

**Grand Bargain in 2019:
Annual Self Report – Narrative Summary**

Name of Institution: UNRWA

Point of Contact (please provide a name, title and email to enable the consultants to contact you for an interview):

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(NB. Please limit your answer to no more than **3 pages in total** – anything over this word limit will not be considered by ODI in their analysis. Please respond to all of the questions below.)

Question 1: Reflecting on the information you have provided in the Excel spreadsheet, please highlight the 2 or 3 key outcomes or results relating to the Grand Bargain that your institution achieved in 2019?

In 2019, cash-based programming remained a priority for UNRWA, with 155,000 beneficiaries reached through cash-based social protection every quarter in Jordan, Lebanon and the West Bank. In 2019, and based on the recommendations of the “Evaluation of UNRWA’s transition to the e-card modality in Jordan, Lebanon and the West Bank Fields” commissioned by UNRWA in 2018, the value of the social transfers in Jordan and Lebanon was increased by 8 per cent to account for the depreciation of the social transfer’s purchasing power due to increases in consumer prices. The recalculation of the value of social transfers has been institutionalized with UNRWA and will be conducted every two years to account for changes in consumer prices over the previous two years.

In Syria, UNRWA continued to provide emergency cash assistance to Palestine refugees affected by the conflict. In 2019, the Agency rolled out a targeted approach to cash-based assistance in the country, re-introducing a social safety net programme focusing on the most vulnerable refugees, identified as households headed by females, persons with disabilities, older persons and unaccompanied minors (orphans).

During the reporting period, UNRWA continued to implement measures to increase its cost effectiveness, a central element of UNRWA’s Medium Term Strategy 2016 – 2021 (the “MTS”). In 2019, UNRWA continued to roll out and use electronic management information systems for its two main programmes (education - EMIS, and health - eHealth). By the end of 2019, eHealth was fully in use in 134 out of 141 clinics, contributing to streamline service provision, improve efficiency and enable the collection of high-quality data. UNRWA will continue working to ensure that the eHealth approach is implemented in all facilities.

Question 2: Please explain how the outcomes/results have or will lead to long-term institutional changes in policy and/or practice.

UNRWA will continue to pursue greater cost efficiency through reforms aimed at achieving greater impact with the resources entrusted to it; and will continue to improve its services further professionalizing its workforce. However, funding constraints in the past two years have hindered the possibility of making the necessary investments in areas where the Agency is falling behind in achieving its MTS targets. In response, in 2019, UNRWA has proposed extending the strategy by one year, to run until 2022.

Question 3: How has your institution contributed to the advancement of gender equality and women’s empowerment¹ in humanitarian settings

¹ Refer to the IASC definitions of gender equality and women empowerment, available [here](#).

through its implementation of the Grand Bargain? What results/outcomes have been achieved in this regard? (please outline specific initiatives or changes in practice and their outcomes/results).

UNRWA's commitment to the promotion of gender equality and women's empowerment is enshrined in its Gender Equality Policy (2007) and the Gender Equality Strategy 2016-2021 (GES) that are being implemented in tandem with the MTS 2016-21. In 2019, the Agency's advances on the implementation of the GES were limited because of the scarcity of resources. The individual field office gender action plans focused on: (i) supporting gender parity and women's access to senior positions, and improving women's participation in the staff representative bodies; and (ii) gender-sensitive programming that focused on gendered vulnerabilities and better access to services of certain marginalized groups. Among the initiatives undertaken in 2019 was the assessment of the impact of cash assistance on women's empowerment in the Jordan Field Office for Palestinian Refugees from Syria and for protection cases in Gaza Field Office. Field efforts in support of gender equality and women's empowerment were complemented by the following 2019 Agency-wide initiatives: (i) the incorporation of gender-related risks and responses in audit processes, e.g. in assessing the mandatory trainings within the Agency and recommending the development of a gender awareness mandatory training for all staff; (ii) the roll out of training on using the gender marker for staff working on project proposals;² (iii) the launch of a Gender Forum as a space to build knowledge around gender equality with four sessions organised during 2019; and (iv) joining UN-wide celebrations in support of International Women's Day that included a series of gender awareness-raising initiatives. These interventions also supported the implementation of the UN System-wide Action Plan on Gender Equality and the Empowerment of Women (UN-SWAP).³ In 2019, UNRWA met or exceeded performance for only 44% of the 17 indicators and was for the first time below the average of the UN system performance. In this regard, the Agency performance was affected by the introduction of new indicators in the UN-SWAP 2.0 (the second generation accountability framework for 2018-2022) and by the austerity measures introduced by the Agency in the face of a severe financial crisis.

Question 4: How has the humanitarian-development nexus been strategically mainstreamed in your institutional implementation of the Grand Bargain commitments? Please explain how your institution has linked commitments 10.1 - 10.5 with other commitments from other workstreams. During the reporting period, UNRWA continued to provide emergency assistance in parallel with human development activities, using its infrastructure and assets as the vehicle for humanitarian programmes and adapting its human development

² The gender marker is a tool that is designed to track resources dedicated to gender mainstreaming. Introduced in 2017 in relation to programme budget funded activities, use of this tool was expanded to include project funded activities in 2018. An introductory training on how to apply the gender marker has been developed and will be rolled-out for relevant staff in 2019.

³ Please see <http://www.unwomen.org/en/how-we-work/un-system-coordination/promoting-un-accountability>. In 2012, spearheaded by UN Women, the United Nations agreed on the landmark UN System-wide Action Plan (UN-SWAP) on Gender Equality and the Empowerment of Women. For the first time in UN history, the UN-SWAP enabled gender issues to be mainstreamed systematically and measurably into all major institutional functions of the UN system entities.

services to meet the needs of those affected by crisis. In Syria, to ensure that Palestine refugees who spontaneously returned to newly accessible areas had access to basic services, UNRWA focused on rehabilitating its services and installations in order to ensure that education, relief and health services could resume; at the same time, the Agency continued to provide vital cash assistance for more than 400,000 Palestine refugees affected by the conflict who rely on UNRWA to meet their most basic needs. Through its education in emergencies approach, UNRWA also continued to ensure access to quality education for Palestine refugees in conflict impacted contexts. Materials developed by UNRWA have been used by other agencies working in the education sector.

During the reporting period, UNRWA also continued to strengthen emergency preparedness with a particular focus on emergency management capacities, contingency planning and business continuity at field level.