



Responding with lifesaving support

With nearly 75 million people of concern worldwide at the end of 2018, tens of million of whom were forcibly displaced, UNHCR will continue to provide protection and assistance in emergencies, often in challenging security environments. By October 2019, UNHCR was responding to ten large-scale refugee and IDP emergencies, including the situations for Burkina Faso, Cameroon, Central America, Costa Rica, the Democratic Republic of the Congo, Myanmar, Niger, the Syrian Arab Republic, the Bolivarian Republic of Venezuela, and Yemen, as well as countries affected by Cyclone Idai (Mozambique, Malawi and Zimbabwe).

Following the High Commissioner's 2017-2021 Strategic Directions and in line with the recently revised "Policy on Emergency Preparedness and Response", now aligned with the IASC Humanitarian System-Wide Scale-Up Protocols of November 2018, UNHCR will mobilize financial, human and material resources and facilitate partnership engagement to respond to refugee and IDP emergencies worldwide.

In accordance with UNHCR's new "Policy on Engagement in Situations of Internal Displacement", the Office will further boost its capacity and tools to prepare and respond to IDP emergencies, such as through dedicated information management capacity for IDP emergencies and development of the IDP emergency preparedness package.

Strengthening partnerships with multiple stakeholders, including national governments, local authorities, NGOs and local communities, will remain at the core of UNHCR's preparedness and response. In the decentralized environment, additional support will be given to the regional bureaux so they can efficiently fulfill their functions in preparing and responding to emergencies in the regions, managing the supply chain and procurement, as well as providing security oversight, guidance and advice to country operations in the regions and assisting them in security risk management and responses to critical incidents.

In this chapter

- Emergency preparedness and response
- Global supply management
- Prevention and response to sexual and gender-based violence
- Cash-based interventions
- Public health
- Nutrition and food security
- Water, sanitation and hygiene (WASH)
- Shelter and settlements

The new Policy on "UNHCR's Engagement in Situations of Internal Displacement"



A UNHCR staff member talks to young Syrian refugees outside a makeshift shelter at Bar Elias settlement in Lebanon, during the emergency response to Storm Norma in January 2019.

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EMERGENCY PREPAREDNESS AND RESPONSE



Rohingya families are moved to new shelters at Chakmarkul settlement in Cox's Bazar, after three days of continuous rain caused flooding, landslides and damage. Pre-positioned emergency supplies were distributed to help rebuild, repair and strengthen damaged shelters.

2020 TARGETS

100% of high-risk countries will be compliant with preparedness reporting in accordance with UNHCR's High Alert List for Emergency Preparedness (HALEP).

100% of HALEP red-rated countries will have a preparedness action plan and will receive targeted support.

Develop and roll out a preparedness tool for IDP situations to enhance the Office's existing systems.

170 UNHCR emergency surge staff and 130 emergency deployments by standby partners will be ready for deployment.

350 UNHCR and partner staff will be trained at 3 workshops on emergency management, 3 situational emergency trainings, 2 inter-agency emergency team leadership programmes and preparedness trainings.

UNHCR Policy on Emergency Response and Preparedness



Preparing for an emergency involves a mix of risk monitoring, and setting up preparedness actions, including scenario-based contingency planning. UNHCR has learnt several important lessons from the implementation of the 2017 "Policy on Emergency Preparedness and Response". These include the need for a more predictable and robust corporate response to IDP emergencies that involves capacities and resources from across the Office, and the value of credible and high-quality data, knowledge and information management capabilities from the onset of emergency operations to enable the cooperation and

support of key stakeholders. It also includes, depending on the operational context, building on the Global Compact on Refugees and the Comprehensive Refugee Response Framework to do things differently and better in partnership with development, private and civil society actors. For example, engaging development partners to step in as early as possible in an emergency, where applicable, has a strong link to preparedness. It improves the prospects for effective protection in host areas by supporting resilience and sustainable development.

Consistent leadership and timely support will be key to enabling more predictable, evidence-based, cost-effective and resilient refugee and IDP emergency responses. To address the growing demand for stronger emergency leadership and coordination from operations UNHCR will ensure skilled and dedicated emergency first responders remain in its team.

In 2020, UNHCR will improve its data quality, information management and communication in emergency contexts by effectively leveraging its technical partners' operational strengths. As part of global preparedness, UNHCR will continue to contribute to the training of UNHCR, government, national and regional partners in emergency management and leadership throughout 2020-2021.

Field security

A strong culture of security based on sound risk management practices enables UNHCR to deliver its programmes safely

and effectively, even where risk remains.

UNHCR will adapt service delivery to the new organizational model, while focusing on effective field support through empowered regional bureaux and clarifying who is responsible for what, from the authorities to humanitarian staff.

As part of their duty of care, and to ensure they make informed decisions, UNHCR will ensure all staff are aware of threats and risks before deployment. It will also actively support the recruitment of field security and safety personnel on behalf of the staff in field operations. Stockpiles of security equipment will be maintained, which can be deployed rapidly to improve basic risk mitigation. One example of the tools and services now available to those working in-country, is a test exploring the initial vulnerability of premises to blast threats.

This tool is effective when new premises are being considered and can save costs as structural engineers can quickly provide remote guidance without needing to travel.



Key operational partnerships, including standby partners

In 2020, UNHCR's 18 standby partners will continue to support emergency operations through the deployment of protection, coordination, registration, information management and technical experts, or providing service packages such as constructing an office or accommodation for UNHCR staff.

- Bundesanstalt Technisches Hilfswerk (THW)
- CANADEM
- Centers for Disease Control and Prevention, United States of America
- Danish Refugee Council
- Department for International Development, United Kingdom of Great Britain and Northern Ireland (DFID)
- Directorate for Civil Protection and Emergency Planning, Norway (DSB)
- Dutch Surge Support Water
- Emergency.lu Luxembourg Ministry of Foreign Affairs
- International Humanitarian Partnership
- iMMAP
- Irish Aid
- Norwegian Refugee Council (NRC)
- RedR Australia
- Save the Children Norway
- Swedish Civil Contingencies Agency (MSB)
- Swiss Agency for Development and Cooperation (SDC)
- Veolia Environment Foundation
- White Helmets Commission, Argentina

In the second half of 2019, three new emergency preparedness and response partnership agreements with the Ministry of Emergency Situations of the Russian Federation (EMERCOM), the Danish Emergency Management Agency (DEMA), and the Turkish Disaster and Emergency Management Authority (AFAD) were signed. They will be implemented in 2020. One more emergency partnership agreement is being developed.

The Office will also continue closely collaborating with Germany, Norway and Senegal, which provide training facilities and technical support to UNHCR's emergency training programmes.

GLOBAL SUPPLY MANAGEMENT



UNHCR staff hand out solar lanterns in partnership with the NGO Electricians Without Borders at Picoco camp in Beira, Mozambique.

2020 TARGETS

\$33 million worth of emergency supplies will be available for deployment, covering up to 600,000 people in need.

600,000 people of concern will receive core relief items, if needed, in countries affected by emergencies.

7 global stockpiles of core relief items will be maintained to efficiently respond to recurring emergencies.

6,200 vehicles will be managed under the centralized global fleet.

Based on 2019's results and achievements, in 2020 UNHCR will focus on supporting the newly-established regional bureaux as they carry out supply activities. It will also continue its transformation from a transactional focus to a more strategic partner, both internally and externally. In line with key pillars of UNHCR's transformation, its main objectives in 2020 will be ensuring easy redeployment

and rightsizing paired with cash-based interventions; seeking modern solutions to traditional supply problems; allowing the supply chain to prepare for interventions earlier and respond faster; guaranteeing qualified supply staff in sufficient numbers; and proactively engaging with NGO partners and UN agencies for coordination, service delivery, problem solving and localizing solutions.

Centralizing supply functions for global stockpiles and global fleet management ensures streamlined and simplified processes, better compliance with existing rules and procedures, and a cost-efficient and effective supply chain, especially during emergencies. Global stocks and emergency preparedness to meet the urgent needs of up to 600,000 people will be maintained in seven strategically-located stockpiles.

Supply management aims to improve focus on cost-efficiency, professionalism and environmental issues. UNHCR will simplify and innovate supply processes and use new technology for automation, supporting the field with quality assurance, compliance and mitigation of risks. Factory audits at critical suppliers will be streamlined and conducted prior to concluding contracts or frame agreements.

Under the initiative of the UN Development Group's Business Innovation Strategic Results Group, known as the BIG, UNHCR is preparing a proposal to provide mobility solutions to the broader UN family, specifically fleet-related services.



Private donors mobilize critical support for UNHCR's emergency response

Individuals, companies, foundations and philanthropists are instrumental in supporting UNHCR's timely response to refugee, internal displacement and natural disaster emergencies, contributing critical funds, services and expertise in transportation, including aid airlifts, logistics, supply and communications. In 2019, they helped UNHCR deliver lifesaving aid to over 60,000 of the most vulnerable people affected by Cyclone Idai in Southern Africa as well as, following the escalation of violence in Syria in October, to more than 130,000 IDPs and to over 14,000 refugees who sought safety in northern Iraq. In 2020, UNHCR will strengthen its efforts to mobilize private donors for ensuring emergency preparedness and providing urgently-needed protection and assistance in both new and ongoing emergencies.



UNHCR aid for Cyclone Idai survivors arrives in Mozambique

An aircraft carrying tents, tarpaulins, mosquito nets, solar lanterns and other vital relief lands in Mozambique to support 10,000 survivors.

"I fled with my husband and two boys to a neighbor's house... But when I returned, all the walls had collapsed."

—Ginoka Phillipa, Cyclone Idai survivor who found temporary shelter in a high school.



PREVENTION AND RESPONSE TO SEXUAL AND GENDER-BASED VIOLENCE



As a religious teacher, Mohammed Ayob, 40, uses his role to help educate men in the community about sexual and gender-based violence in Kutupalong refugee camp, Bangladesh.

2020 TARGETS

Extent to which known SGBV survivors receive appropriate survivor-centred support in the areas of health, psychosocial, legal, safety and security related needs is improved.

Extent to which the community is active in SGBV prevention and survivor-centred protection is improved.

Addressing SGBV is a cornerstone of UNHCR’s protection mandate, based on the fundamental right of all people of concern to live free from all forms of sexual and gender-based violence, exploitation and abuse.

UNHCR’s SGBV response is premised on collective accountability in pursuit of mutually-supporting objectives to ensure

that all survivors have equitable and timely access to quality services, and that all people of concern face decreased risk of SGBV. To address SGBV effectively, UNHCR will undertake targeted actions and specialized protection interventions in these two core areas.

Prevention of SGBV

Through working with communities, actions that address SGBV’s root causes, namely gender inequality and unequal power relations between individuals, prevention becomes more effective. Evidence shows that physical violence against women decreases significantly where communities are engaged in prevention programmes. However, what limits the effectiveness of prevention is failure to sustain the engagement with individual men and the community in behaviour change activities. Therefore, UNHCR operations will plan and implement prevention programming that addresses the root causes of SGBV and which includes a strong community-engagement approach.

Ensuring timely, effective and inclusive response services, including case management

Immediate interventions include those that address urgent physical safety, health concerns, and psychosocial needs. The provision of multi-sectoral services and assistance to all survivors of SGBV contributes to safety, improving both

physical and mental health, providing justice, and full access to services. All survivors of SGBV, including survivors of sexual exploitation and abuse, are entitled to immediate protection and services, which can be lifesaving interventions.

Providing a comprehensive response is a challenge, in particular where access to people in need is restricted by culture or security, and where in situations impacted by conflict, the quantity and quality of services are inadequate to meet the many needs of survivors. To improve programming, 2020 will see a focus on building capacity to promote quality case management systems and referral pathways that enable all survivors, including men and boys, to access, at a minimum, appropriate health psychosocial care, to live in safety and security, and to be provided with legal support and justice.

It will also include activities such as establishing community watch groups, involving communities in decision making, adherence to human rights principles when communities are engaged in programming, and awareness-raising activities that promote equality and discourage violence.

Specific programs engaging communities show significant promise.

SASA



Engaging Men in Accountable Practice



Zero Tolerance



“Guardian angel” offers lifeline to abused refugee women in South Sudan

Volunteers living in Maban County’s refugee camps have opened up their homes to care for women affected by sexual and gender-based violence.

“The ‘guardian angels’ are local leaders who are highly respected by the refugees and host community. They volunteer to take on this role and they have the ability to stand up to perpetrators of sexual and gender-based violence.”

—Grace Atim, UNHCR protection officer based in Maban.



 **CASH-BASED INTERVENTIONS**



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A refugee from South Sudan plays outside his newly-constructed home, built as part of the Cash for Shelter project in Kalobeyei settlement, Kenya.

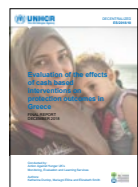
2020 TARGETS

\$588 million in cash assistance will be delivered to people of concern across all operations.

15 countries, where people of concern have access to formal financial services, will benefit from the use of cash to promote longer-term solutions and inclusion.

20 countries will strengthen partnerships and collaborative approaches to cash.

Evaluation of the effects of cash-based interventions on protection outcomes in Greece



In 2020, UNHCR stays committed to maintaining and scaling up the use of cash as part of its assistance and protection portfolio. UNHCR's Grand Bargain commitment was to double the use of cash as a proportion of its assistance by 2020, starting from a baseline of \$325 million in 2015. By the beginning of September 2019, UNHCR had delivered more than \$2.1 billion, with the \$588 million delivered in 2018 representing an 81% increase on the 2015 baseline. Of the cash distributed, most of it was unrestricted and used for covering basic needs, especially seasonal needs.

Monitoring and evaluation, which is done in all displacement situations where cash is

used, show that cash, together with in-kind assistance and services, contributes to preventing displaced populations from resorting to negative survival strategies. For example, an external evaluation in Greece showed that extreme negative coping strategies, such as begging and underage or dangerous work, reduced to less than 1% among cash recipients. Monitoring across operations also showed that a majority of the beneficiaries are satisfied with cash assistance and were able to find what they needed in local markets and services.

Building on three decades of experience in cash and multi-sectoral assistance, UNHCR will continue to use cash to address

immediate, at times lifesaving, basic needs. It will also seize every opportunity that cash presents to reap the largest impact for protection outcomes, in areas such as gender equality, child protection, community-based protection, and customer rights.

As a key element of the Global Compact on Refugees and a means to contribute to the Sustainable Development Goals, cash assistance will be increasingly leveraged to enhance opportunities for refugee inclusion and contribute to a transition from aid to development and self-reliance. Cash will also be featured in UNHCR's forthcoming economic inclusion strategy.

UNHCR will address the challenges around refugee access to formal financial services and will refrain from setting up costly parallel structures, wherever possible. Research conducted by UNHCR in collaboration with the GSM Association ("Displaced and disconnected"), found that ID-related requirements for displaced people, including refugees and IDPs, are a significant barrier for obtaining a mobile connection, opening a bank account or accessing mobile money wallets. This results in further marginalization around access to information, communication and cash assistance. Financial inclusion will be a key focus along with transitional safety nets and aligning cash assistance with national social protection schemes. UNHCR will use formal personal bank accounts or

mobile money to deliver cash assistance to people in at least 15 countries, which will link people of concern formally to the financial sector and facilitate their access to loans and other financial services.

To further ensure the quality of its cash assistance, UNHCR has developed CashAssist, a cash management system, which will continue to be rolled out in all operations with cash assistance through 2020. It allows UNHCR and partners to deliver cash assistance to vulnerable populations while ensuring financial management and compliance. Emphasis will also be put on digitization and data protection. In addition, UNHCR's corporate cash monitoring toolkit will be systematically rolled out, to continuously assess the adequacy of cash assistance.

UNHCR will continue to work closely with a wide range of partners to build strong and strategic alliances for delivering cash through common cash systems avoiding duplication, in line with the Statement on Cash Assistance by the Principals of UNHCR, OCHA, UNICEF and WFP, and the Common Donor Approach on Humanitarian Cash Assistance. It will also maintain close collaboration with WFP, based on the global frameworks for collaboration and ongoing research on "Mitigating risks of abuse of power in cash assistance".

"Displaced and disconnected": research on barriers to integration

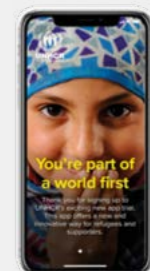


Research on "Mitigating risks of abuse of power in cash assistance"



New innovative approaches to accelerate private sector funds for cash-based assistance

UNHCR's Private Sector Partnerships service has been exploring new, innovative ways to engage the private sector in funding cash assistance to help bridge the gap. In 2020, a new digital innovation product will be piloted in three countries to raise funds from individuals for multi-purpose cash assistance in Jordan. The product aims to build closer engagement and understanding between donors and refugees. A strategy will also be launched to engage wealthy individuals, private foundations and corporations to support global cash-based interventions.



 PUBLIC HEALTH



Medical staff at Gashora Emergency Transit Centre in Rwanda prepare a vaccination booklet for a woman before her medical screening.

2020 TARGETS

Provide medications for HIV and tuberculosis to refugees across all countries through their national programmes.

90% of countries with national human papilloma virus vaccine programmes will include refugees.

95% of births will be attended by skilled birth attendants in UNHCR refugee camps.

Ensure an under-five mortality rate of fewer than 1.5 deaths per 1,000 people a month in refugee camps.

UNHCR's 2018 Annual Public Health Global Review is available here.



UNHCR works with host governments and other partners to ensure that refugees and host communities can access essential preventative, palliative, promotive, rehabilitative and curative health services.

In line with the Global Compact on Refugees, UNHCR and its partners will intensify efforts to seek inclusion of refugees into national health systems as part of global efforts towards universal health coverage, a core component of the 2030 Agenda for Sustainable Development. An ongoing partnership with ILO will seek to enhance refugee inclusion in national social protection schemes and health insurance plans where they exist and where feasible. While few countries to date have comprehensively included refugees

in national insurance schemes, the drive towards universal health coverage and the support of the World Bank's IDA18 regional sub-window for refugees and host communities are providing more opportunities.

In refugee emergency settings, existing health systems are often overwhelmed or have insufficient capacity. UNHCR will continue improving its emergency response capacity in public health, including medical supply chain and health information management. It will also put into action a revised MoU with WHO to jointly provide greater support to national systems. In situations with mixed refugee and IDP populations, UNHCR strives to support health services for both populations

equitably, such as camp-based health services for Nigerian refugees in Lake Chad Province of Chad, which also benefit IDPs and host community, and in South Kivu in the Democratic Republic of the Congo, where a referral hospital supported by UNHCR benefits both Burundian refugees and IDPs in the area.


In 2020, the roll out of the tablet-based integrated refugee health information system (iRHIS) will be completed. This will allow for real-time data collection from health services in refugee settings. It will also support timely analysis and reporting of health information, and inform health programming. iRHIS will be enhanced through the integration of an online medical referral database and the systematic monitoring of health care services' quality through the Balanced Score Card.

UNHCR will introduce guidance for partners on the integration of care for non-communicable diseases at primary health care level, and consolidate the mental health elements in primary health care for refugees. In collaboration with academic and NGO partners, scalable psychological interventions will be introduced in new country operations. UNHCR will also collaborate with WHO and UNICEF in the development of a minimal service package for mental health and psychological and social support in humanitarian emergencies.

It will be vital to ensure refugees, especially those in isolated or insecure areas, can access services for the prevention and treatment of tuberculosis, malaria and HIV. UNHCR and WFP will continue to co-lead the Inter-Agency Task Team on HIV response in humanitarian situations. Key alliances will be maintained with the Global Fund to Fight AIDS, Tuberculosis and Malaria; the United States President's Emergency Plan for AIDS Relief; and UNAIDS.

Too many women and newborn children die in refugee situations when they could be saved by cost-effective, high impact interventions. Reproductive health services remain an integral part of public health programmes, with emergency obstetric and newborn care priorities. An external evaluation will be undertaken in 2020 to document progress and lessons learned over the past four years, during which UNHCR has strengthened lifesaving interventions for mothers and newborns in priority countries and created a system of tools and approaches. In collaboration with UNFPA, a field-based, five-day training on reproductive health, including HIV, will be developed to build deployed staff's capacity in needs assessment, planning, implementation and monitoring of reproductive health programmes. With WHO and UNFPA, UNHCR will jointly roll out updated guidance on the clinical management of rape and intimate partner violence.



 **Saving lives at the world's largest refugee camp**

UNHCR and its partners provide round-the-clock emergency health care for Rohingya refugees in Bangladesh.

"I was in pain but I didn't feel scared because I saw all the machines."

—Rajuma, a Rohingya refugee who gave birth in a 24-hour primary care centre in Kutapalong, Bangladesh.



NUTRITION AND FOOD SECURITY



People from the Bolivarian Republic of Venezuela come for a meal at a community kitchen managed by the local Catholic Church diocese in Cucuta, Colombia. The kitchen serves 8,000 meals a day.

2020 TARGETS

Under 10%: prevalence of global acute malnutrition among children 6-59 months old in refugee camps.

Under 20%: prevalence of stunting among children 6-59 months old.

Under 20%: prevalence of anaemia among children 6-59 months old.

Over 75%: proportion of discharges from targeted supplementary feeding programmes and from therapeutic care who have recovered.

While the causes of malnutrition are varied, food insecurity is a significant contributing factor among refugee and IDP populations, particularly for children. Childhood malnutrition contributes to increased mortality, morbidity and disease in adulthood, as well as impaired intellectual development and suboptimal adult work and earning capacity. As such, malnutrition is a major challenge to protection and threatens development gains. With the link between malnutrition and sustainable development acknowledged in SDG 2, “Zero hunger”, in 2020, UNHCR will work towards the inclusion of refugees in national and global efforts towards

achieving the nutrition targets of SDG 2.2, which aims to end all forms of malnutrition by 2030. This will also include UNHCR advocating the inclusion of refugees in national food and nutrition assessments, as well as global analysis and reporting on food security and nutrition.

Responding in emergencies

In emergencies, malnutrition is a significant concern for refugee populations. Improving the prevention of undernutrition and micronutrient deficiencies, in addition to managing existing cases of malnutrition, will be a priority in 2020 as well as a significant challenge. In 2018—the most recent year

for which up-to-date data is available—45% of refugee sites surveyed met the global acute malnutrition (GAM) standards, but 11% were above the emergency threshold. Despite this concerning situation, progress is being made with improvements in GAM demonstrated in 31% of surveyed sites.

Promoting and supporting adequate infant and young child feeding (IYCF), including through the application of the multi-sectoral IYCF framework in Rwanda, South Sudan and Uganda, will remain key activities. Working with other sectors—including health to reduce maternal and adolescent anaemia and WASH to reduce diarrhoeal incidence in children—will continue to contribute to improved nutrition outcomes.

In new refugee emergencies, UNHCR will provide treatment of acute malnutrition and prevention activities to reduce morbidity and mortality. To better enable trend and situation analysis amongst refugee populations, the Office is planning to make data publicly available for all UNHCR-implemented nutrition surveys (SENS) in an interactive dashboard.

UNHCR considers stunting and anaemia critical issues to address. In 2018, stunting amongst children aged 6-59 months met the standard in 31% of surveyed sites, but 30% registered stunting prevalence above the critical level. Improvement was noted in 26% of sites, but worsened in a much

greater proportion of sites (19%) than in previous years. Anaemia in children aged 6–59 months is used as a measure of iron deficiency and general micronutrient status. Only 4% met the standard and children in over half of the sites exhibited anaemia levels above the critical $\geq 40\%$ threshold (53%). There have been improvements in anaemia in 41% of the sites.

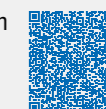
In 2020, UNHCR will pilot innovative non-invasive anaemia measurement techniques in Ethiopia and Bangladesh which will allow screening of more women and children, thus resulting in earlier detection and treatment.

Over the past few years, many UNHCR operations have suffered increased cuts to food and non-food assistance. Cuts to food assistance are particularly worrying, as refugees often have limited legal options to increase their income or obtain food that meets their needs. Many are forced to resort to negative coping strategies to meet their most basic of needs—for example, pulling children out of school to work, selling sex or taking risky onward movements. UNHCR continues to monitor the food security of refugees through expanded nutrition surveys and, with WFP, continues to jointly fundraise for operations of concern. The two agencies are collaborating to target and prioritize those most in need, recognizing that needs are not being met in some operations.



“La Caixa” Banking Foundation

UNHCR and “la Caixa” Banking Foundation are working to help pregnant refugees and their babies in Ethiopia through an innovative programme that places them at the centre of a multi-sectoral emergency response. The use of digital technology increases the efficiency of food distribution, allows the monitoring of nutrition levels, and alleviates the suffering of refugee women and children.



WATER, SANITATION AND HYGIENE



A Rohingya refugee collects water piped from a solar powered water pumping and chlorination station in Kutupalong refugee camp, Bangladesh.

2020 TARGETS

45% of the assisted population will have access to at least 20 litres of safe water per day.

35% of the assisted population will have access to a safe household toilet.

25% of the assisted population will have access to a household shower or bathing facility.

The aim of SDG 6 is to ensure availability and sustainable management of safe water and sanitation for all by 2030, but refugees are being “left behind”. The UNHCR WASH monitoring system (WMS) indicates that only around a third (35%) of refugees have access to a safely-managed on-site water supply, which is well behind the global average of 71%. Only 17% of refugees have access to their own household toilet with safely-managed sanitation services, which is well behind the global average of 45%.

With this in mind, refugees and displaced people can be forced to resort to unsafe practice, such as open defecation or drinking from unprotected water sources.

This can lead to increased disease outbreaks, school dropouts among children and sexual violence, for example, when women and girls must walk long distances to find safe water, or when facilities are not segregated or secure. It can also lead to tensions between refugee and host communities, for example, if water resources are not, or not perceived to be, sustainably managed, or where there are concerns about real or potential pollution.

In 2020, UNHCR will work towards achieving access to water and sanitation for 8 million refugees directly assisted through UNHCR WASH programmes. It will also advocate the inclusion of all people of

concern to UNHCR into national systems for WASH service provision. Guided by the Global Compact on Refugees, UNHCR WASH programmes will focus on five areas: data, risk management, emergency response, sustainability and financing.

The WMS gathers comprehensive disaggregated data on refugee access to WASH services. This can be used to highlight areas of inequality and inform programming and advocacy. In 2020, the WMS public dashboard will make WASH data on all UNHCR-managed camps publicly available, ensuring that access to WASH information is equitable, transparent and fosters accountability.

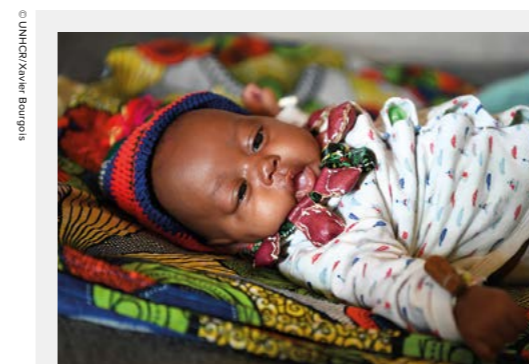
Supporting enterprise risk management, UNHCR will work on an online and real-time water tank monitoring system, including in Kenya, the United Republic of Tanzania and Uganda, to ensure water deliveries meet what was ordered. Major constraints include a lack of technical capacity for WASH within the UNHCR workforce and the broader humanitarian WASH sector.

UNHCR will strengthen its WASH technical capacity in the field to enable more predictable emergency response and smooth transitions to lower-cost, sustainable WASH solutions during protracted crises. This includes, for example, training on solar pumps, which lower costs and raise sustainability significantly when installed

and used correctly. It will also include inter-agency training sessions with UNICEF on WASH in emergencies and support to a community of practice for WASH officers.

Regarding sustainability, UNHCR will focus on universal and equitable long-term access to safely managed and affordable WASH services by adopting cost efficient, environmentally-sustainable solutions. For example, it will scale-up the use of solar energy for water supply systems in refugee camps in ten countries. This will improve energy efficiency, lower operation and maintenance costs, and contribute to climate change mitigation. UNHCR will also increase its activities on waste-to-value solutions and improve the collection and recycling of solid waste to ease the burden on host communities.

From the onset of a refugee crisis, UNHCR will encourage the inclusion of refugees within national WASH service provision systems. This will entail working closely with development actors and strengthening the capacity of local water and sanitation providers. Where refugees are given the right to work, UNHCR will introduce equity-based revenue collection based on vulnerability criteria (pro-poor tariffs). It will also focus more attention on hygiene promotion; education on menstrual hygiene management for girls, women, boys and men; and improving refugees’ WASH-related vocational skills.



Bill and Melinda Gates Foundation

Building on the learning from ongoing projects on health and WASH solutions, UNHCR and the Bill and Melinda Gates Foundation will continue to develop the partnership in 2020, focusing on innovative multi-sectoral solutions for refugees and host communities in Bangladesh.



SHELTER AND SETTLEMENTS



A Nigerian refugee works on the construction of a traditional house made with dried mud in Minawao refugee camp, in Cameroon. This house is a test case and, if successful, could be used more widely to provide sustainable shelters without using wood.

2020 TARGETS

250,000 people of concern in at least 40 countries will be living in a Refugee Housing Unit.

50% of all shelter and settlement programmes will have cash mainstreamed as a core programme approach.

Ensure more environmentally-friendly responses by including recycled materials in core relief item distributions.

Adequate shelter and settlements provide the physical and protection space in which refugees and IDPs can live safely and as part of a wider community.

Enhancing UNHCR's capacity to facilitate access to shelter remains a priority, albeit a challenging one, with the Office working on improving the quality and type of emergency and transitional shelter options. Examples include the Refugee Housing Unit (RHU), developed with Better Shelter and the IKEA Foundation, and a new self-standing family tent. Other enhanced shelter-related core relief items—such as a

multi-purpose sleeping mat, and medium- and high-thermal blankets manufactured mainly from recycled plastic bottles—will soon be available. Building on this good practice, UNHCR will continue working with academic and private entities to expand shelter solutions with a specific focus on local materials and designs.

Even if UNHCR promotes planned settlements as a last resort, formal camps and camp-like settlements in both refugee and IDP contexts remain a global reality, with some evolving from emergency camps into long-term, protracted settlements.

In 2020, UNHCR will continue reinforcing efforts to re-think humanitarian settlement planning, ensuring that the design of camps and camp-like humanitarian settlements supports the achievement of long-term, area-based development priorities, as outlined in national development plans and policies, and contribute to durable solutions to displacement. Putting into action the “Master Plan approach” to settlement planning remains a priority for 2020. This will support the spatial design and development of forward-thinking humanitarian settlements that promote both local development and the integration of people of concern. It will contribute to the implementation of UNHCR's new IDP Policy through, for example, its commitment to integrated programming using area-based approaches where populations of concern might be co-located.

UNHCR will build more recycling, upcycling, reprocessing and environmental sustainability into shelter solutions. It will also improve local approaches so that the carbon footprint of the response is reduced by minimizing the international procurement of emergency materials wherever possible. To improve future responses, the specifications of all emergency shelter items will be reviewed to ensure recycled materials are used more and that UNHCR promotes transitioning away from single-use packaging.

Additionally, environmentally-friendly local shelter design and material selection options, such as soil block technology,

will help reduce carbon footprints by minimizing reliance on internationally-procured materials. Up to 20 hosting countries under two regional bureaux will benefit from guidance on enhanced indigenous shelter solutions.

In support of evidence-based responses, the Office will continue to improve sector-specific information management platforms, such as the settlement information platform, which are both field-focused and interoperable to support evidence-based responses. In 2020, spatial data for 690 identified refugee and IDP settlements will continue to be collated, with a plan to have a well progressed, fully integrated spatial database for every settlement by end of 2020. This database will be a “one-stop-shop” for all technical activities for every settlement.

To ensure shelter and settlement normative standards, tools and guidance are applied to maximum effect across the newly decentralized organization, UNHCR will provide strong technical oversight and support from Headquarters to the regional bureaux and country operations. In collaboration with the AutoDesk Foundation, technical shelter design software will continue to be rolled out to field operations, combined with complementary e-learning initiatives. Using such tools will enhance settlement planning and design, establishing consistent technical standards across all operations that will improve quality.