

DFID Management Response to the Independent Commission for Aid Impact recommendations on:

DFID's Support for Palestine Refugees through UNRWA, September 2013

ICAI Recommendation	Accept/ Reject	Action already taken	Action to be taken	Target date
<p>Recommendation 1:</p> <p>DFID should carry out an urgent assessment to determine the level and nature of support UNRWA will require, to enable it to address effectively the challenge of reform and the widening gap between the demand for and supply of UNRWA services. The assessment should be conducted in close consultation with UNRWA, other donors and host governments and authorities and provide a significant input into the upcoming Medium Term Strategy process for 2016-21.</p>	<p>Partially Accept</p>	<ul style="list-style-type: none"> • DFID is already working closely with donors and host governments and authorities to seek to address the challenge of reform and the widening gap between the demand for and the supply of UNRWA services. • The DFID Results Compact with UNRWA for 2013 contains a number of deliverables for the November 2013 Advisory Commission meeting, including an analysis of the effectiveness of UNRWA's existing programmes and estimates of projected income against projected costs for different service provision scenarios. • The second part of the recommendation says that any assessment should be conducted in close consultation with UNRWA, other donors and host governments and authorities. The Sub-Committee is the established forum for this and the UK is playing a very active role (as Vice-Chair) in discussions between now and November which will address these issues of sustainability and (as ICAI recommends) provide a significant input into the upcoming Medium Term Strategy process for 2016-21. 	<ul style="list-style-type: none"> • We will continue to work closely with hosts, donors and UNRWA to identify the Agency's strategic priorities in the run up to the Advisory Commission meeting in November 2013. We will discuss with UNRWA the priorities for immediate support, in particular for the planning process. 	<p>January 2014</p>
<p>Recommendation 2:</p> <p>DFID should use its influential position to urge donors and hosts to provide</p>	<p>Partially Accept</p>	<ul style="list-style-type: none"> • DFID has been a strong supporter of UNRWA's reform agenda, and £31.5 million of funding under the current business case (2011-2015) is linked to results and reform. 	<ul style="list-style-type: none"> • We will take an active role in the Sub-Committee (currently as Vice-Chair) in order to help provide unified support for UNRWA's reform activities, 	<p>Ongoing</p>

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unified political, technical and operational support to drive UNRWA's reform activities. DFID should provide substantive support to the implementation of reform in the priority areas within UNRWA's poverty alleviation, health and education programmes.		<ul style="list-style-type: none"> • We have worked through the Advisory Commission and its Sub-Committee, as well as bilaterally, to urge unified support from donors and hosts to UNRWA's reform agenda, while recognising the political and financial challenges of implementing certain reforms in particular in the area of poverty alleviation. 	<p>including through the Medium Term Strategy process.</p> <ul style="list-style-type: none"> • In preparing a business case for DFID support for UNRWA from 2015 onwards, we will carry out an assessment of whether additional support for reform at an operational level would be useful and in which sector. 	December 2014
<p>Recommendation 3:</p> <p>DFID should encourage UNRWA to engage more actively and to communicate more effectively with refugees as part of the reform process. DFID should consider providing technical support in this area.</p>	Accept	<ul style="list-style-type: none"> • DFID has encouraged UNRWA to improve its communication and consultation with refugees, for example: <ul style="list-style-type: none"> ○ Through our role as a member of the steering committee for the Medium Term Strategy evaluation, DFID highlighted the importance of consulting with beneficiaries as part of the process. ○ DFID has supported UNRWA's initiatives to improve engagement with youth, for example through the attendance of the DFID Minister of State at the UNRWA Conference "Engaging Youth" in Brussels in 2012. ○ DFID has consistently highlighted to UNRWA the importance of engaging effectively with staff unions, and has encouraged UNRWA to dedicate resource to this. 	<ul style="list-style-type: none"> • We will carry out an assessment (with UNRWA) of whether technical support to help UNRWA improve its engagement with refugees would be useful. 	January 2014