades, a 32.8 per cent drop from the year before, and in mathematics only 26 per cent of students scored passing grades, down from 54 per cent.

Behavioural problems and aggression towards parents, teachers and other pupils have increased since the start of the crisis. In addition to recruiting temporary teachers who live close to the schools and enhancing transport arrangements to circumvent access problems for teachers and pupils, compensatory education programmes are being developed, building on work undertaken under the past appeals.



### Compensatory education

Approximately 60,000 pupils at UNRWA schools in the Gaza Strip are considered to need special remedial educational support as a result of the crisis. These students will be offered six additional class hours per week, for a period of four weeks, in Arabic, mathematics and English. A total of 432 additional class hours will be offered at each of the Agency's 169 schools. Pupils will be taught by their regular teachers, who are most familiar with their individual needs. The teachers concerned will be compensated for the extra hours worked.

In the West Bank, to halt any further deterioration in student performance, UNRWA will introduce a comprehensive remedial education programme for pupils in grades one through seven. Without such a programme, there is a growing fear not only that the children will be ill prepared to continue their education, but also that others will abandon their schooling altogether. The remedial programme will focus on language and mathematics skills.

*During 2001, in the Gaza Strip UNRWA offered 216 additional hours of education, at each of its schools, to 30,000 of the Agency's students achieving low results*

## **Self-learning materials**

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As part of UNRWA's strategy to remedy the damage to education in the Gaza Strip the Agency is developing home-learning materials for Arabic, mathematics and English. These will be created according to the needs of each school within the Agency's five educational areas in Gaza (Jabalia and Beit Hanoun, Gaza City and Beach Camp, Maghazi and Bureij, Deir al-Balah and Nuseirat, Khan Younis and Rafah). To lessen the difficulties caused by anticipated future closures, they will be prepared and implemented separately in each of the five areas. This necessitates the purchase of equipment, including computers and printers for the production of the materials, heavy-duty photocopiers and paper.

## **Extra-curricular activities**

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UNRWA is planning an extensive programme of after-school activities and summer camps so it can provide children with positive and happy experiences to relieve some of the stress they face in their out-of-school lives. To help students use their free time constructively, to keep them off the streets as much as possible and because there are few other safe areas for play, UNRWA will organise after-school activities at 40 of its school buildings for a period of four months. Activities will be designed to promote concepts like teamwork, tolerance, democracy and leadership. Around 200 personnel hired under the emergency employment creation programme will be responsible for day-to-day running of the programme for some 14,000 pupils. Approximately 50,000 pupils in the Gaza Strip will participate in summer-camp activities, where in addition to recreational, cultural, sports and environment-protection activities, students will be offered training in civic education.

UNRWA will try to ensure that its schools remain a safe haven for students and shield - or at least distract them, from the violence around them. At a time when they have to cope with fear and uncertainty about the future, it is particularly important to provide them with the opportunity to express their creativity and develop personal confidence. For these reasons, UNRWA plans to continue offering a variety of structured extra-curricular activities. In the West Bank, these will include computer training, creative writing, fine arts, sports, scouting, theatre, puppet shows and films. UNRWA will offer these activities with help from non-governmental organisations and individuals, including artists and musicians.

## **Special needs and inclusive education**

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In the Gaza Strip a summer camp for pupils with special needs will be held, catering for those with physical and learning difficulties and the visually impaired. Approximately 11,250 children will take part in various activities, similar to those offered in the main summer camp. Under supervision of the staff of UNRWA's Field Relief and Social Services Programme Department, the camp will be held at the Agency's Rehabilitation Centre for the Visually Impaired, and at the seven community rehabilitation centres in the refugee camps of the Gaza Strip.

In the West Bank, only a few of the Agency's school buildings are accessible to the disabled. The emergency has highlighted the need for this to be improved. Basic work will be undertaken where required. This will include the provision of ramps for wheelchair access and the painting of doorframes to make them more visible to the partially sighted.

In the West Bank, the Agency will develop a mechanism for identifying, screening and referring children with learning difficulties to specialists for help. Teachers and administrators need training to be able to assist these pupils adequately. Learning materials specific to children's needs have to be developed and learning opportunities made available for children after school.



## **Learning achievement project**

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In both the Gaza Strip and the West Bank the need has been identified for more information concerning the effects of the Intifada on educational achievement. Specialists will develop tests to measure student achievement and aptitudes in basic subjects while also developing remedial learning materials and training teachers in their use.

In the West Bank UNRWA requires the services of a team of education specialists to assist the staff of its Field Education Programme and sixty teachers will be recruited and trained in remedial teaching techniques.

## **University fees assistance**

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In the past UNRWA offered scholarship assistance to promising students to pursue their higher education in recognised universities in the Middle East. In 1997, however, budgetary concerns forced the Agency to discontinue the programme. In light of the depressed economic conditions, the Agency believes that assistance with fees needs to be reintroduced.

Assistance with their fees will help ensure that gifted students are not forced to abandon their studies because of economic hardship. With a college or university degree, recipients will have greater earning potential and be in a better position to assist in supporting their families. Awards are based on merit and cover only a part of the cost of their education.

## **Vocational and technical training**

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Among the educational and training initiatives that UNRWA is seeking to develop under this appeal is an increase in the number of young men and women using its vocational training centres in the West Bank. Short-term courses held in afternoon sessions and during the summer will be offered. These will be designed to correspond with local labour market demands and technical needs.



## **Counselling programme**

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The psychological counselling developed by UNRWA over the past year will be maintained. The Agency appointed 33 counsellors in 2001 for its West Bank schools in an attempt to respond to the psychological needs of children and to help create an environment that promotes academic achievement and emotional growth. The counsellors meet with groups of students and encourage them to speak openly about their fears and frustrations. They support the teaching staff in confronting crises and identifying children who show signs of anxiety or stress. Pupils who behave aggressively or show signs of neurosis are counselled individually.

Because the effects of violence on children often manifest themselves over the long term, UNRWA intends to continue to make counselling available to schoolchildren in 2002 and to retain the services of the counsellors. The Agency will provide counsellors with further training so that they in turn can train teaching staff to cope with the needs of their pupils.

*In the 2000-2001 academic year 466 places in UNRWA's vocational and technical training centres at Ramallah in the West Bank were designated for students from the Gaza Strip. Due to closures however, only 136 students were able to attend, the rest being denied permission by the Israeli authorities to travel to the West Bank. Only 89 students from the Gaza Strip are enrolled in the current academic year.*

## Emergency Education

DESCRIPTION	GAZA STRIP		WEST BANK		Totals USD
	<i>Beneficiaries</i>	USD	<i>Beneficiaries</i>	USD	
Compensatory education	60,000	390,390	48,190	362,000	752,390
Self-learning materials	184,951	109,590			109,590
Extra-curricular activities	64,000	1,298,570	28,300	250,000	1,548,570
Special needs activities and inclusive education	11,250	688,500	6,000	225,000	913,500
Learning achievement project		20,000		25,000	45,000
University fees assistance	560	560,000	100	100,000	660,000
Vocational and technical training			224	280,000	280,000
Counselling programme				230,000	230,000
Sub Total		3,067,050		1,472,000	4,539,050
PSC		153,353		73,600	226,953
VAT		257,480		54,700	312,180
<b>TOTAL</b>		<b>3,477,883</b>		<b>1,600,300</b>	<b>5,078,183</b>



## Additional logistics, monitoring and reporting

**A wide range of requirements is associated with supporting and monitoring emergency programme activities. Extra vehicles and specialist equipment are needed to implement emergency operations over the coming year. These are essential for the effective administration, communications and transport associated with maintaining services and for supervising job creation, construction and distribution activities throughout the West Bank and Gaza Strip. The costs of extra staff hours will be met and funding will be needed for surveys and assessments.**

### **Operations support officer programme**

During 2001 the Operations Support Officer programme was concentrated in the West Bank in response to the problems of closures. Four Operations Support Officers and their teams have performed monitoring and advisory duties that assist UNRWA operations by securing access for staff and vehicles across checkpoints throughout the West Bank. These teams have further assisted emergency operations by identifying areas in need of emergency assistance as a result of closures or punitive action, by escorting medical teams and distribution teams into villages under curfew, by evacuating refugee families from locations under fire, and by arranging water deliveries to communities where the supply system has been damaged or destroyed. UNRWA has deemed the work of these teams to be vital to its emergency operations under the field conditions encountered. Under this appeal a fifth Operations Support Officer will be added to the programme.

### **Operations logistical support, monitoring and information**

Additional staff are needed to monitor the effectiveness of UNRWA programmes in the current crisis and recommend strategies to address any shortcomings. They will also need to design, implement and evaluate the Agency's longer-term activities. In order to strengthen UNRWA's programme departments there is an immediate need to improve their ability to conduct surveys, analyse data and measure the success or otherwise of their activities. Departments will establish mechanisms to design surveys, collect data, monitor relevant indicators and report on progress and implementation.

### **Situation assessment**

UNRWA's activities were key in sustaining the Palestine refugee population in the West Bank and Gaza Strip during the last year. The Agency's ability to respond to the crisis quickly and on a wide scale was thanks to its existing structures, its wide physical presence and knowledge of the refugee population. Nevertheless, its emergency assistance programmes were initially designed as short-term interventions, targeting the most acute and immediate needs. After more than a year, the lasting effects of the Intifada on individuals and society are now becoming more obvious.

UNRWA plays a prominent role in most spheres of activity in the West Bank. As economic conditions have worsened increasing numbers of Palestinian, including non-refugees, have come to rely on the Agency for some form of assistance. The Agency, by maintaining its policy of continuous assessment, hopes to address more effectively the long-term needs of the population.

UNRWA has approached several partners including ILO and international NGOs, to cooperate in carrying out these assessments by devising monitoring and reporting systems for any intervention envisaged, including developing key performance indicators, base line surveys and evaluation reports.



Numerous surveys, assessments, and studies have been carried out over the course of the last 15 months. The Agency has used the findings to adapt its programmes to respond to the needs identified. UNRWA intends to carry out focused assessments of the content and direction of its programmes to provide the appropriate assistance to the refugees it serves. In addition to the aptitude testing of school students already described, assessments would include review of the Agency's work on:

- ◆ Health
- ◆ Employment creation
- ◆ Physical Rehabilitation
- ◆ Psychological well being
- ◆ Infrastructure and Shelters
- ◆ Food and cash assistance

### **Transport assistance**

The Al-Mawasi area of Rafah, adjacent to an Israeli settlement in the southern Gaza Strip, has been under strict closure since the start of the Intifada. In the area there are 346 refugee and 130 non-refugee schoolchildren who have faced difficulties while attempting to cross Israeli military checkpoints on their way to and from school. Two buses are urgently required to provide safe transportation for these children.

Travel costs facing staff in the West Bank have been rising with the growth of Israeli

checkpoints, longer and more circuitous routes and the many changes of transport that can be required to reach places of work. A number of teachers recruited at the start of the 2001/2002 academic year turned down offers of employment because an allowance for transport could not be offered. This problem most affects lower-paid staff positions and those travelling longer and more difficult routes. A provision is made to assist staff with meeting the increasing costs.

### **Additional support capacity and equipment**

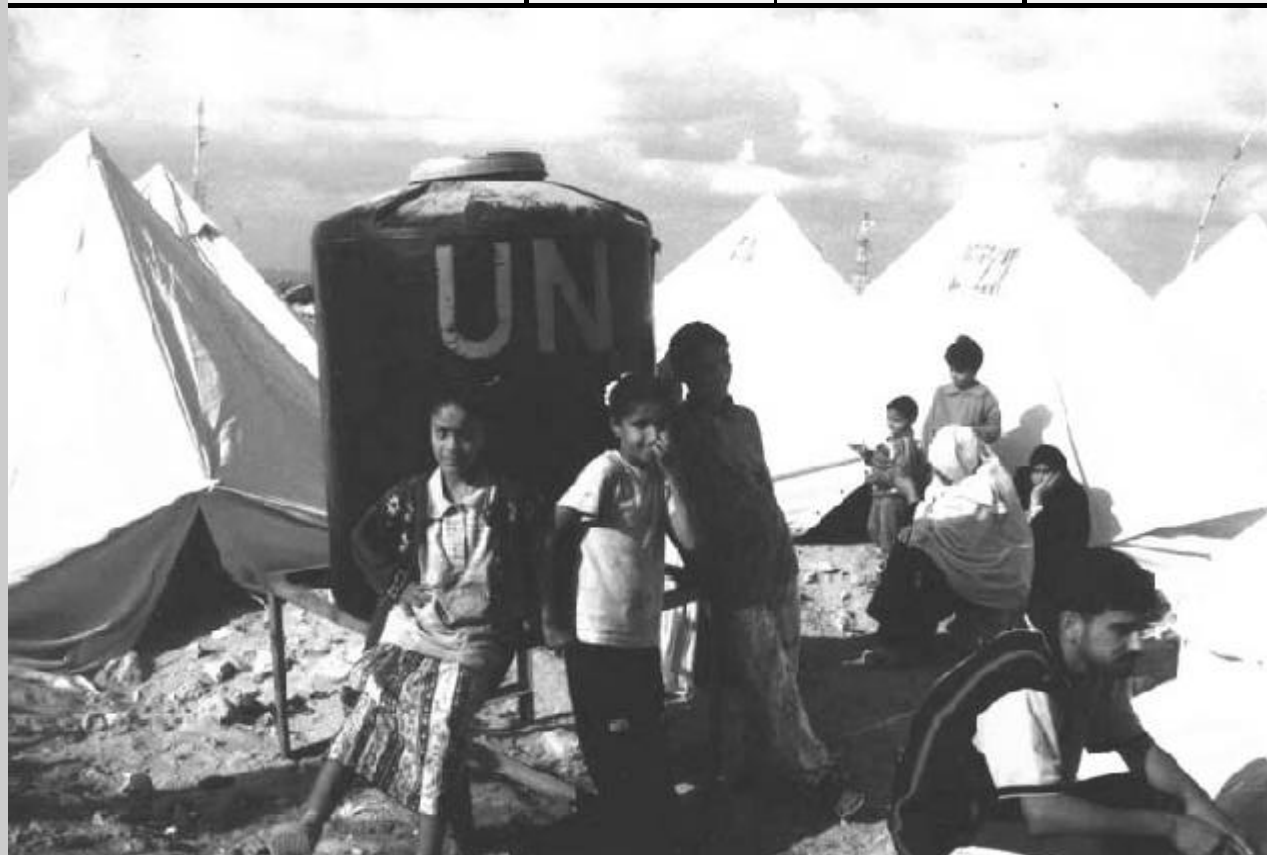
The Field Engineering Division in the Gaza Strip requires funds for extra equipment needed to manage its emergency activities. The increased workload has already required additional staff, hired under the job creation programme. Office equipment is required now to enable the Division to carry out its additional duties.

UNRWA will require additional vehicles, and funds to cover their running costs for one year, in order to support programme implementation in the West Bank. The programmes include job creation in villages and supervision of construction work at installations throughout the West Bank. Funds are also required to enable various departments to carry out their duties, including Administration, Legal, Engineering and Construction Services, Finance, Relief and Social Services, Procurement and Logistics. A budgetary provision is required also, for the remuneration of staff for long and extended overtime work.

<b>Additional Logistics, Monitoring and Reporting</b>			
<b>DESCRIPTION</b>	<b>GAZA STRIP</b>	<b>WEST BANK</b>	<b>Totals USD</b>
	<b>Amounts USD</b>	<b>Amounts USD</b>	
OSO Programme		<b>820,000</b>	<b>820,000</b>
Operations logistical support and monitoring	<b>175,000</b>	<b>200,000</b>	<b>375,000</b>
Additional support capacity and equipment	<b>32,010</b>	<b>291,308</b>	<b>323,318</b>
Transport assistance	<b>201,000</b>	<b>600,000</b>	<b>801,000</b>
Area staff overtime	<b>500,000</b>	<b>286,000</b>	<b>786,000</b>
Situation assessment	<b>125,000</b>	<b>250,000</b>	<b>375,000</b>
<b>Sub Total</b>	<b>1,033,010</b>	<b>2,447,308</b>	<b>3,480,318</b>
PSC	<b>51,650</b>	<b>122,365</b>	<b>174,015</b>
VAT	<b>30,943</b>	<b>4,760</b>	<b>35,703</b>
<b>TOTAL</b>	<b>1,115,603</b>	<b>2,574,433</b>	<b>3,690,036</b>

## UNRWA Emergency Appeal budget for 2002

<b>Total Emergency Operations</b>			
<b>DESCRIPTION</b>	<b>GAZA STRIP USD</b>	<b>WEST BANK USD</b>	<b>Total USD</b>
Emergency employment generation	33,746,860	22,160,683	55,907,543
Emergency food aid	14,742,829	11,566,133	26,308,962
Selective relief assistance	6,022,500	8,132,250	14,154,750
Emergency shelter repair and reconstruction	6,991,017	630,000	7,621,017
Emergency health	791,900	3,510,403	4,302,303
Emergency educational activities	3,477,883	1,600,300	5,078,183
Additional logistics, monitoring and reporting	1,115,603	2,574,433	3,690,036
<b>Total</b>	<b>66,888,592</b>	<b>50,174,202</b>	<b>117,062,794</b>





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