

HPSE22-CSS;PRO;SHL-183576-1

Protection of Palestine Refugees Affected by Armed Conflict and Forced Displacement in the West Bank (including East Jerusalem)



Basic Info

Project Name

Protection of Palestine Refugees Affected by Armed Conflict and Forced Displacement in the West Bank (including East Jerusalem)

Start Date

28/12/2021

End Date

27/12/2022

Project Summary

The daily lives of Palestine refugees living in the West Bank, incl. East Jerusalem, continue to be heavily impacted by the military occupation that has been in place for over 50 years. The resulting protection threats are wide-ranging and severe. Freedom of movement, economic opportunity, security and political rights are heavily curtailed due to the occupation, the pervasive operations and constant presence of Israeli armed forces. Despite the onset of the COVID-19 pandemic these protection threats have persisted or even exacerbated – especially for the most vulnerable.

This action is based on UNRWA's protection mandate for more than 877,000 Palestine refugees in the West Bank. Focus is given to the needs of Palestine refugees living in 19 refugee camps, where the Israeli Security Forces (ISF) conduct repeated military operations. The action seeks to address the acute needs of numerous Palestine refugees exposed to conflict-related violence and the risk of displacement and/or forcible transfer. The project has two key aims, (1) to enhance the protective environment for Palestine refugees exposed to protection threats through protection advocacy – including through persuasion, mobilisation and denunciation, and based on monitoring and documentation of protection incidents, including alleged International Humanitarian Law (IHL) and International Human Rights Law (IHRL) violations. This advocacy aims to promote both protective policies and practices as well as the accountability of duty bearers.

The second aim (2) is to respond to protection threats linked to the risk of displacement and/or forcible transfer, but also conflict related violence more generally, by mitigating the consequences of these and reinforcing the resilience of affected persons. This is achieved through a combination of shelter support to refugees who have been displaced and/or who have had their homes damaged or demolished, and through the provision of targeted case management to these individuals. Shelter support is provided through cash transfers, case management services are provided to affected persons through dedicated

protection social workers. Cash assistance addresses immediate needs linked protection threats, whilst case management services improve access to other UNRWA services and specialised partners, and reinforces the resilience of affected persons.

The third aim (3) is to improve the safety and accessibility of complaints, including complaints of Sexual Exploitation and Abuse. The project has multiple channels to receive and respond to complaints (including a free hotline) and SOPs are in place to receive and respond to SEA complaints in accordance with the oPt PSEA SOPs on Inter Agency Referrals. Complaints of SEA will be handled by PSEA focal points who will ensure a survivor centered approach in how the complaint is handled and support is offered to the survivor. UNRWA WBFO works closely with the PSEA Network and will raise issues requiring technical support and/or external referral through this forum.

This action works directly towards to three of the strategic objectives under the HRP:

STRATEGIC OBJECTIVE 1: The rights of Palestinians living under occupation, including those living under the blockade and other restrictions, are protected, respected and promoted in accordance with IHL and IHRL, while duty-bearers are increasingly held to account.

STRATEGIC OBJECTIVE 2: The basic needs of vulnerable Palestinians living under occupation are met through the provision of quality basic services and improved access to resources, in accordance with the rights of protected persons under IHL.

STRATEGIC OBJECTIVE 3: Safe, accessible mechanisms are in place for reporting complaints and feedback, including complaints of SEA, particularly in high-risk areas.

Tags

Organizations

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

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Associated Response Plan

occupied Palestinian territory 2022

Plan Fields

1 - Needs

In the first nine months of 2021, the number of Palestinians injured (7,125) is almost five times greater than in the same period in 2020 (1,452). 2021 figures constitute the highest number of injuries recorded in any full year since UNRWA protection records began in 2013. Of the 7,125 injured, at least 111 were refugees, incl. 13 refugee minors, and a total of 128 minors were injured. At least 50 Palestinian women (0.7% of all injuries) were injured, including 2 minors. There have been more fatalities (71) in the first nine months of 2021 than in any of the last four full years. Of those killed, 25 were refugees, incl. 3 refugee minors. In total, 14 Palestinian minors were killed, and five women. In the first nine months of 2021, Israeli authorities demolished 675 Palestinian structures, up 20% from the same period of 2020 (563). Palestinians displaced (963) as a result increased by 29% compared to the same period of 2020 (747). Over half of displacements this year are children (543), and 451 are women, incl. 245 girls. 125 (19%) of structures demolished this year belonged to refugees, resulting in the displacement of 181 refugees, including 75 women, and 95 children. Out of the 675 structures demolished, 229 belonged to Bedouin/herder communities resulting in 498 displacements. The 2021 OCHA Multi-Sectoral Needs Assessment highlighted issues where refugee HHs reported facing significantly more protection challenges than non-refugee HHs. Refugee HHs (6%) were

twice as likely to report being at risk of eviction than non-refugee HHs (3%), with female-led HHs being even more likely (8%), which is presumably linked to female-led HHs usually renting their accommodation. During the previous project period, almost 50% of UNRWA's post-demolition caseload responded to members of vulnerable groups, including households headed by women, elderly, and persons with disabilities, and Bedouin communities living in Area C, providing multi-layered support. In the last project cycle, 89% of HHs surveyed indicated having received an appropriate response and 99% expressed satisfaction with the intervention provided. Also, according to UNRWA data, ISF is more likely to use live ammunition during operations in refugee camps: 48% of injuries occurring in refugee camps are caused by ISF use of live ammunition, compared with 14% of injuries in non-camp locations. This pressure is reflected in MHPS issues with 25% of refugee HHs reporting at least one member showing signs of psychosocial distress, compared with 17% of non-refugee HHs. In 2019 UNRWA undertook a community needs assessment based on in-depth field work and direct engagement with vulnerable groups in selected communities, including persons with disabilities, children and the elderly, with specific efforts also made to ensure gender and age balance. As a result of a semi-annual review of the prioritized list of vulnerable communities, additional locations have been prioritized to reflect the increased protection needs of refugees. In 2020, UNRWA documented human rights violations involving a total of 63 individuals, including 11 women, of whom three were minors, and 52 men, of whom 25 were minors and one was a person with a disability. In the first nine months of 2021, UNRWA has documented cases affecting 865 individuals, including five women and 860 men, including 838 minors. Human rights violations affect the refugee population differently—both in terms of the risk of occurrence and the impact of the violations. For example, UNRWA's internal data shows that men and boys are more likely to experience violations related to excessive use of force, whereas women and children are disproportionately affected by home demolitions. Human rights violations have a differential impact, with women shouldering the majority of caring responsibilities for family members injured during clashes and men more likely to be affected by the economic impact of medical costs related to injuries and the inability to work. ISF incursions into homes and demolitions also affect women and men differently, with female and child headed households having greater economic needs and related protection risks following the violation, and greater MHPSS and protection needs for families with pregnant women, infants and young children, elderly and persons with disability exposed to violence and trauma. Moreover, continued gender inequality, limited economic opportunities for women and a disproportionate burden of caring responsibilities and unpaid domestic work renders women and girls more vulnerable to protection risks following violations and with greater need for holistic, multi-layered support. The vulnerability of the target population to protection risks following rights violations and the relative power imbalance between humanitarian workers and refugees requires UNRWA to ensure that safe complaints and feedback channels based on consultations with beneficiaries, are accessible and known to the target population, including feedback and complaints on goods and services and more serious complaints related to misconduct and sexual exploitation and abuse (SEA). Consultations undertaken by the PSEA Network for the oPt confirm the need for all organisations to strengthen SEA policies and processes, in addition to MSNA 2021 data which found that 23.8% of refugees (vs 11.1% of non-R) knew how to access complaint mechanisms. Information gaps remain on the needs, preferences, safety and confidentiality concerns of refugee women and adolescent girls, especially women with disabilities, single headed households, pregnant/lactating women and new mothers and elderly women. This information will be obtained through surveys, interviews and focus group discussions UNRWA plans to implement across the West Bank in 2022 to inform and strengthen UNRWA's SEA channels and processes based on the consultation and participation of affected groups.

2 - Activities

Outcome 1: Enhanced accountability and improved practices of duty-bearers vis-à-vis their obligations under International Human Rights Law and International Humanitarian Law to Palestine refugees in the West Bank. Activity 1.1: Incidents of IHL and IHRL violations in targeted communities concerning excessive use of force, violations against children and those linked to the risk of forcible transfer are systematically and thoroughly documented. Technical protection specialists in UNRWA will also respond to rights violations that impact individuals with intersecting vulnerabilities or special needs. Activity 1.2: Where consent and protection risk assessments allow, documented IHL and IHRL

violations are addressed on a systematic basis with relevant authorities during meetings or through protest letters. Different engagement types range from real-time interventions to meetings. Activity 1.3: Donors and other international stakeholders are sensitized to the impact of IHL & IHRL violations on Palestine refugees when relevant and possible. Briefings highlight the different risks and impact of violations on Palestine refugees with intersecting vulnerabilities, with a focus on people with disabilities, the elderly, youth and women, and other vulnerabilities. Activity 1.4: Mobilization activities through IHRS mechanisms, field visits and briefings for politicians, diplomats and journalists to emblematic communities and for relevant forums abroad. Attention will be given to the gendered nature of protection threats and assessing the particular needs of vulnerable at-risk groups. Specific briefings for donors will be developed to highlight the impact of occupation/rights violations on Palestine refugees with intersecting vulnerabilities in the West Bank. Activity 1.5: Public advocacy initiatives on protection issues affecting Palestine refugees in the West Bank. The different risks and impact of military operations on groups based on gender, age, disability and other intersecting factors including Bedouin / herder communities will be highlighted throughout these activities. Activity 1.6: Protection staff will monitor the protection risks and needs of different populations to ensure that all UNRWA programs in the delivery of their services respect and uphold the humanitarian principles, and also to mainstream protection principles into overall service delivery. This includes neutrality inspections of UNRWA installations throughout the West Bank, incl East Jerusalem in adherence to UNRWA's Neutrality Framework. Outcome 2: Refugee households impacted by protection threats are better able to cope. Activity 2.1: Refugee households affected by forcible displacement, damages, excessive use of force such as injuries following military operations/settler violence are identified and assessed by UNRWA. The assessment takes into consideration particular protection-related vulnerabilities, such as those of elderly-, child- or female-headed households, PwD, Bedouin and herder communities, and the response is holistic in nature with referrals to a wide scope of services. Activity 2.2: Services are provided to affected Palestine refugees. These include case management, as well as support through emergency multi-purpose cash assistance including for preventive measures. Also, upon assessment, individual cases are referred internally to other UNRWA programmes and to external service providers. Activity 2.3: Community wide prevention and response initiatives, including provision of Psychological First Aid and First Aid Response training, in collaboration with partner service providers. Special attention will be given to areas prone to settler violence as well as Bedouin communities at imminent risk of forcible displacement and the response tailored to needs of vulnerable groups within the communities. Outcome 3: Safe, accessible and child-friendly mechanisms are in place for reporting complaints and feedback, including complaints of SEA, particularly in high-risk areas. Activity 3.1: Consultations are held with target groups, including vulnerable populations (women and girls, including women with disabilities, single headed households and elderly women) to inform the feedback and complaint channels for SEA. This includes a survey, interviews and focus group discussions identifying reporting barriers and mitigation measures. Existing complaints channels, SOPs and PSEA strategy will be adapted to reflect feedback from consultations with beneficiaries. Activity 3.2: This project has built-in clear process for receipt and referral of complaints of PSEA in accordance with CBCM SOPs and internal SOPs on Case Management which support frontline staff to safely identify and refer protection cases within the agency. Complaints of SEA will be handled by PSEA focal points who will ensure a survivor centered approach in how the complaint is handled and support is offered to the survivor. UNRWA works closely with the PSEA Network , including compulsory reporting and will also strengthen existing processes and raise issues requiring technical support and/or external referral through this forum. Activity 3.3 Age and gender-sensitive PSEA awareness raising materials are disseminated to all project sites containing information on rights, safe complaint channels and how to access survivor-centered assistance. Activity 3.4 All project staff, including those operating complaint channels and feedback reporting mechanisms will complete at least one PSEA training during the project period, to strengthen SEA safeguards for reporting SEA and referrals. Activity 3.5 Project staff will indirectly engage in the HCT oPt PSEA Network, through the active participation of UNRWA PSEA focal points and senior management, including contribution to the development of interagency workplans and SOPs.

3 - Indicators

Outcome 1: Enhanced accountability and improved practices of duty-bearers vis-à-vis their obligations under International Human Rights Law and International Humanitarian Law to Palestine refugees in the West Bank. - % of external stakeholders who report awareness raised and intention to take action or who take a concrete action as a result of UNRWA's advocacy interventions [40% Target]; - # of local briefings and/or field visits (standard indicator) [150 Target]; - % of documented incidents for which UNRWA obtains informed consent are presented to the relevant authorities [65% Target]; - # reports and factsheets on IHL and IHRL violations, conflict related violence and relevant trends (standard indicator) [20 Target]; - # of reports on grave violations against children (standard indicator) [4 Target]. Disaggregation by sex: Project beneficiaries: 145,592 Male: 71,777 / Female: 73,815 Outcome 2: Refugee households impacted by protection threats are better able to cope. - # of persons who report they have received an appropriate response [3,120 Target]; - # of internally displaced people supported with temporary shelter assistance (standard indicator) [550 Target]; - % of refugee households affected by demolition/eviction have reestablished stable accommodation at cessation of intervention [50% Target]; - # of persons effectively referred to other specialized service or assistance providers [750 Target]; - # of persons reached by the implementation of specific prevention measures [300 Target]; - # of persons reached by the implementation of the wide community's initiatives [650 Target]; - % of vulnerable refugee households impacted by protection threats have re-established the physical safety and security of their residence after receiving emergency cash assistance [50% Target]; - # of HH received timely post-demolition shelter assistance cash or in-kind (standard indicator) [120 Target]; - # of individuals protected and have improved access to adequate shelter (standard indicator) [3,750 Target] Disaggregation by sex: Project beneficiaries: 4,800 Male: 2,841 / Female: 1,959 Infant and young children 372 F, 492 M Children 243 F, 713 M Adults 826 F, 1,094 M Over 50m 518 F, 442 M PwD 36 M, F 34 individual Outcome 3: Safe, accessible, child-sensitive mechanisms are in place for reporting SEA, particularly in high-risk areas. 1. UNRWA Standard Operating Procedures on PSEA, linked through the interagency CBCM are in place and endorsed by senior management. 2. Percentage of children and adults have access to a safe channel to report sexual exploitation and abuse. 3. Percentage of project sites provide information on the prohibition of SEA, how to report and receive assistance 4. Percentage of adults and children (disaggregated by sex and age) reached through consultation in the establishment of community-based complaint mechanisms, awareness activities and community mobilisation interventions on PSEA, including how to report SEA-related complaints. 5. Number of individuals within the affected population (disaggregated by age and gender) reached with key messages and awareness-raising material on PSEA (disaggregated by type of PSEA communication materials developed for each population group identified). [60% target] 6. All project staff (including staff operating complaint channels), are trained to recognise SEA and know where to report. [100%] 7. Standard clause on PSEA included in UNRWA contracts. 8. PSEA technical focal points at UNRWA attend PSEA Network meetings and actively contribute to network outcomes. Disaggregation by sex, age and disability: Project beneficiaries: 4,800 Male: 2,841 / Female: 1,959 Infant and young children 372 F, 492 M Children 243 F, 713 M Adults 826 F, 1,094 M Over 50m 518 F, 442 M PwD 36 M, F 34 individual Monitoring and evaluation: Outcome 1: UNRWA has a well-established process during its monitoring and documentation of obtaining informed consent (and assent in the case of minors) for recording and use of information that affects them. In 2019 UNRWA developed a new information management system for the collection of sensitive protection data; specifically the system now separates out biographical data, including gender, age and disability, from incident related data, with individual cases being only referred to through generated case code. Further UNRWA maintains an advocacy interventions database that tracks the details and responses to advocacy and civil-military interventions undertaken by the Agency. Also, formal protest letters sent out by UNRWA to the duty-bearer are tracked. As part of this process UNRWA seeks input from key stakeholders, including affected populations, diplomats and donors, and duty bearers to assess the effectiveness of its work. Outcome 2: UNRWA has an established monitoring system. Following the opening of a case, UNRWA conducts routine monitoring visits to HHs. In the case of HHs affected by demolitions will be carried out up to one month after the incident, while HHs affected by damages to their private property due to military and military operations will be carried out up to three months after the incident. At the closure of a case UNRWA conducts a closure survey with each HH to assess the effectiveness and impact of the action. During interactions with the affected population, all frontline staff provide

information and inform beneficiaries about PSEA policies, procedures and how to complain. UNRWA has also established a dedicated free complaints hotline to enable households to voice their concerns and seek redress, this is accompanied by a formal process to review contested cases. All these elements feed into routine quarterly assessments that are drawn up to track the effectiveness of impact, and provide opportunities for adaptation of approach. A final evaluation will be done at the end of the project cycle, as a basis for future programming.

Gender wit Age Marker (GAM)

4 - IASC Gender with Age Marker (GAM)

4 (M): The project will significantly contribute to gender equality, including across age groups.

4.1 - Provide the GAM Reference number for this project

G605653340

5 - Breakdown by response modality

5.1 - Response modalities

Yes

5.1.b State the percentage of the response delivered by the voucher modality if applicable :

0

5.1.c State the percentage of the response delivered by the cash modality if applicable :

15

5.1.a State the percentage of the response delivered by the service delivery modality if applicable :

85

5.1.d State the percentage of the response delivered by In-kind modality if applicable :

0

5.2 - Please briefly explain why the specific modality/ies for this response were chosen.

The action seeks to address the direct humanitarian consequences of abuses and the exposure to protection threats that arise from the IHL and IHRL violations. This will be undertaken through the Crisis Intervention Model (CIM) which consists of identification of protection needs, the provision of psychosocial support, referrals to relevant specialized services and cash assistance. The appropriateness of cash-assistance as a response has been thoroughly established through a range of assessments, including recently in a 2021 guidance note by UN Women, and a 2020 report by ICRC. This modality facilitates beneficiaries' capacity to access cash at any ATM of choice thereby reducing the risk of SEA. Risks associated with assessments of eligibility of cash undertaken by social workers will be mitigated by training for all project staff on SEA in addition to improving access to complaint channels for high-risk groups through consultations (eg. Female, child and elderly headed households).

6 - Which Strategic Objective(s) do(es) your project address?

6.1 - Strategic Objective 1 (SO1)

Yes

6.1.a - Please estimate the percentage of requirements for SO1

60

6.2 - Strategic Objective 2 (SO2)

Yes

6.2.a - Please estimate the percentage of requirements for SO2

30

6.3 - Strategic Objective 3 (SO3)

Yes

6.3.a - Please estimate the percentage of requirements for SO3

10

7 - Breakdown of requirements by location (%)

7.1 - Gaza

0

7.2 - Area C

35

7.3 - East Jerusalem

20

7.4 - Hebron H2

10

7.5 - Area A&B

35

PROTECTION MAINSTREAMING & PSEA

8 - Participation (Community Engagement)

8.1 - Project needs assessment

Yes

8.1.a - How will beneficiaries be involved in needs assessment?

Surveys,Focus groups,Interviews

If not checked, please explain why

8.2 - Project design

Yes

8.2.a - How will beneficiaries be involved in project design?

Surveys,Focus groups,Interviews

If not checked, please explain why

8.3 - Implementation (delivering assistance)

Yes

8.3.a - How will beneficiaries be involved in implementation?

Surveys,Focus groups,Interviews,Information products and outreach

If not checked, please explain why

8.4 - Monitoring and evaluation

Yes

8.4.a - How will beneficiaries be involved in M&E?

Surveys, Focus groups, Interviews, Information products and outreach

If not checked, please explain why

8.5 - Representation of community groups

Yes

If you answered no please explain why

Accountability to Affected Populations

9. - Feedback and complaints mechanisms

Yes

9.1a - Specify the mechanisms for feedback and/or complaints

a - Generic email, b - Project hotline, d - Satisfaction survey, e - Field visit

9.1b - If 'Other', please specify :

9.1d - Explain how you have ensured that mechanism are accessible to all population groups?

The project adopts a variety of mechanisms to facilitate the meaningful participation, feedback and complaints from all population groups. This includes a dedicated free phone hotline, in-person satisfaction surveys, email and phone hotlines for SEA and serious misconduct complaints. Recognizing the limitations of these mechanisms to persons with disabilities, children and the elderly, and Bedouin/herder communities, project staff also reach out to these populations through dedicated focus group discussions and interviews conducted by Crisis Intervention social workers. Technical protection staff working thematically on SEA, child protection, gender and disability inclusion will also advise where additional mechanisms should be developed and existing mechanisms strengthened to improve access to these populations, including through training of project staff, awareness raising of feedback and complaints channels with community based organisations representing these groups, linking with community-based complaint mechanisms and improving cross-programmatic referrals within UNRWA departments (health, education, infrastructure and camp improvement and relief and social services). The UNRWA Protection Department has also taken the lead in enhancing the accountability to affected persons (AAP) in UNRWA's service delivery in the context of COVID-19, establishing online platforms for information sharing and feedback, hotlines, and conducted dedicated outreach. Finally, the COVID-19 emergency has increased demands on UNRWA and its services and presented challenges to establishing appropriate communication with communities, as well as to accountability mechanisms in the context of COVID19 restrictions. The Protection Department has led the establishment of dedicated AAP lens to the COVID19 response, including drafting key communications to the refugee community.

9.1c - How will feedback be used?

Feedback and complaints relating to specific cases is followed up according to internal SOPs used by project staff to adapt services, interventions and referrals for support services to meet the needs of families and individuals. In addition, project staff collect and analyse feedback and recommendations from the affected populations to inform decision making about the scope and modality of service provision and overall design of the project, as evidenced by the move to cash assistance based on the feedback of the target population. This year,

the project aims to improve the way in which general feedback is recorded and systematically feeds into adaptations to project implementation and design. This will be achieved through changes to the recording tools used by project staff receiving calls on the hotline, training of staff in receiving and responding to feedback and complaints (including SEA complaints) and regular monitoring meetings to review data and analyse thematic concerns raised by beneficiaries. In addition to the hotline, a satisfaction survey is conducted with beneficiaries from UNRWA documentation of potential human rights abuse cases by the field teams conducting the documentation. As part of the satisfaction survey, beneficiaries are provided with details about the feedback hotline as well as specific information about UNRWA's zero tolerance policy on sexual exploitation and abuse and how to safely report SEA cases and support services available. Feedback obtained through consultations on SEA complaints channels will also inform improvements to accessibility for vulnerable populations.

If your project does not have mechanisms for feedback and/or complaints, please explain why (narrative text)

10. – Do No Harm

10.1 - Do No Harm

The project adopts a do no harm and conflict sensitivity approach, including specific measures to ensure that identified risks are addressed within the action and unintended negative consequences are minimised. UNRWA has developed an internal guideline for ethical practices in the context of briefings, field visits, communications and others. UNRWA's Case Management SOPs ensure that protection cases are identified and referred to specialised support services. SOPs cover compulsory reporting on SEA and support to survivors. A dedicated psychological consultation hotline is available to all refugees. UNRWA has existing guidelines for disability inclusion, gender equality, PSEA and child protection which are all fully applied in this project. In UNRWA's Protection Strategy (2012), the prioritisation of safety and dignity is explicitly address as a key protection standard where UNRWA programmes deliver services in a manner that ensures the safety and dignity of beneficiaries and staff. UNRWA ensures that its actions do not cause unintended harm or result in reduced protection of beneficiaries, communities or staff, including risk mitigation for SEA. On a biannual basis all of UNRWA's activities are subject to a protection mainstreaming audit, which assesses the integration of protection principles in UNRWA's work. This audit included extensive interviews and focus group discussions with beneficiaries, and sought to assess UNRWA's application of the four main protection principles, including the principle of Do No Harm. In 2019 UNRWA developed a new information management system for the collection of sensitive protection monitoring and documentation data; specifically the system now separates out biographical data from incident related data, with individual cases being only referred to through generated case code. In 2019/8 UNRWA developed a free feedback and complaints hotline for the use of all beneficiaries under this project. For the purposes of ensuring that briefings involving affected persons, are carried out in a way that prioritises the safety and dignity of these persons, UNRWA has developed an internal guideline for ethical practices in the context of briefings, field visits, communications and others. This includes a checklist to guide all staff working in this capacity. UNRWA has developed, in coordination with the West Bank Protection Consortium, a dedicated vulnerability assessment tool in order to prioritise assistance to the most vulnerable refugees. This tool was pioneered by UNRWA and has since been adopted by other members of the Consortium and is to be applied throughout the West Bank. Under Outcome 2 of this project, within the Case Management response UNRWA ensures that vulnerable individuals can access assistance by external referrals, UNRWA has developed dedicated case management SOPs and internal/external referral pathways, to ensure that the comprehensive needs are met. In the planning of its advocacy approach and strategy UNRWA engages with a range of community representatives, including protection committees, village councils, camp resident committees – as well as holding focus group discussions including for women, children, youth and the elderly

in target communities. In the context of the COVID19 response, additional steps taken to ensure UNRWA's activities prioritise safety and dignity. UNRWA has adapted its case management in response to difficulty of physical access to concerned individuals/households. UNRWA has established a dedicated psychological consultation hotline available to all refugees. UNRWA has existing guidelines for disability inclusion, gender equality, PSEA and child protection which are all fully applied in this project. Finally, UNRWA developed guidelines for remote documentation and monitoring, including a do-no-harm assessment, and has also established guidelines to prioritise field work in the context of COVID19 risks.

11. - Equal and impartial access to aid

11.1 - Equal and impartial access to aid

UNRWA is dedicated to the application of the humanitarian principles in all of its service delivery. Specific measures are taken to ensure that UNRWA's services are neutral and impartial in nature, including through regular monitoring throughout its operations. For the purposes of this project, UNRWA has developed, in coordination with the West Bank Protection Consortium, a dedicated vulnerability assessment tool in order to prioritise assistance to the most vulnerable refugees. This tool was pioneered by UNRWA and has since been adopted by other members of the Consortium and is to be applied throughout the West Bank. UNRWA takes measures to ensure that its assistance under this project is available to all persons, and takes dedicated action to ensure that individuals with specific needs are reached. UNRWA takes actions to ensure that persons with disability, with movement and access restrictions, the elderly, women and children are targeted during outreach and communication - and also are key stakeholders in all community interactions and in accountability processes. Services delivered are tailored to the needs of individuals, including for those with specific needs, the case management services delivered are developed in coordination with the affected persons and are guided by their specific needs. Specific needs according to age, gender and disability are identified at the initial assessment stage of case management, for those affected by damage to residential property, and those exposed to displacement. The individual case plans are tailored to respond to these needs, for example provision of services linked to mobility issues amongst the elderly. In terms of the work in advocacy UNRWA ensures that in its documentation and monitoring dynamics including gender, age and disability are factored into needs analysis, trends analysis and UNRWA conducts a number of thematic briefings per year to focus on the specific needs of vulnerable groups. UNRWA has developed dedicated field briefings on disability, gender and GBV, children and the elderly for this purpose. UNRWA has also developed a remote documentation procedure and guidance, conducting documentation/ verification of incidents remotely, including over the telephone, using additional sources and community contacts. This approach is coordinated with OHCHR and other actors engaged in documentation and monitoring. UNRWA expanded its engagement with 22 vulnerable at-risk refugee communities ensuring continuous community monitoring and coordination within UNRWA of needs, concerns and proposed responses through telephone contact with key community stakeholders. UNRWA has demonstrated an ability to readjust its operations to effectively face the operational and movement restriction-related challenges arising from the COVID-19 emergency. For example, new guidelines for staff on remote investigations of serious human rights violation have been created. Further, UNRWA has implemented alternative transfer modalities, using electronic wire transfer to beneficiaries' bank accounts and cash transfers or checks for those who don't have bank accounts in response to access restrictions due to the COVID-19 emergency. CIU assessment tools is designed to capture specific needs by assessing the needs of all HH members. CIU cash eligibility tool prioritizes those with special vulnerabilities. The eligibility tool, its criteria and working modalities, including on the prioritization of specific vulnerabilities, are clearly outlined to the community by social workers in charge and any feedback on the assessment is received and follow up through the various complaint mechanisms outlined. UNRWA has added direct cash payment as a payment modality where beneficiaries from vulnerable groups, such as PwD and elderly persons, receive cash without a need for a formal bank account. Based on beneficiary feedback from home interviews, direct cash payments are preferred as a transfer modality.

11.2 Have you considered all the elements of the Disability Mainstreaming Checklist?

Yes

If you answered no, please explain why

12 - PSEA (Prevention of Sexual Exploitation and Abuse)

12.1- Were PSEA activities built into the project?

Yes

12.1.a How ?

1) (MANDATORY) Project has adopted a safe complaint channel(s) for beneficiaries based on consultations with the beneficiaries and accessible to different groups (Number of beneficiaries and percentage against your target group),2) (MANDATORY) Project has built in activities involving development and dissemination of PSEA awareness raising material including information on rights and safe complaint channels available to beneficiaries and that awareness raising targets all project sites. (Number of beneficiaries and percentage against your target group),3) (MANDATORY) Project has built-in clear process for receipt and referral of complaints of PSEA, in accordance with the oPt PSEA SOPs on Inter Agency Referrals,4) Project staff are required to attend a minimum of one PSEA training,5) Project-related contracts include standard clause on PSEA in accordance with IASC principles and guidance,6) Project staff will directly or indirectly engage in the HCT oPt PSEA Network,7) Project will carry out other PSEA-related activities

12.1.b If 'Other' (12.1a No 7.), please specify

If you answered no, please explain why

Country

occupied Palestinian territory

West Bank

Bethlehem

Hebron

Jenin

Jericho

Jerusalem

Nablus

Qalqiliya

Ramallah

Salfit

Tubas

Tulkarm

Clusters



Shelter and NFI Cluster

Caseload

Cluster Activities and Indicators

| Indicator | Description | Target | Project Target |
|--|---|--------|----------------|
| 1 - Provision of temporary shelter assistance to IDPs | | | |
| 1.1 | # of internally displaced people supported with temporary shelter assistance ☑ Includes Disaggregation | | 550 |
| 2 - Provision of shelter assistance to households affected by demolitions in the WB and EJ | | | |
| 2.1 | (WB-EJ only) # of HH received timely post-demolition shelter assistance cash or in-kind | | 120 |
| 5 - Rehabilitation of damaged and/or substandard shelters (fully or partially) to meet shelter basic needs and minimum standards, including adaptation of shelters to meet the needs of PWDs and improving the living space for vulnerable groups, in addition to shelter related support to people at higher risk of Covid-19. | | | |
| 5.1 | # OF INDIVIDUALS PROTECTED AND HAVE IMPROVED ACCESS TO ADEQUATE SHELTER. (DISAGGREGATED BY FEMALE/ELDERLIES HEAD OF THE HOUSEHOLD, GENDER, AGE GROUPS, AND PROTECTION CONCERNS SUCH AS OVERCROWDING, PRIVACY, RISKS AND HAZARDS) # OF PWDS HAVE IMPROVED ACCESS TO SHELTER ☑ Includes Disaggregation | | 3,750 |



Protection

Caseload

Cluster Activities and Indicators

| Indicator | Description | Target | Project Target |
|--|---|--------|----------------|
| 1 - Monitoring and documentation of violations and related trends, focused on IHL and IHRL violations and conflict-related violence | | | |
| 1.1 | # of reports and factsheets on IHL and IHRL violations, conflict-related violence and relevant trends | | 20 |
| 2 - Evidence generation on the impact of violations on children including grave violations and COVID-19 pandemic. | | | |
| 2.1 | # of reports on grave violations against children | | 4 |
| 3 - Advocacy initiatives that aim to address protection concerns, prevent violations or enhance accountability for violations of IHL and IHRL by all duty bearers | | | |
| 3.1 | # of local briefings and/or field visits | | 150 |



Coordination and Support Services

Caseload

Cluster Activities and Indicators

| Indicator | Description | Target | Project Target |
|-----------|-------------|--------|----------------|
|-----------|-------------|--------|----------------|

6 - AAP is strengthened, including CE and PSEA

| | | |
|-----|--|-----|
| 6.2 | # and % of children and adults who have access to a reporting mechanism that can handle SEA complaints | 40 |
| 6.3 | % of the affected population (disaggregated by sex and age) reached through consultation in the establishment of community-based complaint mechanisms (CBCMs), awareness activities and community mobilisation interventions on PSEA including how to report SEA-related complaints (disaggregated by type of PSEA communication materials developed for each population group identified) | 2 |
| 6.4 | % of sites reached with communications materials on PSEA, how to report on SEA and how to access victim/survivor-centred assistance (disaggregated by type of PSEA communication materials developed for each population group identified) | 100 |

Budget

Total Cost

\$2,935,378

[View funding to this project on FTS](#)

Line Items

| | | |
|--|-------------|--------|
| Direct Operational costs and subsidies | \$2,332,485 | 79.46% |
| Running costs | \$312,000 | 10.63% |
| Indirect support costs | \$290,893 | 9.91% |
| | \$0 | 0% |

Budget Breakdown

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

| | | |
|-----------------------------------|-------------|-----|
| Coordination and Support Services | \$0 | 0% |
| Protection | \$1,937,349 | 66% |
| Shelter and NFI Cluster | \$998,029 | 34% |

Comments