FALLUJAH CITY AREA-BASED ASSESSMENT NOVEMBER 2018 - JANUARY 2019 REACH Informing more effective humanitarian action

Fallujah Area-Based Assessment (ABA)

Produced by REACH Initiative (REACH) in collaboration with the International Organisation for Migration (IOM) and Danish Refugee Council (DRC). REACH would like to thank DRC for their participation in data collection for the Fallujah city ABA. ABAs support the Community Resource Centre (CRC) Initiative, a partnership between the humanitarian community and the Government of Iraq's Joint Coordination and Monitoring Mechanism (JCMC).

REACH facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. All REACH activities are conducted through inter-agency aid coordination mechanisms.

All our reports, maps and factsheets are available on the REACH resource centre. For more information, visit our website at www.reach-initiative.org, follow us on Twitter: @REACH_info and Facebook: www.facebook.com/IMPACT.init or write to geneva@reach-initiative.org

Overview

Fallujah city, capital of the district of the same name, is located in Anbar governorate, 69 kilometres west of Baghdad. It was the first city to fall under the control of the so-called Islamic State of Iraq and the Levant (ISIL) in 2014 and sustained significant damage during the presence of ISIL and military operations by the Government of Iraq (GoI) to retake the city in 2016. During that period many residents of the city were displaced.1 Consequently, almost all residents of the city in 2019 are returnees; as of February 2019, circa 530,000 individuals (106,000 families) had returned to Fallujah district.^{2,3} A recent report from the International Organisation for Migration (IOM) Displacement Tracking Matrix (DTM) showed that 8,088 out-of-camp and 2,270 in-camp internally displaced person (IDP) households (HH) from Fallujah district were still displaced, representing 3% of the total caseload of IDPs nationwide.^{4,5} As the context in Fallujah city has transitioned from an emergency to one of recovery and stabilization, the priority for the government

and humanitarian community has shifted to the resumption of key public services to address the needs of a predominantly returnee population. The Fallujah city Area-Based Assessment (ABA) sought to provide a tailored and actionable profile of the city, with a focus on household-level needs and access to public services to identify service gaps. It was implemented under the framework of the Community Resource Centre (CRC) initiative, which supports the GoI to facilitate safe, voluntary, non-discriminatory, and sustainable returns and socio-economic reintegration in conflict-affected communities throughout Iraq. The CRC facilitates this through establishing and reinforcing coordination and service delivery mechanisms. In line with this objective, the Fallujah ABA informs the city's CRC, established by the IOM in the north of Fallujah city and the Danish Refugee Council (DRC) in the south of the city, with the overall objective of informing localised response planning and prioritisation of activities.

The ABA employs a mixed methods approach, composed of both qualitative and quantitative components. The qualitative component included: secondary data review (SDR), semistructured key informant interviews (KIIs) with community leaders, and with individuals with specialized knowledge of service provision in the area, community group discussions (CGDs), and participatory mapping sessions in neighbourhoods that make up the urban area. Qualitative findings are indicative only. The quantitative component included a household-level needs assessment in all neighbourhoods of Fallujah city with a confidence level of 95% and a 5% margin of error at the city level.6 All data was collected between 18 November 2018 and 28 January 2019. Data collection was conducted by REACH Initiative (REACH), with support from DRC.

Key Findings

Over two and a half years after the GoI retook Fallujah city, the stabilization of the city is well underway. Much of the damage has reportedly been repaired by efforts from the Iraqi government, the United Nations (UN) and (I)NGOs. However, the REACH ABA found that several aspects of daily life remain negatively affected by the recent conflict. On the one hand, because many basic services are not functioning on the same level as before the arrival of ISIL, and on the other, because of a lack of livelihoods opportunities in the city, affecting residents' capability to restart economic activities and support their households.

Demographics

 A large proportion of the population of Fallujah city was very young, with almost two third of the total population being 29 years or younger. The largest adult age group was between 18 and 29 years, representing 22% of the population, with a further 42% under the age of 18. As such, special consideration should be taken to target youth development, capacity building and child protection across all interventions.

 98% of respondents were returnee households. The main reasons returnee households reported for returning to Fallujah city were: the security situation was stable (98%), other family or community members had returned (25%), and the availability of livelihood opportunities (17%).

Priority Needs and Assistance

- Households in Fallujah city reported that their top three priority needs were employment (63%), medical care (62%), and food (32%).
- Nearly all households reported not having received any type of assistance from government or humanitarian actors in the six months prior to data collection (98%).

Furthermore, just over half of the households did not know how to contact any organisation for help and support (53%).

Despite the perceived availability of

Livelihoods

- livelihood opportunities encouraging returns, all other findings indicated a lack of livelihood opportunities in Fallujah city. Employment was the most frequent self-reported priority need by households and a lack of livelihood generating activities in Fallujah was reported as a top reason by IDPs from Fallujah for not returning to their area of origin (AoO).⁷ Furthermore, only one-third of all adult household members were reportedly earning an income from employment in the 30 days preceding data collection (33%).
- However, employment rates did vary considerably across demographic groups.
 Only 3% of adults females reported to earn

an income, compared to 59% of adult males. Residents between the age of 18 to 29 were most commonly without work (76%) or seeking work, 37% compared to 29% citywide. This further emphasizes the need for youth and women targeted programming, particularly with regards to livelihoods.

- The primary reported obstacles for those actively seeking work were that there were not enough jobs for everyone (86%), followed by a lack of personal connections (27%).⁸
 Damage to the industrial area had reportedly caused a decrease in job opportunities.
- In addition to limited livelihoods opportunities, almost half of the households in Fallujah had a negative net-income in the 30 days prior to data collection (42%). Moreover, 83% of households were in debt, with a median debt of 3,000,000 IQD (2,500 USD); roughly a quarter of households (24%) had over 5,000,000 IQD (4,200 USD) of debt.9

¹ Al Jazeera (2016). <u>UN: Up to 90,000 civilians inside ISIL-held Fallujah</u>. ² International Organization for Migration, <u>Displacement Tracking Matrix</u>, 28 February 2019. ³ Number of families calculated with the average household size found in the household survey (5 members). ⁴Both in-camp and out-of-camp IDPs in Fallujah district. ⁵ International Organization for Migration, <u>Reasons to Remain: an in-depth analysis of the main districts of origin</u>, April 2019. ⁶ Findings related to subsets of the population may have a lower confidence level and/or wider margin of error or may be indicative only, which will be indicated where relevant.

 For most households in debt, shelter maintenance was the primary reason for taking on debt (70%). Since June 2016, 82% of households had spent money on shelter maintenance, with an average expenditure of 3,000,000 IQD (2,500 USD).

Healthcare

- Overall, functionality of the healthcare system was reportedly below pre-ISIL levels, and the cost and availability of services and medication were the primary barriers to accessing healthcare in Fallujah city.
- Approximately one fifth of residents had needed to access health services or treatment (including medicine) in the three months prior to data collection (18%). Out of those, 72% reported facing at least one difficulty in accessing healthcare, and 31% were not able to access the needed health services or treatment. By far the most

frequently reported reason for residents to face difficulties was the cost of services being too high (65%).

A total of two public hospitals and 20 public health centres were identified in Fallujah city, as well as an additional private hospital, several private health clinics and pharmacies. These were all reported to be functioning.

However, it was reported that there was

a lack of all types of health facilities in the south of the city, especially pharmacies, and a lack of public health centres in the north of the city. Generally, the ABA found that fewer types of treatment were available in public facilities than before the arrival of ISIL. This led to residents either going to private facilities, where services were more expensive, or traveling to other locations, mostly Baghdad or the Kurdish Region of Iraq (KRI), in order to access public

services, and further adding to household expenditures through transportation costs.

 Qualitative data collection showed that key informants (KIs) had different perception of the types of treatments and services available in Fallujah city. This could be indicative of a lack of awareness of which services are provided by the different facilities throughout the city, or different availability in different parts of the city.

Education

- Although in most parts of Fallujah city the education system was found to be functional, a number of challenges remained, and the overall levels of functionality were reported to be lower than before the arrival of ISIL.
- The major issues relating to education were identified as increased cost of education (e.g. public schools were reportedly

asking families to pay a fee to support voluntary teachers), a lack of teachers and supplies (desks, chairs, books, stationery, blackboards), overcrowded classrooms, and long distances to school in combination with bad roads, making the schools hard to reach.

Since January 2014, 21% of school-aged children (6-17 years old) had missed at least one year of formal education, with those children having missed an average of one year and nine months of education. 10 At the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates in Fallujah city. Of the 5% of children (30 children) who were not attending formal education, the most commonly reported reason was being unable to afford tuition and other school related cost.

Basic Services

access to electricity, supply of electricity was said not to meet the needs of the population. Generally, electricity availability was reportedly sufficient in terms of number of hours per day; 84% of households had at least 12 hours of electricity per day. However, the overall supply of electricity was weak (thereby limiting the number of home electrical appliances that can be connected at once). The main reported issue to be addressed was the need for more transformers, as well as general damage to the network and maintenance issues. This was especially the case in the south of the city, where the non-functionality of al Jubail electricity station has led to other stations in the city being overburdened, as reported by electricity Kls.

While all households were reported to have

 The water provision in Fallujah city was also reported to be below pre-ISIL levels both in terms of quantity and especially quality. While much of the conflict-related damage was reported to have been repaired, the quality of the water remained an issue (e.g. sand and bacteria in the water), partly due to the need for general maintenance of the water network.

- All households had access to piped water and 36% of households used the piped water as their primary source of drinking water, of whom most reported the water not to be clean. The other 64% used bottled water as primary drinking water source, further emphasizing the issues faced regarding access to potable water.
- Solid waste collection was identified to be below pre-ISIL level in several neighbourhoods throughout the city, particularly with regards to the frequency of waste collection. Especially in the south and peripheral north of Fallujah, waste

collection services were reportedly lacking. In areas without (sufficient) waste collection, residents were reportedly dumping waste in open areas in or near the neighbourhood. Lack of municipality services were said to be due to severe lack of staff and equipment, especially trucks.

Protection

- In general, legal services in Fallujah city were reported to function, with a fully operational court in the city and services accessible to most residents. A common reason for residents to need legal services was to recover lost land or property.
- One tenth (10%) of households reported that they had land or property stolen since June 2016, with roughly half of those households indicating that they had not been able to legally recover their lost land or property, while nine out of ten of those households

had filed a compensation or restitution claim for damages to their land, property or possession.

One of the biggest challenges of the city was

reportedly the damage to shelters, although many efforts have been put in place to repair and rebuild, whether through external actors or private funding. Overall, 22% of households reported their current living space to be damaged. However, only 8% of households reported that their shelter had not been cleared of explosive hazards, whilst 11% reported that clearance of their shelter was not necessary, and 81% reported that their shelter had been cleared.

9 Price converted using www.xe.com on 31 March 2019 10 As this finding concerns a subset of the total population, it has a confidence level of 92% and a margin of error of 8%.

6

TABLE OF CONTENTS

ABA | IRAQ Fallujah city

Basic Services

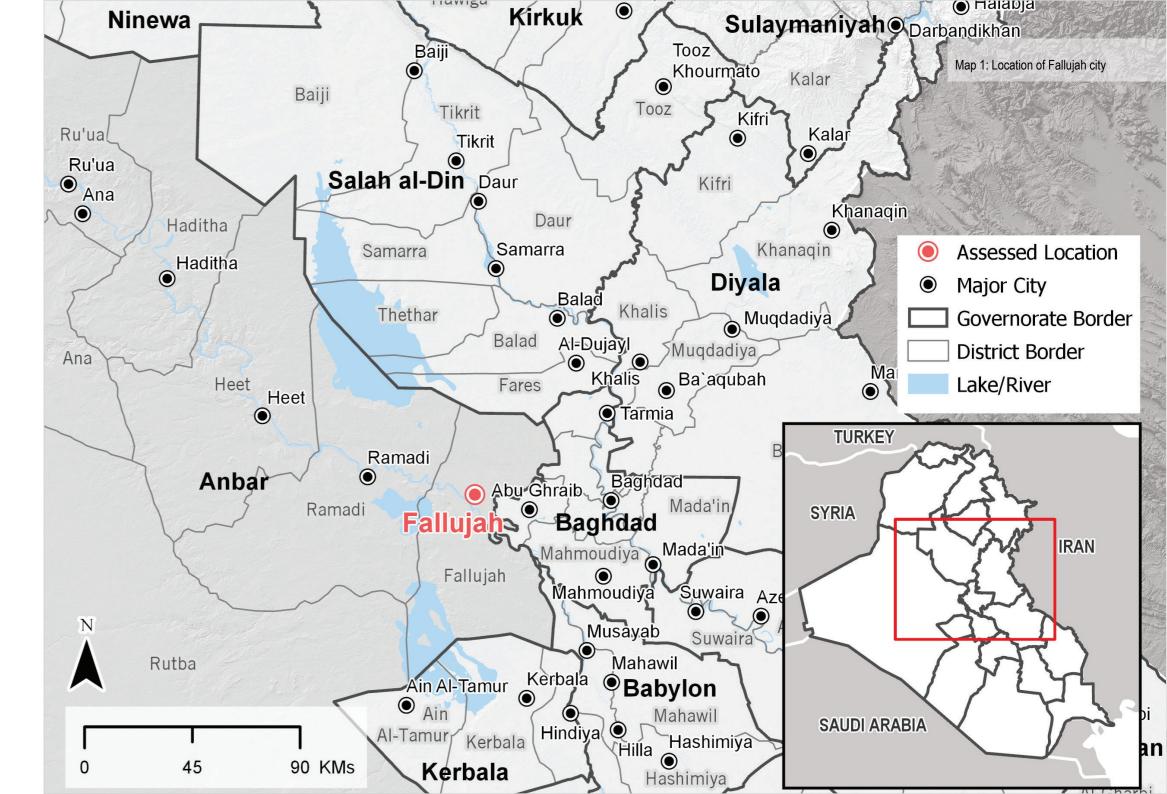
Protection

Electricity

Water

Waste collection

3	Executive Summary		Basi
9	Introduction	34	
10	0 Methodology	36	
12	2 Background and Context	37	
13	3 Assessment Findings	39	Prot
13	3 Demographics	43	Conclusion
17	7 Needs and assistance		
19	9 Livelihoods		
25	5 Food Security and markets		
26	6 Healthcare		
30	0 Education		



ABA | IRAQ INTRODUCTION Fallujah city

Fallujah city, capital of the district of the same name, is located in Anbar governorate, 69 kilometres west of Baghdad. It was the first Iraqi city to fall under the control of the so-called Islamic State of Iraq and the Levant (ISIL) in 2014 and sustained significant damage during the presence of ISIL and military operations by the Government of Iraq (GoI) to retake the city in 2016. During that period the majority of residents of the city were displaced.11

Consequently, almost all residents of the city in 2019 are returnees; as of February 2019 circa 530,000 individuals (106,000 families) have returned to Fallujah district, according to the International Organisation for Migration (IOM) Displacement Tracking Matrix (DTM). 12,13 A recent IOM DTM report showed that 8,088 out-of-camp and 2,270 in-camp IDP HHs from Fallujah district were in still in displacement, representing 3% of the total caseload of IDPs nationwide. 14,15 Through the IDP Intentions Survey conducted in February 2019, REACH found that 18% of IDPs from Fallujah district residing in camps intended to return to their area of origin (AoO) in the 12

months following data collection, compared to only 5% of in-camp IDPs nationally reporting the intention to return home. 16 Although the proportion of households intending to return was relatively high, the vast majority of IDP households from Fallujah district were still not intending to return, and the top three reasons cited were: (1) lack of financial means, (2) home was damaged or destroyed, and (3) a perceived lack of livelihood opportunities.

As the context in Iraq has transitioned into postconflict recovery and stabilization, the priority of the government and the humanitarian community has shifted to facilitating the safe and durable return of IDPs. The reintegration of displaced populations in their AoO and the rebuilding of urban areas present complex challenges for government, humanitarian, and development actors, particularly in urban settings that encompass multiple affected population groups and have varying degrees of damage, needs, and service provision. In response to such needs in areas of return, international organizations have implemented Community Resource Centres

(CRC), a joint initiative with the government, with the aim of coordinating humanitarian service delivery in the area. Within the framework of the CRC Steering Committee, REACH Initiative (REACH) conducts Area-Based Assessments (ABA), which seek to provide a detailed profile of urban areas of return, with a focus on householdlevel needs, livelihoods, and access to public services to better inform localised response planning and prioritization activities.

Between 18 November 2018 and 28 January 2019, REACH conducted data collection for the ABA in Fallujah city, to inform the two CRCs in Fallujah city, established by the Danish Refugee Council (DRC) in the south, and the IOM in the north. Data collection was coordinated by REACH, and conducted jointly with DRC. Preliminary findings were presented to partners by REACH on 26 March 2019 in Baghdad. Following this initial presentation, key findings of the ABA were presented by REACH in Fallujah city at the CRCs, on 19 and 20 May 2019, to all implementing partners and stakeholders in the city, including the local authorities and the Government of Irag's

Joint Coordination and Monitoring Center (JCMC) representatives in Anbar. These meetings aimed to facilitate evidence-based planning and coordination amongst actors operating at the city

METHODOLOGY

ABA I IRAQ Fallujah city

Table 1. Number of KIIs conducted, sessions held, or households interviewed, per assessment component

Data collection for the Fallujah city ABA consisted of both qualitative and quantitative components, and was conducted between 18 November 2018 and 28 January 2019, in coordination with DRC. The qualitative component included: secondary data review (SDR), semi-structured key informant interviews (KIIs) with community leaders and individuals with specialized knowledge of service provision in the area, or 'subject-matter experts' (SMEs), as well as community group discussions (CGDs), and participatory mapping. The quantitative component was a representatively sampled household-level needs survey, covering all neighbourhoods and population groups in Fallujah city.

Interviewees	Amount	Date of collection	Conducted by
Community Leader KIs	57 Klls	18 November to 13 December 2018	REACH
Subject-matter Expert KIs	22 Klls	8 to 14 January 2019	REACH
Participatory Mapping	18 areas	26 November to 6 December 2018	DRC and REACH
Community Group Discussions	20 sessions	21 to 28 January 2019	REACH
Household Survey	419 households	8 to 15 December 2018	REACH

Geographical coverage

Fallujah city consists of 18 neighbourhoods; the name, location, and boundaries of which were identified through community leader KIIs and participatory mapping exercises. Three neighbourhoods in the north and one neighbourhood in the south were identified as more peripheral areas, but administratively and geographically close to the city and were therefore included in all qualitative and quantitative components of the ABA (al-Mukhtar, al-Jaghaify 2, and al-Sakaniya in the north, and al-Namea in the south).

Components

Scoping and Secondary Data Review (SDR): Before the start of primary data collection, existing literature relevant to the situation in Fallujah city was gathered and reviewed. Information gathered through this process was used to build contextual knowledge to inform the data collection plan, identify information gaps, and triangulate findings from the ABA primary data.

Community leader KIIs: A total of 57 KIIs were conducted with community leaders or 'mukhtars' to report on general information on the demographics and functionality of services within

their areas of responsibility. 17 In Fallujah city, some neighbourhoods were divided between multiple mukhtars, hence more interviews were held than the number of neighbourhoods identified. All interviews with mukhtars were conducted between 18 November and 13 December 2018.

Subject-matter Expert KIIs: A total of 21 KIIs were conducted with individuals with specialised knowledge of service provision and other relevant areas of assessment - education, healthcare, water, electricity, solid waste disposal, livelihoods, and legal services – within Fallujah city (see Table These individuals were identified through community leaders, and other international nongovernmental organizations (INGOs) and UN agencies active in the area. All interviews were conducted between 8 and 14 January 2019.

CGDs and participatory mapping: Twenty CGDs were conducted by REACH from 21 to 28 January 2019 to triangulate the information obtained from community leaders and the household survey (see next section), aiming to get a more comprehensive picture by including the community perspective. The CGDs took place in 10 different neighbourhoods, with one male and one female group per neighbourhood, with 6 or 7 participants in each CGD. The neighbourhoods where CGDs took place were equally divided

¹¹ Al Jazeera (2016). UN: Up to 90,000 civilians inside ISIL-held Fallujah. 12 International Organization for Migration, Displacement Tracking Matrix, 28 February 2019. 13 Number of families calculated with the average household size found in the household survey (5 members). 14 Both in-camp and out-of-camp IDPs in Fallujah district. 15 International Organization for Migration, Reasons to Remain: an indepth analysis of the main districts of origin, April 2019. ¹⁶ REACH Intentions Survey, IDP Areas of Origin, February 2019.

¹⁷ At the most local level of governance, each neighbourhood has a mukhtar – a community leader – who is appointed by local councils and serves as a primary intermediary between residents and government service providers within their area of responsibility. The mukhtar is responsible for keeping and maintaining records of the households living within his neighbourhood, assigning households to Public Distribution System (PDS) agents and addressing community concerns to the relevant authorities.

across the city, covering both the city centre and more peripheral areas. In addition, participatory mapping exercises were conducted by DRC, with technical coordination from REACH, to develop a general infrastructure map of Fallujah city. Participants were asked to identify the location, condition, and functionality of relevant buildings and parts of infrastructure on maps of satellite imagery. Participatory mapping sessions took

Household (HH)-level needs assessment survey: A statistically representative household survey in all 18 neighbourhoods of Fallujah city that were identified during the participatory mapping sessions was conducted by REACH. GPS points were distributed throughout the residential sections of the city, drawn proportionately to population density figures collected from mukhtars.

place from 26 November to 6 December 2018.

Table 2. Number of KIIs conducted, per area of expertise

Table 2. Halliber of Kills contacted, per area of expertise				
Subject-matter expert KIs	Number of Klls conducted			
Education	3			
Healthcare	4			
Basic services: water	3			
Basic services: electricity	3			
Basic services: solid waste and wastewater	3			
Livelihoods	3			
Legal services	3			

In total, the survey was conducted with 419 households consisting of 2,036 individuals. Findings from the household survey are generalizable with a 95% confidence level and a 5% margin of error at the city level, but findings related to subsets of the population may have a lower confidence level and/or wider margin of error or may be indicative only, which will be

Interview responses were recorded electronically using KoBoToolbox and a one-day training on the data collection tool and methodology was conducted, followed by a one-day pilot session, to ensure the collection of high quality data uniformly across the enumerator team. Overall coordination of data collection and data cleaning was led by REACH. All data was collected between 6 and 15 November 2018. The dataset for this assessment is available on the REACH Resource Centre.

indicated where relevant.

Challenges and limitations

- Accurate population data for most areas of Iraq is limited both in terms of overall population
 and more granular figures. Therefore, the sample frame was drawn for the area of
 assessment (Fallujah city, including peripheral areas) assuming an infinite population. In
 order to fill information gaps and reflect variations in population density across the city when
 randomly sampling, neighbourhood-level population estimates provided by KIs were used to
 ensure the number of sampling points per neighbourhood was proportionate to the estimated
 population of the neighbourhoods.
- In order to determine how many individuals in Fallujah had a physical or mental disability and how severe those disabilities were, the household survey asked individuals a short set of Washington Group Questions.¹⁸ These questions were only asked to family members aged six years and above as the questions do not include key aspects of child development important for identifying disabilities in children, as stated by the Washington Group. As a consequence, the household survey did not record prevalence of mental or physical disability in children under the age of six.
- Due to the limited level of access to Fallujah city, some of the components of data collection
 were conducted by partners, and remotely managed by REACH. To ensure high quality
 data collection, REACH conducted one-day trainings on the household survey, CGDs,
 and community mapping for both REACH and DRC enumerators in Baghdad before data
 collection began, and conducted daily monitoring of the data collected, providing regular
 feedback to partner field coordinators when required.
- Given the nature of qualitative data collection, the information collected through KIIs and CGDs is indicative only and is not generalisable to the entire population.

BACKGROUND AND CONTEXT

ABA | IRAQ Fallujah city

Geopolitical history and recent conflict

In 2004 a widespread offensive was launched targeting Fallujah city for five months, known as the Second Battle of Fallujah, which led to the destruction of residences, city services, mosques, and businesses in the city and the displacement of 75 to 90 percent of Fallujah's residents. 19,20 Although reconstruction of the city progressed slowly, several projects to re-establish basic utility services and clearing damaged areas had mostly led to the recovery of the city.²¹ However, over a decade after this battle took place, Fallujah witnessed another military campaign on a similar scale when ISIL took control of Fallujah in January and when later a military operation was launched to retake the city in 2016, two and a half years later.^{22,23} During this period of conflict, the city again saw vast urban destruction.

The recent conflict left Fallujah city again in a state of critical damage and left many areas heavily contaminated with explosive hazards.

The United Nations Institute for Training and Research (UNITAR) and the United Nations Operational Satellite Application Programme (UNOSAT) estimated that circa 4.000 structures were damaged or destroyed by the end of June 2016.²⁴ Among those were schools, hospitals and other public buildings, as well as damage to the water and electricity network. Over two and a half years after the city was retaken, stabilization of the city is well underway. Much of the damage has reportedly been repaired by efforts from the Gol, UN and (I)NGO's. Furthermore, almost two million square meters of contaminated land were cleared in Fallujah, according to the United Nations Mine Action Service (UNMAS).²⁵ However, according to the 2019 Iraq Humanitarian Needs Overview (HNO), 44% of residential housing in Fallujah city was still damaged.26

Throughout this most recent conflict, there were two notable 'waves' of displacement out of the city: The first wave of displacement took place throughout 2014, after the city was taken by

ISIL,²⁷ and the second when the city was retaken by GoI forces in June 2016.²⁸ Prior to the arrival of ISIL, the population of Fallujah was estimated to be approximately 300,000. In mid-2016, during military operations, an estimated 90,000 residents were remaining in Fallujah. Most residents who remained in the city during ISIL rule, fled the city during the military operation in 2016, almost emptying the city.²⁹ Consequently, almost all residents of Fallujah city at the time of assessment had likely been displaced and since returned.

Consequently, returnees to the city can be broadly grouped into two categories, those that displaced in 2014 and those that displaced in 2016, which may impact upon their needs. The group that displaced in 2014 would have been in displacement for a longer period of time, potentially increasing vulnerability. However, the other group, those that left in 2016, had likely experienced considerable need whilst living under ISIL control. According to Human Rights Watch, Fallujah experienced lack of food and other basic

needs during ISIL presence, due to a Gol led besiegement of the city from December 2015. ³⁰ The resultant lack of food, medicine and other basic needs led to exorbitant prices and several residents were said to have died from starvation or lack of medicine.³¹ In addition, there have been protection concerns raised by residents fleeing the city due to fear reprisals and punishment for their perceived affiliation with ISIL, as reported by Amnesty International.³² Indeed, of returnees currently in Fallujah, previous assessments have found needs to be high; the latest Multi-Cluster Needs Assessment (Round VI) conducted by REACH found that there were still high multisectoral needs for returnees in Fallujah district; for most households needs were identified in two to three sectors.33

¹⁸ The Washington Group on Disability Statistics is a UN Statistical Commission City Group whose main purpose is the promotion and coordination of international cooperation in the area of health statistics focusing on disability. To that end, they have developed a set of six questions designed to identify people with a disability through a census or survey and to categorize their level of disability from Type 1 (least severe) to Type 4 (most severe). See: http://www.washingtongroup-disability.com/ for more information.

ASSESSMENT FINDINGS

ABA | IRAQ Fallujah city

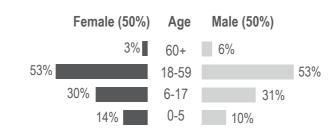
■■■ Demographics and movement intentions

The household survey found that the average household size in Fallujah city was five individuals. The most common demographic profile of the head of household was male (90%), married (89%), and between the age of 30 and 59 years old (76%). Female heads of households (10%) were mostly widowed. One out of three widowed female heads of households were 39 years old or younger. Five percent (5%) of households in Fallujah city had no adult male household member, which can be an indicator of household vulnerability. Especially in fragile or conflict-affected countries women are

more likely to live in poorer households then men. Women are more likely to face barriers to safe economic opportunities, such as gender-based violence, economic exploitation and cultural and social barriers to accessing the labour market.

Slightly over half of the population were male (54%), and the other 46% were female. The population of Fallujah city was very young. Forty-two percent (42%) of the population was below 18 years of age and the largest adult age group was between 18 and 29 years old, representing 22%

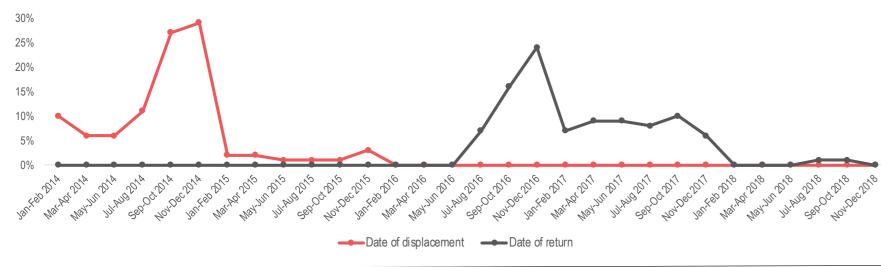
Figure 2. Composition of population by age and sex



of the total adult population. This means almost years old w two third of the total population was 29 years or younger. One 16-year-old girl, was reported to be married and 17% of females between 16 and 50

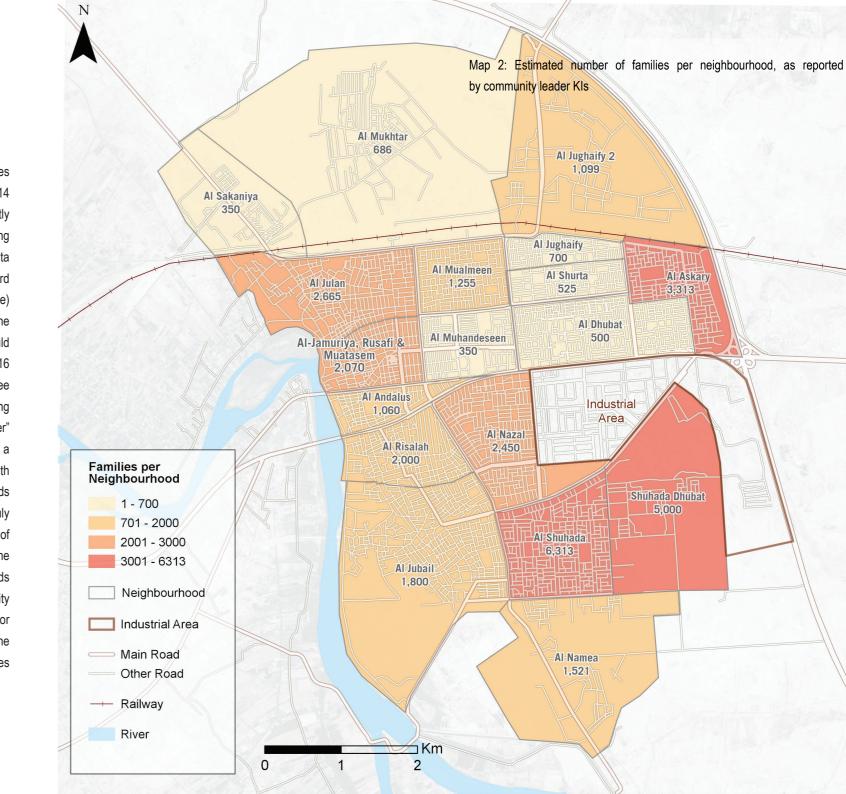
years old were pregnant or lactating. No children below 16 years old were reported to be pregnant of lactating





³⁴A household consists of all individuals under one roof who share their income and food, while a family consists of all individuals related by birth, marriage, and adoption under one roof. ³⁵ Choices, chances and safety in crisis, International Rescue Committee, 2019.

Nearly all households reported being returnees (99%), who displaced from Fallujah city in 2014 (88%). The other households predominantly displaced in 2015, with less than 1% displacing in 2016. This is not in line with secondary data indicating 90.000 residents (roughly one third of the estimated pre-ISIL population size) displaced from the city around the time the military operations took place in 2016. This could indicate that households who displaced in 2016 had not yet returned to the city. Non-returnee households either remained in Fallujah city during the ISIL-occupation (<1%) or fell into an "other" category (<1%), as they moved to Fallujah for a reason other than conflict. The average length of displacement among the returnee households was approximately two and a half years. In July 2017, one year after the city was retaken, 72% of the respondents had returned to Fallujah city. The main reported reasons for returnee households to have returned to Fallujah city were: security situation was stable (98%), other family or community members had returned (25%), and the perceived availability of livelihood opportunities (17%).



People with disabilities

Overall, 8% of households reported having at least one family member with a disability. Moreover, 2.3% of individuals (46 individuals) were found to have a type-1 disability, meaning that the person had at least some difficulty in the domains of seeing, hearing, mobility, cognition, self-care, or communication.³⁷ Out of those, 1.5% (30 individuals) were identified as having a type-3 disability, meaning that the person faced a lot of difficulties in at least one of the aforementioned domains or could not do it at all.³⁸ It was reported that for 17% of the individuals with either Type-1 or Type-3 disabilities, their disability was related to an explosive hazard (i.e. mines, UXO, IED) and for 72% of these individuals, that the disability affected his or her ability to perform daily living activities.³⁹ According to SME KIs, community leader KIs, and CGD participants, individuals with disabilities faced greater difficulty in accessing basic services, such as education and healthcare (see specific sections for more detail).

Figure 3. Of the households that had displaced since 2014, top reported reasons for returning to Fallujah city.36



Movement intentions

Nearly all households reported that they intended to remain in Fallujah city in the three months following data collection (98%), while the remaining 2% did not know what their movement intentions were. However, one out of three community leaders reported secondary displacement had taken place

in their neighbourhood since the city was retaken in June 2016. Most community leaders indicated that between 10 and 30 families had returned to their neighbourhoods, but then later displaced again. Reasons for displacing again were partially consistent with the reported drivers of return, with the causes identified as a lack of jobs in Fallujah city or better job opportunities elsewhere, lack of

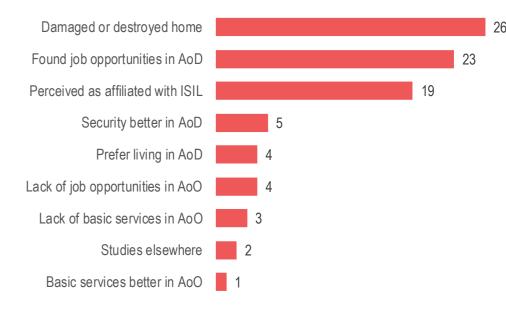
basic services in the city, and their homes being damaged. These families were reported to have displaced to either the Kurdistan Region of Iraq (KRI) or Baghdad. Only one community leader from al-Mukhtar neighbourhood reported that families from his neighbourhood had returned to a camp, due to the perceived access to better basic services.

Nine out of ten community leaders reported there to be several families that were still displaced. Most community leaders, roughly 3 out of 4, indicated between 10 and 50 families from their neighbourhood had not returned, however ten KIs also reported over a hundred families from their neighbourhood to still be in displacement. These higher numbers were reported in al-Jaghaify 2, al-Mukhtar or al-Sakaniya neighbourhoods in the north of the city, from al-Mualmeen and al-Muhandeseen neighbourhoods in the centre, and al-Shahuda neighbourhood in the south of Fallujah. IDP families were mainly said to be residing in camps near to Fallujah city, as well as in the KRI, Baghdad and Najaf governorates, among other locations throughout Iraq. Some families reportedly moved abroad, mostly to Turkey. Community leaders explained that the main reasons for IDPs not returning to Fallujah city were that their homes were damaged or destroyed, they found a job in their area of

displacement (AoD) or because they were

perceived to be affiliated with ISIL. This generally aligns with the top reasons for not returning reported by IDP households originating from Fallujah district. The top three reasons for not returning were (1) a lack of financial means, (2) homes were damaged or destroyed and (3) perceived lack of livelihood generating activities in their AoO, as found by the REACH Intentions Survey in February 2019.

Figure 4. Reasons for IDPs not returning to Fallujah city, as reported by community leaders.⁴⁰



³⁶ Respondents could provide multiple answers to this question. ³⁷ The household survey assessed how many people in Fallujah city had a disability on the basis of the Washington Group Questions, which understand disabilities as a continuum and classify individuals' disability on various thresholds. ³⁸ The Washington Group questions were only asked if the head of household (or substitute answering the survey questions) had indicated the household had a member with a disability. ³⁹ As these findings concerns a small subset of the population, findings are indicative only.

⁴⁰ Data shows the number of community leaders (out of the 57 community leader KIs) that reported the reasons for IDPs not returning. The data is qualitative and indicative only. Community leader KIs could provide multiple answers to this question and the total number does not reflect the number of community leader KIs who were interviewed.

Humanitarian Needs and Assistance

Self-reported priority needs

Households in Fallujah city reported that their top three most important needs were employment (63%), medical care (62%), and food (32%). Whilst previous assessments have found food and employment were often priority needs throughout Iraq, need for medical care was

reported relatively more frequently in Fallujah city than at the national level: 62% compared to 29% nationally.41 This indicates that households from Fallujah city had particularly high needs with regards to health and healthcare services. Findings from both the households survey and

Figure 5. Top priority needs as reported by households.⁴²

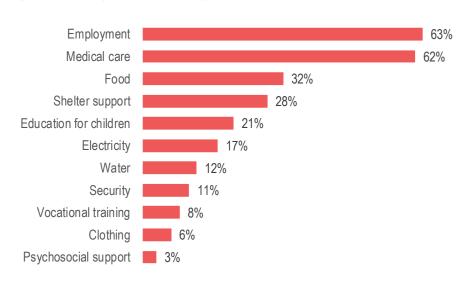
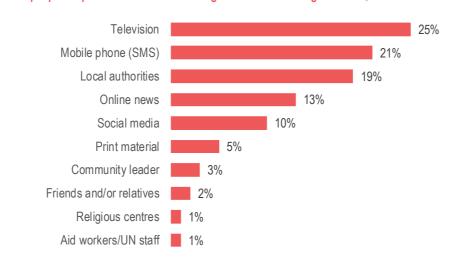


Figure 6. Top reported preferred means of receiving information from organisations, at the household level.



KIIs highlighted that residents faced barriers in accessing health care primarily due to the high prices and limited availability of treatment and medicine in Fallujah city.

Assistance received

Nearly all households reported not having received any type of assistance from government or humanitarian actors in the six months prior to data collection (98%). Furthermore, over half

any organisation for help and support (53%). Of households that did know how to contact organisations (47%), most stated they would visit the organisation's office or centre (75%) or would call the organisation (25%). Households indicated that their preferred means of receiving information from organisations in Fallujah city were television (25%),43 mobile phone (21%), or through local authorities (19%).

of the households did not know how to contact

Construction site in Fallujah city

⁴¹ REACH Initiative, 'Multi-Cluster Needs Assessment (MCNA) Round VI', September 2018. 42 Respondents could provide multiple answers to this question, with a maximum of three needs... 26 Respondents could provide multiple answers to this question. 43 As this finding concerns a subset of the total population, it has a confidence level of 95% and a margin of error of 7%.

Livelihoods

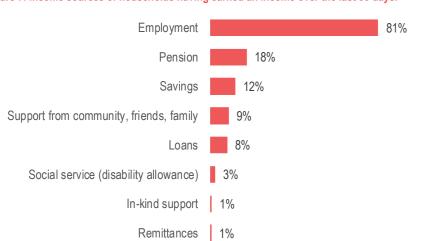
The ABA found that there were significant challenges in the area of livelihoods in Fallujah city, which is supported by the finding that almost two thirds of households listed employment as one of their top three priority needs (63%). The main reported challenge was the lack of available jobs. This was explained as a result of two main factors: the number of jobs available in the city has decreased, and the population of young adults looking for jobs has grown. This is

likely influencing the economic vulnerability of households in the city, as evidenced by the finding that a notable proportion of the households had a negative income-expenditure ratio (42%).

Income sources

The most frequently reported source of income for households in the 30 days prior to data collection was employment (81%), with at least one member

Figure 7: Income sources of households having earned an income over the last 30 days.44



of the household earning an income through employment. The next most frequently cited sources of income were pension (18%), followed by savings (12%).

Employment

Although the majority of households (81%) reported employment as a source of income during the 30 days prior to data collection, on average one individual per household had earned an income in the same timeframe. At the individual level, a third of all adults were earning an income through employment (33%), suggesting that although the majority of households were earning income, there could be insufficient access to livelihoods opportunities in the area. On average, those who were earning an income worked 22 days out of the last 30 days, which could indicate that for those who are employed, the work is fairly stable and continuous. However, it is also possible that the available hours per day or quality of work remains insufficient to meet household financial needs.

by demographics. There was a considerable gap between men and women, with 59% of all adult men earning an income, compared to only 3% of all adult females. Employment rates were also lower amongst people with disabilities, with only one out of five individuals with either a type-1 or type-3 disability being employed. In addition, employment rates were found to be lower for households without male adult household members (5%), with three quarter of these household reporting employment was not a source of income in the 30 days prior to data collection. Rather, these households were

relying primarily on pensions or support from the

community, friends or family, or other types of

humanitarian or government assistance.

Employment rates were also found to be affected

Furthermore, young adults between 18 and 29 years old, the biggest adult age group, were most frequently without work (76%). This is in line with findings from KIIs, where both community leaders and livelihood KIs reported that recently graduated young adults were most commonly

looking for work. This was further evidenced by the households survey findings that 52% of males⁴⁵ and 15% of females⁴⁶ between 18 and 29 years old were actively looking for a job.

Reportedly, only 1% of children aged 6 to 17 were working. At the same time, 7% of households reported that their children were not attending school because their child needed to participate in remunerative activities, indicating higher child protection concerns relating to labour.⁴⁷ Simultaneously, one out of five community leaders and over half of the CGD participants reported child labour as a reason for children not to attend school. Additionally, all livelihood KIs reported the age at which household members may begin contributing financially to the household to be around 7-12 years old.⁴⁸

The main reported occupations of adults earning an income were: construction (27%), teacher, lawyer, engineer or doctor (23%), small business ownership (16%), or vocational work (13%). Many

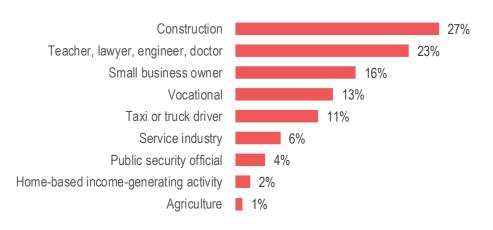
Table 3: Employment in Fallujah city per sector compared to before the arrival of ISIL.49

Sector	Current situation		
Agricultural sector	Barriers to resuming work in the agricultural sector included reported damage to: 1) equipment, and 2) irrigation systems. Agriculture was only reported to have been an important source of income by KIs from al-Namea neighbourhood in South Fallujah and only 1% of residents who reported to have a job worked in the sector. Local authorities indicated that the agricultural sector was of great importance to the city, but that this employment sector was damaged heavily during the recent conflict.		
Industrial sector	Damage to the industrial area has had a negative effect on job availability in Fallujah. Pre-ISIL, people from neighbouring areas were said to have travelled to Fallujah for work. However, at the time of data collection, investors (mostly from Baghdad) were said to show no interest in repairing the area or did not have the financial means to restart factories. Where factories were operating in the industrial area, many were said to be producing construction materials, such as cement blocks.		
Small businesses	Most of the shops in Fallujah had reopened. All types of goods were reportedly available and availability of items was similar to, or according to some residents better than, pre-ISIL.		
Daily labour	Daily work was one of the most common income sources. However, it was reported that fewer daily jobs were available and wages had decreased. Where they were reported to have been between 25,000 and 35,000 IQD (21 and 29 USD) per day before the arrival of ISIL, at the time of data collection, daily labour wages were said to be between 10,000 and 25,000 IQD (8 and 21 USD), according to CGD participants. ⁵⁰		
Public sector	28% of residents who had a job at the time of data collection were government employees. Reportedly, the Government of Iraq (GoI) stopped hiring new employees since the recent conflict, resulting in a decrease in the number of government jobs. KIs reported that governmental employees (e.g. teachers and doctors) are getting paid on time.		

⁴⁴ Respondents could provide multiple answers to this question.

⁴⁶As this finding concerns a subset of the total population, it has a confidence level of 96% and a margin of error of 7%. ⁴⁶ As this finding concerns a subset of the total population, it has a confidence level of 94% and a margin of error of 7%. ⁴⁷ As this finding concerns a small subset of the total population, findings are indicative only. ⁴⁸ Iraq Education, IRFAD. ⁴⁹ Sectors have been chosen based on qualitative data collection, those sectors mentioned by livelihood KIs, community leaders and CDG participants. ⁵⁰ Price converted using www.xe.com on 28 April 2010.

Figure 8: Occupations of those who reported to have worked in the 30 days prior to data collection.⁵¹



of the occupations reported, such as construction, often involve irregular and low paid work, suggesting insecurity or insufficiency of income. Indeed, according to KIs and CGD participants, wages for government employees were generally sufficient to meet the household's living costs and paid on time, while all other types of wages were said to be insufficient. In addition, 95% of those earning an income were found to have been employed in the same sector pre-ISIL, and wages were reported to be lower than before the arrival of ISIL, especially wages for daily jobs.

Findings of the ABA suggest that the agricultural sector was an uncommon employment sector for residents from Fallujah city, with only 1% of residents reporting working in agriculture and only KIs from al-Namea reporting it as a relevant sector of employment in their area. However, local authorities indicated that the agricultural sector used to be of great importance for Fallujah's residents, but that the recent conflict had left the sector heavily damaged. In addition, they reported agricultural work had not resumed, as the security situation did not allow farmers to return to the

fields. Discrepancy between information provided by local authorities and KIs from Namea, and other ABA findings could be explained by the focus of the ABA at the urban level, rather than the areas surrounding Fallujah city, where residents are more likely depending on agriculture.

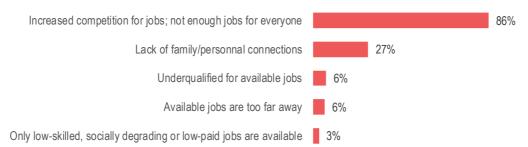
Obstacles to finding employment

Over half of the adult male population (53%), and 8% of the adult female population, were found to be actively looking for work at the time of data collection. The slightly higher proportion of the

adult male population seeking work (53%) than those without a job (41%), indicates that notable number of adult men were both employed and at the same time actively looking for another job. This further supports indicative findings that available employment opportunities were insufficient to meet household needs.

The main reported obstacles to finding employment were increased competition for jobs or insufficient number of jobs for everyone (86%) and lack of family or personal connections (27%) 52

Figure 9: Individuals' main obstacles, if any, in finding employment.⁵³



Income, expenditure, and debt

The median monthly household income 30 days prior to data collection was 500,000 IQD (420 USD), and the median monthly expenditure was 475,000 IQD (400 USD).⁵⁴ A notable proportion of households were found to have a deficit in the 30 days prior to data collection (42%), meaning that household expenditure exceeded income. ⁵⁵ Of the households with a deficit over the 30 day

period covered, the median deficit was 140,000 IQD (118 USD).^{56,57} In addition to the main household expenditures listed in Table 4, 92% of households reported having spent money on shelter maintenance since June 2016, with the median reported amount being 3,000,000 IQD (2,500 USD).⁵⁸

Table 4:Proportion of households in Fallujah city having had specific expenditures in the 30 days prior to data collection and the median amount of that expenditure.

Expenditure category	Percentage of HH having spent money on this expense	Median amount spent ³⁵
÷ Electricity	100%	IQD 35,000 (USD 29)
* Healthcare	70%	IQD 50,000 (USD 42)
Education	52%	IQD 50,000 (USD 42)
⇒ Food	100%	IQD 200,000 (USD 168)
Water	76%	IQD 15,000 (USD 13)
Transportation	75%	IQD 25,000 (USD 21)
NFI NFI	66%	IQD 50,000 (USD 42)
Communication	87%	IQD 18,000 (USD 15)
Debt repayment	25%	IQD 100,000 (USD 84)

Figure 10: Amount of debt (in ranges) of all assessed households in Fallujah city.



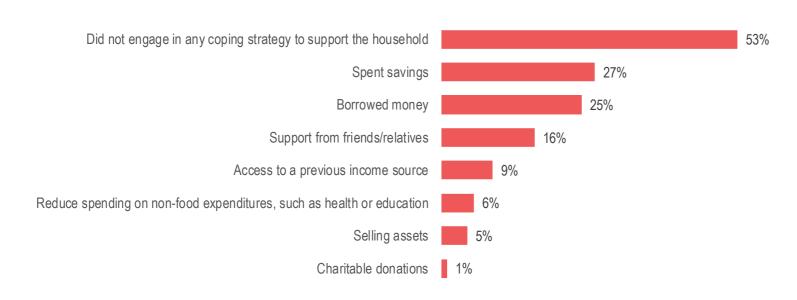
The vast majority of households reported being in debt (84%). The median amount of debt among these households was 3,000,000 IQD (2,500 USD), and nearly a quarter of households (24%) had over 5,000,000 IQD (4,200 USD) of debt at the time of data collection .^{60, 61} Of households in debt, 70% reported that this was due to shelter maintenance costs, further supporting findings that households had spent considerable amounts on reconstruction and rehabilitation of their homes.⁶²

accumulation of debt were basic household expenditures, such as rent and utilities (19%) and healthcare (6%).⁶³ Almost all households who were in debt reported borrowing from friends or relatives (99%) or from shops to cover basic needs (39%).⁶⁴ Notably, no households reported relying on government aid, and less than 1% reported relying on humanitarian aid.

The next most frequently reported reasons for

⁵¹ Respondents could provide multiple answers to this question. ⁵² As this finding concerns a subset of the total population, it has a confidence level of 91% and a margin of error of 8%. ⁵³ As this finding concerns a subset of the total population, it has a confidence level of 91% and a margin of error of 8%. Respondents could provide multiple answers to this question.

Figure 11: Livelihoods coping strategies employed by households in the 30 days prior to data collection. 65



Roughly three quarters of households said they felt like the cost of basic needs such as transportation, health, and food has gone up either a little (37%) or a lot (39%) over the three months prior to data collection. This is in line with increased prices reported by several participants

of CGDs. However, it is possible that this feeling of increased cost is relative to a decrease in wages, leading to a relative increase in the cost of living.

needs, nearly half of the households (47%)

reported resorting to at least one coping strategy. The most frequently reported strategies were spending savings (27%) and borrowing money (25%). Of the households that had resorted In order to manage household expenses and to at least one coping strategy, just under half reported having a negative net-income (42%). This indicates that households with a deficit were not necessarily more likely to resort to coping strategies than those without, or did not report any potential resultant accumulation of debt as such.

Small shops in Fallujah city

⁶⁵ Respondents could provide multiple answers to this question, unless if answered 'Did not engage in any coping strategy to support the household'.

Food security and markets

Almost all households in Fallujah city had an acceptable Food Consumption Score (98%), with the remaining 2% found to have a borderline score. 66 At the time of data collection households reported that both adults and minors were consuming an average of three meals per day, with no one reported to consume less than two meals per day. Furthermore, nearly all households reported to have equal access to food among the household members (98%). The other 2% indicated either children or elders were prioritized over other groups.

Over half of the households reported food expenditure comprised up to half of their total expenditure. 67 Moreover, it is notable that 17% of households reported spending over 65%

and another 28% between 50-64% of their total expenditure on food. The higher the proportion of total expenditure spent on food, the greater the indication of household vulnerability to food insecurity in the event of economic shocks, as an increase in price of food or decrease in income is likely to affect the household's overall expenditure and potentially their food consumption. However, households spending less than 50% of their total income on food could also indicate that households had other expenditures this month and therefore were not able to spend a bigger proportion, leading to food insecurity.

Even though almost all households were found to have an acceptable FCS, a third of households (33%) reported having resorted to at least one

Figure 12: Proportion of total household expenditure comprised of food expenditure

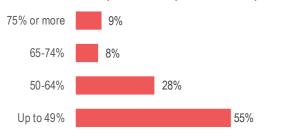
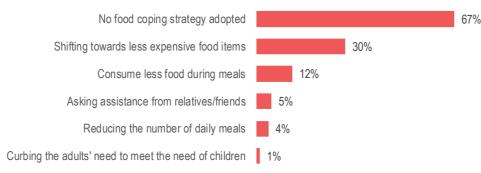


Figure 13: Proportion of households adopting a consumption-based coping strategy for at least one out of seven days prior to data collection, by type of strategy.^{68, 69}



comsumption-based coping strategy at least one out of seven days prior to data collection.

The main sources of food in the seven days prior to data collection were: food purchased with their own cash (39%), food purchased with vouchers or through the Public Distribution System (PDS) (34%), and food purchased on credit (26%).⁷⁰ Furthermore, all households reported having had access to PDS in the three months prior to data collection (100%). Households reported their most recent PDS distribution included vegetable oil (98%), wheat flour (97%), rice (77%), and sugar (76%). Community leader KIs said frequency of PDS distribution would vary between once a month, and once every two to three months. KIs also reported not all items would be available in every distribution.

functioning market, which is in line with the information provided by livelihood KIs, CGD participants and most mukhtars, who reported both food and non-food item (NFI) markets had restarted and were functioning in Fallujah city. Only in al-Namea neighbourhood several community leaders reported a lack of functioning shops, especially for NFIs. Some other community leaders, mostly from neighbourhoods on the outskirts of the city, reported residents often travelling to the centre of Fallujah city to obtain food and especially NFIs, as prices in the centre were reportedly lower. In nearly half of the CGDs participants perceived the availability of items to have improved compared to before the arrival of ISIL, both in quantity and quality.

All households reported having access to a

⁶⁶The Food Consumption Score (FCS) is a composite score based on 1) dietary diversity, 2) frequency of food consumption, and 3) relative nutritional importance of 9 weighted food groups. The FCS is recorded from a 7-day recall period. In Iraqi context the thresholds for FCS classifications are as follows: > 42 Acceptable; 28 – 42 Borderline; < 28 Poor. ⁶⁷ "While no internationally agreed thresholds exist, Smith and Subandoro (2007 [4]) have proposed that households spending over 75% of their income on food are considered very vulnerable and consequently food insecure, whereas people spending 65-75% are considered to have high food insecurity; those spending 50-65% have medium food insecurity; and those that spend less than 50% of their income on food are considered to have lower levels of food insecurity." – Measuring Food Security Using Household Expenditure Surveys. Lise C. Smith and Ali Subandoro. ⁶⁹ Respondents could provide multiple answers to this question. ⁶⁹ As this finding concerns a subset of the total population, it has a confidence level of 93% and a margin of error of 8%. ⁷⁰ The Iraqi Public Distribution System (PDS) is run by the Ministry of Trade and provides government-subsidized food and fuel rations to all Iraqi citizens. ⁷¹ Distribution is supposed to take place once a month.

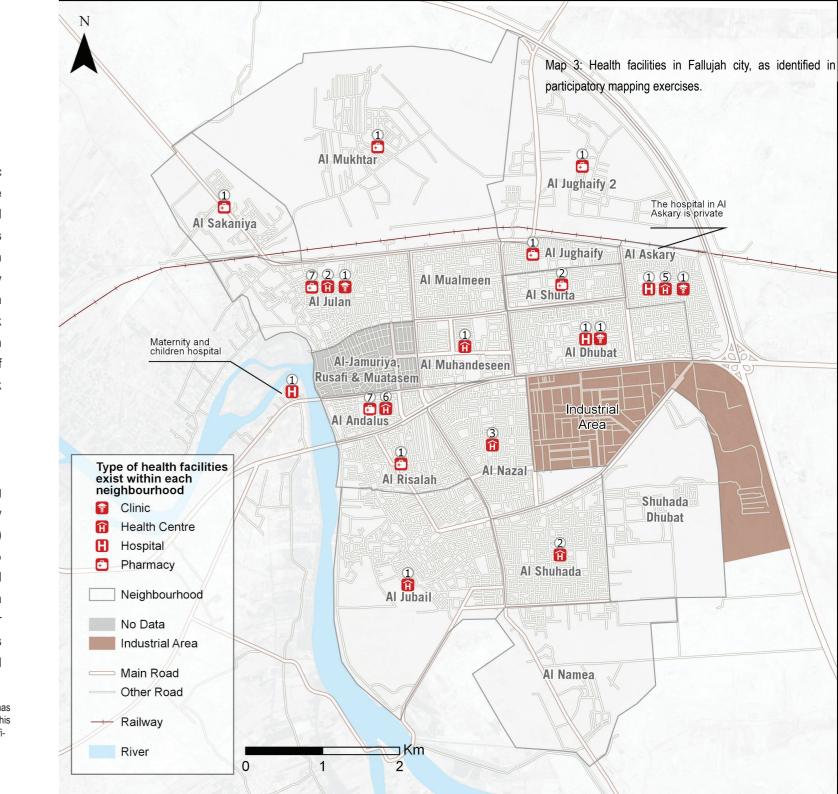
\$ Healthcare

Although residents could reportedly access basic healthcare services in Fallujah city, healthcare was reported as one of the top three self-reported priority needs, by nearly two-thirds of households (62%). The ABA identified several gaps in the healthcare system, which was reportedly operating below pre-ISIL levels. The main reported difficulties were the high cost and lack of availability of treatment, including medicine. In the north of the city, residents reported a lack of health centres, while in the south there was a lack of all types of facilities, especially pharmacies.

Health needs

Ten percent (10%) of individuals reported having a chronic disease, with the most commonly reported being diabetes (5%), heart disease (5%) and kidney disease (2%).⁷² Furthermore, 15% of children under the age of five had suffered from diarrhoea in the four weeks prior to data collection.⁷³ However, almost all children under five years had reportedly received vaccinations against polio (100%) and measles (99%)⁷⁴ and

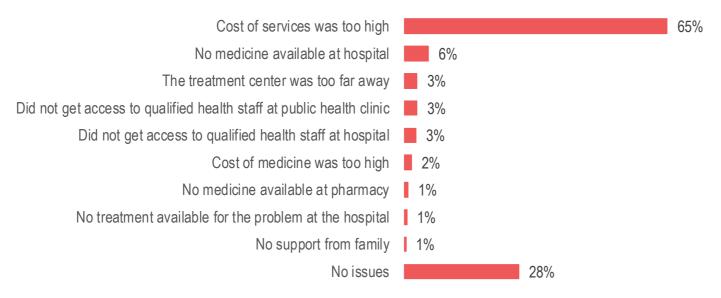
⁷² As this finding concerns a subset of the total population, it has a confidence level of 95% and a margin of error of 7%. ⁷³ As this finding concerns a subset of the total population, it has a confidence level of 96% and a margin of error of 7%. ⁷⁴ Ibid.



all children under two years old had received the Penta-3 vaccine.75

In the three months prior to data collection, 18% of residents required access to health services or treatment, including medicine. Out of those, 31% were not able to access the needed health services or treatment and 72% reported having faced at least one difficulty in accessing healthcare.⁷⁶ By far the most frequently reported reason for residents to face difficulties was the cost of services being too high (65%), followed by a lack of medicine available at the hospitals (6%) and the long distance to the treatment centre (3%).⁷⁷ This aligns with barriers to healthcare as reported by CGD participants, where half of participants reported a lack of availability and affordability of treatment and medicine.

Figure 14: Difficulties faced by individuals who needed to access healthcare in the 30 days prior to data colection.^{78,79}



Healthcare facilities

During participatory mapping sessions, two public hospitals were identified in Fallujah city: the Fallujah General Hospital in al-Dhubat neighbourhood, and the Fallujah Maternity

al-Andalus neighbourhood. Furthermore, a total of 20 public health facilities were identified in the city. In addition, one private hospital was located in al-Askary neighbourhood and several private and Children's Hospital across the bridge from health clinics and pharmacies were located

throughout Fallujah city. All health facilities were reportedly functional, although several facilities had been damaged after 2014, including the Fallujah Maternity and Children's Hospital. Damage to infrastructure has reportedly been

repaired by government actors, UN agencies and (I)NGOs, according to community leaders.

However, the availability of facilities was reportedly insufficient. There was a reported lack of public health centres in the north of Fallujah, with no health centres identified north of the railway,80 and only few in most other neighbourhoods, except for al-Askary.81 In the south of Fallujah a lack of health facilities was also reported, including pharmacies.82 Besides many pharmacies in the so-called doctor's street in al-Andalus neighbourhood, only one pharmacy was identified in the south in al-Risalah neighbourhood. No facilities were identified in al-Shuhada-Dhubat and al-Namea neighbourhoods, and only two health centres were found in al-Shuhada neighbourhood, even though it is a neighbourhood with approximately 5,000 families, as reported by community leaders. Furthermore, travel time to the public hospital was reportedly long due to the far distance, according to KIs from the south of the city.

Although indicative findings suggested a much higher rate of access issues than reported in the household survey, only 3% of households reported facing difficulty gaining access because the treatment centre was too far away.83 Both CDG participants and health KIs reported residents often needed to travel to access healthcare, in addition to mapping sessions showing notable distance to facilities from some neighbourhoods. Health KIs reported the distance to be between two and three kilometres and the cost of transportation to vary between 2,000 and 5,000 IQD (1.6 and 4.2 USD), which was reported as affordable for residents by all health KIs.84

Qualitative data collection showed that KIs had different perceptions of the types of treatments and services available in Fallujah city. Health KIs often reported the availability of several health services, while community leaders and CGD participants were frequently indicating that these same services were not available in the city. This could mean there is a lack of

awareness of which services are provided by the different facilities throughout the city, possibly because residents' knowledge of available health services was limited to only the facilities in their own neighbourhood. For example, the Fallujah General Hospital provided basic surgery and emergency care, as reported by all health KIs and community leaders. However, CGD participants believed both surgery and emergency care not to be available in Fallujah city.

Simultaneously, specific difficulties were reported in accessing treatment for chronic diseases by three out of four community leaders and all CGDs. To access treatment for chronic diseases residents reportedly often had to travel to Baghdad or Erbil. However, some community leaders and all health KIs reported treatment for chronic diseases to be available in Fallujah city.

Finally, for maternity care residents either go to Fallujah Maternity and Children's hospital or to Fallujah General Hospital, but also private clinics

and some public health centres offered services for maternity care, as reported by different Kls. Psychological support was said to be available at either the General Hospital or private clinics in Fallujah city. However, some residents were reportedly travelling to Baghdad or KRI to get psychological treatment.

Generally, the ABA found that less treatment was available in public facilities than before the arrival of ISIL, leading residents to either go to private facilities, where services are more expensive, or to travel to other locations, mostly Baghdad or KRI, in order to access public services. However, mitigating factors could be that the wider community is not well informed about the availability of services and treatment in public facilities, or only aware of them in private facilities that were reportedly not affordable for many residents.

⁷⁵ As this finding concerns a subset of the total population, it has a confidence level of 90% and a margin of error of 9%. ⁷⁶ This finding was based on a subset of the total population, it has a confidence level of 94% and a margin of error of 5%. 77 lbid. 78 lbid. 79 Respondents could provide multiple answers to this question.

⁸⁰ al-Mukhtar, al-Sakaniya and al-Jughaify 2 neighbourhoods. 81 The North of Fallujah city concerns al-Jamuriya, Rusafi and Muatasem, al-Julan, al-Muhandeseen, al-Mualmeen, al-Jughaify, al-Shurta, al-Dhubat, al-Askary, al-Juhgaify 2, al-Mukhtar and al-Sakaniya neighbourhoods, as divided by the catchment areas of the IOM and DRC CRCs. 82 The South of Fallujah city concerns al-Andalus, al-Risalah, al-Nazal, al-Jubail, al-Shuhada, al-Shuhada-Dhubat and al-Namea neighbourhoods, as divided by the catchment areas of the IOM and DRC CRCs. 83 This finding was based on a subset of the total population, it has a confidence level of 94% and a margin of error of 5%. A Price converted using www.xe.com on 31 March 2019

Medical staff, equipment, and medication

Of the 18% of individuals who needed to access healthcare in the three months prior to data collection, 3% said they could not access qualified health staff at the public health centre.85 It was generally reported by KIs that health facilities were not lacking medical staff (doctors, nurses, paediatricians, midwives). However, one health KI pointed out that some public health facilities had insufficient qualified staff available. This was reportedly due to doctors tending to seek jobs in private facilities because of better salaries, and due to lack of public funding limiting the hiring of new staff in public hospitals. All health KIs said doctors were receiving their salaries on time, which is consistent with the ABA findings in other cities of Iraq (e.g. Telafar and Hawija cities).86

Generally, medicines were reported to be available, however not sufficiently in public facilities and not at an affordable price for all households. Six percent (6%) of the residents who needed to access healthcare in the three months prior to data collection said they faced difficulties accessing medicine due to lack of availability at the hospital, 2% of households reported that the cost of medicine was too high and 1% of households reported there were no medicines available at the pharmacies.87 Although the household survey found that only a small proportion of households faced such difficulties, nearly all community leaders reported difficulties for residents in accessing medication. Approximately half of the community leader KIs stated these difficulties were not in place before the ISIL-led period, while the other half said difficulties were similar. Mukhtars reported that in particular female-headed households, households with disabled family members and households with a member with a chronic disease face difficulties in accessing medication. This was reportedly related to the fact that these households were more likely to be economically

vulnerable, compounding challenges relating to high cost of medication.

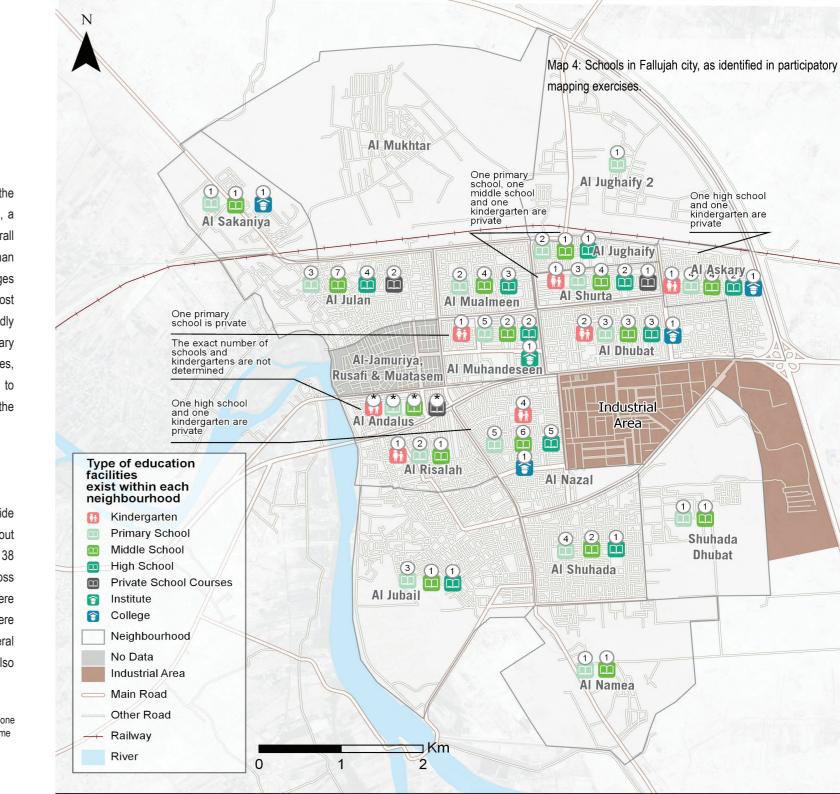
Overall, reported availability of health services varied largely. While the household survey found that healthcare was one of the top self-reported needs by households, and qualitative data collection found a large variety in the types of barriers faced to access healthcare, the household survey findings suggest that high cost of health services was the primary difficulty for households. The prominence of this financial barrier aligns with the reported lack of income sources for households and employment being the most frequently self-reported need by households.

Although in most parts of Fallujah city the education system was found to be functional, a number of challenges remained, and the overall levels of functionality were found to be lower than before the arrival of ISIL. Particular challenges in the education system were the increased cost of education (e.g. public schools were reportedly asking families to pay a fee to support voluntary teachers), a lack of teachers and supplies, overcrowded classrooms, and long distances to school in combination with bad roads, making the schools hard to reach for students.

Educational facilities

Participatory mapping identified generally wide availability of schools at all levels throughout Fallujah city, including: 39 primary schools, 38 middle schools, and 24 high schools across the city.⁸⁸ Furthermore, 10 kindergartens were identified, and four private schools where mostly summer courses were offered; several of the primary and secondary schools were also

⁸⁸ This is the number of levels of education offered, not the number of school buildings. This means one primary school, one middle school and one secondary school can all be in the same school building.



Education

⁸⁵ As this finding concerns a subset of the total population, it has a confidence level of 94% and a margin of error of 5%. 86 REACH, Hawija city Area-Based Assessment, November 2018; and REACH, Telafar Area-Based Assessment, September 2018. 87 As this finding concerns a subset of the total population, it has a confidence level of 94% and a margin of error of 5%.

reported to be private. A total of four colleges and one technical institute were also reported during participatory mapping sessions.⁸⁹ All colleges belong to the University of Fallujah, as reported by implementing partners.⁹⁰

While many schools had been damaged after 2014, multiple rehabilitation projects, often led by UNDP, have focused on repairing this damage throughout the city. All community leaders reported that schools had sanitation facilities, however some indicated that they were not functioning well and in need of maintenance. Furthermore, roughly half of the community leader KIs reported there was no clean drinking water available in schools because filtration systems had not been maintained.

Teachers, equipment, and supplies

Educational experts and community leader KIs reported that schools in Fallujah city did not have

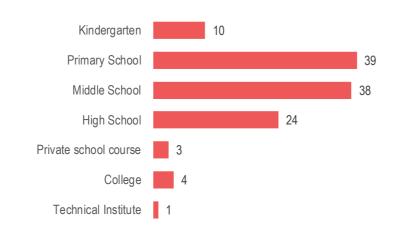
a sufficient number of teachers, primarily because of lack of public funding for teachers since the arrival of ISIL and because some teachers had not returned to the city. Government-hired teachers were reportedly receiving their salaries. However, schools were said to have started using voluntary teachers also, who were only occasionally receiving financial compensation for the work, provided by caregivers of students who pay a small monthly amount to contribute to their

Additionally, all types of Kls reported schools in Fallujah city were missing equipment and supplies, such as books, desks, and chairs, mostly because it had been stolen or damaged during the recent conflict. Sufficient new supplies had not been provided, reportedly due to lack of resources in the public sector. Education Kls reported that the main way to improve the education system in Fallujah was through the provision of additional teachers, supplies and equipment.

Education KIs and participants in all CGDs reported that schools in their neighbourhood were overcrowded, with an estimate of between 30 and 70 children per classroom. KIs were divided about whether this was already the case pre-ISIL, with most education KIs reporting overcrowded classrooms being an issue before 2014, while CDG participants disagreed and reported it having become a bigger issue during and after ISIL. Education KIs reported the reason for overcrowded classrooms was the lack of

school facilities. All components of qualitative data collection found that schools were working in shifts, varying between two to three shifts per day. Overcrowded classrooms and the division of the school day into multiple shifts was seen as a barrier to accessing education by CDG participants and education KIs, likely having a negative effect on the quality of education provided. Several KIs reported the need for more school facilities and teachers.

Figure 15: Type of educational facilities, by level of education offered, as reported during participatory mapping sessions (note: one facility can provide one or more levels of education).



Attendance

Almost all school-aged children (6-17 years old) in Fallujah city were found to attend formal education (95%). Both KIs and implementing partners working in Fallujah city indicated school-aged children not attending education to be a notable problem in Fallujah city. Of the 5% of children (30 children) who were not attending formal education, half were male and half female, and two thirds were 12 years or older.91 Furthermore, none were attending informal education, and two thirds had never attended school. Schoolaged children with disabilities, either with type-1 or type-3, were found to attend school less frequently than other children, with only two out of ten reportedly attending formal education. 92 Some KIs reported difficulties for disabled children in accessing school was due to teachers not having sufficient time and attention for their needs due to overcrowded classrooms.

Since January 2014, 21% of school-aged children had missed at least one year of formal education, with children having missed an average of one year and nine months of education. 93 As indicated by an education KI and CGD participants, this has created difficulties for these children in re-enrolling in school. One education KI reported there are a few primary schools in Fallujah city for children who are not accepted in regular public schools as they missed years of education while in displacement.

Barriers to accessing education

The main reported reason for not attending education was found to be a lack of means to afford tuition or other related costs. 94 Both education KIs and community leaders confirmed that households with lower financial means were most frequently facing barriers in accessing education and indicated that households mostly lacked the funds to pay for school equipment and

supplies such as books, school uniforms, school bags, notebooks, etc.

In addition, travel costs were reported as a frequent barrier for children to access education. While most children were reportedly walking to school, some of them were also travelling by car or bus. CGD participants reported travel cost in the range of 25,000 to 45,000 IQD (approximately 20 to 40 USD) per month.95 Distance to school was reported as a barrier to accessing education by over half of the community leader KIs for primary and middle school students, and by twothird of the community leaders for high school students. For primary school children distance was mainly found to be an issue in the winter, as bad weather conditions tend to lead to bad road conditions. This makes the walk to school dangerous, especially for young children. For secondary school children fewer schools are available, hence students often must travel further to access education. Several community leader KIs indicated that long travel distances were particularly a barrier for girls, as they were not allowed to walk to school by themselves and transportation was often too expensive.

Map 4 shows that certain neighbourhoods, especially the ones on the outskirts of the city, are more commonly lacking schools. For example, in al-Mukhtar neighbourhood no school facilities were identified at all. Furthermore, in al-Sakaniya, al-Risalah, al-Namea and al-Shuhada-Dhubat neighbourhoods no high schools were identified, and in al-Jaghaify 2 only a primary school was found. 96 Although CGD participants from these neighbourhoods all reported school-aged children needed to travel to access school, only in al-Namea it was indicated that some students went to school by car or bus instead of on foot. In all these neighbourhoods CGD participants reported the need for more schools in their area. Considering many households reported travel cost to be a barrier to accessing education, challenges

⁸⁹ Colleges and institutes in Iraq offer post-high school types of education. ⁹⁰ Implementing partners reported a total of 5 colleges: medicine, veterinary medicine, Islamic studies, law, and business administration and accounting, one being in a neighbourhood that has been excluded from participatory mapping sessions.

⁹¹ These findings are based on a small subset of the school-aged children (30 children) and are therefore indicative only. ⁹² These findings are based on a small subset of the school-aged children (10 children) and are therefore indicative only. ⁹³ As this finding concerns a subset of the total population, it has a confidence level of 92% and a margin of error of 8%. ⁹⁴ These findings are based on a small subset of the school-aged children (30 children) and are therefore indicative only. ⁹⁵ Price converted using www.xe.com on 3 April 2019. ⁹⁶ Three neighbourhoods in the north and one neighbourhood in the south were identified as more peripheral areas: al-Mukhtar, al-Jaghaify 2, and al-Sakaniya in the north, and al-Namea in the south.

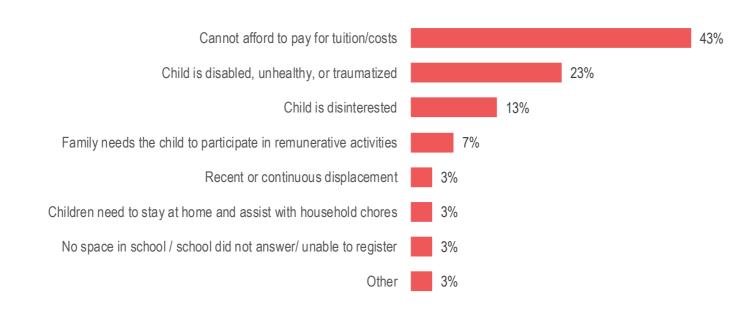
ABA I IRAQ

Fallujah city

to accessing education may be greater for schoolaged children residing in these neighbourhoods. Kls reported both boys and girls were facing specific barriers to accessing education. CGD participants reported boys frequently need to participate in remunerative activities to help the family.

However, not all households with school-aged children reported monthly expenditures related to education, with 52% of households reporting having spent money on education in the 30 days prior to data collection, compared to 65% of households having at least one school-aged household member. The households who spent money on education in the 30 days prior to data collection had spent a median of 50,000 IQD that month.98

Figure 16: Reasons for school-aged children not to attend school.⁹⁷

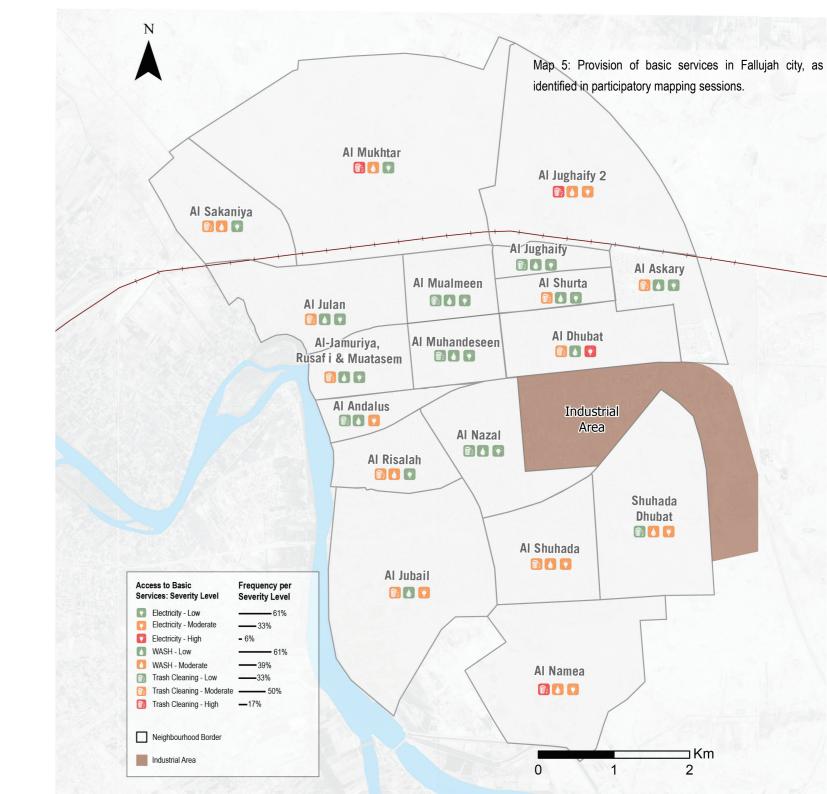


Basic services

÷ Electricity

KIs with expert knowledge in electricity provision in the city (electricity KIs) identified four functional public power stations for Fallujah city, which were located in al-Sakaniya, al-Askary and al-Dhubat neighbourhoods, and one in the industrial area. An additional station, in al-Jubail neighbourhood in the south of Fallujah, was reportedly heavily damaged and non-functional. Several neighbourhoods in the south of the city were said to now rely on other power stations in the city to access the public grid. As a consequence, the electricity provided by these stations had to be shared by more households leading to households reportedly receiving less and weaker electricity. Subsequently, households rely more on generators, especially in al-Jubail and al-Shuhada neighbourhoods.

Most residents paid for electricity according to a meter measuring the household's monthly electricity usage. All households had electricity



⁹⁷ These findings are based on a small subset of the school-aged children (30 children) and are therefore indicative only. ⁹⁸ As this finding concerns a subset of the total population, it has a confidence level of 95% and a margin of error of 7%.

related expenses in the 30 days prior to data collection, with a median expenditure on electricity of 35,000 IQD (30 USD).99 However, some community leaders and CGD participants indicated residents in their area did not have to pay for the use of electricity, especially in the south of Fallujah. Most households were said to have access to community generators. For the use of communal generators, it was also reported that costs were according to a meter that measured bi-monthly usage. CDG participants and community leader KIs estimated the price to be between 45 and 60 IQD (0.04 – 0.05 USD) per hour for one ampere (A), and between 5,000 and 20,000 IQD (5 and 20 USD) per month. 100 This system was said not to have been in place before

Most households reported having over 12 hours of electricity per day, including both public grid and community generators (84%) and all electricity KIs indicated that the public grid would usually alternate

between two hours on and two hours off, resulting in 12 hours of public grid provided electricity per day. However, KIs reported the number of hours of electricity per day to be lower in some neighbourhoods than others; this was especially the case in the south of the city. For example, in al-Andalus, al-Jubail, al-Shuhada, al-Shuhada-Dhubat and al-Namea neighbourhoods, all in the south of the city, electricity from the public grid was available between 7 and 12 hours per day, according to community leader Kls. In in al-Dhubat neighbourhood in the north of Fallujah in al-Jughaify 2 neighbourhood less than 12 hours of electricity per day reported by Kls.

Electricity was reported to be available for a greater number of hours in the spring and autumn. and fewer in summer and winter, when demand is highest due to the use of air conditioners, heaters and higher consumption of water. Approximately one third of the community leader KIs said there

there was less than 7 hours of daily electricity and

One third of community leader KIs indicated that residents of their neighbourhood were not connected to the communal generators, mostly because these households did not have the financial means to pay. Only KIs from al-Namea neighbourhood reported there to be no communal

al-Mukhtar neighbourhoods.

were several households in their neighbourhood that were not connected to the public grid, either due to financial limitations or because of lacking electrical wiring. This was most prominently an issue in al-Shuhada, al-Shuhada-Dhubat, and

13 to 20 hours

9 to 12 hours 12%

5 to 8 hours 4%

1 to 2 hours <1%

Figure 17: Daily availability of electricity, according to the household survey.

generators. This was due to it being a more rural area where houses were further apart. However, many households in al-Namea were said to rely on a private generator to access electricity.

84%

While almost all households were reported to have access to electricity, even when sufficient in number of hours per day, the supply of electricity was said not to meet the needs of the population across all areas of the city as the provision was weak (e.g. limiting the number of home electrical appliances that can be connected at once). Electricity KIs and community leader KIs reported that electricity provision had been affected by the fact that electrical wires and transformers had been damaged and stolen. Moreover, the wires were old and in need of maintenance or renewal. An increase in the number of transformers was reported to be the main way to improve electricity provision in Fallujah city. Notably, however, not all community leaders stated that the electricity provision had deteriorated. A small number of community leaders reported the provision of electricity to have improved compared to before the arrival of ISIL, due to renewed infrastructure in their area and lower electricity prices.

Overall, the water provision in Fallujah city was reported to be below pre-ISIL levels mostly in terms of quality. While much of the damage was reported to have been repaired, the quality of piped water was said to remain below pre-

ISIL level, partly due to the need of general

maintenance of the water network.

Water

All household were found to have access to piped water (100%) which was confirmed by Kls. In al-Mukhtar community leader KIs indicated there were several households that were not connected to the piped network, the same households that were not connected to the electricity network. Furthermore, in al-Jughaify CGD participants

Water KIs indicated there were several water

stations throughout Fallujah city. All water KIs

identified three main water stations and one KI

further specified by identifying four sub-stations.

The main stations were said to be named the

Old Station, the New Station, and the al-Cement

project. The latter reportedly used to be the station

that provided water to the industrial area but was

at the time of data collection used to provide water

to households. The sub-stations were identified

as al-Risalah, al-Tahade, New Shuhada and Old

Shuhada stations. Al-Risalah and New Shuhada

stations reportedly had two water pumps, while

al-Tahada had three pumps, and Old Shuhada

only one water pump.

reported that households were unofficially connected to the piped network, meaning they bought pipes themselves to connect their houses to the public network, however it is unclear whether these households paid for the piped water. Approximately half of the CGD participants and community leader KIs and all water KIs reported that households who were officially connected to the piped network had to pay. Furthermore, 76% of households had expenses related to water services in the 30 days prior to data collection, with a median amount of 15,000 IQD (13 USD). The other half of the KIs indicated residents did not pay for piped water. This suggests that the payment system differs per area.

All water KIs and over half of the community leader KIs reported piped water was available between 20 to 24 hours per day, while over half of the CGD participants indicated the availability of piped water was between two to 12 hours per day. Two water KIs reported fewer hours of water available in the summertime, while a third KI cited

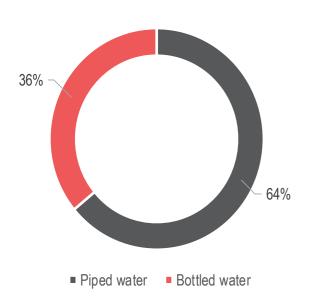
wintertime to be more problematic in terms of there being the least amount of water available, with 16 hours per day instead of 24 hours. All households reported having a functioning water tank with an average capacity of 1,000 litres.

Roughly one third (36%) of households reported that their primary source of drinking water during the seven days prior to data collection was piped water and the other 64% bought bottled water. Of the households that reported piped water as their primary drinking source, most indicated that the piped water was not clean enough to drink (87%), but near to all reported to use water treatment methods before consumption (99%).¹⁰¹ KIs identified several water treatment plants in Fallujah city and June 2017 marked the re-opening of Al Azrakiyah Water Treatment Plant, which should provide safe water to more than 60% of the city. 102 The plant was destroyed during the recent conflict. While some KIs reported water plants in the city were not cleaning the water sufficiently, more frequently it was reported that

the arrival of ISIL.

⁹⁹ Price converted using <u>www.xe.com</u> on 8 April 2019. ¹⁰⁰ Price converted using <u>www.xe.com</u> on 10 April 2019.

Figure 18: Households' primary source of drinking water 7 days prior to data collection.



water was polluted again once moving thought the pipes, as the poor quality of the pipes allowed the water to mix with sand and bacteria. Households who drank piped water used filtration systems at home, which cost 90,000 – 150,000 IQD (75 – 125 USD) to purchase, and 2,000 IQD (1.5 USD) to replace the filter bi-monthly.¹⁰³

In general, it was reported that damage to the water network had been repaired, predominantly by efforts from UNDP, IOM and the Iraqi government. Water KIs and CGD participants all indicated that to improve access to water in their area better water treatment systems needed to be put in place for the piped water and more pumps and stations were needed. Furthermore,

two water KIs reported there to be an incomplete water project in the north of Fallujah that should be finished to improve water provision in the city.

M Waste Collection

Solid waste

Perceived sufficiency of waste collection varied throughout Fallujah city, with some neighbourhoods reporting no or little waste collection, while in other neighbourhoods up to daily waste collection was reported. The main reasons for insufficient waste collection were lack of equipment, lack of staff and areas being hard to reach due to poor infrastructure.

The solid waste collection services in Fallujah city were reportedly provided by the municipality. While most community leader KIs and half of the CGD participants indicated residents did not have to pay for these services, all KIs with expert knowledge in solid waste collection in Fallujah

city (solid waste KIs) reported costs for solid waste collection were added to the water bills. In the main streets in the city centre the municipality collected solid waste on a daily basis, and in other streets at least once every two days. Solid waste KIs reported that overall in the north of Fallujah city, solid waste was collected house to house or from big containers at the end of each street, in contrast to the south of the city, where collection was limited to the main streets due to the poor conditions of the roads leading to certain areas being hard-to-reach.

When looking at a more granular level, quality and frequency of solid waste collection were reported to be neighbourhood specific. In al-Jubail and al-Julan neighbourhoods waste collection was only reported to be in parts of the neighbourhood, because of some hard-to-reach areas within these neighbourhoods. In al-Mukhtar, al-Jaghaify 2, and al-Namea neighbourhoods several KIs indicated there was no waste collection at all. Waste KIs reported that the areas north of the railway

(al-Mukhtar, al-Jaghaify 2 and al-Sakaniya) were no longer considered to be part of al-Fallujah city, but now fall under the catchment area of al-Saglawiyah municipality, northwest from Fallujah city. However, Kls also indicated that al-Saglawiyah does not take responsibility for these areas, leaving these neighbourhoods without these services. As such, trucks from al-Fallujah municipality were reportedly sent over occasionally, in a limited and irregular matter. Before the arrival of ISIL these areas were still considered to be part of the Fallujah city municipality, according to expert Kls.

Overall community leaders and CGD participants indicated that solid waste removal services in their neighbourhood were not sufficient to address the needs of the population, even in neighbourhoods with daily waste collection. Reported reasons for this insufficiency were: (1) lack of equipment, especially trucks, as equipment was said to be stolen or damaged during the recent conflict, and has not fully been replaced due to a lack of public

funding, and (2) bad roads making it difficult to collect waste in certain areas. Consequently, residents were reportedly dumping or burning waste in open areas within or in close vicinity to the neighbourhood. KIs indicated solid waste accumulates in the city, and residents were experiencing negative health effects, as a consequence of insects, bad smell and smoke in the air when uncollected waste is burned. Many residents reportedly believe the waste was making people sick, causing skin diseases. Occasionally the municipality sent trucks to clean these open areas, according to waste KIs.

Wastewater management

The vast majority of residents were reportedly using private septic tanks to store wastewater and had access to wastewater removal services once the tank is full. Roughly half of community leader KIs reported the municipality was providing wastewater services, while the other half said private companies provide these services. For

emptying a septic tank, the price reportedly varied from 25,000 IQD (20 USD) for municipality services and 30,000 to 50,000 IQD (25 to 45 USD) for private companies.¹⁰⁴

Over half of the community leader KIs indicated that the wastewater removal services did not meet the needs of the residents, as they were considered to be too expensive for households in their neighbourhoods. In al-Mukhtar neighbourhood it was reported there was no good waste removal system in place, and consequently residents dumped wastewater in holes dug in the ground. Few community leaders reported households in their neighbourhoods to be connected to a sewage system, namely in al-Andalus, al Nazal, and some households in al-Shuhada-Dhubat neighbourhood. In al-Sakaniya a sewage system was also reported to be in place, however damage and poor maintenance was reported to result in poor functionality of the system.

¹⁰⁴ Price converted using <u>www.xe.com</u> on 8 April 2019.

¹⁰¹ As this finding concerns a subset of the total population, it has a confidence level of 94% and a margin of error of 7.5%. 102 <u>UNAMI Herald, Volume 4, Issue 3, May-June 2017. 103</u>
Price converted using www.xe.com on 8 April 2019.

♀ Protection

Legal services in Fallujah city were reported to be functional, with a court operating in the city and services accessible to most residents. However, one of the biggest protection-related challenges in the city related to housing, land, and property, as a result of damage to shelters, although rehabilitation efforts were ongoing. This mostly concerned safety risks related to damaged shelters, as many IDPs from Fallujah city reported this as a main reason for not returning to their home.

Civil documentation

KIs with expert knowledge on the legal system in Fallujah (legal KIs) reported that obtaining or replacing official documentation had been a major challenge shortly after the city was retaken in 2016, with over half of residents missing some sort of documentation as documents were lost or damaged during displacement. However, since 2016, most residents were reported to have been able to renew some needed documents.

Map 6: Building damage in Fallujah city¹⁰⁵ Al Mukhtar Al Jughaify 2 Al Sakaniya Al Jughaify Al Askary Al Mualmeen Al Shurta Al Julan Al Dhubat Muhandeseen Al-Jamuriva. Rusafi & Muatasem Industrial Al Andalus Area Al Nazal Al Risalah **Buildings Destroyed/** Damaged per Square Kilometre Shuhada Dhubat Al Shuhada Al Jubail Neighbourhood Industrial Area Main Road Al Namea Other Road Damage Assessment: UNITAR-UNOSAT supported by OCHA and UNDP. 01/2015 - 06/2016/ --- Railway River 1 2

ABA | IRAQ Fallujah city

Consequences of missing documents were reported as movement restrictions, problems obtaining property, problems registering for schools, and difficulties in accessing employment, as reported by legal KIs.

While KIs reported there still to be several residents with missing documentation, the ABA household survey found that less than 1% of individuals had lost, damaged, invalid or expired civil documentation. Where documents were reported to be missing, they were identified as: PDS cards, birth and marriage certificates, and national documentation (ID, passport). Of those individuals, half were missing civil documents because of displacement and four out of five indicated that they were able to replace the documents. Moreover, 2% of children under five years old had not been registered with the relevant authorities, making them vulnerable to difficulties when accessing governmental services, such as education. 106

Legal KIs and participants of CGDs reported the presence of an office to replace some civil documentation in al-Askary neighbourhood. CGD participants reported that residents had to travel to Ramadi city to replace passports, civil documentation and property documents. In roughly half of the CGDs, participants mentioned the distance to Ramadi as a barrier for residents to obtain new documentation. They further indicated that families with perceived affiliation to extremist groups faced difficulties in replacing documentation.

Shelter and housing, land, and property (HLP)

Buildings and infrastructure in Fallujah city suffered severe damage during the period of ISIL presence and subsequent military operations. Although damage was more severe in certain neighbourhoods, some households from all neighbourhoods reported damage to their

shelter. Overall, 22% of households reported their current living space to be damaged. However, only 8% of households reported that their shelter had not been cleared of explosive hazards, whilst 11% reported that clearance of their shelter was not necessary, and 81% reported that their shelter had been cleared.

Regarding tenancy and ownership, the majority of households reported owning their shelter with documentation (84%). A further 13% reported living in a rented shelter, 2% reported living squatting with permission, and the other 1% owned their shelter but did not have the documents proving the ownership. Of the 13% of households who were renting their shelter, roughly a quarter reported not having a written rental contract, and three households reported fearing eviction from their living space or having been threatened with eviction in the 90 days prior to data collection. 107 Moreover, 11% of households reported that they were living in a different location than before

January 2014, of whom two third were renting their shelter and one third owned their shelter, mostly with documentation.

Ten percent (10%) of households reported that

they had land or property stolen since June 2016, with roughly half of those households indicating that they had not been able to legally recover their lost land or property. In addition, nine out of ten of those households had filed a compensation or restitution claim for damages to their land, property or possessions. Of the households who had filed a compensation or restitution claim, roughly half were still waiting for news, a third reported their request was being considered, and a tenth had received legal assistance concerning their compensation request. Only one household had received the compensation, while one other household stated its request was denied.

¹⁰⁶ As this finding concerns a subset of the total population, it has a confidence level of 97% and a margin of error of 7.5%. 107 As this finding concerns a small subset of the total population, findings are indicative only. 108 As this finding concerns a subset of the total population, findings are indicative only.

Courts

KIs reported there was a court in al-Askary neighbourhood in Fallujah city. This court functioned as a court of first instance, a personal status court¹¹⁰ and a court of inquiry, according to legal Kls. They also stated that people had to pay fees to bring a legal case, which was posing a barrier for some individuals to access the legal system. Legal KIs were divided over whether there were free legal services available in the city, with one KI explaining that it was possible to get free advice, but any further services would cost money. Eighty-two percent (82%) of households stated they had utilised the service of official government institutions providing safety, protection, and justice since June 2016, meaning they have accessed a public institution such as a court or a police station.

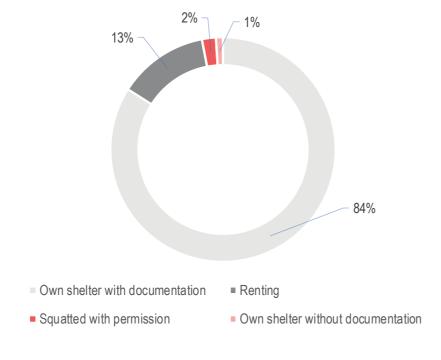
In several CGDs it was reported that families with perceived affiliation to extremist groups were denied legal services. Participants also stated that

it is possible to get acquitted from any affiliation with ISIL by signing a statement. KIs indicated that the group most in need of legal services were people from Fallujah who are currently still residing in camps, often in the areas surrounding the city. Furthermore, KIs reported widows and households who need compensation for damage to their property were frequently in need of legal services but faced greater cost related challenges.

Safety and social cohesion

Two percent (2%) of households reportedly faced stigmatization or discrimination in the location in which they were living, and 5% of households reported they did not feel safe from harm and violence in the city. Most households said there was no household member that had regular access to a local community leader, with only 6% of households reporting they had regular access and only 5% reported believing that they were able to play a role in decision making in their area.

Figure 19: Households' types of accommodation.



Damage structure in Fallujah city

^{110 &}quot;Personal Status Law is a term that applies to the rulings of the constitution related to marriage, divorce, alimony, will, inheritance in addition to other legal issues related to family" — 1001 Iraqi Thoughts. Feb 2019.

ABA | IRAQ

Fallujah city

Conclusion

The recent conflict caused vast urban destruction and large displacement in Fallujah city. Findings from the ABA suggest that, for residents who have now returned to the city, a primary driver to take on unsustainable debt was repairing their homes, exacerbated by limited livelihood opportunities in the city. Livelihoods were negatively affected by damage and destruction to the industrial area, which used to provide many jobs for city residents. The lack of livelihood opportunities was mentioned as an issue by IDPs from Fallujah who indicated it to be a reason not to return, as well as a driver of secondary displacement from the city.

In addition, the lack of availability of treatment and medication in public healthcare facilities had led to increased cost and posed a barrier for residents to access healthcare. Residents were forced to get treatment in private, more expensive health facilities or needed to travel to public facilities in other cities, with consequent travel cost.

Although the vast majority of school-aged children were attending school, households reported several barriers to accessing education, i.e. cost of education, overcrowded schools, distance to schools, and shortage of teachers and equipment. In addition, KIs and implementing partners working in Fallujah city indicated school-aged children not attending education to be a notable problem in Fallujah city.

The quality of water was said to have declined due to damage to and lack of maintenance of the piped network. The supply of electricity in the south of the city was found to be affected due to damage to the network, in particular the rebuild their lives. The main reported obstacle to non-functionality of one of the power stations create a sustainable environment for households, in the south, resulting in weaker electricity. The was the economic vulnerability of households frequency of waste collection in parts of the city due to a lack of livelihood opportunities. This had reduced due to damaging and looting of issue was reported as a barrier in accessing all equipment, lack of staff and hard-to-reach areas in certain neighbourhoods. Quality and availability

of basic services were found to be area and neighbourhood specific, with higher need for improvements identified in the south of the city and in the neighbourhoods in the far north of the city, above the railway crossing through Fallujah.

While basic services and infrastructure have

improved considerably in the two and a half years since the Gol regained controle of the city, and are in some cases back to pre-ISIL standards, households and KIs have pointed out that in many sectors improvements can be made to bring service provision in the city as a whole and to creating a sustainable environment for households looking to aforementioned services. Households and KIs stated high cost of education, healthcare, shelter

recovery and basic services resulted in difficulties accessing these services. This indicates a need for livelihood specific interventions. Considering the large proportion of children and young adults, special consideration should be taken to target youth development, capacity building and child protection across all interventions.



