



Responding with lifesaving support

Internally displaced Syrians in Tal Refaat, rural Aleppo, collect vital aid supplies from UNHCR teams working on the ground with local partners.

Over the course of 2018, UNHCR and its partners responded to the needs of some 30 million displaced people affected by multiple and simultaneous emergencies worldwide. Five new emergencies were declared for the situations in Cameroon, Central America and Mexico, Chad, the Democratic Republic of the Congo (DRC) and the Bolivarian Republic of Venezuela. UNHCR was quick to respond, deploying additional resources to protect and assist people of concern in these new emergencies, whilst maintaining its engagement in

pre-existing emergencies in Bangladesh, Libya, Nigeria, the Syrian Arab Republic (Syria) and Yemen.

In line with the 2017 Policy on Emergency Preparedness and Response (Emergency Policy), UNHCR deployed more than 400 staff to lead, coordinate and support these emergency responses. Altogether, some 48 refugee and IDP operations benefitted from emergency deployments in 2018, with most deployments to Bangladesh, Brazil, the DRC, Ethiopia, Nigeria, Peru and Uganda.

This chapter outlines UNHCR’s response to emergencies in 2018 and its coordination of principled, comprehensive and prompt high-quality lifesaving interventions. It highlights the progress made, and the challenges faced, in meeting the most

urgent humanitarian and protection needs of refugees and IDPs—as well as those of the communities hosting them—bearing in mind the end-goal of solutions from the very onset of a crisis.

EMERGENCY PREPAREDNESS AND RESPONSE

Preparing for emergencies

Throughout 2018, UNHCR used its global High Alert List for Emergency Preparedness (HALEP) and associated diagnostic tool to capture and provide an overview of levels of country operations’ preparedness and capacity to respond to potential population displacement, as well as to prioritize Headquarters’ preparedness support. In 2018, the HALEP compliance rate increased by 30% from the previous year: 91% of operations listed on HALEP were compliant with the reporting instructions and had completed the preparedness diagnostic tool.

Two Level 1 “proactive preparedness” emergencies were active for the operations in the Bolivarian Republic of Venezuela and Zambia in 2018 to ensure that operations took a proactive approach to preparedness, in line with UNHCR’s Emergency Policy. The declarations resulted in “advance preparedness missions”, dedicated staffing support and additional financial resources for the two operations. Additional “preparedness” and “contingency planning missions” were fielded to countries in need of additional support such as Burundi, Rwanda and the United Republic of Tanzania.

To support State-led efforts to plan and implement a multi-stakeholder approach in early warning and preparedness, in line with Global Compact on Refugees, UNHCR initiated a revision of its preparedness guidance to integrate development and other non-traditional partnerships and approaches. Through its participation in the IASC’s Reference Group on Risk, Early Warning and Preparedness, the Office contributed to an analysis on early warning, early action and readiness and participated in the “horizon scanning” sessions of the IASC Emergency Directors’ Group (EDG) to identify early actions around risks of very high concern.

UNHCR designed and implemented 18 workshops on emergency preparedness and response to train staff as well as government officials and other operational partners. In 2018, the Emergency Handbook was revised through inclusion of 47 new and amended entries, to incorporate new policy and operational developments. In addition to English, by the end of 2018, the Handbook was made available in Arabic, French and Spanish.

HALEP allows country teams to identify their strengths and gaps in key areas of emergency preparedness.

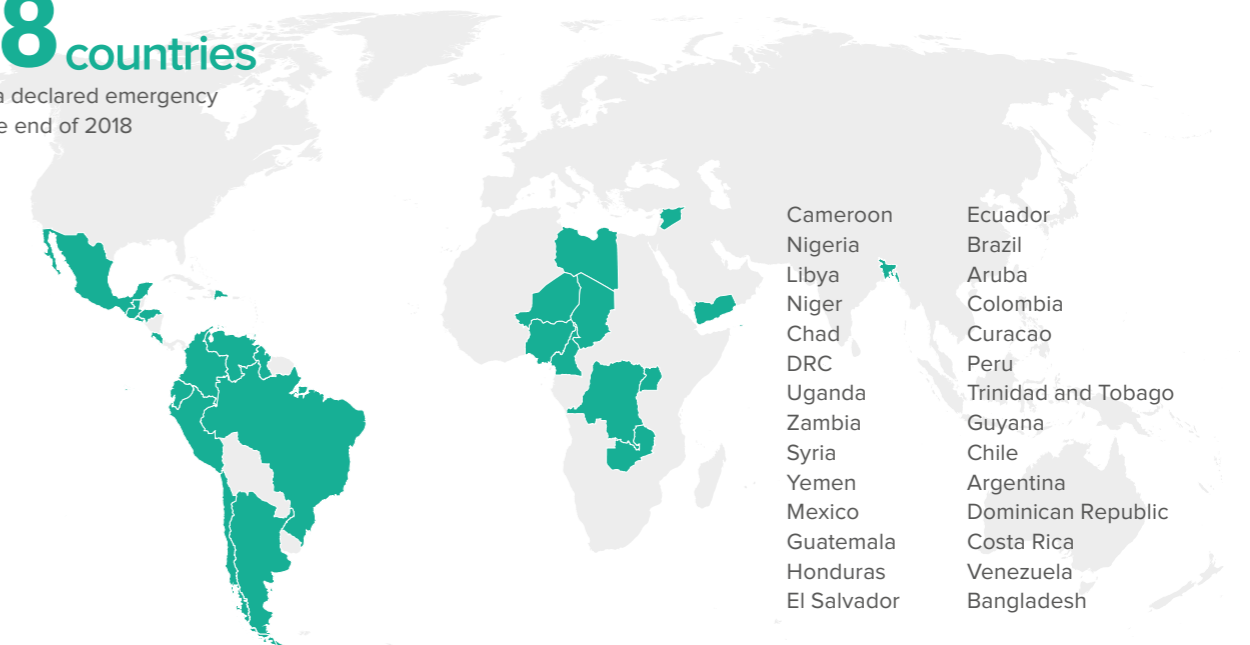


In 2018 alone, UNHCR’s Emergency Handbook was accessed online by over **143,600** users—more than half of all users since its launch in 2015.

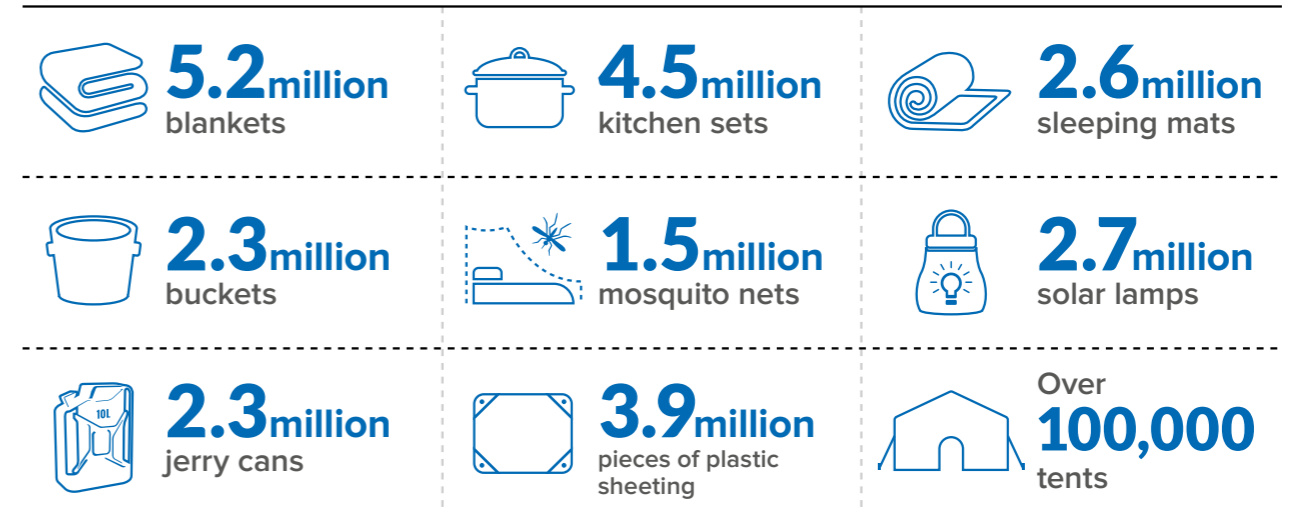


28 countries

with a declared emergency by the end of 2018



Types of CRIs distributed to operations in 2018



* There are 18 standby partners. The top contributing in 2018 include: CANADEM, Danish Refugee Council, Dutch Surge Support Water, IMMAP, Irish Aid, Norwegian Refugee Council, RedR Australia, Swedish Civil Contingencies Agency and Swiss Agency for Development and Cooperation.

Responding to emergencies

Over \$34 million-worth of core relief items were dispatched from global stockpiles to 39 emergency-affected countries in 2018. There were 19 airlifts of core relief and basic shelter materials which provided much needed support to refugees and IDPs in countries such as Ethiopia, Indonesia and Uganda. These seven global stockpiles, maintained by UNHCR in Accra, Amman, Copenhagen, Douala, Dubai, Kampala, and Nairobi, ensured the Office and its partners' capacity to respond to the needs of up to 600,000 displaced people in simultaneous emergencies around the world within 72 hours. More than 4,000 people were airlifted through 35 flight rotations as part of the voluntary repatriation of refugees to

Burundi and the Central African Republic, as well as lifesaving evacuations through the Emergency Transit Mechanism from Libya to Niger.

Overall, there were 17% more emergency deployments than in 2017. About a quarter were run by standby partners who provided valuable expert surge capacity to fill critical unmet needs in both refugee and IDP operations. At the end of 2018, the recorded annual in-kind contribution by emergency standby partners stood at \$7.7 million (as compared to \$6.5 million in 2017). However, it is estimated that the comprehensive in-kind contribution (including in deployments of less than 6 months) by emergency standby partners would be close to \$11 million.



Goodwill Ambassador Cate Blanchett calls for increased aid for Rohingya refugees

After a visit to Bangladesh, Blanchett says more international support for displaced and host communities is urgently needed ahead of monsoon rains.

"The monsoon is coming and I'm scared that the wind will blow away the roof."

—Jhura, a Rohingya refugee, with her two children in Bangladesh.



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UNHCR's Policy on Emergency Preparedness and Response

The Policy defines three levels of emergency, with clearly demarcated accountability and coordination roles.

Emergency Level 1: proactive preparedness.

Ensures effective preparation for a likely humanitarian emergency, including targeted preparedness missions as well as financial, material and technical support.

Emergency Level 2: additional support and resources.

Triggers an additional support response from UNHCR Headquarters, enabling operations to respond in a timely and effective manner to a sharp increase in needs.

Emergency Level 3: whole-of-UNHCR response.

Allows the Office to respond to exceptionally serious situations in which the scale, pace, complexity or consequences of the crisis starkly exceed the existing response capacity of the country operation.

The **IASC Humanitarian System-Wide Scale-Up** protocols were introduced in 2018 and replaced the 2012 IASC Humanitarian System-Wide Emergency Activation ("Level-3 Response").

The Scale-Up activation is issued by the United Nations Emergency Relief Coordinator in situations of major sudden-onset crises and/or substantial deterioration of a humanitarian situation triggered by natural and human-induced hazards or conflict, which require system-wide mobilization.

In such emergencies, UNHCR usually:

- Leads the protection, shelter, and camp coordination and camp management (CCCM) clusters when internal displacement is conflict-related.
- Determines its interventions and cluster leadership on a case-by-case basis when internal displacement is due to a natural disaster.



Delivering in high-risk security environments

Many emergency situations were characterized by violence, civil unrest, criminality and disregard for civilian life in 2018 which, in some cases, led to the obstruction of protection activities and the provision of assistance. UNHCR experienced over 240 security incidents over the year, most commonly crime, hazards and civil unrest, and its personnel faced significant security risks in Afghanistan, Libya, Nigeria, Somalia, South Sudan, Syria and Yemen.

To mitigate these safety and security risks in operations, the organization maintained over 90 international and 200 local security personnel, mostly in areas of high risk. During 2018, 60 security support missions were conducted, 47 of which were to field locations for technical support or emergency response. Following the adoption of an administrative instruction on “Measures in support of personnel serving in high risk duty stations”, UNHCR undertook efforts to improve its support to staff before, during and after deployment to high-risk locations, including through regular briefings to ensure staff were aware of the threats and risks prior to deployment.



‘You are dealing with people who are not giving up, so why should you?’

UNHCR has more than 12,000 staff members, most of whom are based in the field.

“Parents want to look into their kids’ eyes and see some hope in the future.”

—Ayman Gharaibeh, UNHCR’s Representative to Yemen.



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

EMERGENCY PREPAREDNESS AND RESPONSE

REINFORCE EMERGENCY RESPONSE CAPACITY AND EFFECTIVENESS. IN 2018, UNHCR:

<p>Enhance emergency preparedness</p>	<p>Used HALEP to list 63 countries at medium/high risk of emergency belonging to one or more of the 23 identified situations of concern.</p> <p>Issued 29 HALEP updates to alert on emerging refugee and IDP displacement situations.</p> <p>Maintained remote support on contingency planning, in particular to the Cameroon and DRC situations.</p> <p>Provided targeted support to 25 emergency preparedness focal points in West Africa.</p>
<p>Deploy standby emergency coordination, preparedness and response teams</p>	<p>Managed 420 new emergency deployments (361 in 2017, +16%). Of these, 285 were through UNHCR internal rosters and resources and 135 by emergency standby partners.</p> <p>Deployed for 51,687 mission-days in the field in emergency deployments, as compared to 32,000 in 2017 (+61%).</p> <p>Spent more than 1,500 mission days by UNHCR Emergency Management Team in the field, mainly in Bangladesh, Cameroon, Costa Rica, Ethiopia, Niger, Peru and Uganda.</p> <p>Completed 33 deployments of highly qualified technical specialists through functional rosters.</p>
<p>Build capacity in emergency preparedness and response, security and supply chain management</p>	<p>Conducted 18 training workshops on emergency preparedness and response, for 558 participants.</p> <p>Conducted 3 workshops on emergency management for UNHCR staff at the junior and middle level in Senegal, Norway and Germany; 1 senior emergency leadership programme; context-specific emergency training for UNHCR staff and external partners in Benin, Burundi and Tunisia; 3 emergency management trainings; and 2 inter-agency emergency team leadership programmes.</p> <p>Conducted 17 training workshops engaging 574 practitioners from 31 countries in Asia and the Pacific by Regional Centre for Emergency Preparedness (“eCentre”) in Bangkok.</p> <p>Delivered security training to 1,200 UNHCR staff and partners.</p> <p>Included 47 new or amended entries in the Emergency Handbook, including calculation tools for supply.</p> <p>Completed certification programme for supply chain management for 113 staff.</p>
<p>Reinforce security management as an organizational culture</p>	<p>Conducted 60 missions by UNHCR Field Security Service to provide technical support or emergency response to 47 field locations.</p> <p>Organised a training programme in Tunisia for potential field security advisors proficient in French and Arabic to meet the needs of diverse workforce.</p> <p>Trained over 900 UNHCR and partners’ female staff through the women’s security awareness programme in 34 locations.</p>

AREAS OF INTERVENTION

Inter-agency and strategic partnerships strengthened

KEY ACHIEVEMENTS

Participated regularly in the Emergency Directors Group (EDG) focusing on specific emergencies, such as the Ebola outbreak in the DRC, preparedness horizon scanning, as well as in the face-to-face EDG meeting for the annual review of operations and humanitarian coordinators' appraisal.

Deployed security officers in areas where no other security personnel were deployed to provide support to the UN Security Management System.

Co-chaired sub-working groups of the Inter-agency Security Management Network on gender inclusion in security and security training, and participated as a member of most working groups, examining policies and UNSMS processes.

Participated in a range of inter-agency fora on supply chain management, such as the High Level Committee on Management, the UN Procurement Network, the Common Procurement Group in Geneva, and the United Nations Global Market place, the Global Logistics Cluster, Humanitarian Networking, AidEx, and the Dubai International Humanitarian Aid and Development Conference and Exhibition to increase common procurement and strengthen inter-agency partnerships in supply chains.

GLOBAL SUPPLY MANAGEMENT OPTIMIZED FOR EFFICIENT DELIVERY. IN 2018, UNHCR:

Optimize supply chain for shelter and core relief items in emergencies

Dispatched some 8,972 metric tonnes and 41,501 cubic meters of core relief items to 39 countries affected by emergencies.

Delivered 19 airlifts of core relief items to refugees and IDPs.

Accomplished 35 flights (4,267 passengers) to facilitate voluntary repatriations to Burundi and the Central African Republic and evacuation of people of concern from Libya to Niger.

Deployed nearly 30 supply experts to support emergency operations and provide functional assistance to deliver relief items quickly and facilitate procurement.

Established second emergency supply roster with 20 staff to support supply response to ongoing crises globally. Deployed senior supply expert to Venezuela situation to assess the overall supply needs in the region.

Supported tendering for cash-based interventions (CBIs), including joint tendering at the inter-agency level.

Supported procurement for CBIs by building capacity through 20 webinars and workshops to equip field staff with the necessary knowledge, tools to carry out CBI procurement and market assessment related activities.



**Delivering hope:
UPS Foundation transports
critical supplies to refugees**

In 2018, the UPS Foundation supported UNHCR through emergency funding to provide core relief items to affected populations in Indonesia, and through in-kind air charter flights to Uganda, Ethiopia and Bangladesh to deliver life-saving supplies. Since 2010, the UPS Foundation has been a leading UNHCR corporate partner, contributing funds, services and expertise in transportation, logistics, supply and communications to support refugees and displaced people across the globe.



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PREVENTING, MITIGATING AND RESPONDING TO SEXUAL AND GENDER-BASED VIOLENCE



The Casa Matilde Foundation for Refugees is a shelter in Ecuador's capital city Quito that receives women victims of violence and their children. The centre provides three months of psychological support, activity workshops and legal advice.

In 2018, massive displacements exposed people of concern, especially women and girls, to heightened risk of sexual and gender-based violence (SGBV). Refugees often arrived in asylum countries in a state of extreme distress, requiring specific assistance, with reported instances of SGBV particularly high among refugees fleeing Burundi, the DRC, Myanmar and South Sudan. Limited resources in reception facilities or settlements—such as no communal lighting, limited WASH facilities and food cuts—exacerbated SGBV risks. An analysis of UNHCR's food security data highlighted that negative coping strategies employed to meet food and other basic

needs doubled in several sites in Djibouti, Ethiopia, Tanzania and Uganda over the past five years. Protection concerns in these countries included a large number of reported incidents of rape, domestic violence, abandonment of women and children and child marriage.

Ensuring sexual and gender-based violence coordination and programming in emergencies

As part of the "Safe from the start" initiative, UNHCR deployed protection and SGBV experts and strengthened partnerships to prevent, mitigate risk and respond to SGBV in ten countries at the onset of declared

emergencies. This helped to establish an effective response system and services for survivors and those at risk of SGBV, including measures for its prevention. This was done in collaboration with partners, government authorities, refugees and other key front-line responders, all equipped with skills and tools to promote survivor-centered programming.

Innovating for protection

Addressing the unique risks faced by women and girls in situations of displacement required a community-based and multi-sectoral approach, working with the livelihoods, WASH and energy sectors to enhance innovation in programming.

UNHCR implemented eight innovative projects in Burkina Faso, the Republic of the Congo, Kenya, Malaysia, Pakistan and Tanzania to address risks in accessing livelihood opportunities, safe access to energy for cooking, access to technology, and community lighting. An example of a successful livelihood initiative was “MADE51” (see the chapter on *Building better futures*). In North Kivu, in the DRC, UNHCR and partners designed and implemented a project with the community to improve the availability of acceptable menstrual hygiene products and increase the self-reliance and economic empowerment of IDP women and girls (see below).



Start-up restores hope for displaced Congolese and local communities in the DRC

Supported by UNHCR, the start-up uses a community-based approach to promote menstrual hygiene but also plays a crucial role in preventing gender-based violence and empowering displaced women and men at-risk in North Kivu.

“Learning to make soap has given me hope because it will soon give us an income... I have these skills forever.”

— Elisa, displaced Congolese in North Kivu.



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SGBV programming and cash

UNHCR made progress in providing SGBV survivors with tailored support through cash-based interventions (CBIs). The Office finalized a study on the successful impact of CBIs on protection outcomes in Ecuador, Lebanon and Morocco.

In Lebanon, cash-based assistance was found to be an effective SGBV risk-mitigation and prevention tool, supporting the practice of providing survivors of SGBV with targeted assistance (see the *Middle East and North Africa* summary).

EXPANDING CASH-BASED INTERVENTIONS



Refugees collect monthly cash assistance at a post office in 6th of October City, Cairo, Egypt.

UNHCR made strategic use of cash assistance to allow people of concern to meet essential needs at all phases of displacement. The amount of cash assistance increased in 2018, including in emergency contexts, and was used across sectors such as education, shelter and livelihoods. A UNHCR-commissioned study on sectoral outcomes concluded that multi-purpose cash has a positive impact in sectors beyond food security.

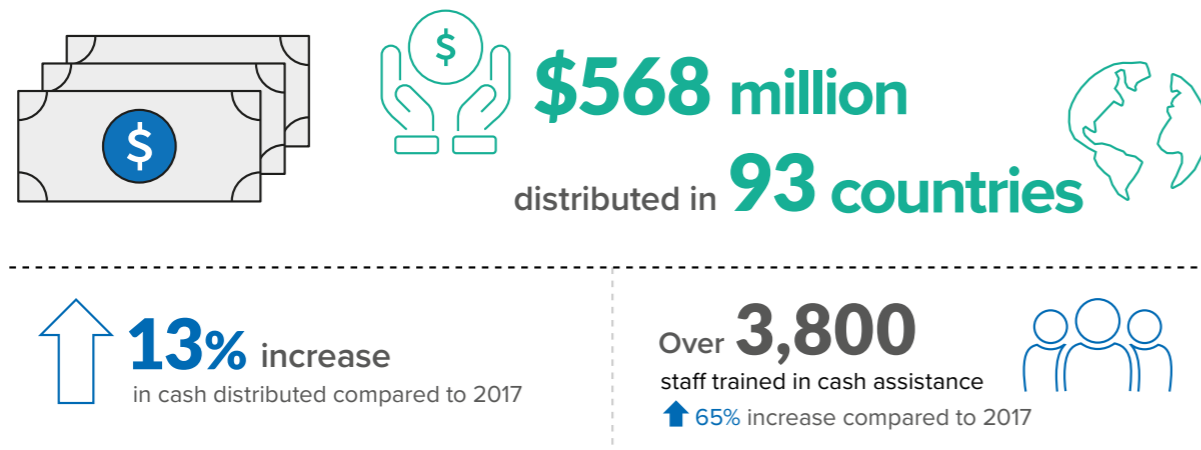
Delivering cash assistance

UNHCR delivered \$568 million in cash assistance—mainly as multi-purpose cash grants—to some of the most vulnerable people of concern, providing them with more choice in how to meet needs and prioritize expenditures, such as clothes, hygiene, communications, transport and school supplies. The cash delivered was an increase of 13% from 2017 and had a wider impact on increasing self-reliance of beneficiaries while contributing to the local economy in host communities.

Through its Policy on Cash-Based Interventions, UNHCR commits to increase the use of CBIs by 2020.



Cash-based interventions at a glance



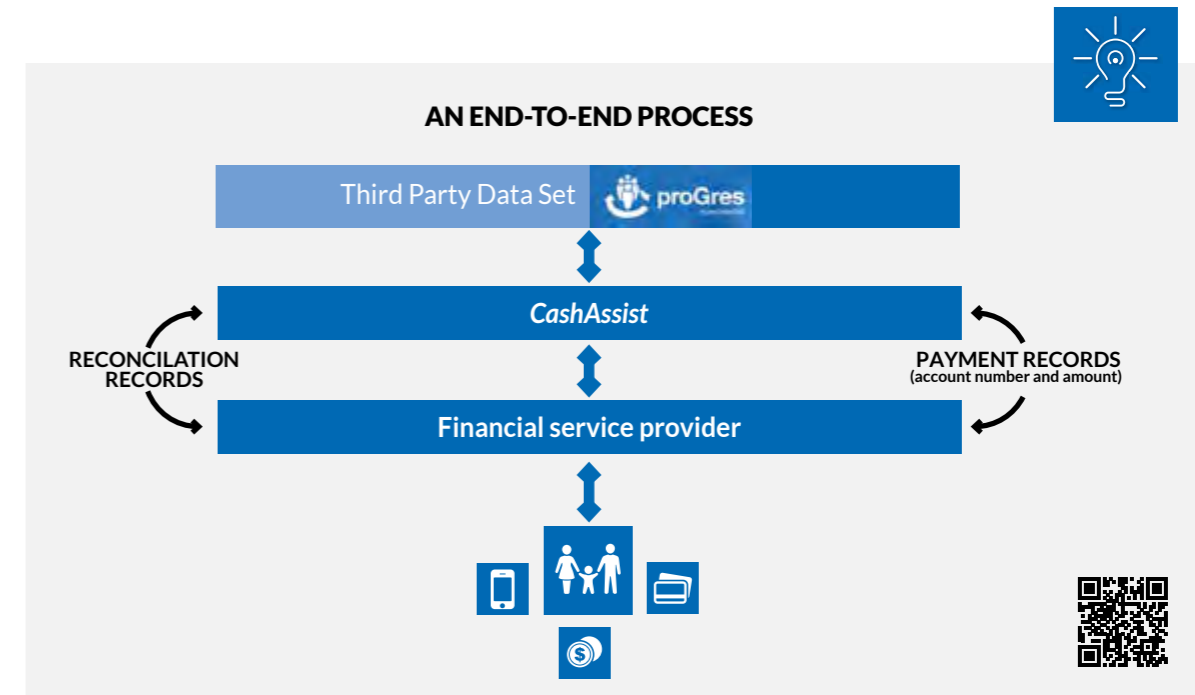
Cash-based interventions

Working in partnership enhanced the cost-efficiency and effectiveness of cash delivery, eliminating the duplication of assessments, targeting and monitoring. In this light, UNHCR, along with OCHA, UNICEF and WFP committed to a common cash system to deliver assistance.

Building on the common cash facility in Jordan, the Greece cash alliance and the one unified inter-organisational system for e-cards in Lebanon, UNHCR promoted collaborative approaches for cash transfer mechanisms that maximize efficiency and predictability, ensure effective coordination, leverage the expertise of all partners, and achieve significant economies of scale.

To better deliver cash assistance, UNHCR negotiated and established cash transfer services managed by the private sector, and made them available to all partners on the same terms and conditions. In 2018, UNHCR was able to facilitate refugees' access to formal bank and mobile money accounts in Cameroon, the DRC, Ethiopia, Iraq, Jordan, Kenya, Niger, Rwanda, Uganda and Zambia, among others.

Partnering with WFP reduced potential risks of using private sector service providers in cash assistance in 24 countries, allowing UNHCR to ensure that assistance reaches those who need it the most. In 2018, a project was launched in Cameroon and the DRC, to mitigate the risk of abuse by agents and traders involved in the delivery of cash assistance.



UNHCR established CashAssist, a global cash management system to ensure that cash transfers are made in a timely, efficient and accurate manner, while avoiding duplication and minimizing fraud.

AREAS OF INTERVENTION

KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

CASH-BASED INTERVENTIONS. IN 2018, UNHCR:	
Enable UNHCR operations to systematically consider and implement Cash Based Interventions (CBIs)	Implemented CBIs in 93 countries, including in 20 focus countries in 2018. Conducted 13 comprehensive learning programmes (including 7 regional CBI learning programmes, 2 senior management learning programmes and 4 field support learning programmes for programme, CBI, protection, supply, and finance officers).
Further adapt the skills, processes, systems and tools aimed at clearly defining duties and maintaining efficiency of CBI delivery	Finalised a comprehensive CBI monitoring toolkit. 20 operations, accounting for 98% of UNHCR cash assistance, implemented post-distribution monitoring in 2018. Developed CashAssist from a pilot tool to a common cash facility included systematically.
Strengthen partnerships and collaborative approaches for CBIs	Conducted 13 new procurements and 15 new contracts with financial service providers. 35 active contracts with financial service providers were in place in 2018.
Continue to share CBI good practices, tools and guidance developed with the broader humanitarian community	Evaluated the cash assistance in Jordan and published "Cash for education: directions and key considerations". Documented lessons learnt on cash and WASH and shelter, including "Cash for shelter in Kenya: a field experience" and "Cash and WASH: Key learning and checklist". Conducted a mapping of social safety nets for refugees to direct cash interventions, and issued "Cash assistance and the prevention, mitigation and response to sexual and gender-based violence (SGBV): findings from research in Lebanon, Ecuador and Morocco".

MEETING THE BASIC NEEDS OF PEOPLE OF CONCERN



Congolese refugee Apolina Nyassa, 86, lives alone in a Refugee Housing Unit given to refugees with special needs, at Nyarugusu camp, Tanzania.

Shelter and settlement

In line with its 2014-2018 Global Settlement and Shelter Strategy, UNHCR aligned its response to national, sub-national and local development plans while linking humanitarian responses with long-term development efforts. This “master plan approach” to settlement planning allowed UNHCR to better support people of concern in accessing safe, dignified and sustainable settlements and other shelter solutions.

UNHCR provided shelter to more than 3.4 million refugees in planned settlements, however, in a context of mounting displacement, more than half of shelter needs worldwide went unmet. The Office also supported the development of comprehensive strategies to improve the quality of shelter and settlements in 21 operations, while enhanced strategic tools were adopted in Bangladesh, Iraq, Nigeria and Zambia.



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Cities of Light: Protecting the urban displaced—High Commissioner’s Dialogue 2018

The High Commissioner’s 2018 Protection Dialogue focused on the role of cities in protecting the urban displaced, including their role in implementing the Global Compact on Refugees. Themes included challenges and opportunities for the urban displaced, best practice and innovation to help and protect them, and foster social and economic inclusion.



At the onset of emergencies, UNHCR deployed experts, and increased its use of new technology and cash to improve shelter response. For example, UNHCR scaled up the use of CBIs to respond to immediate shelter needs of Venezuelans on the move.

UNHCR expanded the range of shelter solutions, making sustainable Refugee Housing Units available in 27 operations.

Specific efforts were also made to strengthen the technical capacity of staff, partners and people of concern. Cash and shelter expert missions were carried out in Bangladesh, Greece and Kenya to assist transition from emergency to more durable shelter solutions.



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Cash assistance and shelter

In north-western Kenya, UNHCR provided 730 refugee households with cash for shelter to ensure safe and dignified housing, address protection concerns, while reducing dependency on humanitarian assistance in the long term. This project allowed refugees to build their own permanent shelter at a lower cost and had a multiplier effect on the local economy.



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

SHELTER AND SETTLEMENT

ENSURE THAT PEOPLE ARE ABLE TO SATISFY THEIR SETTLEMENT AND SHELTER NEEDS IN A SAFE, DIGNIFIED AND SUSTAINABLE MANNER. IN 2018, UNHCR:

<p>Implement the 2014-2018 “UNHCR global strategy for settlement and shelter”</p>	<p>Launched and disseminated “Master plan approach to settlement planning” guiding principles to support improved humanitarian settlement development.</p> <p>Provided country support for shelter strategy development through a tiered prioritized country system with allocated focal points, putting strategies in place covering 21 operations in 14 countries.</p> <p>Enhanced the monitoring of country-level strategies against key standards and revised country-level strategy tools to guide the elaboration of country-level strategies.</p> <p>Developed dashboard to review country-level strategies and support country focal points for inclusion in the settlements information portal.</p>
<p>Enhance UNHCR’s ability to respond to shelter and settlement needs in situations of urban displacement</p>	<p>Prepared background paper on urban issues relating to shelter and settlement for HC Dialogue.</p> <p>Engaged UN-Habitat on consultancy to develop urban shelter & settlement response guidelines.</p>
<p>Continue professional development of shelter and settlement staff and partners, to enable the design of comprehensive and integrated responses in line with the master plan approach, CRRF and Policy on Alternatives to Camps</p>	<p>Distributed 35 settlement planning tool-kits to country operations to enhance the settlement planning capacity.</p> <p>Attributed 142 Autodesk software licenses to technical staff globally, allowing for web-based learning on shelter issues.</p> <p>Produced complementary manual as a reference document during regular settlement planning design activities.</p>
<p>Strengthen UNHCR’s ability to implement technically sound and sustainable cash for shelter programmes</p>	<p>Conducted shelter and cash expert missions in:</p> <ul style="list-style-type: none"> Kenya (Kalobeyei): enhanced durable housing delivered through CBIs, and assisted the transition from emergency to more durable shelter solutions. Greece: supported transition from fully dependent Emergency Support to Integration and Accommodation scheme to independent integrated status in the host community through an unrestricted minimum expenditure basket-type approach. Venezuela situation: set up strategic directions for cash-based interventions in the Americas for the scale-up of shelter CBIs; set up transitional cash transfers for basic needs for the most vulnerable; prepared for potential return and reintegration grants. Bangladesh (Cox’s Bazar): supported pilot cash-for-shelter project, incorporating cash-for-work, vouchers and compound construction committee approach.
<p>Promote diverse and appropriate shelter solutions in UNHCR operations</p>	<p>Strengthened technical capacity of local responders, staff, partners and people of concern through winterization guidance and training for use of Refugee Housing Units.</p> <p>Enhanced shelter and settlement support was provided to UNHCR field operations through technical missions to field locations (250 days to 8 locations). Provided priority support to Bangladesh operation and the Venezuela situation.</p>

Public health



A resident of Aleppo, Syria, gets a free medical check-up at a UNHCR-supported community centre.

UNHCR advocated inclusion of refugees in national health systems to ensure all people of concern can access lifesaving and essential health care, in line with its 2014-2018 public health strategy. Its advocacy had some success, with countries like Kenya, Rwanda and Sudan establishing refugee-inclusive health insurance plans to increase equitable access to health care (including reproductive and HIV care services).

Innovation was a main driver of health service quality, with UNHCR rolling out its new integrated refugee health information system (iRHIS) to improve the timeliness, accuracy and use of health data and

information in 16 countries, reaching about 5 million refugees globally. Other progress made included the revamping of the “balanced score card”, a health facility quality assessment tool, and the launch of an improved medical referral database to monitor resource allocation in 12 countries.

UNHCR ensured access to primary health services for refugees in 21 countries, meeting the target of one to four visits per person, per year; delivering HIV prevention and treatment, as well as reproductive health programmes within a framework of public health, protection and community development. A fourfold increase in antiretroviral treatment coverage for

76% of refugee women attending UNHCR-supported health care facilities had attended at least three antenatal visits during pregnancy.

refugees in camp settings has been achieved between 2014 and 2018. The coverage rates of skilled birth attendance stood at about 94%. One out of 3,000 children under five died, which was a slight reduction in the under-five mortality rate.

UNHCR worked together with host governments and partners towards the holistic integration of mental health, psychological and social support in health care systems through capacity building. In 2018, UNHCR organized trainings to enable nine operations to provide basic mental health services.

UNHCR conducted the first study on drug-resistant tuberculosis among Afghan refugees in the Islamic Republics of Iran and Pakistan and returnees in Afghanistan, paving the way for better tuberculosis prevention, care and control through harmonized service provision in all three countries. The Office also deployed health staff and provided funds to support operations as part of the inter-agency Ebola preparedness and response. Uganda was commended for its early identification of high-risk contacts at its primary entry point, which was subsequently declared safe.



Finding innovative solutions and delivering impact

In partnership with UNHCR, the Bill and Melinda Gates Foundation is working to improve maternal and newborn healthcare for refugees and host populations worldwide through innovation. With the support of the Foundation, UNHCR concluded the two-year project “Saving Newborn Lives in Refugee Situations (2016-2018)”, bringing about noticeable improvements in maternal and child healthcare in Jordan, Kenya and South Sudan. The partnership enabled women to seek advice on appropriate treatment of sick and underweight newborns, access improved infrastructure and services, and adapt their behaviors to ensure healthy pregnancies. Building on the project’s success and learning, it has been extended to refugee situations in Chad, Cameroon, and Niger (2018-2020).



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Food security and nutrition



UNHCR workers help Venezuelan families who had been sleeping in Simon Bolivar public square in Boa Vista, Brazil, to settle in at the Jardim Floresta shelter.

Over the past four years, food insecurity has deteriorated significantly in many countries where UNHCR operates, posing serious nutrition challenges for people of concern, particularly in Africa. This was most concerning in contexts where drought coupled with limited livelihood opportunities. For instance in Chad, where food assistance has more than halved due to funding shortages, a survey found that refugees resorted to negative coping strategies more than the host communities, due to limited livelihood opportunities in camps.

UNHCR’s global monitoring showed that more than half of surveyed sites had unacceptable levels of acute malnutrition. Stunting was within acceptable limits only in 30% of sites and exceptionally high in an equal number of locations. The survey also revealed unacceptably high levels of anaemia in most sites. Countries where the infant and young child framework was rolled out showed improvements in acute malnutrition indicators. This was particularly evident in Bangladesh, Ethiopia, Kenya, Sudan and Uganda, which is likely attributed to the positive impact of the multi-sectoral approach.

UNHCR was a key contributor to the technical interest group designing and reviewing the analysis on the relationship between stunting and wasting among malnourished children.



UNHCR worked with WFP to promote refugee food security and self-reliance in particularly dire contexts, including in Cameroon, Chad and Ethiopia. In line with the Global Compact on Refugees, the agencies developed a Joint Self-Reliance Strategy, recognizing that basic needs have

to be met in order to support greater self-reliance. This partnership was expanded in 2018 to include joint targeting principles that will guide common assessment, analysis and identification of eligibility criteria to ensure basic assistance reaches those most in need.

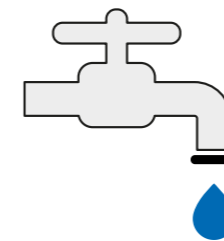


Last Mile Mobile Solutions helps malnourished children in Ethiopia

The Last Mile Mobile Solution initiative of UNHCR in collaboration with partners in Ethiopia allows for the electronic, real-time monitoring of individual children over the course of their treatment for malnutrition. It also facilitates enhanced care and streamlined reporting processes.



Water, sanitation and hygiene



8.7M people with access to clean water



20L water per person/day



59 countries

Only **17%** of refugees have access to their own basic household toilet



80% cost savings on water supply in protracted refugee situations through conversion of motorized water pumps to hybrid or solar energy



In 2018, UNHCR supported 8.7 million people across 59 countries to access safe water and sanitation services. Despite overall improvements, people of concern still lagged behind the global averages in terms of access to clean water and sanitation services. According to UNHCR's WASH monitoring, only 59% of refugee situations had reached the SDG 6 "basic level" of water supply access, well below the global average, and only 17% of refugees had access to their own basic household toilet.

Faced with such challenges, UNHCR invested in cost-effective and environmentally sustainable technology in operations

transitioning from emergencies to longer-term solutions, increasing the ratio of renewable to non-renewable sources of energy to one-third. The Kutupalong camp in Bangladesh, for instance, moved towards solar water pumping serving nearly one million people. Improving the management of water resources and converting motorized water pumps to hybrid or solar energy resulted in cost savings of 80% on water supply in protracted refugee situations. UNHCR also worked on reducing the cost of providing sanitation services in protracted situations through innovative "waste-to-value" projects in refugee camps.

These not only reduced the cost of services, but also doubled the lifespan of infrastructure and generated useful products such as cooking fuel.

UNHCR advocated access to safe water and sanitation services for people of concern in urban and out-of-camp situations, in line with commitments found in both the Global Compact and SDG 6, through strategic partnerships for inclusion in national WASH systems.

In situations of emergency, the Office strengthened its emergency response through capacity-building interventions, with a particular focus on protection, through the inclusion of refugees in the

design and implementation of WASH programmes.

This resulted, for instance, in specific design modifications to toilets and positioning of water points in safe locations to enable access for people with disabilities and reduce the risk of SGBV.



Cash for latrines

Building on lessons learnt from different contexts, UNHCR developed and circulated key tools to provide guidance on how to use cash for latrines in camp settings.



Towards greener solutions

In 2018, UNHCR carried out several projects to expand the use of solar energy and other innovative sustainable practices in protracted refugee situations.

Sanitation waste to value projects in Bangladesh, Ethiopia, Kenya, and Mozambique resulted in value-added products, such as cooking fuel briquettes, biogas, and fertilizer.

The **internet of things** is a real-time monitoring and reporting system for water supply in Dadaab camp, Kenya.

In addition to being more sustainable for the environment, these practices provided value for money and reduced the cost of service provision in the long term.



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

HEALTH STATUS OF POPULATION IMPROVED. IN 2018, UNHCR:

Investing in public health, nutrition and WASH related data to drive needs-based responses and evidence based decision-making

Developed standardized expanded nutrition survey (SENS) to integrate learning from latest scientific review and reflect changes in the modus operandi of food assistance. Reviewed stunting trends in various countries generated from SENS data. Published assessment, monitoring, analysis and reporting tools on the WASH website (<http://wash.unhcr.org>) for country operations to carry out effective needs-based prioritization of WASH activities in country operations. WASH indicator monitoring mechanisms (monthly report card and standardized Knowledge, Attitudes and Practice survey) rolled out to additional countries for improved gap analysis and resource allocation.

Ensure the technical integrity and quality of public health, nutrition and WASH programmes from emergency to protracted situations

Cholera outbreak assessment and development of response and monitoring tools, including in first-time use of oral cholera vaccines in Uganda, with the emergency refugee influx from the DRC. Developed and validated public health response in emergencies toolkit for refugee emergencies in Chad. Conducted training-of-trainers in management of non-communicable diseases in 5 countries (the DRC, Ethiopia, Rwanda, Tanzania and Uganda) for 141 trainers reaching 818 clinical staff. Conducted training-of-trainers in the low-dose, high-frequency approach to reinforce and improve maternal and newborn care conducted in 3 operations. Published urban WASH review and guidance note on WASH programming for refugees in urban situations with case studies from Lebanon, Turkey and Uganda. Developed multi-year WASH strategies and site-level operational plans in 23 countries, focusing on emergency, post-emergency and protracted situations.

Strengthen interagency and strategic partnerships in public health, nutrition and WASH

Provided technical support to Djibouti, Kenya, Rwanda and Sudan, among other countries to review the inclusion of refugees in national health insurance in partnership with ILO. Finalised an MoU with the Ministry of Health in Uganda on provision of integrated health care services for refugees and host populations. Conducted training sessions for midwives in Cameroon, Chad and Niger. Engaged with Gavi, the Vaccine Alliance, on the "fragility, emergencies and refugees policy". As a result, Gavi supported governments and partners in Bangladesh, Rwanda, and Uganda in providing vaccines to refugees. Agreed with WFP on joint principles on targeting of assistance as well as an addendum on data sharing to the MoU (2011).