

Responding with life-saving support



In 2021, UNHCR will continue to provide protection and assistance in new, ongoing or escalating humanitarian emergencies, in line with “UNHCR’s strategic directions 2017–2021” and its revised “Policy on emergency preparedness and response”. The Office will address the new set of challenges posed by the global COVID-19 pandemic, including multi-hazard crises in an environment involving more complex mobility for UNHCR’s people of concern, staff and partners.

In March 2020, for the first time in its history, the High Commissioner declared a global Level 2 emergency for UNHCR in response to the COVID-19 pandemic, aligning with the Inter-Agency Standing Committee’s (IASC) system-wide scale up protocols, which followed in April 2020. This provided delegated authorities to the regional bureaux and country operations for procurement, facilitated access to material resources, and simplified procedures to engage with NGO partners to respond to the extraordinary protection and assistance challenges. In parallel, UNHCR continued to mobilize financial, human and material resources to assist refugees and IDPs in emergency situations worldwide, responding to L3 and L2 emergencies in the central Sahel region (Burkina Faso, Mali and Niger) and in northern Mozambique in October 2020.

UNHCR’s global standby emergency response capacity will remain centralized to enable a swift response to new emergencies. Through training and preparedness tools, regional bureaux and field operations will also be assisted to gradually build their capacities, as a

complement to global capability. UNHCR will explore new local and regional partnerships in emergency preparedness and response and strengthen collaboration with other UN agencies and NGOs, including through UN and humanitarian country teams. Capacity and tools to prepare and respond to IDP emergencies will be boosted, in line with UNHCR’s IDP Policy, for example through the roll out of the Office’s new preparedness package on IDP emergencies and by maintaining a senior first-line responder dedicated to IDP situations in UNHCR’s standby team.

Beyond emergencies, UNHCR’s “Policy on the prevention of, risk mitigation, and response to gender-based violence”, issued in 2020, will steer efforts to reduce gender-based violence risks and ensure that all survivors have adequate and timely access to quality services. Other life-saving support—including cash assistance, health care, mental health and psychosocial support, nutrition and food security, water, sanitation and hygiene, and shelter—will continue to be scaled up or adapted to take into account prevention of and response to COVID-19, while also being channeled to support the inclusion of people of concern in national systems and services to the extent possible.

In this chapter

- Emergency preparedness and response
- Global supply management
- Cash assistance
- Public health
- Mental health and psychosocial support
- Prevention of, risk mitigation and response to gender-based violence
- Nutrition and food security
- Water, sanitation and hygiene
- Shelter and settlements

Policy on emergency preparedness and response



UNHCR preparedness package for IDP emergencies



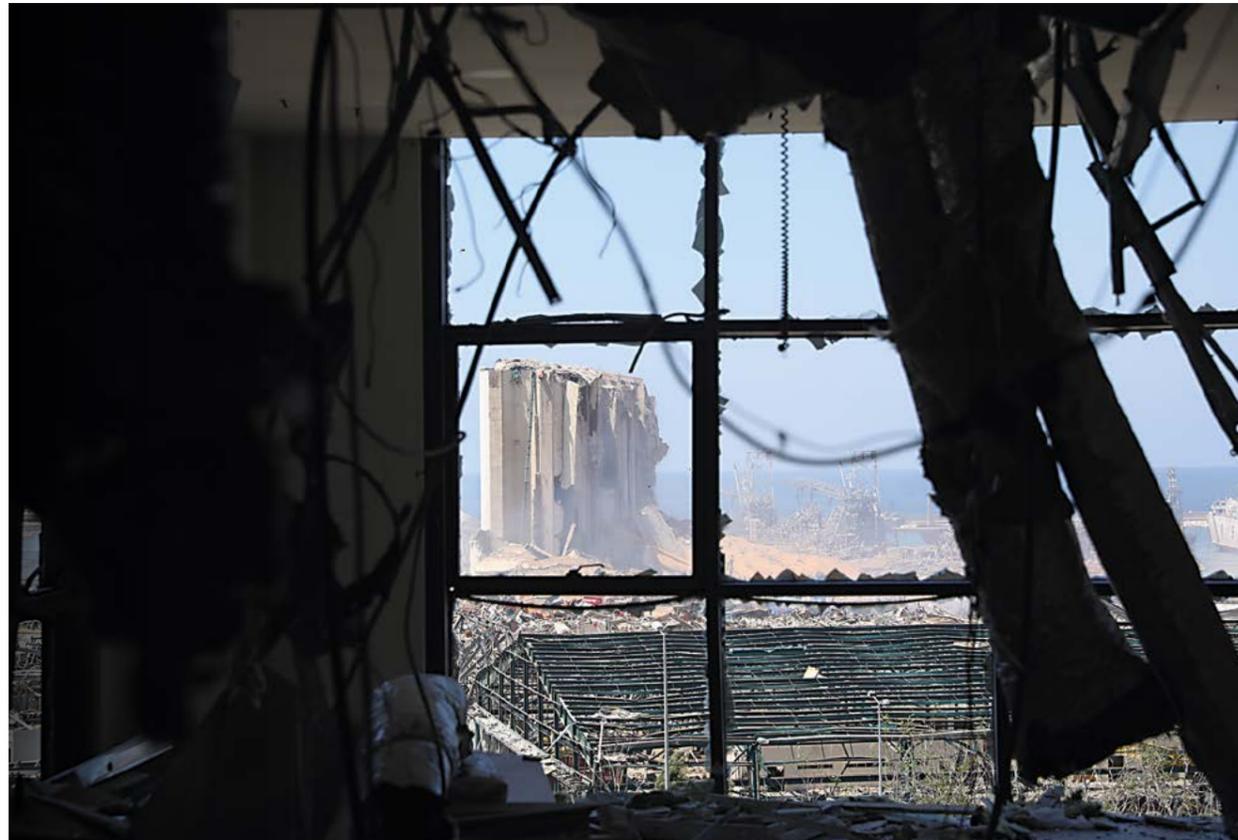
IASC system-wide scale up protocols



An Afghan asylum-seeker sleeps in the parking lot of a supermarket after fleeing with his family from the Moria reception and identification centre in Greece, which was burned down.

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EMERGENCY PREPAREDNESS AND RESPONSE



UNHCR moved quickly to provide support in Beirut, Lebanon in the aftermath of the deadly explosion in August 2020.

2021 TARGETS

- 

200 UNHCR surge staff and standby partner experts will be deployed.
- 

470 UNHCR and partner staff will be trained in emergency preparedness and response, including 360 staff trained online.
- 

50% of all new international security workforce recruitments will be women, until gender parity is achieved.

Preparedness package for refugee emergencies



Preparedness is critical to strategic emergency responses. Preparing for emergencies involves risk analysis as well as minimum and advanced preparedness actions, including scenario-based contingency planning. In 2021, UNHCR will continue to build its capacity

at the country and regional levels to identify and address preparedness gaps. UNHCR's High Alert List on Emergency Preparedness (HALEP), the Office's key mechanism to assess risks and identify preparedness actions, will be strengthened to ensure that all high-risk

operations are compliant and that 100% of red-rated operations have a preparedness action plan in place and receive targeted preparedness support. UNHCR will also maintain its engagement in inter-agency preparedness efforts, including through the IASC Early Warning, Early Action and Readiness Analyst Group (EWEAR).

In line with global preparedness efforts, UNHCR will train staff and partners on emergency preparedness and response, exploring further online methodologies, and will ensure that its "Emergency handbook", available in English, French, Spanish, Arabic and Chinese, remains updated.

UNHCR will manage its internal centralized rosters of skilled and dedicated emergency first responders, maintain its standby emergency management team, and continue to

benefit from deployments through standby partner arrangements. Coordinated mobilization of Headquarters support to emergency preparedness and response will be achieved through emergency activations, joint senior-level missions and emergency cell meetings.

Partnerships are critical for effective emergency preparedness and response. In 2021, UNHCR's 18 standby partners will continue to support emergency operations through the deployment of protection, coordination, information management and technical experts to both refugee and IDP operations. As part of the Office's COVID-19 response, standby partnership deployment modalities were adapted to enable in-country and remote support. Where possible, new local and regional partnerships will be explored to strengthen deployable capacity for new emergencies.

Emergency handbook



UNHCR standby partners

- Bundesanstalt Technisches Hilfswerk
- Directorate for Civil Protection and Emergency Planning of Norway
- Norwegian Refugee Council
- CANADEM
- Dutch Surge Support Water
- RedR Australia
- Danish Emergency Management Agency
- Emergency.lu, Luxemburg Ministry of Foreign Affairs
- Save the Children Norway
- Danish Refugee Council
- iMMAP
- Swedish Civil Contingencies Agency
- Foreign, Commonwealth and Development Office, United Kingdom of Great Britain and Northern Ireland
- IrishAid
- Swiss Agency for Development and Cooperation
- International Humanitarian Partnership
- Veolia Environment Foundation
- Comisi3n Cascos Blancos

Safety and security

As a front-line humanitarian agency working in insecure environments, sound security risk management practices are essential to ensuring UNHCR is able to stay and deliver. In 2021, the Office will strengthen its security culture by establishing, disseminating and monitoring security standards, recommending effective governance mechanisms, liaising on inter-agency security policy and coordination, and strengthening its security workforce.

Through its restructuring process, UNHCR has been reconfigured to better serve the needs of country operations and regional bureaux. Senior security personnel are now located within each bureau, providing direct support to their regions, with a leaner Headquarters structure providing global oversight and support.

In 2020, staying and delivering in complex environments was made even more challenging by the COVID-19 pandemic. This necessitated a worldwide risk review,

adapting different approaches including the use of virtual and other technological solutions to ensure safe and sustained delivery. These approaches will continue in 2021. With the revision and update of UNHCR’s “Policy on security management” to be finalized in late 2020, the Office will develop guidelines and standard operating procedures on security processes, which take into account the revised accountability structures across the organization. Regular exchanges and dialogues with high-risk operations will continue through the Security Steering Committee chaired by the Assistant High Commissioner for Operations to ensure appropriate oversight and actions in areas with significant security risks. In response to restrictions on travel and large gatherings, key security management training programmes are being adapted to online platforms. The Office has also made specific efforts to ensure that gender considerations are better reflected in security risk management.



SPOTLIGHT: Gender and security risk management

UNHCR is working to ensure gender considerations are at the centre of security risk management processes in the United Nations Security Management System, building on the policies, guidance and training for security professionals it has developed. While COVID-19 limited training in 2020, 60 UNHCR security personnel will benefit from the “Gender in security risk management” training in 2021 and all UNHCR offices should have appropriate procedures and identified support structures in place for incidents of gender-based violence. Given the practical nature of the training and support that is afforded through in-person discussions, women’s security awareness training will continue where resources and travel restrictions permit.

The Office is committed to achieving gender parity in security posts at all levels through prioritized recruitment efforts. Recognizing the value of diversity and inclusion, UNHCR is committed to ensuring half of new international security workforce recruitments are women until gender parity is achieved.

GLOBAL SUPPLY MANAGEMENT



UNHCR staff receive and prepare boxes of soap and hygiene products donated by Unilever, to be distributed to refugees and asylum-seekers in San Jose, Costa Rica.

2021 TARGETS



Maintain emergency supplies for urgent deployment to assist up to 600,000 people of concern in need.



Optimize UNHCR’s supply chain management to integrate procurement and delivery of PPE and medical items for its COVID-19 response.

An effective supply chain is critical in delivering life-saving goods and services. While ensuring adequate capacity for supply and procurement functions at the country, regional and global levels, UNHCR aims to maintain speed, quality and efficiency in its supply chain and proactively engage and coordinate with NGO partners and UN agencies on service delivery, problem solving and local solutions.

Maintaining central supply functions for global stockpiles ensures streamlined and simplified processes, strong compliance with rules and procedures, and a cost-efficient and effective supply chain, specifically during emergencies. Global stocks will be maintained to meet the urgent needs of up to 600,000 people in seven strategically-located stockpiles. A stockpile in Panama has been newly established, while the Kampala stockpile will be merged with that in Nairobi. UNHCR will also manage over 200 global frame agreements and provide technical support to regional and local procurement mechanisms with a view to simplifying and innovating procurement processes, using new technologies, and exploring possibilities for local businesses.

UNHCR will focus on quality assurance and compliance, with operations supported to mitigate risks in relation to the supply function, including through a dedicated learning programme on fraud prevention, workshops, pre-delivery quality inspections and factory audits. Further, the Office will issue and roll out revised comprehensive policy documents on procurement, clarifying rules and procedures and providing additional guidance to staff.

After the short disruption in global supply chains in March 2020 due to the COVID-19 pandemic, UNHCR ensured expedited procurement and logistics support was provided at the operational and regional levels. UNHCR also identified capable suppliers and various means of delivery for personal protective equipment (PPE) and critical medical items to prioritized operations. Efforts to further diversify PPE suppliers and essential medical items, particularly N-95 masks, gowns, gloves and oxygen concentrators, including through inter-agency procurement mechanisms, will continue in 2021. A stockpile of the most frequently used COVID19-related PPE and supplies is being established for immediate dispatch to operations in case of urgent need.

CASH ASSISTANCE



Vulnerable refugees receive cash assistance at the Kharaz refugee camp, Yemen.

2021 TARGETS

-  **\$700 million** in cash assistance will be provided to people of concern across 95 operations.
-  **95%** of the cash assistance delivered will be unrestricted.
-  **25** operations will pursue collaborative approaches for cash assistance, in line with the UN Common Cash Statement.
-  **40** operations will monitor cash assistance through the post-distribution monitoring tool.

2016-2019 UNHCR implementation of the policy on cash-based interventions



In line with its “Policy on cash-based interventions”, in 2021 people of concern will receive cash assistance through collaborative cash systems, in which UNHCR works in partnership with governments, the private sector, UN agencies, community-based and local partners, and development actors.

UN Common Cash Statement (UNCCS) questions and answers



This will build on the implementation of the UN Common Cash Statement in the seven priority countries of Afghanistan, Bangladesh, the Central African Republic, the Democratic Republic of the Congo,

Ecuador, Niger and Yemen. Whenever possible, UNHCR will work through and link vulnerable populations to existing national systems under the leadership of host governments.

Interoperability will be increased, with biometrics as a core technology enabling delivery of assistance in an accountable manner. UNHCR’s data protection policy remains a cornerstone of cash assistance, including expanded data-sharing agreements building on the UNHCR, UNICEF and WFP trilateral agreement.

The COVID-19 response demonstrated that UNHCR is fit for purpose to deliver cash at scale and rapidly. More than 65 UNHCR operations launched or expanded cash assistance initiatives, reaching some 3 million vulnerable people between March and September 2020. Where appropriate, UNHCR will continue the rapid use of cash in emergencies, building on preparedness, feasibility assessments and response analysis, and ensuring that 95% of cash is unrestricted, giving people the choice and flexibility to meet their own needs.

Building on past achievements that have enabled refugees to access formal bank and mobile money accounts in 40 operations, UNHCR will work with governments and partners to address the legal and regulatory challenges around accessing financial services. Adaptive social protection schemes and linking cash to national social assistance are also essential in efforts towards inclusion of refugees and others of concern.

Monitoring of cash assistance and data analysis will inform and adjust UNHCR’s programming, building on UNHCR’s corporate post-distribution monitoring (PDM) tool. This directly surveys recipients on their use of cash, related challenges and their basic needs, with monitoring suggesting assistance goes to meet basic needs including food, rent, utilities, hygiene items and health. In 2021, UNHCR will roll out its corporate PDM tool in 40 operations. UNHCR will also maintain strong financial management and accountability by streamlining corporate and comprehensive financial control systems. This will include the further roll out of CashAssist, UNHCR’s cash management system, to 40 operations by the end of 2021.

UNHCR will ensure cash assistance strengthens and complements protection activities, including gender equality, child protection, and the prevention of and response to gender-based violence, by investing in training on cash and protection, along with additional research and innovative pilots. UNHCR will systematically conduct protection risk assessments before launching cash assistance initiatives and will strengthen complaints and feedback mechanisms. UNHCR will also invest in cash assistance and environmental protection initiatives, coupled with increased efforts to use cash for shelter and education.

While UNHCR may be fit for delivering cash rapidly at scale, the needs of many people of concern are far from being met. In UNHCR’s 2020 PDM report, 74% of refugees responding stated they could meet only half or less of their basic needs, with over 40% reporting they could not even meet half of their basic needs. 83% of surveyed households, ranging from 48% to almost 100%, engaged in one or more negative coping mechanisms to meet their basic needs, an increase since the COVID-19 pandemic. Conversely, despite widespread movement restrictions, 88% of households surveyed reported having access to the key services and items they need on the market. A clear majority preferred cash as an assistance modality (80%) while a limited proportion preferred a combination of cash and in-kind assistance.

UNHCR cash assistance and COVID-19: Main findings from post-distribution monitoring



PUBLIC HEALTH



UNHCR relocates Venezuelan Warao refugees to a safe shelter in Manaus, northern Brazil.

2021 TARGETS



The under-5 mortality rate in refugee operations will be less than **1.5** deaths per 1,000 children per month.



40% of refugee-hosting countries with national health insurance schemes will include refugees on the same basis as nationals.



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



560,000 women and girls will have accessed sexual and reproductive health care.



100% of refugee-hosting countries will provide tuberculosis and HIV/AIDS treatment to refugees through national programmes.



90% of malaria endemic refugee-hosting countries, and countries with national HPV vaccination programmes, will provide malaria treatment as well as the HPV vaccine to refugees through national programmes.

Partnership for improving prospects for host communities and forcibly displaced persons



In line with the Global Compact on Refugees, UNHCR will work with governments and other partners to include refugees in national health policies, plans and strategies, and for their integration into national service delivery.

UNHCR's new "Global public health strategy 2021-2025" will provide guidance on early effective emergency health responses; development of medium- to long-term inclusion plans at country level; and promotion of equity and multisectoral approaches to achieving health outcomes. UNHCR's partnership with the ILO on social health protection will be strengthened, with a

focus on the "Prospects project" countries, and targeted support will be provided to expand inclusion in national social health protection schemes, for example in Costa Rica and Nigeria.

In 2019, 67% of 49 refugee-hosting countries had a national health insurance scheme and 33% of those included refugees, either partially or entirely. In 2021, UNHCR hopes to see this number rise to 40%. The COVID-19 pandemic highlighted that many national health systems have insufficient capacity or can quickly become overwhelmed. The expanded use of national health systems

in refugee emergencies thus requires a strong response capacity, as well as efficient coordination and resource mobilization to provide sufficient support to national service delivery and to meet the immediate health needs of refugees. UNHCR will improve its emergency response capacity in public health, including medical supply chain and health information management. The 2020 public health emergency response toolkit provides tools and guidance to facilitate this. The revised memorandum of understanding with WHO also provides an opportunity to jointly provide greater support to national systems.

UNHCR will strengthen its integrated refugee health information system (iRHIS), which collects real-time data from health services in refugee settings to support analysis, timely reporting and decision-making. UNHCR will also introduce an online medical referral database to improve monitoring of costs and appropriateness of referrals. Improvements in quality and scope of health data will be made with the scale up of the revised Health Access and Utilization Survey PLUS, with new variables relating to COVID-19, and indicators relating to other sectors impacting health and nutrition outcomes, including water, sanitation and hygiene, shelter, energy, food security and education.

UNHCR will formalize its collaboration with Gavi's 2021-2025 strategy. This will aim for the sustained inclusion of refugees and stateless persons in national immunization programmes, including the human papilloma virus (HPV) vaccination and future COVID-19 vaccine programmes; provide tailored strategies and interventions to reach zero-dose and under-immunized refugee and stateless children; and provide targeted support for disease outbreak response during emergencies.

UNHCR's global approach to HIV will be revised with the forthcoming UNAIDS global

strategy and will emphasize treatment and prevention of HIV in adolescents, as well as health and protection in key populations, including men, women and transgender persons who sell or exchange sex. Joint guidance from UNHCR and UNFPA will strengthen internal and partner capacity, mobilize additional resources and scale up services. Work with the Global Fund to Fight HIV/AIDS, Tuberculosis and Malaria will further refugee inclusion and improve health services in isolated or insecure areas.

Reproductive health services are an integral part of UNHCR's public health programmes and emergency obstetric and newborn care. Too many displaced women and newborns still die when they could be saved by high-impact, often low-cost interventions. UNHCR will strengthen life-saving interventions for mothers and newborns in priority countries including Chad, Cameroon and Niger by improving health-care worker capacity, availability of equipment and supplies, and home visits for newborns. In collaboration with UNFPA, training on reproductive health and HIV will be rolled out in the Middle East and North Africa, and the East and Horn of Africa. WHO, UNFPA and UNHCR will build capacity for clinical management of rape and intimate partner violence including through remote training.

The COVID-19 pandemic will impact access to health services and health outcomes well into 2021. Monitoring of access to care and solutions to ensure continuity of care are essential. UNHCR will focus on strengthening community health systems, including through community health and outreach workers, remote consultations and use of digital technology. Ensuring a stable health workforce with the means to protect themselves against COVID-19 infection, as well as adequate medicines and supplies, will be crucial.

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT



A UNHCR staff member makes flowers with adolescent girls at the Naf Adolescent Club in Kutupalong settlement, Cox's Bazar, Bangladesh.

2021 TARGETS

 <p>180,000 consultations will be provided for mental health, neurological and substance use conditions in refugee health facilities.</p>	 <p>65% of countries hosting more than 50,000 refugees will have a multisectoral technical working group for mental health and psychosocial support.</p>	 <p>75% of health facilities in refugee-hosting areas with general health staff will have trained them to identify and manage mental health conditions.</p>
 <p>50% of refugee operations will have introduced evidence-based psychological treatments.</p>	 <p>5 operations will have an integrated plan for suicide prevention.</p>	

An estimated 22% of adults in conflict settings have significant mental health conditions, a figure that is higher than among non-conflict-affected populations. UNHCR's work to provide mental health and psychosocial support (MHPSS) is based on its 2013 operational guidance for such assistance in refugee operations. This will be updated in 2021 to better reflect recent technical developments and include IDP settings and mixed movement situations. The COVID-19 pandemic—which saw 265,000 refugees and IDPs benefit from

support between May and August 2020—and associated issues related to livelihoods, social cohesion, access to services and intimate partner violence have also prompted UNHCR to reinforce its focus on MHPSS. A cornerstone of UNHCR's approach is that MHPSS be mainstreamed across humanitarian sectors, while striving to include people of concern in national systems. In 2021, the integration of mental health into primary health care for refugees will be further strengthened. Health providers—including professionals

and volunteers from amongst refugee populations themselves—will be trained in the identification and management of mental health conditions, with regular supervision and support from mental health professionals to manage complex conditions.

Mental health and psychosocial support will be consolidated within protection activities for women, girls, men and boys, including those who have experienced gender-based violence or other human rights abuses. This includes training staff in psychological first aid and the integration of mental health and psychosocial support into case management. A key element of UNHCR's community-based protection work centres around strengthening community support and self-help, for example by integrating MHPSS into the work of community outreach volunteers and ensuring supportive supervision.

UNHCR will intensify its efforts to promote social emotional learning within formal and nonformal learning and provide psychosocial support in schools to those who are in need, enabling them to learn and develop healthy relationships.

Additionally, UNHCR will introduce brief and scalable psychological interventions (five to eight sessions) to address mild mental health conditions by non-specialized staff, though brief training and with the supervision of professionals.

Together with the WHO and UNICEF, UNHCR will finalize the minimum services package for MHPSS in humanitarian settings and pilot its implementation in selected emergency settings.

Specific attention will be given to prevention and response to suicidal behaviour and alcohol/substance use. These are complex behavioural issues that can only be addressed with the strong engagement of communities and through concerted action from staff in various sectors such as health, community-based protection, gender-based violence, education and child protection.

UNHCR will also strengthen the integration of MHPSS in voluntary return planning and preparedness, returnees being at heightened risk of mental health and psychosocial distress during the process and/or after returning to their countries of origin.

SPOTLIGHT: Mental health and psychosocial support and community outreach volunteers



Trained community workers, many of them refugees themselves, are providing vital mental health support during the COVID-19 outbreak in northern Iraq.



Peer-to-peer mental health initiative helps young refugees learn to cope with a life in exile in Bangladesh.



In Peru, Venezuelan mental health professionals are reaching out to the displaced with remote sessions to help them cope in the COVID-19 pandemic.



PREVENTION OF, RISK MITIGATION AND RESPONSE TO GENDER-BASED VIOLENCE



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A refugee from the Democratic Republic of the Congo at the Nakivale settlement. She is one of hundreds of women who have benefited from the support of Nansen Refugee Award Regional Winner for Africa, Sabuni Françoise Chikunda, founder and chair of The Women's Center which helps victims and survivors of gender-based violence.

2021 TARGETS



Communities will be active in gender-based violence prevention and response activities in **58** refugee operations, **8** IDP situations and **4** returnee situations.



Known gender-based violence survivors will receive survivor-centered support in **95** refugee operations, **10** IDP situations and **3** returnee situations.

Gender-based violence remains an underreported serious human rights violation and a major public health issue, known to happen in all contexts and at every stage of displacement. The COVID-19 pandemic has exacerbated the risks of gender-based violence for women and girls, highlighting existing inequalities and discrimination. Confinement policies, lockdowns and quarantines adopted across the world have led to restricted movement, reduced community interaction, closure of services and worsening socioeconomic conditions, resulting in increased incidents

of intimate partner violence, sexual exploitation and child marriage.

While acknowledging that women and girls are disproportionately affected by gender-based violence, UNHCR aims to ensure that tailored services are available to meet the specific needs of all survivors. UNHCR's life-saving programmes for survivors of gender-based violence are continuously adapted to meet the public health requirements and movement restrictions in all operations, as well as priorities set by displaced and stateless women and girls.

Since the COVID-19 pandemic, key adaptations to UNHCR's programming have included the revision of gender-based violence referral pathways to incorporate remote services; bolstering community-based protection mechanisms; the creation and expansion of 24/7 emergency hotlines and other communication channels for survivors; availability of remote life-saving gender-based violence case management services; and emergency cash assistance to support survivors and women at risk of gender-based violence. UNHCR also broadened its engagement with trained community outreach volunteers, especially women, who serve as a safe and trusted means for information-sharing and to refer survivors to gender-based violence services where requested.

Further investment is critically needed in 2021 to address gender inequality, power imbalances and structural discrimination, against a backdrop of continued public health concerns and movement restrictions. Dedicated staff with expertise in addressing gender-based violence in all operations and at the onset of emergencies have improved access to services for survivors and reduced the risk of gender-based violence across sectors. However, underfunding has meant UNHCR does not have enough dedicated staff, restricting systematic prioritization of gender-based violence services and programming. To address this, the first organization-wide "UNHCR policy on the prevention of, risk mitigation, and response to gender-based violence", launched in October 2020, will support institutionalization and prioritization of gender-based violence

programming and resource allocation. In 2021, UNHCR will work towards compliance and quality of delivery across the policy's nine core action areas, ensuring a consistent and harmonized roll out of the policy across all regions.

Provision of gender-based violence specialized programmes, as well as mainstreaming gender-based violence risk mitigation measures across all areas of programming, are priorities within UNHCR's protection mandate. UNHCR will continue to focus on capacity development for staff to promote quality case management and referral pathways, in order to ensure safe disclosure of gender-based violence incidents and safe access to multisectoral response services for survivors. In line with the Global Compact on Refugees as well as the Office's community-based protection approach, UNHCR will continue to engage with communities, in particular women and girls who play essential roles in the humanitarian response, while also enhancing its engagement with women-led organizations.

The Office will continue to systematically integrate gender-based violence risk mitigation into all sectors of its work. Several integrated multisectoral projects have been implemented to address key thematic areas linked to gender-based violence risks and empowerment, in particular livelihood opportunities and access to technology. Prevention initiatives will continue to be supported through evidence-based curriculums across operations.

UNHCR policy on the prevention of, risk mitigation, and response to gender-based violence



NUTRITION AND FOOD SECURITY



A 17-month-old Rohingya refugee sleeps soundly in his new monsoon-ready shelter where he lives with his parents and older brother in Kutupalong settlement, Bangladesh.

2021 TARGETS

 <p>168,000 children 6-59 months with moderate acute malnutrition (MAM) will be admitted to targeted supplementary feeding programmes for treatment.</p>	 <p>66,000 children 6-59 months with severe acute malnutrition (SAM) will be admitted to out-patient therapeutic programmes or stabilization centres for treatment.</p>	 <p>70% of refugee camps and sites surveyed by UNHCR will have a global acute malnutrition (GAM) prevalence among children 6-59 months old under 10%.</p>
 <p>20% of refugee camps and sites surveyed by UNHCR will have a prevalence of anaemia among children 6-59 months old under 20%.</p>	 <p>75% of infants under 6 months old will be exclusively breastfed in 85% of refugee camps and sites surveyed by UNHCR.</p>	

Ensuring adequate nutrition throughout the life cycle and eliminating all forms of malnutrition (undernutrition and overweight/obesity) are key priorities, with the health and well-being of a mother directly impacting the growth and health of the infant. Adequate food security, nutrition and care practices contribute to healthy growth, better nutrient intake and development of young children, making

them more resistant to disease and much less likely to die from common childhood illnesses.

In 2021, UNHCR will work towards the inclusion of refugees in national health and nutrition services and food systems and will support efforts in line with the nutrition targets of Sustainable Development Goal 2.2, which aims to end all forms

of malnutrition by 2030, in accordance with UNHCR's new "Global public health strategy 2021-2025".

Refugee populations are affected by all forms of malnutrition, especially in emergency situations. This is likely to worsen in the wake of the COVID-19 pandemic due to limited economic opportunities, market disruptions and movement restrictions that are preventing access to land, markets and nutrition services. In addition, transportation disruptions have decreased the availability of nutrition treatment products.

In 2021, UNHCR will continue to support the management of acute malnutrition, improve prevention of undernutrition and micronutrient deficiencies, and explore innovation and context-specific interventions to improve food security and the nutrition status of refugees.

Together with FAO, UNICEF, WFP and WHO, UNHCR will promote the inclusion of refugees in national plans and support the implementation of prioritized actions outlined in the global action plan framework. UNHCR will collaborate with Save the Children on promoting and supporting infant and young child feeding, including through multisectoral activities, roll out the updated standardized expanded nutrition survey (SENS), and newly-developed mobile data collection tools. The Office will improve the interactive dashboard for data collected in SENS to better enable trend and situation-level analysis in refugee populations, while supporting open-data access.

While the causes of malnutrition are varied, food insecurity is a significant contributing factor amongst refugee populations who, in many countries, are not able to enjoy their rights to land, employment, freedom

of movement and access to financial services and are therefore dependent on humanitarian food assistance.

Due to funding constraints, many have suffered increasing cuts to food and non-food assistance over the past few years, further exacerbated by the COVID-19 pandemic. Increased numbers of refugees are resorting to harmful coping strategies, including reduced food consumption, sale of sex, onward movement and return to unstable countries of origin to meet their most basic needs. UNHCR will continue to monitor the food security of refugees through nutrition surveys, where possible (noting that COVID-19 restrictions resulted in the postponement of almost all surveys in 2020), while expanding efforts to integrate refugees into national and other initiatives, including remote phone-based monitoring in partnership with WFP.

In recent years, UNHCR and WFP have increased their collaboration through global commitments to data sharing, joint targeting, and refugee self-reliance. The Joint Programme and Targeting Hub (an initiative launched in 2020) will support select country operations on joint programming for refugee food security and self-reliance, while fostering strategic dialogue and greater coordination between technical teams at all levels. UNHCR and WFP will continue to jointly advocate and fundraise for critical operations. The inclusion of refugee food security data into national assessments will also be prioritized.

UNHCR's SENS data dashboard



WATER, SANITATION AND HYGIENE



A family of Venezuelans wash their hands as they enter the integrated assistance centre in Maicao, northern Colombia.

2021 TARGETS



45% of people of concern will have access to at least 20 litres of safe water per day.



35% of people of concern will have access to a safe household toilet.



25% of people of concern will have access to a household shower or bathing facility.

In 2021, UNHCR will continue to support access to water and sanitation for 8 million refugees directly assisted through UNHCR's water, sanitation and hygiene (WASH) programmes. This work is done in pursuit of Sustainable Development Goal 6, which aims to ensure the availability and sustainable management of safe water and sanitation for all by 2030. Refugees continue to be left behind globally, and UNHCR will advocate the inclusion of all people of concern in national WASH systems, in line with the Global Compact

on Refugees. To accomplish this, the Office's WASH programmes will focus on five areas: data, risk management, emergency response, sustainability and inclusion.

The UNHCR WASH monitoring system (WMS) provides publicly available, comprehensive disaggregated data on refugee access to WASH services, ensuring that access to WASH information is equitable and transparent, and fostering accountability. Functional improvements,

including the collection of WASH data in health-care facilities and schools, will make data even more useful for stakeholders in the field.

To mitigate risks and improve transparency and effectiveness in water service delivery, UNHCR will scale up its innovative and award-winning work on real-time water monitoring technology. Pilot work in Uganda and the United Republic of Tanzania, among other operations, has yielded lessons learned to inform the roll out in 2021.

The COVID-19 pandemic has refocused attention on emergency WASH preparedness and response, which enable basic hand hygiene with water and soap. UNHCR will continue to improve basic services, ensuring access to safe water and soap distribution, and build capacity of its staff and partners to be prepared for future emergencies. The UNHCR WASH community of practice will be bolstered with increased opportunities for capacity-building through online trainings, webinars and exchanges of lessons learned for both staff and partners.

UNHCR will continue to invest in sustainable WASH solutions early in

emergencies and work with partners to find innovative solutions that lead to better services, lower costs, smooth transitions from emergencies to protracted contexts, and more predictable and effective responses overall. Trainings on solar pumping schemes are being improved and adapted to give practitioners the tools they need to put these environmentally- and financially-sustainable technologies to use. Through the "Blueprint for joint action", UNHCR and UNICEF will work closely to deliver better WASH outcomes for all people of concern.

Advocating the inclusion of refugees in national WASH systems from the onset of a refugee crisis will remain one of the key priorities in 2021 and will entail working closely with development actors. Experience in strengthening the capacity of local water and sanitation providers will also be crucial to this effort. Where refugees are given the right to work, UNHCR will explore the possibility of introducing equity-based revenue collection for WASH service delivery, on the basis of vulnerability criteria.

UNHCR awarded the European Commission's prestigious innovation prize for the Lorawan real-time water provision monitoring pilot



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Unilever helps fight COVID-19 with a groundbreaking donation of hygiene products

Following the COVID-19 outbreak, Unilever donated approximately 33 million bars of soap, hand sanitizer and other hygiene products to UNHCR, supporting over 60 operations worldwide in preventing the spread of the virus. UNHCR also became one of the first partners in the Unilever-led hygiene behaviour change coalition, with funding to support preventative measures provided in Bangladesh, Cameroon, the Democratic Republic of the Congo and South Sudan.

SHELTER AND SETTLEMENTS



An internally displaced Nigerian mother of four stands beside a firewood distribution point at a site in Zarmaganda, Ouallam, with a shelter kit distributed by UNHCR.

2021 TARGETS



1.6 million people of concern living in 55 settlements in 11 operations will receive additional shelter and settlement support, in line with UNHCR's COVID-19 response.



1.2 million people of concern living in refugee camps and settlements will benefit from improved living conditions due to enhanced integrated multisectoral settlement planning.



250,000 people of concern in at least 40 operations will benefit from improved shelter.

Shelter is a critical factor affecting the survival of people of concern in the aftermath of displacement. In addition to providing security and protection from the elements, shelter provides displaced individuals with a sense of home, essential to both family unity and community life.

Each year UNHCR responds to the needs of around 5.5 million displaced people (952,000 households) living in

over 643 planned settlements, through the provision of some 2 million pieces of plastic sheeting, 100,000 tents, 15,000 pre-fabricated shelters and a range of local shelter solutions.

As much as 82% of core relief items relate directly to emergency shelter (58%) and household items (24%). This corresponds to approximately 31,000 metric tons of core relief items, of which 77%, or

24,000 metric tons, are plastic. When considering the scale of procurement, these items represent a large proportion of UNHCR's environmental footprint. In 2021, the Office will strive to improve shelter solutions and develop environmentally-friendly alternatives through the revision of technical specifications for core relief items, using recycled materials and exploring multi-use packaging.

UNHCR will also roll out shelter sustainability guidelines which examine the technical and environmental characteristics of different UNHCR shelter solutions and the life cycle of construction materials, in order to improve the performance of shelter solutions and reduce the Office's environmental footprint.

In the last four years UNHCR has deployed more than 50,000 refugee housing units across different country operations. Increasing the lifespan of these units and improving their comfort is a priority. UNHCR will work to develop technical guidance to enhance the sustainability of refugee housing units through locally accessible materials and construction techniques, providing people of concern with a more dignified shelter solution.

Since March 2020, the COVID-19 crisis has placed significant pressure on shelter actors as they have attempted to ensure that decongestion and social distancing measures were carried out in overcrowded settlements and host communities. As of October 2020, more than 8,000 refugee housing units had been deployed to 15 countries, to be used for a variety of health and medical facilities to support the COVID-19 response. In 2021, UNHCR will continue to step up its response in this area.

In recent years and with partner support, UNHCR has reassessed humanitarian settlement planning within the context of displacement crises. The master plan approach to settlement planning is UNHCR's guiding framework for the spatial design of humanitarian settlements, aligned to national, subnational and local development plans and facilitating efforts to link humanitarian responses with long-term development efforts.

UNHCR has worked to operationalize the master plan approach and developed a holistic settlement planning manual to roll out its 10 guiding principles. The manual provides a roadmap for multisectoral responses to establish integrated local settlements. UNHCR will continue to work with standby partners and host communities, the private sector, as well as UN-Habitat, UNITAR, Better Shelter and Autodesk, to enhance integrated multisectoral settlement planning approaches and support tools that improve living conditions for people of concern in both refugee and IDP settlements.