



**Annual Report on World Humanitarian  
Summit Commitments - United Nations Relief and Works  
Agency for Palestine Refugees (UNRWA)  
2016**



## Stakeholder Information

**Organisation Name**

United Nations Relief and Works  
Agency for Palestine Refugees  
(UNRWA)

**Organisational Type**

UN

**City and Country where Headquartered**

Amman, Jordan

**Focal Point Name**

Chiara Capozio

**Region**

Middle East

**Twitter ID**

@UNRWA



## 1D Develop solutions with and for people

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to continue human rights, conflict resolution and peacebuilding programming in its schools, in order to empower Palestine refugee students to enjoy and exercise their rights, uphold human rights values, be proud of their identity and contribute positively to their society and the global community.	Operational	Political Leadership to Prevent and End Conflicts

### Where did your organization stand on these issues prior to making these commitments

UNRWA is committed to continue its human rights, conflict resolution and tolerance (HRCRT) education programme to promote a culture of human rights in its schools and beyond. Through the HRCRT programme and the wider Education Reform, UNRWA is changing teaching and learning practices to be more rights-based, student-centric and participatory. HRCRT education aims to change the behavior, attitudes, and values of students to be tolerant, respectful students contributing to their society and the global community.

### Achievements at a glance

All UNRWA teachers received top-up training on human rights, conflict resolution and tolerance education. Student Parliaments are active in all UNRWA schools and conducted human rights activities. A guide on peer mediation and peaceful conflict resolution is currently being developed together with UNRWA students. Students are going through an 8-week learning session to contribute to the guide.

### How is your organization assessing progress

The goal of the Programme's monitoring and evaluation is to understand the impact of HRCRT education on changing the knowledge, attitudes, behavior and skills of students, as well as of teachers. The HRCRT indicator at the highest, impact level is: "Prevalence of human rights culture and practices." This is measured through a Perceptual Survey which explores the perceptions of students, parents, teachers, School Principals and UNRWA field staff. The survey is complemented by a classroom observation study that was completed at the end of 2016.

### Challenges faced in implementation

There is a discrepancy between human rights values taught at UNRWA schools and the realities students experience on the ground. Students witness human rights violations on a regular basis. This makes some teachers and students question the value of human rights education. Likewise students sometimes feel they cannot practice their child rights at their homes and communities. This is why UNRWA is now targeting the parents and communities through awareness raising human rights videos and open days.

### Next step to advance implementation in 2017

In 2017 UNRWA will work on addressing violence through peer mediation and peaceful conflict resolution. It will also set up the first Agency-wide Student Parliament representing all 500,000 students in UNRWA schools. The Agency-wide Parliament will ensure Palestine refugee youth can participate in decisions that effect their lives locally, regionally, and globally.

### If you had one message for the annual report on what is most needed to advance the transformation Develop solutions with and for people , what would it be

Genuine participation of people in the process, from developing projects or guidelines to evaluating results is key to advance the transformation.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

Accountability to affected people

Refugees

### Agenda for Humanity



3E - Eliminate gaps in education for children, adolescents and young people

3F - Enable adolescents and young people to be agents of positive transformation



## 2A Respect and protect civilians and civilian objects in the conduct of hostilities

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA will begin - where possible and feasible as part of its protection monitoring activities - to contribute to inter-agency efforts to collect information on the impact of explosive weapons in densely populated areas inhabited by Palestine refugees.	Operational	Uphold the Norms that Safeguard Humanity

### Core Commitments

Commitment	Core Responsibility
Commit to promote and enhance the protection of civilians and civilian objects, especially in the conduct of hostilities, for instance by working to prevent civilian harm resulting from the use of wide-area explosive weapons in populated areas, and by sparing civilian infrastructure from military use in the conduct of military operations.	Uphold the Norms that Safeguard Humanity

### Achievements at a glance

The Safety and Security Division UNRWA Education Department worked to develop the capacity of Field Education staff in Syria, Lebanon, and Jordan in relation to safety and security measures in schools. In 2017, this training will be rolled out to both West Bank and Gaza.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

Refugees



## 2B Ensure full access to and protection of the humanitarian and medical missions

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Through the implementation of its recently-adopted Child Protection Framework, UNRWA will strengthen its approach to child protection through child-sensitive service delivery and programming, safeguarding Palestine refugee children, and advocating for their rights to be respected. It is committed to empowering Palestine refugee children and their communities and, in partnership with others, re-enforcing the child protection system in each of its fields of operations.	Operational	Uphold the Norms that Safeguard Humanity
UNRWA supports efforts to prevent attacks and protect health care delivery, in accordance with international humanitarian law.	Advocacy	Uphold the Norms that Safeguard Humanity
UNRWA will advocate and strive for greater humanitarian access to Palestine refugees when their essential needs are not being met through engagement with all relevant parties to conflict and in accordance with relevant UN policies, as required and feasible.	Operational	Uphold the Norms that Safeguard Humanity
UNRWA will liaise with relevant authorities to promote the protection of UNRWA personnel during conflict. To the extent possible, it will notify parties to conflict of the location of its installations and their status as UN premises and advocate for the respect of their inviolability as required under international law. UNRWA will strengthen (within the resources available) its safety and security policies and procedures for all staff.	Operational	Uphold the Norms that Safeguard Humanity

### Core Commitments

Commitment	Core Responsibility
Commit to ensure all populations in need receive rapid and unimpeded humanitarian assistance.	Uphold the Norms that Safeguard Humanity
Commit to promote and enhance efforts to respect and protect medical personnel, transports and facilities, as well as humanitarian relief personnel and assets against attacks, threats or other violent acts.	Uphold the Norms that Safeguard Humanity

### Where did your organization stand on these issues prior to making these commitments

UNRWA contributes to the protection of Palestine refugees in a number of ways, including through the direct provision of services and promoting and monitoring respect for the rights of Palestine refugees, in accordance with its mandate. In recent years UNRWA has strengthened its capacity to provide protection to Palestine refugees, amidst increasing conflict, and continued lack of progress in finding a just and durable solution to the Palestine refugee crisis. Our commitments in this area reflect many of our priorities in this area.

### Achievements at a glance

- UNRWA adopted a child protection framework in 2016 and is currently working to ensure that functioning referral systems for child protection cases exist in all fields.



- UNRWA continued to engage with duty bearers to advocate for the rights of Palestine refugees and the inviolability of its installations.
- In 2016, UNRWA launched an initiative to address violence affecting, and involving, children in its installations and services. Activities will continue throughout 2017.
- UNRWA developed the capacity of Field Education staff in Syria, Lebanon and Jordan in relation to safety and security measures in schools. In 2017, this training will be rolled out to West Bank and Gaza.
- In 2016, UNRWA launched a Conceptual Framework on psychosocial support in UNRWA schools to support children's well-being and resilience. In 2017, to implement the Framework, emphasis will be placed on building the capacity of education staff.

### **How is your organization assessing progress**

Progress is assessed through the Agency's Results Based Monitoring system, which is used to monitor progress against indicators across the five fields of operation on a quarterly basis. Reporting is shared with donors annually, with semi-annual reporting provided for humanitarian activities.

### **Challenges faced in implementation**

The success of private and public advocacy activities depends on the nature of the issues raised and the level of engagement with relevant authorities, as well as the security environment and the capacity of UNRWA fields offices to undertake such activities.

### **Next step to advance implementation in 2017**

Regarding child protection, the ability of frontline staff to effectively engage will be further enhanced through training. UNRWA will also seek to strengthen staff capacity on monitoring, reporting and advocacy.

### **Tag with other relevant transformations, keywords, initiatives**

#### **Keywords**

Refugees

#### **Agenda for Humanity**

2A - Respect and protect civilians and civilian objects in the conduct of hostilities     3E - Eliminate gaps in education for children, adolescents and young people



## 2C Speak out on violations

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA will continue to call for accountability for violations of international law affecting Palestine refugees and for effective remedies to be available to victims of such violations.	Advocacy	Uphold the Norms that Safeguard Humanity
UNRWA will continue to advocate with all relevant duty bearers and stakeholders for the protection of Palestine refugees through greater compliance with international law. Where appropriate, it will speak out in the event of attacks on or damage to its schools, health clinics and other installations.	Advocacy	Uphold the Norms that Safeguard Humanity

### Core Commitments

Commitment	Core Responsibility
Commit to speak out and systematically condemn serious violations of international humanitarian law and serious violations and abuses of international human rights law and to take concrete steps to ensure accountability of perpetrators when these acts amount to crimes under international law.	Uphold the Norms that Safeguard Humanity

### Where did your organization stand on these issues prior to making these commitments

As part of its protection mandate, UNRWA documents alleged violations of international law, including humanitarian and human rights law, and engages in private advocacy with relevant authorities to prevent violations from occurring and to seek accountability and remedial measures for violations that have occurred. Through these activities, UNRWA promotes an increase of respect by duty bearers in fulfilling their obligations to protect and promote the human rights of Palestine refugees.

### Achievements at a glance

During the reporting period, UNRWA continued to engage with relevant authorities and other duty bearers to advocate for the rights of Palestine refugees, including on the issue of accountability for alleged violations of international law. During the reporting period, UNRWA issued several press statements related to the protection of Palestine refugees and in relation to damage to and/or destruction of its installations in its five fields of operations (Jordan, Lebanon, Syria, Gaza and West Bank, including East Jerusalem).

### How is your organization assessing progress

UNRWA tracks public and private advocacy interventions through semi annual reporting on humanitarian operations, although it is often not possible to attribute positive outcomes to the actions taken.

### Challenges faced in implementation

The success of private and public advocacy activities depend on the nature of the issues raised and the level of engagement with relevant authorities as well as the security environment and the capacity of each UNRWA field office to undertake such activities.

### Next step to advance implementation in 2017

UNRWA will seek to progressively strengthen the capacity of staff in monitoring, reporting and advocacy.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

Humanitarian principles

Refugees







## 2D Take concrete steps to improve compliance and accountability

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to sign the Call to Action on Protecting Girls and Women in Emergencies and its Roadmap in line with its Building Safety project as part of the US Government's Safety from the Start initiative to prevent, mitigate, and respond to gender-based violence (GBV) in emergencies. UNRWA will adopt SOPs to prevent and mitigate GBV from the onset of crises, building staff capacity for gender and GBV sensitive emergency responses, building capacity to identify and respond to survivors of GBV with focus on sexual violence, and developing a framework for GBV prevention.	Policy	Uphold the Norms that Safeguard Humanity
UNRWA will continue to engage with the international human rights system to promote greater respect for, and protection of, the rights of Palestine refugees and cooperate with relevant UN mechanisms to investigate violations of international law as appropriate.	Operational	Uphold the Norms that Safeguard Humanity
UNRWA will continue to promote the protection and enjoyment of the human rights of the more than five million Palestine refugees registered with it, in and through its service delivery in the areas of education, health and relief and social services. It will promote a culture of human rights, including through the teaching of human rights, conflict resolution and tolerance as part of its education programme.	Advocacy	Uphold the Norms that Safeguard Humanity
UNRWA will enhance its emergency preparedness and readiness capacity to enhance its ability to respond to spikes in violence and acute crisis, including building capacity to mitigate and prevent GBV in emergencies.	Capacity	Uphold the Norms that Safeguard Humanity
UNRWA will further strengthen its capacity to prevent and respond to gender based violence (GBV). Using its dedicated teams tasked to address and prevent gender-based violence (GBV) UNRWA will provide survivors with assistance and access to services, either directly or through referrals and tracking cases. UNRWA will work with partners for the response and prevention of GBV, including working with community members and leaders, and with UNRWA staff (as members of the communities), to shift attitudes and stigma vis-a-vis GBV.	Capacity	Uphold the Norms that Safeguard Humanity

### Core Commitments

Commitment	Core Responsibility
Commit to promote and enhance respect for international humanitarian law, international human rights law, and refugee law, where applicable.	Uphold the Norms that Safeguard Humanity



<p>Commit to speak out and systematically condemn serious violations of international humanitarian law and serious violations and abuses of international human rights law and to take concrete steps to ensure accountability of perpetrators when these acts amount to crimes under international law.</p>	<p>Uphold the Norms that Safeguard Humanity</p>
<p>Implement a coordinated global approach to prevent and respond to gender-based violence in crisis contexts, including through the Call to Action on Protection from Gender-based Violence in Emergencies.</p>	<p>Uphold the Norms that Safeguard Humanity</p>
<p>Fully comply with humanitarian policies, frameworks and legally binding documents related to gender equality, women's empowerment, and women's rights.</p>	<p>Uphold the Norms that Safeguard Humanity Leave No One Behind</p>

### Where did your organization stand on these issues prior to making these commitments

As part of its protection mandate, UNRWA addresses cases of violence, abuse, neglect and exploitation of vulnerable groups, including women and children. UNRWA also implements protection programmes which respond to protection threats and promotes the resilience of Palestine refugees and their rights under international law, through monitoring and reporting on violations.

### Achievements at a glance

In 2016, UNRWA developed a Gender Guide for Teachers to enhance gender sensitive practices in the classroom. This Guide will be implemented in the five fields of operation in 2017.

In February 2017, UNRWA became a partner of the 'Call to Action on Protection from Gender-Based Violence (GBV)' and submitted a series of commitments in this regard.

In 2016, the Agency identified a total of 6,074 GBV survivors, of which following consent by the survivor 89.2 per cent (5,420 individuals) were provided with assistance that included medical, legal and/or psychosocial counselling and services.

In 2016, UNRWA made a total of 18 submissions and briefings relating to key areas of concern to the international human rights system, including briefings to Special Rapporteurs and inputs to reports on international human rights instruments.

### How is your organization assessing progress

Progress is assessed through the Agency's Results-Based Monitoring (RBM) system, which is used to monitor progress against indicators across the Agency's five fields of operations (Jordan, Lebanon, Syria, Gaza and West Bank, including East Jerusalem)

### Next step to advance implementation in 2017

With regard to the Call to Action, UNRWA will continue implementing the commitments it has made, including, among others, the training of some 400 UNRWA staff on responding to GBV with a focus on sexual violence.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

Gender

Refugees

#### Agenda for Humanity

3D - Empower and protect women and girls



## 3A Reduce and address displacement

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to exploring innovative and diversified means to mobilize resources, including through partnerships with international financial institutions such as the World Bank, the private sector, civil society and sister UN agencies. UNRWA commits to transform several existing collaborative arrangements with partner organizations into long-term strategic engagements that enhance the opportunities available to refugees.	Operational	Leave No One Behind
UNRWA commits to supporting and contributing to international efforts to address displacement by sharing experiences and practices gained from more than six decades of supporting and promoting the rights of the Palestine refugee population, the largest single protracted refugee population in the world.	Policy	Leave No One Behind
UNRWA will continue to advocate for respect of the fundamental principle of non-refoulement in accordance with international law.	Advocacy	Leave No One Behind
UNRWA will work towards five strategic outcomes during the period 2016 - 2021, the combination of which will play a key role in fostering stability in the most unstable of regions. These strategic outcomes cover refugees' access to essential needs and services such as the rights under international law, education, health care, livelihoods and basic human needs of food, shelter and environmental health.	Operational	Leave No One Behind

### Core Commitments

Commitment	Core Responsibility
Commit to a new approach to addressing forced displacement that not only meets immediate humanitarian needs but reduces vulnerability and improves the resilience, self-reliance and protection of refugees and IDPs. Commit to implementing this new approach through coherent international, regional and national efforts that recognize both the humanitarian and development challenges of displacement. Commit to take the necessary political, policy, legal and financial steps required to address these challenges for the specific context.	Leave No One Behind
Commit to promote and support safe, dignified and durable solutions for internally displaced persons and refugees. Commit to do so in a coherent and measurable manner through international, regional and national programs and by taking the necessary policy, legal and financial steps required for the specific contexts and in order to work towards a target of 50 percent reduction in internal displacement by 2030.	Leave No One Behind



<p>Acknowledge the global public good provided by countries and communities which are hosting large numbers of refugees. Commit to providing communities with large numbers of displaced population or receiving large numbers of returnees with the necessary political, policy and financial, support to address the humanitarian and socio-economic impact. To this end, commit to strengthen multilateral financing instruments. Commit to foster host communities' self-reliance and resilience, as part of the comprehensive and integrated approach outlined in core commitment 1.</p>	<p>Leave No One Behind</p>
<p>Commit to collectively work towards a Global Compact on responsibility-sharing for refugees to safeguard the rights of refugees, while also effectively and predictably supporting States affected by such movements.</p>	<p>Leave No One Behind</p>
<p>Commit to actively work to uphold the institution of asylum and the principle of non-refoulement. Commit to support further accession to and strengthened implementation of national, regional and international laws and policy frameworks that ensure and improve the protection of refugees and IDPs, such as the 1951 Convention relating to the Status of Refugees and the 1967 Protocol or the AU Convention for the Protection and Assistance of Internally Displaced Persons in Africa (Kampala convention) or the Guiding Principles on internal displacement.</p>	<p>Leave No One Behind</p>

### Where did your organization stand on these issues prior to making these commitments

Palestine refugees are the largest group of refugees in the world. Around 5.3m Palestine refugees are registered with UNRWA, accounting for around a quarter of the world's total refugee population and 44 percent of refugees in protracted refugee situations. Consequently, UNRWA is committed to all global efforts to improve protection and assistance of refugees, including through the WHS and the 2016 High Level Meeting (HLM) on Addressing Large Movements of Refugees and Migrants.

### Achievements at a glance

UNRWA participated in the High Level Meeting on Addressing Large Movements of Refugees and Migrants, convened in New York in September 2016. The New York Declaration produced encouraged donors to provide increased funding to UNRWA. In late 2016, the General Assembly requested the Secretary-General to facilitate broad consultations with Member States and International Financial Institutions to explore all possible ways and means of ensuring sufficient, sustained and predictable funding for UNRWA. UNRWA Education Department works with host Ministries of Education, UN partners, NGOs, and Inter-Agency Network for Education in Emergencies (INEE) on ensuring the provision of quality inclusive and equitable education for UNRWA students.

### How is your organization assessing progress

UNRWA collects quarterly data on its operations through a Results Based Monitoring system. Narrative and results reporting is shared with donors on an annual basis, with reporting on humanitarian operations provided semi-annually. UNRWA is also participating in follow up on commitments made as part of the High Level Meeting on Addressing Large Movements of Refugees and Migrants.

### Challenges faced in implementation

Continued funding shortfalls hamper UNRWA's ability to meet the human development, humanitarian and protection needs of Palestine refugees.

### Next step to advance implementation in 2017

Further follow up on the General Assembly's (GA) request to the Secretary General (SG) on funding to UNRWA and relevant actions contained within the SG's report to the GA.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

Refugees



## Agenda for Humanity

3E - Eliminate gaps in education for children, adolescents and young people

5D - Finance outcomes, not fragmentation: shift from funding to financing



## 3D Empower and protect women and girls

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA will work to further embed gender equality across all aspects of its programming and services delivery through the implementation of its Gender Equality Strategy 2016-21 using a twin track approach combining gender mainstreaming with targeted interventions for the reduction in gaps in access, participation, and capabilities. UNRWA will pay particular attention to the situation and participation of vulnerable women and girls, including those with disabilities.	Operational	Leave No One Behind

### Core Commitments

Commitment	Core Responsibility
Empower Women and Girls as change agents and leaders, including by increasing support for local women's groups to participate meaningfully in humanitarian action.	Leave No One Behind
Ensure universal access to sexual and reproductive health and reproductive rights as agreed in accordance with the Programme of Action of the International Conference on Population and Development and the Beijing Platform for Action and the Outcome documents of their review conferences for all women and adolescent girls in crisis settings.	Leave No One Behind
Ensure that humanitarian programming is gender responsive.	Leave No One Behind
Fully comply with humanitarian policies, frameworks and legally binding documents related to gender equality, women's empowerment, and women's rights.	Uphold the Norms that Safeguard Humanity Leave No One Behind

### Where did your organization stand on these issues prior to making these commitments

UNRWA aims to make the Agency's organizational culture, practices and programme implementation more gender sensitive so that the services provided are more equitable and inclusive, and Palestine refugees - whether women, men, boys or girls - can increasingly fulfil their needs and enjoy their rights

### Achievements at a glance

In 2016, UNRWA developed a Gender Guide for Teachers to enhance gender sensitive practices in the classroom. This Guide will be implemented in the five fields of operation in 2017.

In 2016, gender was integrated as a cross-cutting theme in the Quality Assurance (QA) Framework that was developed to assess school performance. In 2017, the Framework will be implemented in all fields.

In November 2016, UNRWA approved its 2016-2021 Gender Equality Strategy with four drivers of change, namely gender architecture, gender marker, leadership, and accountability, that will give impetus to gender mainstreaming both at the programmatic and the organizational levels and improve the quality of services for Palestine refugees.

### How is your organization assessing progress

Progress made on the implementation of the Gender Equality Strategy is being assessed based on the Strategy's monitoring framework, which combines indicators from the Common Monitoring Matrix that has been developed to monitor implementation of the Agency's Medium-Term Strategy 2016-2021 as well as the indicators of the UN System Wide Action Plan on Gender Equality and Empowerment of Women (UN-SWAP)



### Challenges faced in implementation

A lack of funding is one of the principal obstacles for gender mainstreaming processes.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

Gender

Refugees





## 3E Eliminate gaps in education for children, adolescents and young people

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to continue to provide equitable and inclusive access to quality basic health and education services for Palestine refugees.	Operational	Leave No One Behind
UNRWA commits to continue working with partners towards the provision of financial and technical resources for education and psychosocial support for its schools during an emergency.	Partnership	Leave No One Behind
UNRWA commits to continuing human rights and conflict resolution education in all its schools towards the development of inclusive local, regional and global society and pride in Palestinian identity.	Operational	Leave No One Behind
UNRWA commits to recognizing the importance of schools working hand in hand with the community towards the safety, well-being and learning of its students.	Advocacy	Leave No One Behind
UNRWA commits to the on-going provision of equitable and inclusive access to quality basic education services for Palestine refugees students in times of emergency and crisis.	Operational	Leave No One Behind
UNRWA commits to working to ensure the safety of teachers and other staff and to develop their capacity to better cope in an emergency.	Operational	Leave No One Behind

### Where did your organization stand on these issues prior to making these commitments

UNRWA works to ensure that the 500,000 Palestine refugee children and 7,000 youth in its education institutions continue to receive quality, inclusive and equitable education despite the myriad crises the region has endured. With the onset of the Syria crisis, UNRWA faced a new challenge in delivering education in conflict, requiring that the Agency redouble efforts in this area.

### Achievements at a glance

UNRWA's concerted investments, through its Education Reform and innovative approach to ensuring the continuation of education in emergencies proved successful. The 2015/16 school year was marked by a decrease in the Agency-wide cumulative drop-out rates and overall improvement in student achievement in the Monitoring of Learning Achievement (MLA) Tests. Of particular note are the achievements of Syria. Syria achieved some of the lowest drop-out rates of all fields, and showed strong achievement in the unified MLA tests. The factors contributing to this positive outcome are felt to be the combined approach of system strengthening – through the implementation of the UNRWA Education Reform – and innovation through alternative learning spaces, UNRWA TV, self-learning material, additional psychosocial support, summer learning and catch-up classes as part of the Education in Emergencies (EiE) approach.

### How is your organization assessing progress

UNRWA assesses progress through the Agency-wide Common Monitoring Matrix. Education components are aligned with Sustainable Development Goal 4. Common universal education indicators are applied consistently across all five Fields and at highest outcome level, indicators are related to student survival and learning outcomes, while at output level, indicators include those related to parental engagement, textbook review among others. Different tools are used to capture a variety of data Agency-wide; these include Agency-wide Education Management Information System, Perceptual Survey, Monitoring of Learning Achievement tests and Classroom Observation Study.

### Challenges faced in implementation

Challenges faced are due to financial constraints facing the Agency as for example in the 2015/16 school year, UNRWA schools



nearly did not open due to the Agency's lack of funding. The ongoing blockade in Gaza, the war in Syria and its effects in Lebanon and Jordan, and the continued occupation in the West Bank also continue to impact the overall operating context for UNRWA schools.

### **Next step to advance implementation in 2017**

UNRWA will work to sustain, embed, and enrich the principles and practices of the Education Reform and its education in emergencies approach in the next year/s. The Reform Policies, Strategies and strengthened organizational teacher/school support structures, will continue to provide a strategic direction for the education programme. Capacity development and support will be provided to ensure harmonization and coherence between the five fields of operation to ensure that investments, both in education staff and in programmatic initiatives, have the most impact.

### **If you had one message for the annual report on what is most needed to advance the transformation Eliminate gaps in education for children, adolescents and young people , what would it be**

System strengthening towards quality, inclusive and equitable education for all UNRWA students combined with the deployment of innovative, integrated approaches to ensure the continuation of education in emergencies, anchored by the tireless dedication and commitment of students, teachers and parents, are key success elements.

### **Tag with other relevant transformations, keywords, initiatives**

#### **Keywords**

- Innovation  Refugees

#### **Specific Initiatives**

- Charter on Inclusion of Persons with Disabilities in Humanitarian Action  Education Cannot Wait



## 3G Address other groups or minorities in crisis settings

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to enhancing its coordination, collaboration and partnerships with host governments, other UN agencies and civil society organisations for improved disability inclusion in humanitarian response.	Partnership	Leave No One Behind
UNRWA commits to ensuring that all humanitarian response plans and programmes reflect the different needs and capacities of Palestine refugee with disabilities, supported by collecting data on Palestine refugees with disabilities, disaggregated by age and sex, to strengthen and inform humanitarian planning and response.	Operational	Leave No One Behind
UNRWA commits to sign the Charter on Disability Inclusion in Humanitarian Action led by the UN Inter-Agency Support Group on the Convention on the Rights of Persons with Disabilities, of which UNRWA is a member, and will support their implementation, as far as relevant to UNRWA's mandate and operations.	Policy	Leave No One Behind
UNRWA commits to supporting the development and implementation of global guidelines on disability inclusion in humanitarian action to be initiated in 2016 and also providing technical expertise in the development of the guidelines.	Policy	Leave No One Behind

### Where did your organization stand on these issues prior to making these commitments

In recognition of the particular vulnerabilities experienced by persons with disabilities, UNRWA endorsed the Charter on Disability Inclusion in Humanitarian Action, and made commitments on disability inclusion under transformation 3G.

UNRWA was prompted to make these commitments because we recognise that persons with disabilities cannot be left behind. Furthermore, addressing the needs and protecting the rights of Palestine refugees with disabilities is part of UNRWA's mandate as set out by the United Nations General Assembly.

### Achievements at a glance

Between June to December 2016, UNRWA's actions focused on turning our commitments into practical and user-friendly Guidelines on Disability Inclusion, which will clarify for Agency staff how to implement disability inclusion. These Guidelines have been developed consultatively, through a series of workshops with staff from all field offices. The Guidelines will be finalised in the first half of 2017.

UNRWA continued its support to the implementation of the Charter on Disability Inclusion in Humanitarian Action. In June 2016, UNRWA became a member of the Task Team (under the IASC) to develop globally endorsed guidelines on inclusion of persons with disabilities in humanitarian action.

In 2016, the Education Management Information System (EMIS) system was launched in all fields. This system includes a tool to collect data on disabilities for all UNRWA students, disaggregated by age and sex. The tool uses a harmonized definition of disabilities and aligns with the UNRWA inclusive education approach.

### Challenges faced in implementation

Collecting data disaggregated by disability (as well as sex and age) is crucial to enable us to monitor whether and how our services and programmes are reaching persons with disabilities. However, data collection remains a challenge, with the internationally agreed approach for disability identification within census and survey processes (namely the Washington Group Short Set of Questions) is still being tested in humanitarian and emergency contexts. More work is required to standardise and better analyse



our data to be tracking inclusion.

### **Next step to advance implementation in 2017**

Bridging the gap between policy commitments and practical implementation of disability inclusion in humanitarian action requires us to gather information, raise awareness among staff and partners, implement reasonable accommodations to make our programs more accessible, and test inclusion approaches to learn what works.

### **Tag with other relevant transformations, keywords, initiatives**

#### **Keywords**

- Disability  People-centred approach  Refugees

#### **Specific Initiatives**

- Charter on Inclusion of Persons with Disabilities in Humanitarian Action

#### **Agenda for Humanity**

- 3E - Eliminate gaps in education for children, adolescents and young people



## 4A Reinforce, do not replace, national and local systems

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to increasing Palestine refugee participation in the design, development and provision of services to them, including strengthening beneficiary feedback mechanisms in its humanitarian programming, building on the platform provided by its cadre of 30,000 national staff involved in direct delivery of humanitarian assistance.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA commits wherever possible to the use of cash in humanitarian response in order to empower families to make their own life decisions, preserve dignity, and improve efficiency, and to mitigate economic and social marginalization. UNRWA will expand its use of cash, unless it is not appropriate or possible in specific circumstances. UNRWA will continue to complement this through the provision of services and relief items, where needed. UNRWA commits to share the Agency's extensive experience on cash-based programming with host authorities and other actors.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA will continue to invest in the human capital of Palestine refugees across its fields of operation and commits to continued quality, equality and inclusiveness in its education, health programmes, and other programmes, even in times of crisis.	Financial	Change People's Lives: From Delivering Aid to Ending Need

### Core Commitments

Commitment	Core Responsibility
Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action.	Change People's Lives: From Delivering Aid to Ending Need
Commit to reinforce national and local leadership and capacities in managing disaster and climate-related risks through strengthened preparedness and predictable response and recovery arrangements.	Change People's Lives: From Delivering Aid to Ending Need



Commit to increase investment in building community resilience as a critical first line of response, with the full and effective participation of women.	Change People's Lives: From Delivering Aid to Ending Need
Commit to ensure regional and global humanitarian assistance for natural disasters complements national and local efforts.	Change People's Lives: From Delivering Aid to Ending Need
Commit to increase substantially and diversify global support and share of resources for humanitarian assistance aimed to address the differentiated needs of populations affected by humanitarian crises in fragile situations and complex emergencies, including increasing cash-based programming in situations where relevant.	Change People's Lives: From Delivering Aid to Ending Need Invest in Humanity
Commit to empower national and local humanitarian action by increasing the share of financing accessible to local and national humanitarian actors and supporting the enhancement of their national delivery systems, capacities and preparedness planning.	Change People's Lives: From Delivering Aid to Ending Need Invest in Humanity

### Where did your organization stand on these issues prior to making these commitments

On Accountability to Affected Populations, UNRWA considers this a cornerstone of quality service provision to meet changing refugee needs and deliver more sustainable development outcomes.

On cash, UNRWA is currently delivering humanitarian assistance to over 1.4m Palestine refugees affected by the Syria conflict and the protracted crisis in the occupied Palestinian territory. In 2015, approximately 50% of total humanitarian expenditure was on cash based programmes. UNRWA is committed to expanding the use of cash, where possible.

### Achievements at a glance

An UNRWA framework on Accountability to Affected Populations (AAP) has been produced and issued on UNRWA's website. Roll out across fields is ongoing.

In 2016, UNRWA has successfully rolled out cash based social protection programming in Jordan, Lebanon and the West Bank, reaching an estimated 150,000 beneficiaries by quarter.

### How is your organization assessing progress

Through regular reporting via UNRWA's Results Based Monitoring System and annual reporting to donors (which includes a section on AAP).

### Challenges faced in implementation

The transition from food to cash required close consultation and ongoing communication with beneficiaries, staff and host authorities, to ensure that all parties had a full understanding of the changes in programming and that concerns and feedback could be taken on board during the implementation phase.

### Next step to advance implementation in 2017

An evaluation of the transition from food to cash is planned in Jordan, West Bank and Lebanon.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

Accountability to affected people

Cash

Refugees

Social protection



## 4B Anticipate, do not wait, for crises

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA will invest in its capacity to operate in high-risk contexts through enhanced emergency preparedness.	Operational	Change People's Lives: From Delivering Aid to Ending Need

### Core Commitments

Commitment	Core Responsibility
Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action.	Change People's Lives: From Delivering Aid to Ending Need
Commit to accelerate the reduction of disaster and climate-related risks through the coherent implementation of the Sendai Framework for Disaster Risk Reduction 2015-2030, the 2030 Agenda for Sustainable Development and the Paris Agreement on Climate Change, as well as other relevant strategies and programs of action, including the SIDS Accelerated Modalities of Action (SAMOA) Pathway.	Change People's Lives: From Delivering Aid to Ending Need Invest in Humanity
Commit to improve the understanding, anticipation and preparedness for disaster and climate-related risks by investing in data, analysis and early warning, and developing evidence-based decision-making processes that result in early action.	Change People's Lives: From Delivering Aid to Ending Need

### Where did your organization stand on these issues prior to making these commitments

Although UNRWA is primarily a human development organization, the frequency and duration of crises across its fields of operation require that the Agency invests considerable resources in emergency response. UNRWA is investing in enhancing preparedness actions prior to a crisis in order to facilitate a better response capability and to promote better readiness and resilience. This is being achieved through the development of an Agency wide emergency management framework.

### Achievements at a glance

Achievements during this reporting period include: (i) A mapping of all current UNRWA emergency plans/procedures to identify emergency preparedness and response gaps; (ii) a process undertaken to identify lessons from previous conflicts; (iii) the consultation and elaboration of an agency-wide Emergency Management Framework which will provide the systems, process and tools and people to better support preparedness and response; (iv) the development of a Gaza Emergency Response Manual, and accompanying Standard Operating Procedures (SOPs) based on a crisis/emergency scenario, and (v) the development of an Education in Emergencies Programme by UNRWA Education Department which builds on the UNRWA education system and introduces innovations in key areas such as psychosocial support (PSS), alternative learning modalities, safety and security, and



student and community engagement.

### **How is your organization assessing progress**

UNRWA is planning an internal simulation exercise in May to test critical functions, processes and procedures required during an emergency.

### **Challenges faced in implementation**

A number of UNRWA field offices are responding to ongoing protracted emergencies which limit the time and resources available for preparedness actions and measures. UNRWA will look to address this issue in 2017 by exploring ways in which headquarters, and short-term external technical expertise, can be used to better support field offices in this area.

### **Next step to advance implementation in 2017**

To incorporate the management of humanitarian risk into the Agency's wider risk management framework, and planning and operational processes and to provide contingency planning templates, guidance, and support to UNRWA fields offices.

### **Tag with other relevant transformations, keywords, initiatives**

#### **Keywords**

Disaster Risk Reduction

Refugees





## 4C Deliver collective outcomes: transcend humanitarian-development divides

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to continue providing essentially needed development and humanitarian assistance to Palestine refugees in the Middle East, in accordance with the mandate entrusted by the UN General Assembly, thereby contributing to peace, dignity and stability in the region.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA commits to continue to meet the essential needs of Palestine refugees in accordance with its mandate with a view to reducing vulnerability, improving resilience, self-reliance and protection of Palestine refugees.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA commits to improve the reliability of a collective health emergency response, by enhancing international health co-operation.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA commits to multi-year humanitarian programming and in this regard will work closely and collaboratively with donors and international financial institutions.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA commits to promote health at the centre of collective humanitarian action.	Advocacy	Change People's Lives: From Delivering Aid to Ending Need
UNRWA commits to renew its efforts in designing and adopting more effective emergency response strategies inspired by the principles of universal health coverage. Such strategies aim at increasing the health systems' responsiveness during crisis.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA will implement effective management and operational responses to the primary risks threatening the achievement of the its Strategic Outcomes. These will include: 1) building an ambitious relationship and fundraising approach; 2) strengthening management and IT systems for maximum impact, effective response and uninterrupted support; 3) fostering and instituting a culture of partnership with refugees and staff; 4) building on experience gained in emergency situations in Syria, Gaza, Lebanon and the West Bank and institutionalize best practices for greater sustainability in the provision of mandated support.	Operational	Change People's Lives: From Delivering Aid to Ending Need
UNRWA will strengthen its monitoring and reporting systems including the use of sex and age disaggregated data to better measure progress towards outcomes.	Operational	Change People's Lives: From Delivering Aid to Ending Need

### Core Commitments

Commitment	Core Responsibility
------------	---------------------



Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action.

Change People's Lives: From Delivering Aid to Ending Need

### Where did your organization stand on these issues prior to making these commitments

UNRWA works in environments where humanitarian aid and human development activities are delivered in parallel. In practice, there is not much of a humanitarian - development divide as we constantly shift between humanitarian and development modes. We remain committed to maintain coherence across different funding and programming streams.

On health, we will make a unique contribution to the Agenda for Humanity by continuing to deliver health services and examining political determinants of health for Palestine refugees. Collective response with different stakeholders and alignment with the global vision on health, universal health coverage (UHC) is more essential than ever.

### Achievements at a glance

UNRWA has enhanced its Results Based Monitoring System, which will allow for more systematic reporting of sex and age disaggregated data.

The Education Management Information Systems (EMIS) system was launched in all fields. This includes a tool to collect data on disabilities for all UNRWA students, disaggregated by age and sex. It uses a harmonized definition of disabilities and is aligned with UNRWA's inclusive approach.

UNRWA commenced work on an Agency-wide Emergency Management Framework, to strengthen capacity to prepare for and respond to crises.

On health, UNRWA has embraced the universal health coverage philosophy by adopting the person-centered family medicine approach, called family health team, in all health centres. UNRWA also conducted research with JSI (John Snow Inc.) of USA to assess health service access for Palestine refugees from Syria in Jordan. We also worked closely with the Lancet and with partners such as host governments, WHO, UNICEF and others.

### How is your organization assessing progress

Progress is monitored through regular Agency reporting channels. As referred to above, a Results Based Monitoring system is used to collect Agency results reporting. Information management systems for health (e-Health) and education (EMIS) have also been rolled out in 2016, to support monitoring of health and education related indicators.

### Challenges faced in implementation

Underfunding continues to create challenges for building capacity and ensuring the sustainability of reform initiatives. This is compounded by the unprecedented nature of the humanitarian crises faced. This is the motif for our commitment but also the challenge, affecting priorities for Palestine refugees and UNRWA, and increasing competition for resources.

### Next step to advance implementation in 2017

Further development of Agency-wide policies, processes and structures for emergency preparedness and response.

Network with experts in crisis response to further discussions on the role of UNRWA's health department in effective emergency



response strategies, with the concept of universal health coverage in mind.

**Tag with other relevant transformations, keywords, initiatives**

**Keywords**

- Disability
- Disaster Risk Reduction
- Gender
- Refugees

**Specific Initiatives**

- A Global Undertaking on Health in Crisis Settings

**Agenda for Humanity**

- 3G - Address other groups or minorities
- 4B - Anticipate, do not wait, for crises in crisis settings



## 5E Diversify the resource base and increase cost-efficiency

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
UNRWA commits to continue improving transparency in costing of humanitarian and reconstruction / rehabilitation programmes.	Financial	Invest in Humanity
UNRWA commits to continued review of management costs in order to reduce overall support costs and maximize the share of funding dedicated to providing services to beneficiaries.	Financial	Invest in Humanity
UNRWA commits to providing, in compliance with IPSAS standards, timely, accurate and relevant financial information to improve transparency in resource use.	Financial	Invest in Humanity
UNRWA subscribes to the Grand Bargain put forward by the High-Level Panel on Humanitarian Financing.	Policy	Invest in Humanity
UNRWA will seek to promote local procurement including through policies like food for cash. UNRWA also commits to participating in collaborative procurement exercises aimed at delivering cost and operational efficiencies.	Operational	Invest in Humanity

### Core Commitments

Commitment	Core Responsibility
Commit to increase substantially and diversify global support and share of resources for humanitarian assistance aimed to address the differentiated needs of populations affected by humanitarian crises in fragile situations and complex emergencies, including increasing cash-based programming in situations where relevant.	Change People's Lives: From Delivering Aid to Ending Need Invest in Humanity
Commit to promote and increase predictable, multi-year, unearmarked, collaborative and flexible humanitarian funding toward greater efficiency, effectiveness, transparency and accountability of humanitarian action for affected people.	Invest in Humanity

### Where did your organization stand on these issues prior to making these commitments

UNRWA's commitments in this area, in relation to transparency, management costs, financing and local procurement, were fully aligned with the Grand Bargain (GB), to which the Agency is a signatory.

### Achievements at a glance

UNRWA has improved the presentation of its financial requirements to member states, through a clearer articulation of minimum and critical funding needs and linkages between the Agency's three funding portals (programme budget, emergency appeals and projects). The introduction of a new Enterprise Resource Planning system has also provided improved capabilities in terms of integrated financial reporting.

UNRWA has implemented a number of programmatic and systemic reforms aimed at improving cost effectiveness and efficiency. These include in relation to health services (a "family health team" approach), centralized procurement of medicines, support for hospitalization, staff pay policies, the transition from food to cash in three fields and the use of ceilings for the number of pupils per class.

### How is your organization assessing progress



Through UNRWA's regular reporting channels with donors and self reporting on Grand Bargain commitments.

### **Challenges faced in implementation**

Progress has been good, but increasing donor compliance requirements and slow progress on GB commitments linked to increased predictability and duration of funding create challenges in implementing reforms.

### **Next step to advance implementation in 2017**

UNRWA will explore the potential for joining the International Aid Transparency Initiative (IATI).

### **Tag with other relevant transformations, keywords, initiatives**

#### **Keywords**

- Cash  Refugees

#### **Specific Initiatives**

- Grand Bargain

#### **Agenda for Humanity**

- 5D - Finance outcomes, not fragmentation: shift from funding to financing