

# TELAFAR CITY AREA-BASED ASSESSMENT

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humanitarian action

## Telafar Area-Based Assessment (ABA)

Produced by REACH Initiative (REACH). 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.

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## OVERVIEW

Telafar city is located in Ninewa governorate, approximately 63 kilometers to the west of Mosul. The city's population almost exclusively consists of Turkmen, including both Sunni and Shi'a. In 2014, the city was taken by the group known as the Islamic State of Iraq and the Levant (ISIL), an event that triggered mass displacement of households in the city and district.<sup>1</sup>

In 2017, after a second, smaller displacement of households fleeing the impending fighting, Telafar was retaken. Since then, the majority of the city's pre-war population has returned, along with displaced households from other areas of origin (i.e. in secondary displacement).<sup>2</sup> These households arrived to a city badly damaged by years of conflict, which included damaged or destroyed housing, the presence of explosive hazards, as well as destruction of key infrastructure, such as schools and health centers. They also face a constricted economy,

defined by limited commercial activity, a lack of capital by households and investors, and a lack of employment for job seekers.<sup>3</sup>

Though the majority of the city's pre-war population has returned, findings from previous assessments indicate that many households remain in displacement, and that many households do not intend to imminently return as a result of limited financial resources, damaged or destroyed homes, and fear of being perceived as affiliated with the group known as ISIL.<sup>4</sup>

As the context in Telafar city shifts from post-conflict to longer-term support for durable solutions, recovery, and development, detailed information on household needs and vulnerabilities, along with the response of various actors, is crucial to inform planning and activities. In support of these objectives and vision, REACH Initiative conducted an Area-Based Assessment (ABA) in Telafar city

between the 24th of August to 10th of September, 2020, covering 55 key informant interviews (KIIs) with 23 community leaders and 23 subject-matter experts (SMEs), as well as 707 household-level surveys.

In addition, in a new approach compared to previous assessments<sup>5</sup>, the current ABA also integrated a who, what, where, and when (4W) component to assess the response and programming of response actors across the city. The 4W component was conducted by ACTED, in its role as the lead agency of the Community Resource Center (CRC) and updates were provided by implementing actors in Telafar.

Consistent with previous ABAs, REACH intended to conduct all household surveys through face-to-face interviews. However, the onset of the COVID-19 pandemic prevented REACH enumerators from accessing the city of Telafar

due to movement restrictions and public health considerations. As a result, household surveys were conducted by telephone, using a call list developed from CRC contact information. As a result of this non-random sampling approach, the representativeness of survey data is not known to an exact confidence level and results should be **treated as indicative only**.

## KEY FINDINGS

Since 2017, tens of thousands of displaced households have returned and governmental and non-governmental actors have devoted significant efforts and resources to the city's recovery. Findings suggest that many services that had been non-functional at the time the city was retaken were functioning and cover considerable portions of the city's population.

However, the ABA findings indicate that the period of ISIL control has cast a long legacy. Basic services across several key sectors have yet to reach pre-conflict levels - let alone meet key household needs - and the ability of households to meet their own needs remains precarious for many. The economy appears to not yet have recovered. Non-governmental actors are conducting, or planning to conduct, key programs across various sectors, but additional support from relevant authorities will be needed before full recovery can be achieved.

### Demographics

- Telafar's population was found to be generally young; 49% of household members were reportedly children (i.e. less than 18 years old) and more than two-thirds (69%) were under the age of 30.
- Approximately 4% of household members were reported to have a disability. A further 4% were found to be 60 years or older.
- The vast majority of households were male-headed (89%). Female heads of households were reportedly more likely to be widowed, unemployed, and 40 years or older.
- Overall, 93% of households identified as returnees, while the remaining 7% reportedly were internally displaced, virtually all of whom had reportedly been living in Ninewa

governorate prior to being displaced. Among returnee households, the most commonly reported reason for returning to Telafar was a perceived stabilization of the security situation (85%), followed by the return of other family or community members (61%) and the availability of livelihood options (61%)\*.

- The majority (16/23) of community leaders reported that returnee households had settled in different areas within the city than the ones they were residing prior to their displacement. The most commonly reported reason for this was the destruction of former homes. All community leaders (23/23) reported that there were households from their neighborhoods remaining in displacement due to unavailable livelihood opportunities, destroyed homes, or fear of being perceived as associated with ISIL.

- The vast majority of households (96%) reported intending to stay in their current location in the six months following data collection. However, some community leaders (9/23) reported households in their neighborhood had been re-displaced, which they mostly attributed to a lack of livelihood opportunities.

### Priority Needs and Assistance

- The most commonly reported top three priority needs among assessed households in Telafar were food (62%), employment (57%), and medical care (56%)\*.
- Virtually all households (97%) reported not having received any type of assistance in the six months prior to data collection. According to households who had reportedly received assistance (22), cash (14/22) and food

\* Respondents could provide multiple answers to this question.

assistance (10/22) were the most common types of assistance received.\*

- Further, only 6% of households reported having received any information on assistance from providers over the same period. Information on livelihoods (81%) emerged as the most desired type of information, followed by information on water services (52%) and healthcare (50%).\*

### Livelihoods

- Overall, employment (84%) was the most commonly reported source of income in the 30 days prior to data collection, yet among female-headed households, social service payment (e.g. disability allowance) was the most common. Findings suggest that, at the time of data collection, employment opportunities were inherently gendered.

While 71% of adult male household members were reportedly employed, only 1% of adult female household members were so.

- Construction (34%) and small businesses (15%) were the most common employment sectors reported by households with at least one adult member employed. One-quarter (24%) of employed household members were reported to be working in a different sector than before they were displaced, the greatest share of whom reportedly previously worked in small businesses. SMEs added that these individuals had been particularly hard hit by recent years, as they had to sell much of their inventory at a loss in 2014 and do not have sufficient capital to restock. The 4W determined cash grant assistance to restart businesses was ongoing.

- The agricultural sector and industrial activity were also reported by SMEs to be facing barriers to recovery. The damage to the agricultural sector during conflict, the destruction of the machinery and the contamination of lands with explosive remnants of war (ERW) had negatively affected the production of barley, the primary crop grown by Telafar farmers, who are storing it in hopes purchases will resume. Industrial activity has also diminished, owing to a lack of capital and inputs, as well as hesitation to invest owing to the security situation.
- Overall, 40% of the adult male household members were reportedly seeking work, along with 2% of adult female members. This included 75% of those who were reportedly employed at the time of data collection, which may indicate underemployment,

the need for multiple streams of income to meet the cost of living, and/or dissatisfaction with existing work. The most commonly reported obstacles to access livelihoods were increased competition/scarcity of jobs (52% of households) and lack of connections (52%)\*. Key informants added that job seekers often lack sufficient skills for the available jobs.

- In the 30 days prior to data collection, 18% of households were assessed to have a negative income-expenditure ratio, meaning that their expenses had been higher relative to their income during the reporting period. Community leaders generally confirmed this, adding that households whose income comes from the construction and agriculture sectors (both known for high rates of daily work) often do not earn enough to cover expenses. Cash-for-work programs,

including for daily workers, were ongoing and planned according to the 4W.

- The majority (70%) of households reported holding debt at the time of data collection. The average amount was 1,000,000 Iraqi Dinar (IQD) (685 USD).<sup>6</sup> Basic shelter maintenance was the most commonly reported reason for taking on debt, with most borrowers reporting friends and relatives as the main source of loans.

### Protection

- Virtually all households reported not having been subjected to no stigmatization or discrimination. However, 10% reported not feeling safe from harm and 28% had experienced daylight movement restrictions in the 30 days prior to data collection.

- Child labour and child marriage were both not widely reported by households (< 1% in both instances), which was further confirmed by key informants. Case management services and financial and psychological support was being provided according to the 4W.

- Only 1% of household members were reported to have lost, damaged, invalid, or expired civil documentation. Legal SMEs reported services are available to replace these documents within the city. In addition, civil documentation assistance was being provided, according to the 4W.

- The majority (73%) of households reported they had lost land or property, or that land or property had been damaged or destroyed, since June 2014. Among these households, 82% had applied for compensation from the government, but only 1% of applicants

reported having received cash in response to their application. SMEs linked the payment of compensation as critical to restarting the economy by stimulating commercial activity and providing employment opportunities, especially in daily work.

### Shelter and non-food items (NFIs)

- Virtually all households (99%) reported houses as their shelter type. The majority (63%) owned their shelter with documentation, while 26% were renting. Among the latter, 57% reported not having a rental contract. Despite the relatively considerable proportion of households renting without a written contract, fear of eviction was not commonly reported.
- Only 6% of households reported their living space was damaged. Further, 18% of

households reported facing issues with their shelter, the most common of which were leaking roofs during rain and poor insulation. Shelter rehabilitation was currently being performed in multiple neighborhoods, according to the 4W.

- Overall, 51% of households reported not having NFI needs. Among those with needs, the most commonly identified items were bedding items (42%) and blankets (41%). Community leaders reported that all items were available in local markets, perhaps indicating that the needs were a result of financial constraints.

### Food security

- Households' reported food expenditure was, on average, 40% of their total monthly expenditure. The most common

<sup>6</sup> Price converted using [www.xe.com](http://www.xe.com) on 27 February 2021.

coping strategy to adapt to a lack of food reported by households and key informants was borrowing money. Overall, 20% of households reported having borrowed money in the 30 days prior to data collection as a coping mechanism to high food expenditure, followed by 8% who reported that their household had moved within the city, 6% who reported reducing expenses on medicine, and 5% who reported having spent savings.

- Virtually all households (99%) reported having access to the Public Distribution System (PDS).<sup>7</sup> However, community leaders and SMEs both reported that the items provided were of low quality and the frequency of distributions appears to be low, with greater gaps between distributions compared to before the ISIL period.

## Healthcare

- Overall, 45% of households reported having at least one member who needed to access healthcare in the three months prior to data collection. Of these 15% reported not being able to access care. Further, 26% reported facing at least one barrier, the most common of which was the high cost of health services (82% of households with members who had experienced barriers to access healthcare).
- SMEs reported that households are able to access services for maternity care, surgery, chronic diseases, emergency care, and gynecological care within Telafar. However, trauma care, rehabilitation care, or psychiatric care requires traveling outside the city, often to Mosul, Erbil, or Dohuk.
- The lack of medicine was one of the most commonly identified challenges report by key informants. Limited complex-

diseases medication was available in public pharmacies and key informants reported households were resorting to using services at more expensive private facilities to access necessary medication.

- SMEs also noted there is insufficient medical equipment and qualified staff. Equipment was either destroyed by ISIL or has fallen into disrepair by repeated use. SMEs also reported that medical staff had been displaced and still had not returned. Previously medical staff from Mosul had commuted one or two days a week, according to key informants, but this has largely ceased since the outbreak of COVID.

## Education

- Almost all (97%) households with school-aged children reported their children were attending formal education. Since June 2014, 23% of these households reported that

children between 6-17 years old had missed at least one year of formal education, though education experts reported all children had been able to re-enroll.

- Overcrowded schools and lack of teachers were two of the principal challenges to access education, according to community leaders and SMEs. The former was caused by the reduced number of operational schools taking into consideration the level of damaged schools, as well as the number of children commuting to attend school. Key informants also reported schools did not have sufficient teachers that were adequately trained, owing to a lack of new recruitments and the displacement of teachers from the area. As a result, households have reportedly enrolled children in supplementary courses or instruction by private tutors.
- Community leaders and SMEs also reported that schools were missing supplies, the most

<sup>7</sup> The Iraqi Public Distribution System is run by the Ministry of Trade and provides government-subsidized food and fuel rations to all Iraqi citizens.

commonly identified of which were laboratory equipment, heater or A/C units, stationary, desks, and chairs. The lack of supplies was attributed by key informants to damage or destruction during ISIL operations and limited investment from relevant stakeholders.

- Infrastructure rehabilitation for damaged schools was being completed, and more was planned, according to the 4W.

#### Basic Services

- Virtually all households reported having access to electricity, either through the public grid (66%) or community generators (34%). Though the three plants serving the city were still operational at the time of data collection, the electrical network faces significant technical problems. Transformers, wires, and poles were either broken or badly damaged, caused by ISIL or "wear and tear" from over-use. Electricity SMEs reported

there are not enough transformers to meet the power needs of households in the city, particularly in winter and summer, which leads to a weaker electrical current and further deterioration of existing equipment.

- The piped water network was identified as the primary means of drinking water by the vast majority (97%) of households. However, community leaders and water experts reported that some households did not have access to the water network, either due to residing in outlying areas or in newly constructed buildings. Though the majority of households reported relying on the piped water network for their drinking water, only 31% reported the water is clean.
- The majority of community leaders reported that the piped water network was not sufficient to meet household needs, owing to insufficient pressure, insufficient quantity, and infrequent provision of water. SMEs

stated that electricity supply to the pumping stations was irregular and unreliable, leading to inadequate pressure. They also added that there was only one pipe connecting the city of Telafar to its water source - which originates at the Mosul Dam - and a second pipe needs to be added to provide sufficient volume for the city's needs. The 4W identified ongoing and planned efforts to rehabilitate water infrastructure and pumping stations both in the city and along the route.

- Access to formal solid waste disposal services was also determined by geography. Households living in areas on the periphery of the city, as well as in dense areas within the city, were reportedly not served by formal municipal services according to key informants. These households resorted to informal means to dispose of their waste; either burning it on the outskirts of the city or driving it to areas served by formal services. Key informants reported that limited waste

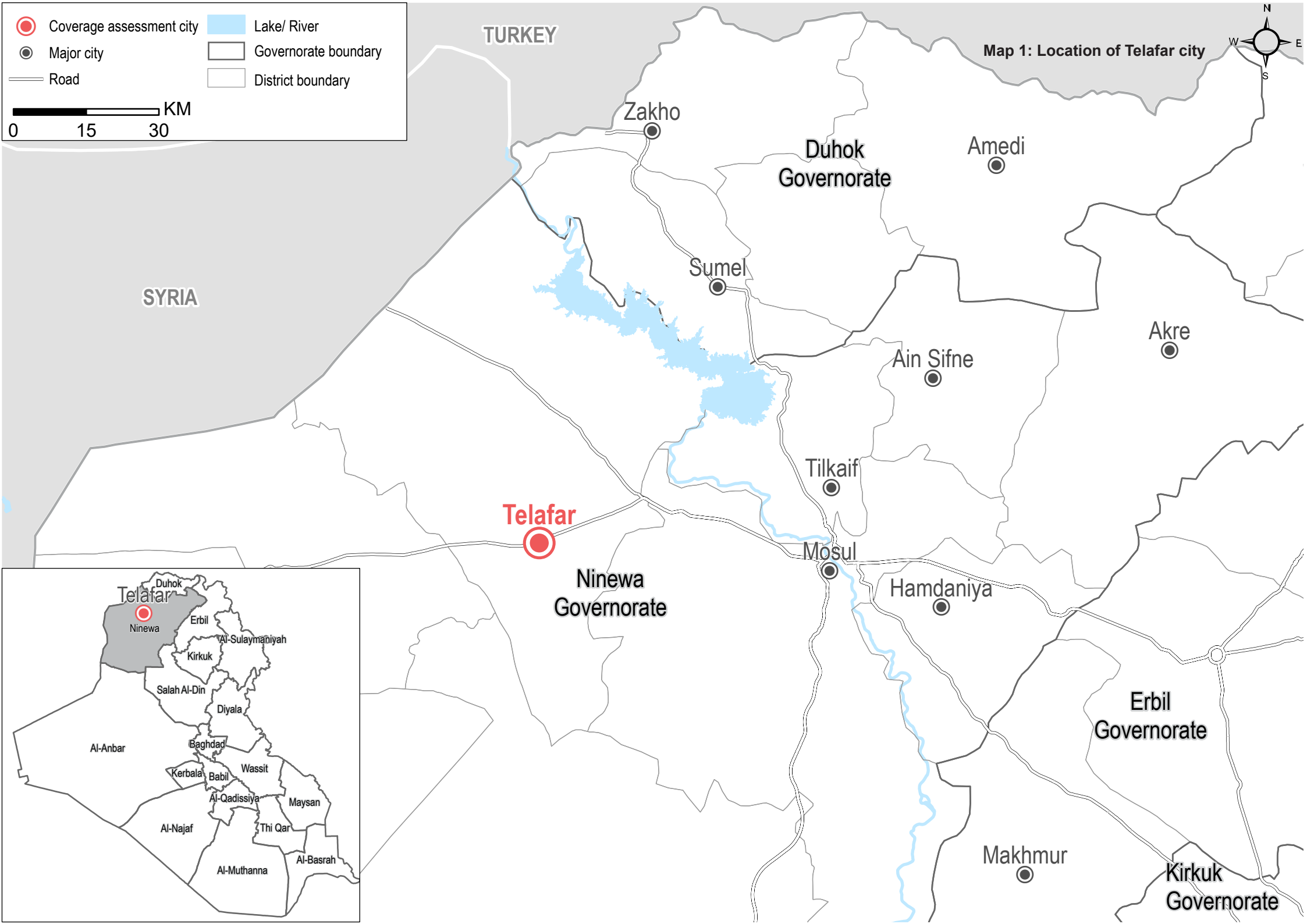
disposal means, formal or informal, were leading to negative effects, such as bad odors and diseases. Solid waste disposal services were perceived to be worse compared to before the ISIL period. This was attributed to the destruction of equipment and machinery, as well as the loss of workers.

- The vast majority (98%) of households reported having access to private latrines. Overall, 41% of households reported their wastewater drains into a septic tank through protected means. Almost half of all community leaders reported that there were no harmful effects from the manner by which wastewater is disposed.



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As the context in Iraq has transitioned into post-conflict recovery and stabilization, the priority of the government and the humanitarian community has shifted to facilitating the safe and durable return, relocation or local integration of internally displaced persons (IDPs). The reintegration of displaced populations in their area of origin (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 Centers (CRCs), 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 (ABAs), which seek to provide a detailed profile of urban areas of return, with a focus on household-level needs, livelihoods, and access to public services, to better inform evidence-based localized response

planning and prioritization activities.

Between 24 August and 10 September 2020, REACH conducted data collection for the ABA in Telafer city, to inform the CRC and later the General Coordination Meeting (GCM). Data collection was conducted by REACH, with the support of ACTED in its role as lead agency for the CRC. ACTED, in the same role, also conducted a 4W, assessing the response of partners across the city, which was informed by the monthly CRC Service Mapping Tool. Findings from the ABA and 4W were analyzed in concert to develop a gap analysis of needs of households and response by actors across the city. Key findings were presented to partners on the 9th February 2021, at the inaugural meeting of the GCM. Following the presentation of findings, REACH incorporated feedback received from partners into the development of this Overall Area Profile.

### Telafer City

Telafer city is an urban locale in the Ninewa governorate. The city is located approximately 63 kilometers to the west of Mosul and is the capital

of the eponymous district and sub-district. Telafer is unique in comparison to other Iraqi cities for its demographic composition; the city's population almost exclusively consists of Turkmen, which includes both Sunni and Shi'a.<sup>8</sup>

In June 2014, the city of Telafer was captured by the group known as Islamic State of Iraq and the Levant (henceforth ISIL). During the period of ISIL control, owing to its position between Mosul and Raqqa, the city of Telafer achieved a degree of strategic preeminence. With the conquest of the city, approximately 40,000 households were displaced, a significant proportion of the population, then estimated to be around 200,000 people.<sup>9</sup> The city was retaken by Iraqi forces in August 2017, after which displaced households began to return. Sources have indicated that the re-taking of the city led to a second, smaller displacement, as households who remained in the city through the ISIL occupation displaced to escape the fighting or out of fear of perceived affiliation with ISIL.<sup>10</sup>

According to the International Organization for Migration (IOM) Displacement Tracking Matrix

(DTM) Return Index from the time the ABA was conducted, most of the pre-war population had returned.<sup>11</sup> The IDP Intentions Survey conducted by REACH in August 2020, found that only a minority of displaced households from the Telafer subdistrict reported planning to return in the 3 - 12 months following data collection. Among households who reported they did not intend to return, the most commonly identified reasons were lack of money to return, lack of livelihood opportunities in the area of origin, and destroyed or damaged homes.<sup>12</sup> However, the closure of IDP camps, as well as anticipation of future closures, may have prompted these households to reconsider their movement intentions.<sup>13</sup>

While the majority of the population of Telafer was returnee households, there were also IDP households residing in the city. ABA data indicated these households were experiencing secondary displacement, with many from surrounding sub-districts (e.g. Ayadia) or districts (e.g. Sinjar) who cannot return to their area of origin for reasons that include destroyed houses or fear of perceived affiliation with ISIL.

## Overview

Data collection for the Telafar city ABA was done through a combination of qualitative and quantitative research tools. The qualitative tools included key informant interviews (KIIs) with community leaders across the 24 identified neighborhoods and subject matter experts (SMEs) who had specialized knowledge across the relevant sectors (e.g. education, health, livelihoods experts). Quantitative tools included a household-level survey, which was conducted by remote phone calls. Reflecting access restrictions caused by the COVID-19 pandemic, REACH was unable to conduct participatory mapping sessions or community group discussions (CGDs), which were planned as part of the initial ABA methodology. In contrast to previous ABAs, the present project also conducted a gap analysis, identifying the ongoing programs and planned interventions by non-governmental actors. To map the response of these actors, ACTED, as the lead agency of the CRC, conducted a 4W assessment identifying responses according to sector, neighborhood of implementation, criteria for selecting beneficiaries, and other categories. These results were analyzed in concert with ABA findings to determine gaps in service provision. This assessment builds on a previous ABA conducted by REACH in Tel Afar in 2018, though findings are not directly compared due to methodological differences between the two.

## Geographical coverage

Telafar city includes 24 functional neighborhoods, identified through interviews with community leaders, knowledgeable partner organizations, and REACH's 2018 ABA of the city. In the course of identifying neighborhoods, several sub-neighborhoods (e.g. al Sina'ie, Hassan Koi) were also identified; these sub-neighborhoods were

included within the larger neighborhoods to which they belong. Data collection was conducted in all 24 neighborhoods.

## Components

**Scoping and Secondary Data Review (SDR):** In advance of primary data collection, REACH reviewed relevant secondary materials, including

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

Interviewees	Amount	Date of collection	Conducted by
Community Leader KIIs	23 KIIs	24 August to 1 September, 2020	REACH
Subject-matter Expert KIIs	32 KIIs	2 September to 10 September, 2020	REACH
Household surveys	707 surveys	22 September to 5 October, 2020	REACH
4W	1 4W	1 September to 31 September, 2020	ACTED

documents, reports, datasets, and related sources to develop contextual knowledge of the area and population of interest. Chief among these were IOM's DTM reports and datasets, including the [Return Index](#) and [Integrated Location Assessment \(ILA\)](#), and [REACH's 2018 Telafar ABA](#).

**Community leader KIIs:** A total of 23 KIIs were conducted with community leaders in each neighborhood.\* These interviews served to provide information on the demographics of the neighborhood, status of services and infrastructure in various sectors, and the overall needs and circumstances of households in the neighborhood. All interviews were conducted between 24 August and 1 September 2020.

**Subject-matter expert (SME) KIIs:** A total of 32 KIIs were conducted with individuals with specialized knowledge of service provision and other relevant areas of assessment – education, healthcare, water, electricity, solid waste disposal, livelihoods, and legal services – within Telafar city (see Table 2). Individuals were identified through community leaders and fellow SMEs. All interviews were conducted between 2 and 10 September.

**Household-level needs assessment survey:** A household-level survey was conducted in all 24 neighborhoods identified by REACH. Owing to movement restrictions created by government measures taken in response

\* One community leader was responsible for two neighborhoods.



to COVID-19, in-person, face-to-face data collection was not possible. Instead, REACH enumerators conducted the survey through telephone interviews. Call lists were developed through household contact information shared by the CRC. Snowball sampling was also used to identify additional households. As it was not possible to employ a simple random sampling approach, a quota sampling methodology was adopted instead. Quotas were developed for three specific classifications: (1) neighborhood, (2) gender of head of household (male or female),

and (3) displacement status (returnee, IDP, non-displaced). Quota figures were determined by population figures provided by community leaders and cross-referenced with secondary data, principally the Displacement Tracking Matrix (DTM).

In the survey was conducted with 707 households, in total consisting of 3,633 individuals. As the final sample was created through purposive techniques, the findings are not generalizable to a known confidence level or margin of error, and

should be treated as indicative.

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. All data was collected between 22 September and 5 October, 2020. The [dataset](#) for this assessment is available on the [REACH Resource Centre](#).

**Participatory mapping and CGDs:** Reflecting access restrictions, REACH was not able to conduct participatory mapping sessions or CGDs. As such, REACH updated neighborhood boundaries based on secondary data and partner input, which was further triangulated and validated through KIIs.

**4W:** As the second half of the gap analysis, ACTED, as the lead agency of the CRC,

conducted a 4W exercise, identifying the response by various humanitarian and developments actors across Telafer city. The 4W collected information, simultaneous with REACH data collection, on the sector of response, neighborhood/s of implementation, primary beneficiary, and specific activities implemented. It also distinguished between ongoing response and planned interventions. The 4W was completed through the Service Mapping tool, prepared on a monthly basis by the CRC. REACH provided inputs on the design of the tool, as well as indicators to be added.

## Presentation and validation

Following the analysis of the data, REACH presented key findings at the inaugural meeting of the General Coordination Meeting (GCM) for Telafer district on 9 February 2021. The GCM was established to preserve the network and coordination mechanism of the CRC when the

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

Subject-matter expert KIIs	Number of KIIs conducted
Education	4
Healthcare	5
Basic services: water	4
Basic services: electricity	4
Basic services: solid waste and wastewater	4
Livelihoods	7
Legal services	4

latter was closed at the end of 2020. REACH's presentation served to familiarize partners with key multi-sectoral findings and validate results. Following the presentation, REACH solicited feedback from partners, which was incorporated in a revised presentation and the present Overall Area Profile.

### Key challenges and limitations

In the course of conducting the ABA, REACH encountered certain challenges to data collection, which were addressed as they arose and mitigated to the best of the research team's ability. The most notable challenges, mitigation measures, and their implications are detailed below.

As it was not possible to conduct in-person data collection in Telafar city, sampling of households was not randomized, but done by purposive means. Households were selected from contact information provided by the CRC, which should

not be considered representative of the population of the city. Rather, the fact that these people had engaged with the CRC, a body responsible for referring households in need to actors providing response, may indicate that the final sample included a greater share of households in need than the overall city population. Snowballing from additional sources, namely community leaders and survey participants, was employed to mitigate the bias of using CRC information exclusively.

In an effort to build a sample more representative of the city's overall demographic characteristics, quota sampling was employed. While the use of quota sampling is an effective mitigation measure to ensure a more diverse sample, it is not a substitute for representative sampling. Further, though REACH was able to collect population data sufficient to derive quotas, not all quotas were met in data collection, owing to the difficulty in reaching certain types of households, principally female-headed households and households

identifying as IDPs. As such, REACH has opted to disaggregate according to these demographic characteristics as sparingly as possible.

Additionally, the conducting of household surveys and KIIs by telephone as opposed to face-to-face interviews has the potential to introduce certain biases. This includes potential discomfort from participants who may be reluctant to share household information over the phone, as well as fatigue that can develop in the course of an extended interview. REACH enumerators have extensive experience in remote data collection and are skilled at rapidly building trust with respondents. The development of the tool was designed with consideration to enumerator and respondent fatigue.

In the household survey, to determine how many individuals in Telafar had a physical or mental disability and how severe those disabilities were, the household survey asked individuals a short set of Washington Group Questions.<sup>14</sup>

These questions were only asked to households with 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 assess prevalence of mental or physical disability in children under the age of six.

Finally, the 4W was limited to identifying activities (ongoing or planned) by non-governmental actors. This mapping of activities was dependent on self-reporting, and therefore may not constitute an exhaustive listing of ongoing and planned interventions. Additionally, the 4W did not assess ongoing or planned interventions by the government or affiliated bodies. As such, the description of sector-level activities in the report should not be treated as exhaustive of the entire response or service structure.

<sup>14</sup> 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.

## RECENT GEOPOLITICAL HISTORY AND CURRENT CONFLICT

In June 2014, the group known as ISIL captured the city resulting in widespread displacement. An estimated 500,000 individuals from the Telafar district were reported to have fled following the conquest of the city.<sup>15</sup> The population that remained in the city - in many instances those households that were not able to flee - faced increasing hardship under ISIL control, including a significant deterioration of services.<sup>16</sup> On the eve of the re-capture of the city by Gol forces, an estimated 2,000 people were fleeing daily and, between July and August 2017, an estimated 36,000 individuals had been displaced from the city.<sup>17</sup>

By September 2017, Telafar had been re-taken by Gol forces. The restoration of electricity and water services in certain areas of the city in October 2017 triggered the first wave of returns. These households returned to a city damaged by years of conflict; it was estimated that 32% of housing had been damaged and infrastructure for key services, such as education and healthcare, was destroyed or damaged, as well.<sup>18</sup>

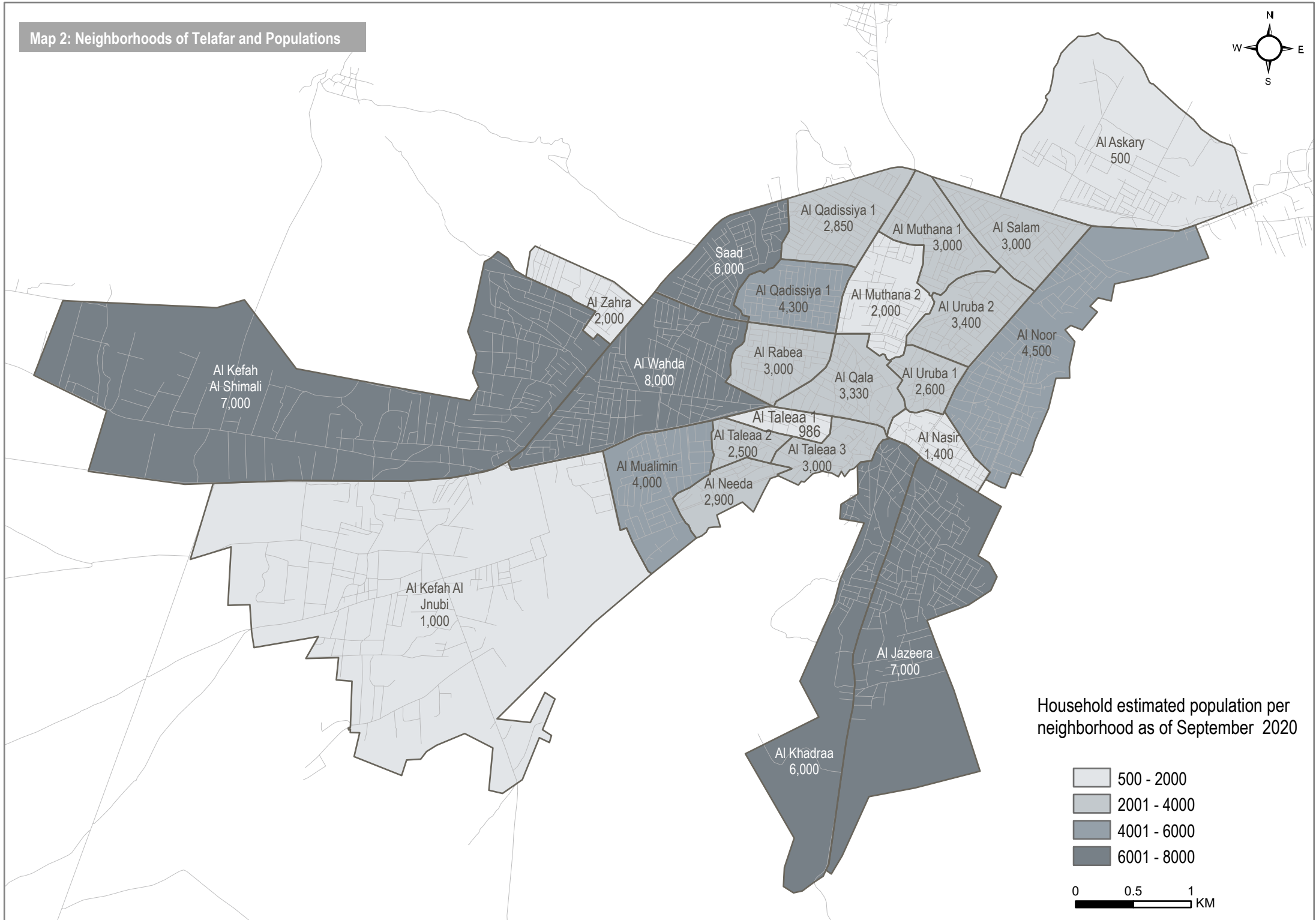
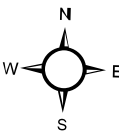
In addition to damaged infrastructure and housing, returning households were confronted with the presence of unexploded ordinance, explosive remnants of war and - in the worst

instances - booby-trapped houses.<sup>19</sup> ABA data indicates that at the time of data collection all households reported their shelters have been cleared of explosive hazards. KIs confirmed that areas within the city were no longer considered at risk of explosives, but areas on the outskirts of the city, including agricultural land, were believed to be mined.

Since the retaking of the city, the security situation has been relatively stable. IOM data estimates that - in most neighborhoods - the majority of the pre-war population has returned.<sup>20</sup>

ABA data, as presented below, suggests that infrastructure and service delivery has been improved in the recent years, though key problems remain. Indeed, in many sectors, it is perceived to be worse than before the arrival of ISIL. Key informants indicated that across all sectors, critical infrastructure had been destroyed or badly damaged. While reconstruction, rehabilitation, and the supply of replacement infrastructure has been done by governmental and non-governmental actors, significant gaps remain and across key sectors, such as education, healthcare, and electricity damaged or absent infrastructure impedes service delivery.

Map 2: Neighborhoods of Telfar and Populations

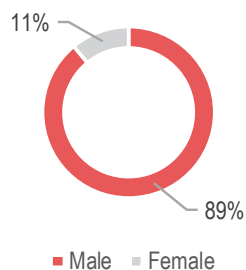




## DEMOGRAPHICS AND MOVEMENT INTENTIONS

The household survey found that most heads-of-households were male (89%), married (89%), employed (76%), and between 30 to 49 years old (61%). Among all assessed households, 11% were reported to be female-headed. In contrast to male heads of households, female heads were more commonly reported to be widowed (80%), unemployed (96%), and 40 years or older (72%).

Figure 1: Gender of Head of Household



Just over half of all assessed household members were male (52%). Telafar's population was assessed to be very young; 69% of the assessed population was found to be younger than 30 years old, and 49% were younger than 18 (i.e. children).

Among women between the age of 12 and 50 years old, 11% were reported to be pregnant or lactating.

### Persons with disabilities

Overall, 4% of individuals (130 household members) 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. Among these, mobility-related disabilities (75/124) were the most commonly reported. In 4% (5/130) of households reporting members with disability, the disability was reported to be related to an explosive hazard (e.g. mines, unexploded ordnances (UXO), or improvised explosive devices (IEDs)). For 66% of individuals with a disability, the disability was reported to affect the person's ability to perform daily living activities. This was echoed by community leaders and SMEs, who repeatedly identified persons with disability - either physical or intellectual - as

facing heightened or unique barriers to access livelihoods or services.

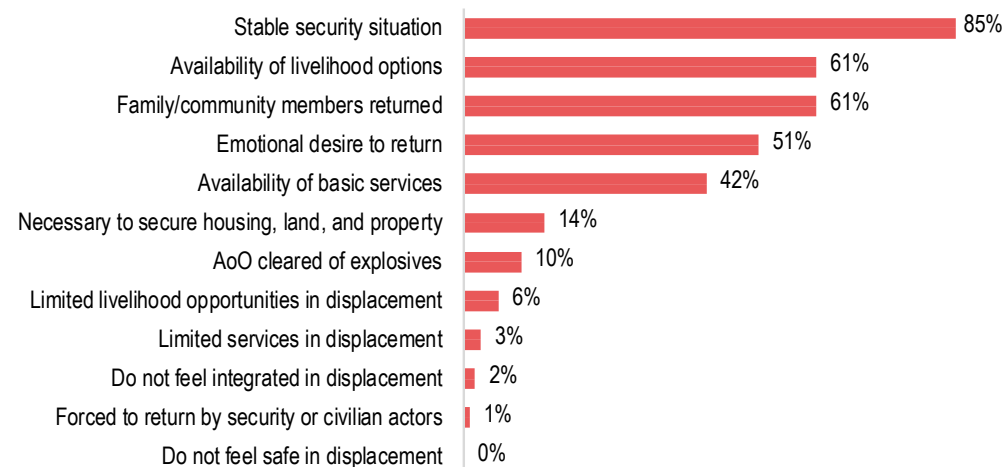
### Displacement and returns

The vast majority of households were returnees (93%), while 7% were IDPs. Among returnee households, the most commonly reported reason

for returning was the perceived stabilization of the security situation (85%), followed by the return of other family or community members (61%) and the availability of livelihood options (61%).\*

The vast majority (98%) of returnee households reported being displaced in 2014, following the capture of the city by ISIL. The earliest returns

Figure 2: Reported reasons for return among returnee households\*



occurred in 2017, shortly after the liberation of the city. Among returnee households, 18% returned in 2017, while the majority (78%) returned in 2018.

Virtually all IDP households (51/52) reported living in Ninewa governorate before they were displaced. Among these, the majority were previously residing in the Telafar district (35/51), with the remainder identifying Sinjar (12/51), al Ba'aj (2/51), al Shikhan (1/51) and al Hatra (1/51) as their area of origin.

No households reported being non-displaced, which differs from secondary data indicating that while much of the pre-war population of the city displaced following the ISIL occupation, the city was not totally depopulated.

Additionally, 16/23 community leaders reported that some returnee households have settled in different neighborhoods than the ones they previously resided in before displacement. The

most commonly reported reasons for settling in new areas were the destruction of homes (11/16), no livelihood opportunities in their previous neighborhood (10/16) and their previous home had been rented (7/16).\*

Community leaders also reported there were areas in their neighborhoods that had high numbers of IDP households (10/23). The most commonly reported reason for IDPs living in certain areas was security (8/10) and affordable cost of living (8/10).\*

#### Households still in displacement

All community leaders (23/23) reported there were households who previously lived in their neighborhood that remained in displacement. According to the community leaders, the most common reasons households had not returned were lack of livelihood opportunities (23/23), destroyed homes (15/23), perceived ISIL affiliation

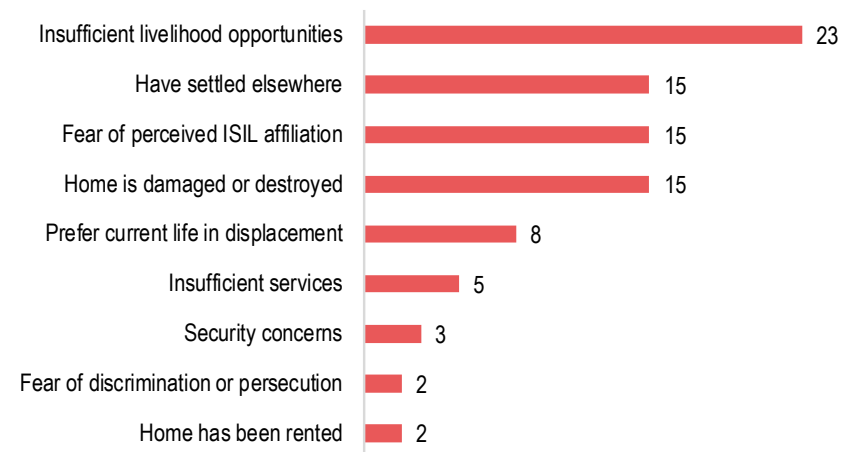
(15/23), and the decision to re-settle elsewhere (15/23).\* The reported estimated amounts of households who remain in displacement ranged between 30 households and 1,400, depending on the neighborhood.

#### Movement intentions

Almost all households (96%) reported intending to stay in their current location in Telafar for the

six months following data collection, while 1% reported intending to move. Among those who reported intending to move, the most commonly reported location they would move to was a village close to the city (4/7). The most commonly reported reason for moving was a lack of livelihoods (5/7).

Figure 3: Reported reasons households remain in displacement, according to community leaders\*



\* Respondents could provide multiple answers to this question.

## OVERVIEW OF HUMANITARIAN NEEDS AND ACCESS TO ASSISTANCE

### Self-reported priority needs

Households in Telafar city reported that food (62%), employment (57%) and medical care (56%) were their top priorities.\*

### Assistance received

Virtually all households (97%) reported not having received any type of assistance in the six months prior to data collection.

Those households who had received aid most commonly reported having received cash (14/22) and/or food assistance (10/22)\*, while the government, followed by local charities or non-governmental organizations (NGOs), were the most frequently mentioned aid providers. The majority (18/22) of households who reported receiving aid in the 30 days prior to data collection were satisfied; dissatisfaction was attributed to an insufficient quantity of aid delivered.

Among all assessed households, the majority (96%) reported being satisfied with how aid workers behaved in the six months prior to data collection. Among households who reported being dissatisfied, the most commonly reported reasons were aid organizations not being present in the area, households received no aid or an insufficient amount, and aid distribution was unfair.

Finally, 68% of households reported knowing how to contact any organization for help or support. Lack of knowledge of where or how to receive information and limited literacy were the chief reported barriers.

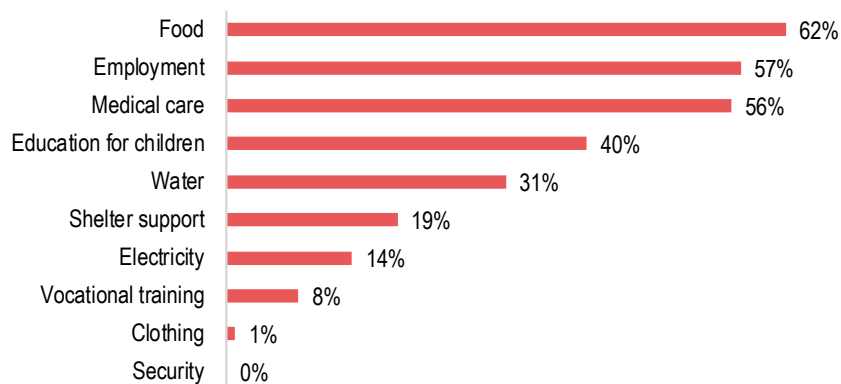
### Information on assistance

Only 6% of households reported having received information from aid providers in the six months prior to data collection; those households most commonly identified international NGOs (INGOs) as information providers from whom they had

received information (40/41). The most common topic households reported receiving information on was livelihoods (30/41), followed by water services (23/41) and the status of housing (21/41).\* The majority of households reported receiving the information through phone calls (37/41) and being satisfied both with the quality of the information and the means through which they received it

All households were asked about their information and communication preferences; face-to-face meetings with an aid worker, either at an office (58%) or at home (56%), along with phone calls (56%) emerged as the most preferred means of receiving information.\* Information on livelihoods (81%) was the most commonly identified type of information households reported wanting to receive, followed by information on water services (52%) and healthcare (50%).\* Only 2% of households reported not wishing to receive any type of information from aid providers.

Figure 4: Self-reported priority needs among households\*



\* Respondents could provide multiple answers to this question.

## LIVELIHOODS

Overall, livelihoods have not recovered to levels seen before the ISIL period. Findings from the ABA indicated that a significant share of households remain economically vulnerable. This suggests the local economy's incomplete recovery has not been able to provide sufficient incomes for certain households, primarily those involved in daily labour, to cover their expenses or create sufficient jobs for job seekers. Key sectors - such as agriculture, construction, and small business

- need additional support and investment.<sup>21</sup> The 4W indicates that actors were implementing cash-for-work programs and business grants in Telafar, which could support meeting the current needs.

### Income sources

The most frequently reported source of income for households in the 30 days prior to data collection was employment (84%), with at least one member

of the household earning an income through employment. The next most frequently cited sources of income were social service payments (12%) and pensions (9%). However, among female-headed households, the most commonly reported source of income in the same period was social service (e.g. disability allowance) (39%). Only 27% of female-headed households identified employment as a source of income.

### Employment

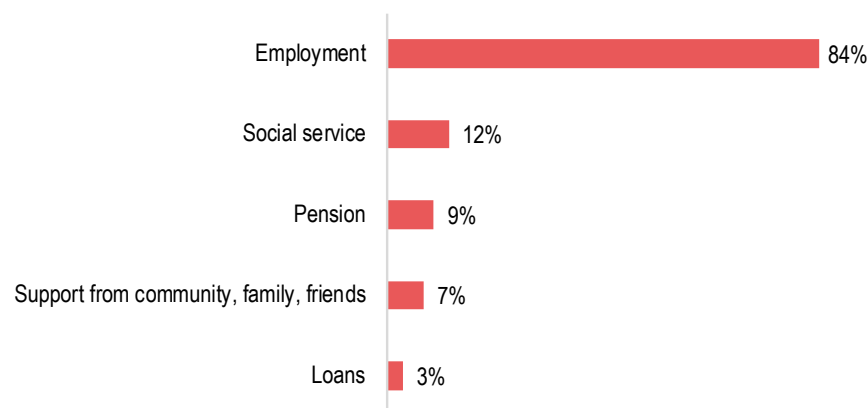
Among all adult household members, 37% were reportedly earning an income through work. Findings suggest that employment opportunities in Telafar were inherently gendered; among those adult household members who were reportedly earning an income through work at the time of data collection, 71% were male and only 1% were female.

Employed individuals were reported to have

worked an average of 20 days in the 30 days prior to data collection. Key informants noted, however, that in certain instances – particularly among teachers or government employees – working days had been reduced as a result of COVID-19.

Child labour appeared to be not widespread (4/1,288 household members under 18 years old were reportedly engaging in labour). This finding was reinforced by other indicators and generally confirmed by community leaders. Namely, among households who reported at least one school-aged child was not regularly attending formal education (n = 42), only one reported that the lack of attendance was because the household's child(ren) needed to participate in income-generating activities. However, reporting rates on the prevalence of child labour could be influenced by the sensitive nature of the issue and could be under-reported due to the indicative nature of findings.

Figure 7: Reported income sources of households having earned an income over the last 30 days\*



<sup>21</sup> IOM. [Labour Market Opportunities and Challenges: Telafar District, Ninewa Governorate](#). May 2020.

\* Respondents could provide multiple answers to this question.



The most commonly reported employment sectors among employed adult household members were construction (34%), small businesses (16%), and professional occupations (e.g. teacher, lawyer, engineer, doctor) (12%). Work in certain sectors – namely construction and agriculture – was reported to be primarily daily work, which provides little job security and low wages. Community

leaders and SMEs confirmed the precarious economic situation of households earning income through daily work, and one of their most common recommendations was finding means to stimulate daily work opportunities, which were reported to have diminished compared to before 2014. In many instances, these recommendations were linked to promoting the recovery of the

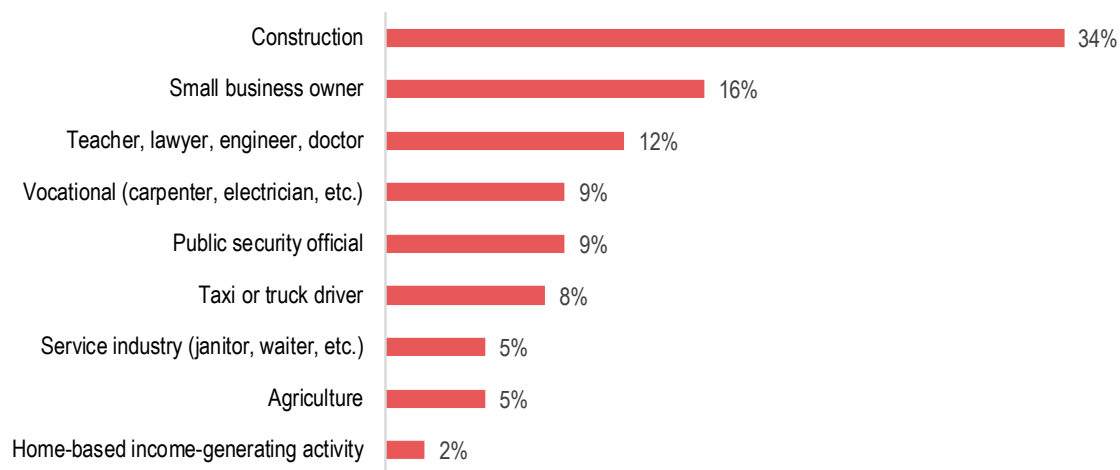
broader economy and society. Community leaders commonly recommended payment of compensation for destroyed property, allocation of funds to rebuild damaged schools, commissioning of public works programs, and investment to open new factories or re-start defunct ones as key means of promoting construction and related daily work opportunities. In other instances, community

leaders recommended funds be allocated to the municipality so it could directly hire additional workers on a contract basis.

Among employed household members, 23% reportedly were employed by the government. These jobs were some of the most desirable and have a high demand especially among recent graduates, according to community leaders, as they provide higher incomes than other work and were generally considered to be secure. While SMEs and community leaders both commented that hiring in the governmental sector should be increased, some community leaders noted that public sector jobs were not conducive to broader economic activity, particularly commercial activities.

Overall, 76% of employed household members were reportedly working in the same sector as before their displacement. Among the 24% who

Figure 8: Proportion of employed household members by employment sector in the 30 days prior to data collection \*



\* Respondents could provide multiple answers to this question.

were working in different sectors than before displacement, 39% (64/164) had reportedly not been working before they were displaced. When discounting these individuals, the most common sector of work prior to displacement was small business (32/100), followed by construction (20/100). This finding might be reflected in the reports of SMEs, who commonly noted that small businesses had been particularly impacted since 2014; many proprietors were forced to sell their inventory and property at a steep loss and do not have the capital to restart activities. Further, the economy has not returned to pre-ISIL levels owing to the limited volume of returns, limited capital to restart or operate businesses, and destruction or damage to infrastructure. As noted previously, payment of compensation for damaged property was one of the most common recommendations by SMEs and community leaders as a means of invigorating economic activity.

**Table 3: Employment in Telafar city per sector compared to before the arrival of ISIL**

<b>Public sector</b>	<ul style="list-style-type: none"> <li><b>23% of household members who had a job were government employees.</b></li> <li>High demand for government jobs, especially for recent graduates</li> <li>Community leaders noted these jobs are not conducive to economic activity</li> </ul>
<b>Agriculture</b>	<ul style="list-style-type: none"> <li><b>Agriculture was reported, by KIs and SMEs, to have been particularly adversely affected since 2014.</b></li> <li>Most commonly reported barriers to resuming work in the agricultural sector were 1) presence of explosive hazards and associated restrictions 2) cessation of government purchase of produce, and 3) lack of local markets</li> </ul>
<b>Industrial sector</b>	<ul style="list-style-type: none"> <li><b>SMEs and KIs reported limited industrial activity (e.g. bricks and food processing)</b></li> <li>Limitations reported to be absence of capital (financial and human), lack of equipment and the high cost to replace, and hesitance to invest (e.g. insecurity)</li> </ul>
<b>Daily work</b>	<ul style="list-style-type: none"> <li>Daily work was the most common income source, especially in construction (18%) and in taxi services (8%).</li> <li><b>According to KIs, the amount of daily work opportunities, particularly in construction and agriculture, has diminished since the conflict.</b></li> <li>SMEs linked payment of compensation for housing/property as potential means of stimulating construction and related daily work jobs</li> </ul>
<b>Small businesses</b>	<ul style="list-style-type: none"> <li><b>Experts and KIs noted that demand has diminished, which is stunting economic activity.</b> This is attributed to limited volume of returns, the absence of capital, absence of government support</li> <li>Among HH members who have switched sectors since 2014, 20% previously worked in small businesses</li> </ul>

Severity of vulnerability level based on a 3-point scale, used to assign a livelihood-specific severity score to the livelihoods situation and needs in the area post-ISIL. A livelihood-specific severity score was defined according to the availability of livelihood opportunities in the area, and accordingly categorized as Minor, Moderate, or Major severity.

	Minor severity
	Moderate severity
	Major severity

Responses from SMEs suggest that industrial activity had also not recovered from damage wrought by the conflict. At present, industrial production is limited to factories for food processing (e.g. wheat, barley, and sesame) and building materials (e.g. bricks and sand), as reported by SMEs. Though the opening of new factories emerged as a common recommendation by community leaders and SMEs for stimulating economic activity and employment, there appear to be several barriers. Chief among these might be a lack of capital and a lack of inputs to restart previous operations or open new ones. SMEs linked the lack of capital to an absence of interested investors, as well as a lack of resources by potential operators. Perceptions of insecurity in the area were also reported as a deterrent to investment. In addition, some SMEs identified insufficient human capital as a barrier, with one SME commenting that individuals with the managerial experience necessary to operate a

factory were not available. Finally, macroeconomic factors pose a challenge to industrial activity. As noted by one SME, households in Telafar prefer to purchase goods manufactured in Turkey or Iran, which were available at more affordable prices, which in turn might dissuade business figures

from investing in or starting manufacturing or operational factories in the city.

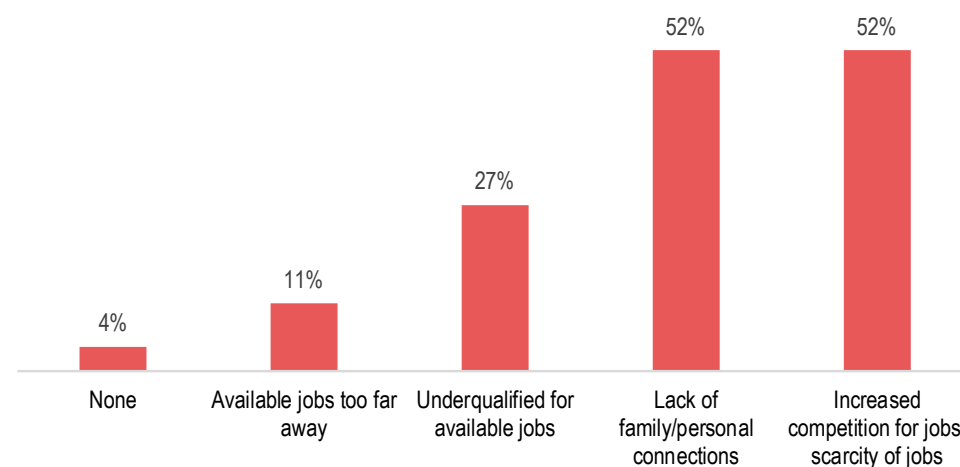
### Obstacles to finding employment

Almost half (40%) of adult male household

members were reportedly actively seeking work at the time of data collection, compared to 2% of adult female household members. Among those household members who were reportedly seeking work, young people between the ages of 18 and 39 constituted the majority (71%). Simultaneously, among those household members who were reportedly employed at the time of data collection, 75% were also reported to be actively looking for a job. This finding may indicate a general underemployment, the need for multiple income streams, and/or dissatisfaction with existing work.

Virtually all households with members actively seeking work reported these individuals were facing obstacles trying to find jobs. The primary obstacles reported were a lack of family or personal connections to support placement (52% of households) and increased competition for existing jobs (52% of households).\* SMEs and community leaders offered similar conclusions.

Figure 9: Main obstacles, to finding employment for individuals seeking work\*



\* Respondents could provide multiple answers to this question.

The lack of personal connections and the insufficient number of jobs were the two most commonly cited barriers among key informants. However, 4/7 livelihood SMEs also noted that job seekers did not have sufficient skills to find employment. In particular, recent graduates were one group of job seekers that were identified by SMEs as under-skilled for the type of labour demanded in Telafar.

SMEs and community leaders reported that persons with physical/intellectual disabilities, illiterate people, those with lower incomes, and women were particularly likely to face the challenges described above, particularly a lack of relevant skill and/or social network.

Virtually all community leaders (22/23) reported that there were households whose members were traveling in order to work; The majority of them (18/22) reported such members were traveling

within the Telafar district, while 16 reported they were traveling within the Ninewa governorate. However, 19 key informants reported that these members were traveling outside the governorate entirely, either to an adjacent governorate (11/19) or as far as a non-adjacent one (8/19).\*

Overall, 17% of households reported that vocational training courses had been offered in the area in the year prior to data collection, however households did not necessarily attend these trainings. The most common topics in these courses were business management (54%) and textiles (42%).

### Income and expenditure

The median monthly household income in the 30 days prior to data collection was 375,000 IQD (257 USD), and the median monthly expenditure was 320,000 IQD (219 USD).<sup>22</sup> Overall, 18%

of assessed households were found to have a negative income-expenditure ratio, meaning their reported expenditures exceeded their reported income in the 30 days prior to data collection. Despite only 27% of female-headed households reporting employment as a source of income in the 30 days prior to data collection (compared to 91% of male-headed households), they were not found to have a higher share of negative income-expenditure ratios than their male counterparts.

The majority of community leaders (16/23) reported there were households in their neighbourhood who do not earn sufficient income to cover household expenses, and the majority of these key informants reported believing that these households' primary livelihood is often in construction (15/16) or agriculture (9/16).<sup>\*</sup> Reflecting the economic vulnerability of these specific households, community leaders recommended that targeted assistance should

be distributed to eligible households. In this light, key informants identified eligible households as those without any employed member, without at least one government employee (an indication of the security of such positions), and those whose primary income comes from agriculture or construction activities. Finally, they noted that targeted assistance should include both in-kind support, namely food, as well as cash.

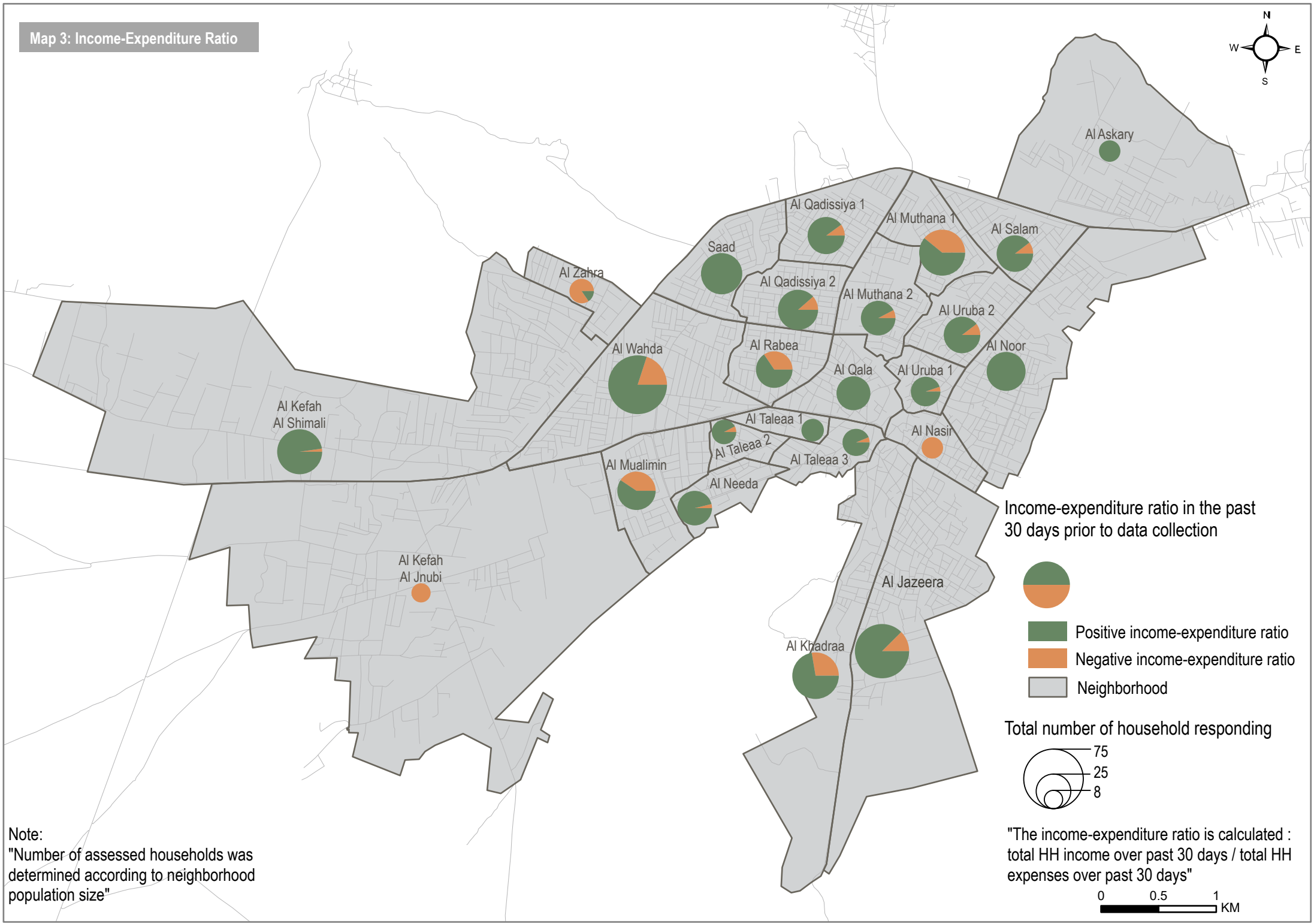
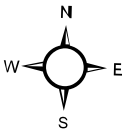
SMEs reported that sources of social support exist for households who do not have sufficient income to cover expenses. However, the sources identified were largely informal, community-based sources, perhaps underscoring the recommendations of community leaders that organized programs of targeted support were necessary. Specifically, all livelihood SMEs identified friends (7/7) and family (7/7) as common providers of social support\*, while only 2/7 identified charities, local NGOs, or INGOs as sources of support. Despite the

<sup>22</sup> Price converted using [www.xe.com](http://www.xe.com) on 27 February 2021.

\* Respondents could provide multiple answers to this question.



Map 3: Income-Expenditure Ratio



presence of social protection schemes managed by the government, no SMEs identified these as a provider of social support.

### Expenses and cost of living

Food, communication, electricity, and healthcare were the most common expenses reported by households in the 30 days prior to data

collection. Food-related expenses were the most commonly reported as well as the greatest amount, compared to other types of expenses.

The majority (82%) of households reported that, in the six months prior to data collection, the cost of basic needs – such as transportation, health, and food – had stayed the same. However, 17% believed that prices had increased, either by a

little (14%) or a lot (3%). In addition, 3/7 livelihood SMEs reported believing that the cost of living had increased since 2014. Community leaders also reported that meeting the cost of living had become challenging for some households, as wages have fallen since 2014, while prices overall have reportedly risen.

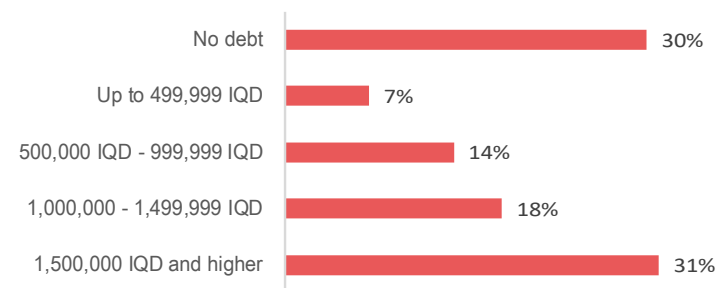
### Debt

The majority (70%) of households reported being in debt. The median amount of debt among these households was 1,000,000 IQD (685 USD)<sup>23</sup>. The median debt between male-headed and female-headed households was nearly identical.

**Table 4: Proportion of households in Telafar city having had specific expenditures in the 30 days prior to data collection and the average amount of that expenditure**

Expense	% of HHs reporting expense	Median amount spent (IQD)	Median amount spent (USD) <sup>23</sup>
Food	100%	150,000	103
Electricity	97%	25,000	17
Water	40%	10,000	7
Transport	73%	25,000	17
Non food items (NFIs)	67%	20,000	14
Education	15%	25,000	17
Healthcare	93%	40,000	27
Rent	31%	80,000	55
Shelter	28%	50,000	34
Communication	99%	25,000	17
Debt payment	10%	20,000	14
Productive Assets	16%	39,000	27

**Figure 11: Proportion of households by estimated debt (IQD) at the time of data collection**



<sup>23</sup> Price converted using [www.xe.com](http://www.xe.com) on 27 February 2021.

Among households who reported being in debt, the most commonly reported reason for taking on debt was basic shelter maintenance (62%), followed by purchasing food (19%) and basic household expenditures (9%). Friends and relatives (87%) were the most commonly identified source for lending money, followed by advances from shops (19%). Female-headed households reported borrowing almost exclusively from friends and family.

Virtually all community leaders reported households in their neighbourhood held debt. Similar to the assessed households, they also identified friends, relatives, and shop owners as the most common lenders. The majority of community leaders reported there were no consequences for failing to repay debt, though one of them noted that, in rare instances, serious consequences can be incurred, such as repossession of property. This key informant also

**Table 5: Livelihoods needs of households in Telafar and ongoing and planned response by actors**

NEEDS	RESPONSE - ONGOING	RESPONSE - PLANNED
<p>82% of households had a positive income-expenditure ratio in the 30 days prior to data collection. Though 16/23 community leaders said there were <b>households in their neighborhood who do not earn enough to cover expenses</b>.</p> <p>Community leaders pointed to households whose income depended on construction and agriculture, <b>two sectors with a high rate of daily work, as those who were most likely to have insufficient income</b>.</p>	<p>ACTED was implementing <b>cash for work (CFW) programs</b> in:</p> <ul style="list-style-type: none"> <li>• Al Nasir</li> <li>• Al Noor</li> <li>• Al Khadraa</li> <li>• Al Kifah al Shimali</li> <li>• Al Nidaa</li> <li>• Al Kifah al Janoubi</li> <li>• Al Salam</li> <li>• Al Muthana</li> <li>• Al Mualimin</li> <li>• Al Uruba</li> <li>• Al Jazeera</li> <li>• Al Askari</li> </ul>	<p>CARE was planning to <b>implement CFW programs (for daily workers)</b></p> <p>UNDP planning <b>small business grants to support women and farmers</b></p> <p>UNDP also <b>planning CFW (rubble removal and cleaning) for daily workers</b></p>
<p>21% of household members over 18 were reported to be seeking work. The <b>most commonly reported obstacles were too much competition for too little jobs (52%) and a lack of connections (52%)</b>.</p> <p><b>32% of employed individuals who had changed sectors since being displaced previously worked in small businesses</b>. SMEs reported that these proprietors often do not have sufficient capital to restock inventory or re-open.</p>	<p>DRC and CRS <b>providing cash grants to restart business and cash and technical support to female-headed households</b> in al Saad and al Rabeaa</p>	<p><b>Vocational courses</b> for Telafar at-large are planned in <b>sewing and hair-dressing, sweet making, and English</b></p>

reported that households may eventually leave the area if they were unable to repay.

### **Gaps and Response**

ABA findings indicated that an observable segment of households within Telafar city remain economically vulnerable. These households were those who derive their income from work with little job security and low wages, principally daily work opportunities in the construction or agriculture sector. Additional data from both the household surveys and the KIs indicates that the economy in its current state was not able to provide sufficient job opportunities and its further recovery was inhibited by several factors, such as limited demand, limited capital available for reinvestment and household spending, which suggests the

need for further support and investment from relevant authorities.

Ongoing response and planned interventions appear to be linked to some of the needs identified by the ABA. At the time of data collection, ACTED was implementing cash-for-work (CFW) programs in several neighbourhoods across the city, which could support vulnerable households with additional financial security. Additional CFW programs, which specifically target daily workers, were also planned by CARE and United Nations Development Program (UNDP).

Relevant to the limited economic activity, the Danish Refugee Council (DRC) and Catholic Relief Services (CRS) were providing cash grants to help restart business at the time of data

collection. These actors were also implementing cash and technical support to female-headed households.

Vocational courses were also planned at the time of data collection, implemented by the Gulbaha Charity Foundation and CARE. These courses have the potential to address the lack of skills among job-seekers, particularly new entrants to the labour market, which was a barrier commonly identified by key informants. Further, as only 17% of households reported that vocational courses had been conducted in their area, they may respond to a lack of previous opportunity for skill development.



Men at Market Stand in Telafar city

© Ahmed Bakr / 2021



## PROTECTION

Overall, findings indicate that most households in Telafar were not experiencing widespread protection needs; the vast majority reported not having been subjected to stigmatization or discrimination and that they felt safe from harm. Child marriage and child labour – both key indicators for child protection – were not widely reported. However, access to justice was not universal; with SMEs reporting that lower-income households and those without knowledge of legal procedures faced barriers to accessing justice. These key informants also stated that free services were available, though the capacity was limited as a result of logistical obstacles.

### **Safety and government engagement**

Virtually all households (99%) reported that they had not faced stigmatization or discrimination while living in their current location. However, 10% of households reported not feeling safe from

harm or violence.

Overall, 92% reported having used services of official GoI institutions providing safety, protection, or justice at least once since 2017. A further 77% of households reported having regular access to a local community leader. However, only 17% of households felt that such local community leaders were able to play a role in decision-making in their area.

The majority (95%) of adult household members were reported to be registered to vote. Among those not registered, the most commonly reported reason was members had only recently become eligible and had not yet had the opportunity to register (31/86). It was also reported that individuals were not able to register because of absent documentation (10/86) or lack of a nearby registration facility (10/86).

### **Damage to HLP**

Overall, 73% of households reported they had lost land or property, or that land or property had been damaged or destroyed, since June 2014. Among these households, 82% had applied for compensation from the government, but only 1% of applicants reported having received cash in response to their application.

SMEs commented that the payment of compensation for lost, damaged, or destroyed property is an important means of restarting the economy, both by providing capital to cash-strapped households and firms, as well as providing employment opportunities in construction and other sectors.

Community leaders also reported that destroyed housing is one of the main causes that had forced returnee households to settle in different areas

than those they previously resided in, as well as a barrier to return for households who remained in displacement.

### **Eviction**

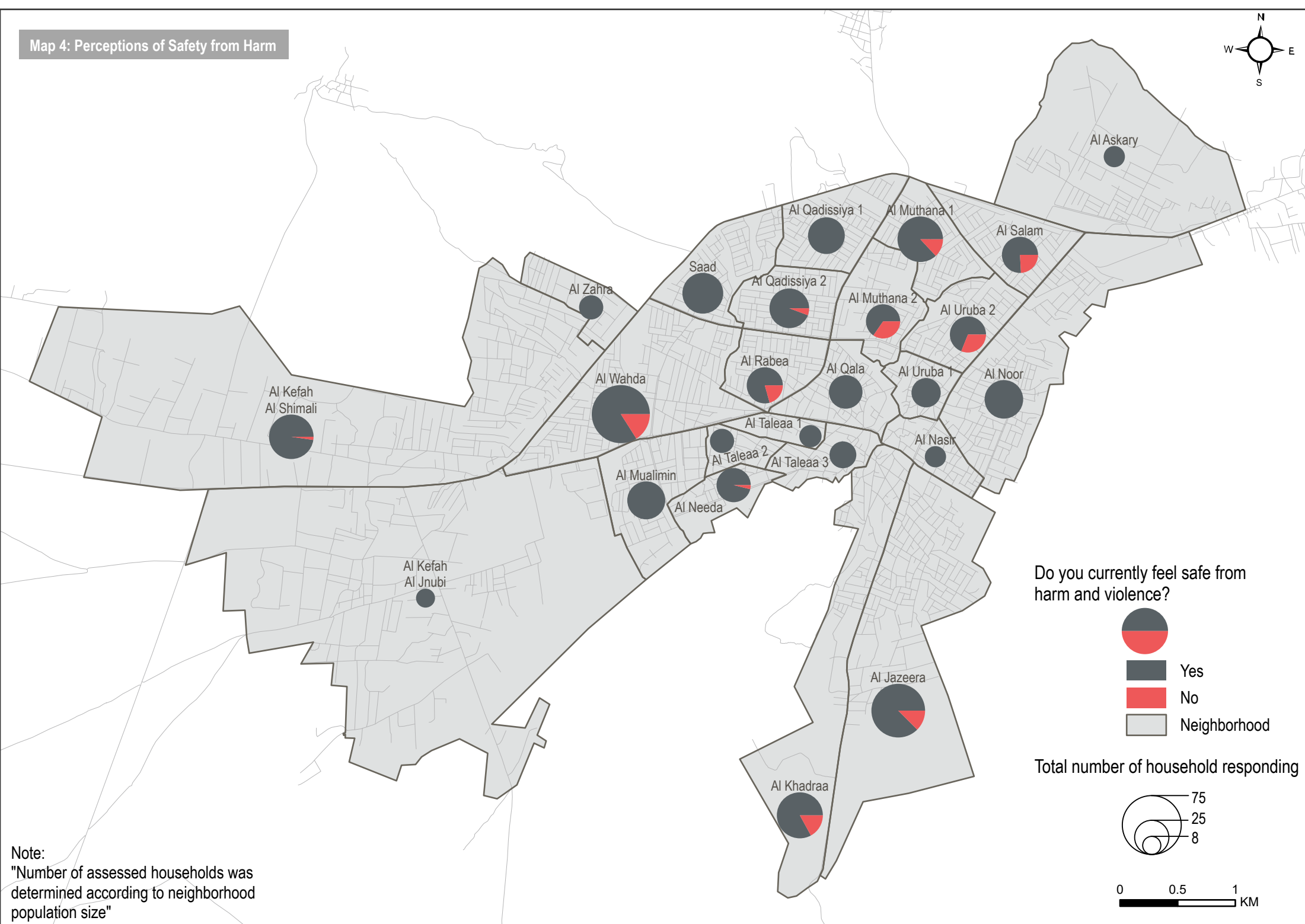
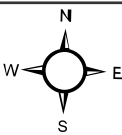
Only 1% of households who reported renting their shelter (26% of the full sample) reported fearing eviction and/or having been threatened with eviction in the 90 days prior to data collection. Less than 1% of households reported having been evicted from a shelter in the 12 months prior to data collection.

### **Movement restrictions**

Overall, 28% of households reported that at least one family member had experienced daylight movement restrictions in the 30 days prior to data collection.

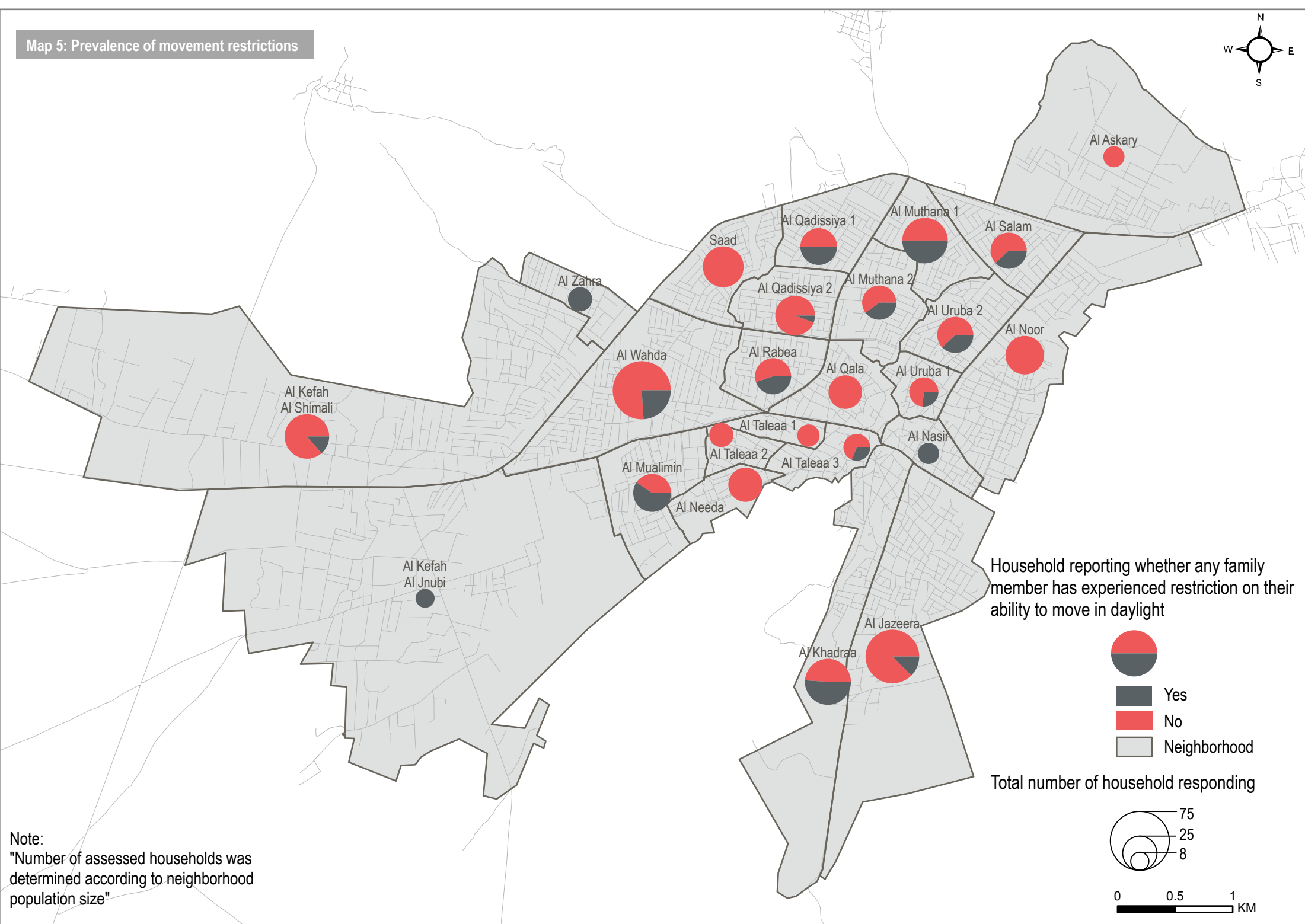
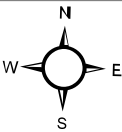


Map 4: Perceptions of Safety from Harm

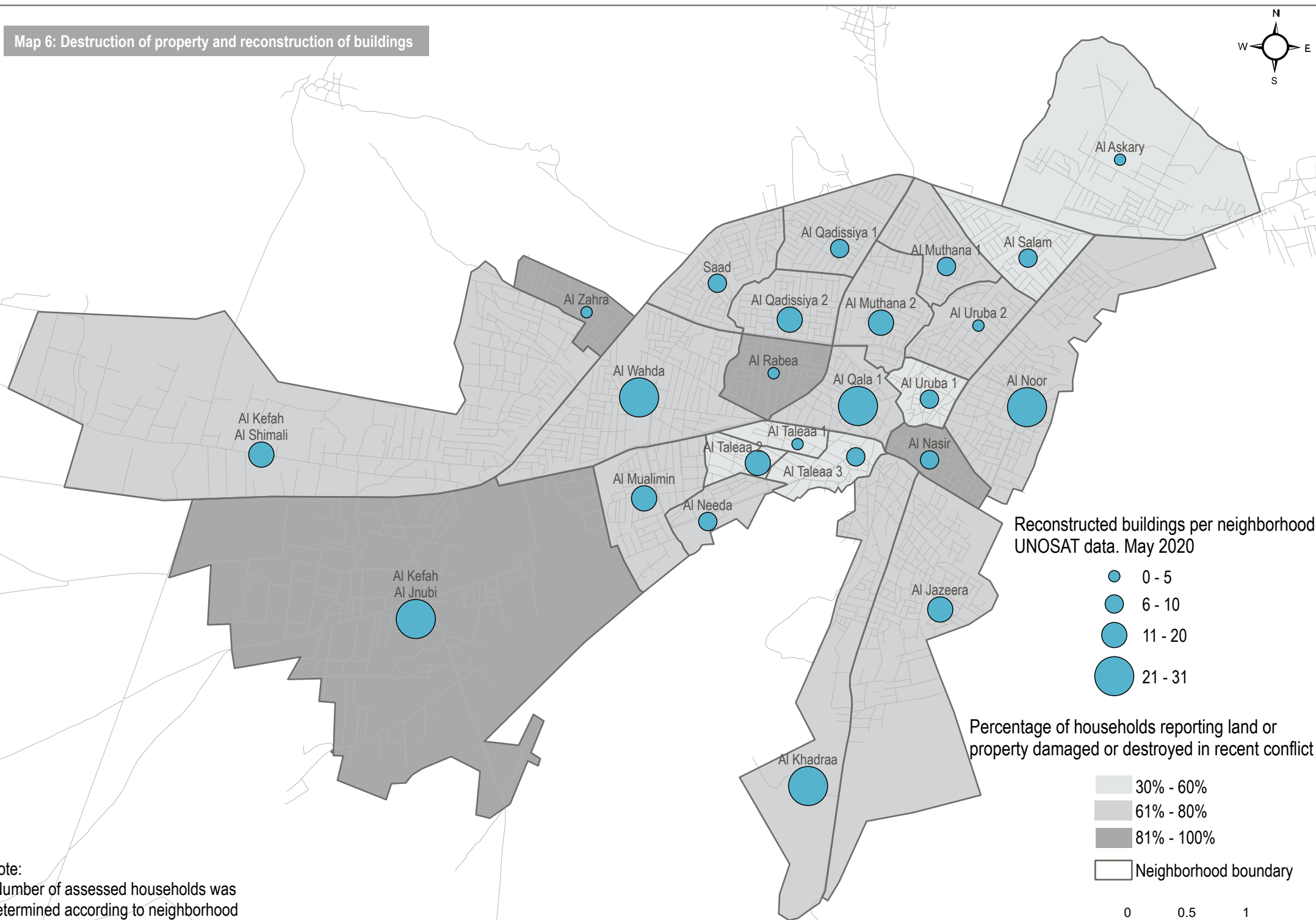
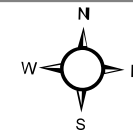


Note:  
"Number of assessed households was determined according to neighborhood population size"

Map 5: Prevalence of movement restrictions



Map 6: Destruction of property and reconstruction of buildings



Note:  
"Number of assessed households was determined according to neighborhood population size"

## Family reunification

Few households (3%) reported that someone from their family was currently separated as a result of the recent conflict. The most commonly reported separated family members were children (10/18) and siblings (7/18).

## Child Protection

Child labour and child marriage were both not widely reported (< 1% in both instances). Additionally, less than 1% of households reported observing signs of distress in their children since 2014. Finally, no households reported that they had sent their child to eat elsewhere in the 30 days prior to data collection, due to a lack of food.

At the time of data collection, actors were implementing a range of child protection activities, including case management and distribution

**Table 6: Child protection needs of households in Telafar and ongoing and planned response by actors**

NEEDS	RESPONSE - ONGOING	RESPONSE - PLANNED
<p>Low proportion of households reported using coping mechanisms in the 30 days prior to data collection. The most commonly cited were borrowing money or spending savings. <b>No households reported sending children away or to eat elsewhere.</b></p> <p><b>Child labor was reportedly not widely resorted to (&lt; 1%).</b></p> <p><b>Child marriage among girls was also not widely reported (&lt; 1%).</b></p> <p><b>&lt; 1% of households reported observing signs of distress in children since 2014</b></p>	<p>Mercy Hands and Tdh – L providing <b>case management services to children in:</b></p> <ul style="list-style-type: none"> <li>• Al Muallimin</li> <li>• Al Jazeera</li> <li>• Al Salam</li> <li>• Al Noor</li> </ul> <p>Tdh – L <b>distributing food and NFIs and cash assistance for families at risk of COVID-19 in:</b></p> <ul style="list-style-type: none"> <li>• Al Jazeera</li> <li>• Al Salam</li> <li>• Al Noor</li> </ul> <p>Al Ayn Social Care Foundation supporting orphans through <b>sponsorship and orphan care, including educational and psych. care, distributing clothing, and providing school supplies and financial support.</b></p>	

of food, non-food item (NFI) distributions, cash assistance, and orphan care. Orphans and unaccompanied/separated children (i.e. children who may have returned while their adult caregiver remained in displacement for various reasons) were one segment of society whose circumstances may not have been fully captured by the present ABA as they may not be members of a defined household.

#### Civil documentation

Only 1% of household members were reported to have lost, damaged, invalid, or expired civil documentation. The most common document type that was lost, damaged, invalid, or expired were national ID cards (n=11) and citizenship certificates (n=11). Community leaders reported that households with members without documents faced limited access to public or humanitarian services and also experienced restrictions on their

Table 7: Documentation and legal needs of households in Telafar and ongoing and planned response by actors

NEEDS	RESPONSE - ONGOING	RESPONSE - PLANNED
<p>37% of households reportedly needed to <b>replace their food ration card</b>.</p> <p>1% of household members were reportedly <b>missing documentation (national IDs and citizenship cards, primarily)</b>.</p> <p>CLs reported the absence of documentation <b>limits the ability to access public services, the PDS, and also led to movement restrictions</b>.</p>	<p>Mercy Hands and CARE conducting projects through lawyers to <b>provide HLP, civil documentation, and gender-based violence (GBV) legal assistance</b>.</p>	
<p>Majority of households reported owning their shelter with documentation, though <b>4% reportedly owned a shelter without documentation</b>.</p> <p>73% of households reported HLP was damaged. Of the <b>82% who applied for compensation, only 1% received cash</b>.</p>	<p>Mercy Hands and CARE conducting projects through lawyers to <b>provide HLP, civil documentation, and GBV legal assistance</b>.</p>	

movement. Due the sampling approach relying on call lists from the CRC, households missing civil documentation might be under-represented in the findings, which should be kept in mind when interpreting these results.

SMEs reported services were available for renewing documentation, identifying the Telafar Court and Civil Status Department for IDs and other certificates (e.g. birth, marriage). Renewing an ID was reported to take between two and three days, while any certificate takes up to two weeks. To apply for passports, SMEs reported that residents had to travel to Mosul. The cost of renewing an ID was reported to be between 2,000 (1 USD) and 3,000 IQD (2 USD).<sup>24</sup>

### Access to justice

SMEs reported that the most common challenges to accessing the formal justice system were

financial (e.g. lawyer fees and court costs), perceived ISIL affiliation, and lack of knowledge on how to file cases or access services. SMEs noted that female-headed households in particular - especially those headed by widows - were most likely to face general financial barriers, in turn affecting their access to justice.

SMEs commonly reported that free services were available, offered by NGOs and courts for lower-income households. Despite these services generally being available, SMEs observed that their effectiveness and reach was limited owing to operational constraints, principally a lack of physical space to operate. Recommendations by SMEs focused on establishing an independent, fixed office space where lawyers offering services can work out of. At the time of data collection, these key informants noted that lawyers did not have a clinic or established location. Establishing an office within the court - owing both to its

proximity to justice mechanisms and the ability to improve the relationship between lawyers and court officers - was a common recommendation.

Informal mechanisms – identified as family or clan mechanisms – were reportedly used to resolve disputes related to reclaiming property or settling property disputes. SMEs attributed the use of these mechanisms to their legitimacy (3/4) and the speed with which they operate (2/4).\*

<sup>24</sup> Prices converted using [www.xe.com](http://www.xe.com) on 27 February 2021.

\* Respondents could provide multiple answers to this question.



## SHELTER AND NFI

The shelter sector is emblematic of Telafar city's mixed recovery from the ISIL period. On one hand, all households reported that their shelters have been cleared of explosive hazards, which constituted one of the most dangerous legacies of the ISIL period and a chief deterrent to returns over the previous years.<sup>25</sup> However, one-third of household also reported living in a different location than their location prior to displacement, pointing to the destruction or damage of homes as the cause. The fact that many households have opted not to return to their previous shelters could underscore both the lack of money to effect repairs and challenges in the distribution of government compensation for damaged or destroyed property.<sup>26</sup>

Consistent with findings across other sectors, data on access to NFIs indicates that households with limited financial means were likely among the most vulnerable in Telafar. The majority of

households reported having NFI needs, though community leaders indicated all items were available at local markets, which might indicate that financial constraints were the cause of limited access.

### Shelter

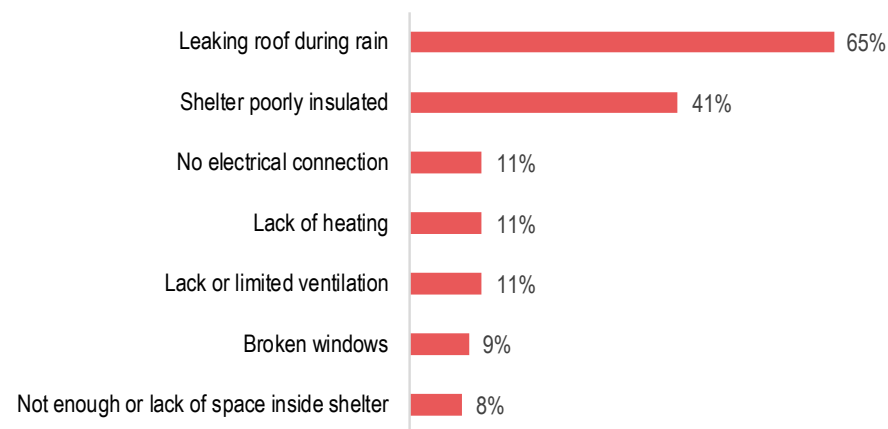
Virtually all households reported houses (99%) as their current shelter type. Only 6% reported that their current living space was damaged at the time of data collection.

Two-thirds (67%) of households reported living in the same location as before June 2014. Community leaders confirmed that returnee households have shifted their residences since displacement owing to a combination of factors, including destruction or rental of previous homes, and an absence of livelihood opportunities.

The most commonly reported arrangement was shelters owned with documentation (63%), followed by renting (26%). Among households who were renting, the majority (57%) reported not having a written rental contract. Despite the relatively considerable proportion of households renting without a written contract, fear of eviction was not commonly reported.

At the time Telafar was retaken by the GoI, explosive hazards were one of the chief legacies from the period of ISIL control.<sup>27</sup> Three years later, ABA data suggests that the threat from explosives has significantly diminished. Overall, 84% of households reported their shelters did not require clearance. However, among those who reported their shelter required clearance at the time they returned to Telafar, all (100%) reported clearance

Figure 12: Most commonly reported shelter issues, by % of households reporting such issues:\*



<sup>25</sup> USAID and MERI. [Ninewa Plains and Western Ninewa: Barriers to Return and Community Resilience](#). May 2020.

<sup>26</sup> IOM Iraq. [Access to Durable Solutions Among IDPs in Iraq: Experiences applying to compensation](#). 2019

<sup>27</sup> REACH. [Telafar Area-Based Assessment](#). September 2018.

\* Respondents could provide multiple answers to this question.

had been completed.

The majority (82%) of households reported facing no immediate issues with their shelters. Among the households who did report facing issues, the most commonly reported were leaking roofs during rain (65%) and poor insulation (41%).\* The 4W identified a series of shelter rehabilitation programs currently being implemented by ACTED and CRS.

#### NFIs

Around half (51%) of households reported not having NFI needs. Among the subset who reported having NFI needs, the most commonly identified items needed were bedding items (42%), blankets (41%), mattresses or sleeping mats (34%) and water storage (31%).\*

Community leaders reported that all items were

available in local markets, perhaps indicating the lack of access reflects the financial constraints of households more than the unavailability of goods. That said, these key informants also commented

that stores for NFI items - such as electrical items - should be opened within the city of Telafar to respond to the needs of residents. Community leaders also recommended that factories be

established to produce needed goods locally. Key informants also linked the opening of new factories as a way to boost the economy and create additional jobs.

**Table 8: Shelter needs of households in Telafar and ongoing and planned response by actors**

NEEDS	RESPONSE (ONGOING)	RESPONSE (PLANNED)
6% of households reported that their <b>current living space was damaged</b> .	ACTED providing <b>shelter rehabilitation to houses with Category 2 damage</b> in:	
Leaking roofs (65%) and poor insulation (41%) were the most commonly cited problems with shelters, among households who reported having problems	<ul style="list-style-type: none"> <li>• Al Askari</li> <li>• Al Salam</li> <li>• Al Muthana</li> <li>• Al Noor</li> <li>• Al Jazeera</li> <li>• Al Uruba</li> <li>• Al Qadissiya 2</li> </ul>	
15/23 community leaders reported that <b>households are still in displacement because their homes have been destroyed</b> .	CRS is providing <b>shelter rehabilitation</b> in: <ul style="list-style-type: none"> <li>• Al Saad</li> <li>• Al Rabeaa</li> <li>• Al Nidaa</li> <li>• Al Kifah al Janubi</li> <li>• Al Qadissiya 1</li> <li>• Al Kifah al Shimali</li> <li>• Al Wahda</li> <li>• Al Muallimin</li> <li>• Al Zahraa</li> <li>• Al Nasir</li> <li>• Al Khadraa</li> <li>• Al Taleaa (1, 2, 3)</li> </ul>	

\* Respondents could provide multiple answers to this question.

Damaged house in Telafar city

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## FOOD SECURITY AND MARKETS

Overall, findings suggest that markets and food availability have largely recovered since 2017. However, many households were still found to be vulnerable to food insecurity, primarily those with lower incomes. For instance, as many as one-quarter of households were reportedly spending the majority of their monthly expenditure on food, suggesting households have limited remaining income to spend on other basic needs, which may be exacerbated as a result of the financial impact of the COVID-19 pandemic.

Further, the Public Distribution System (PDS) – a system that exists to provide a safety net for households facing food insecurity – is not functioning in a way sufficient to meet household needs.<sup>28</sup> The majority of households reported relying on the PDS, but the frequency of distributions appears to be low, with more time in-between distributions than before the ISIL period. Further, according to community leaders

and SMEs items provided were at low quality and beneath adequate standards for consumption. The limited ability of the PDS to meet household food needs could leave those who were most dependent on external sources in a more acute state of vulnerability.

Households' reported food expenditure was, on average, 40% of their total expenditure, or 150,000 IQD (103 USD).<sup>29</sup> Roughly one quarter (26%) of households reported spending the bulk of their total monthly expenditure on food. The majority of households reported that, in the seven days prior to data collection, they had purchased food with cash (80%); fewer identified buying on credit (11%) or using food vouchers or the PDS (8%).

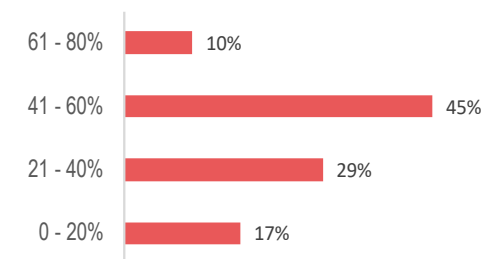
In all neighborhoods, except for al Askari, community leaders reported that functioning markets were present in or near the neighborhood,

and that all food items were available at markets.

Coping strategies to adapt to a lack of food or a lack of money to purchase food were reported by 25% of the households. Of those reported using one or more coping strategies, 78% of households reported having borrowed money in the 30 days prior to data collection as a coping mechanism, followed by 29% who reported that their household had moved within the city, 23% who reported reducing expenses on medicine, and 18% who reported having spent savings.

Virtually all households (99%) reported having access to the PDS. Missing documentation was the most commonly cited reason among community leaders and SMEs for households not having access. Newly-married households who have not updated their family status also reportedly faced obstacles to accessing PDS distribution. In addition, community leaders

**Figure 13: Reported estimated share of food-related expenses out of total expenditures in the 30 days prior to data collection, as reported by households**



<sup>28</sup> Lokendra Phadera, Dhiraj Sharma and Matthew Wai-Poi. [Iraq's Universal Public Distribution System: Utilization and Impacts During Displacement](#). World Bank Group. February 2020.

<sup>29</sup> Price converted using [www.xe.com](http://www.xe.com) on 27 February 2021.

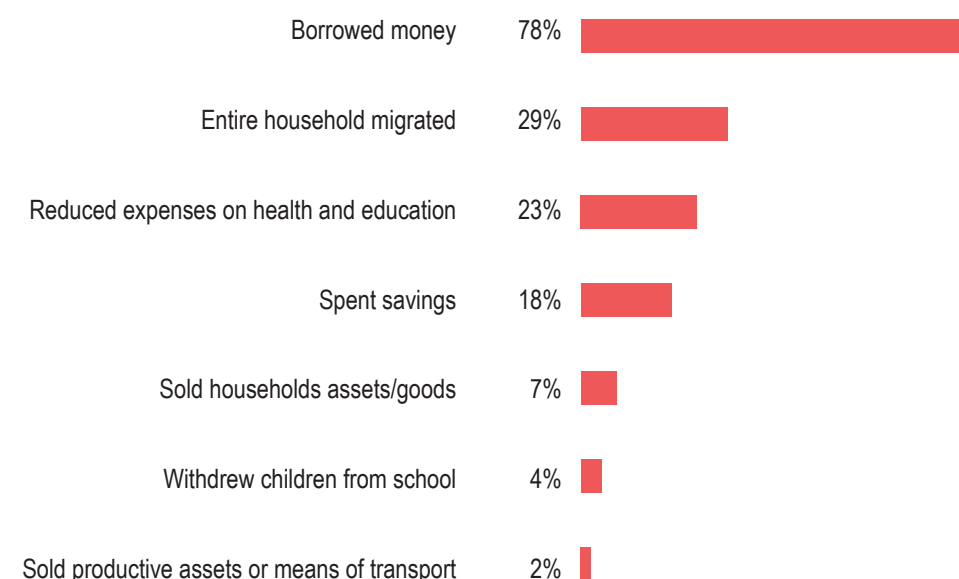
noted that certain households were registered to receive distribution in other sub-districts and were required to travel to these areas to receive items. Households that reportedly received PDS distributions most commonly reported receiving wheat flour (100%), vegetable oil (70%), rice (49%), and sugar (31%).\* However, community leaders and SMEs reported that the overall quality of food distributed through PDS is poor, which is acutely felt by households with lower-income who were more dependent on the PDS. Improving the quality of food items distributed was one of the most common recommendations provided by key informants.

The majority of households (74%) reported receiving items through the PDS once every two to three months. Community leaders reported that the months-long period between distribution cycles is especially challenging for lower-income households who were more dependent

on PDS items for their food security. These key informants also reported distributions to be incomplete in some instances, with the needed or expected items not being included in every cycle.

As such, one of the most commonly reported recommendations by community leaders was increasing the frequency of distribution to once a month, which was the standard before 2014.

**Figure 14: Coping strategies to adapt to a lack of food or a lack of money to purchase food, as reported by HHs\***



\* Respondents could provide multiple answers to this question.

## HEALTHCARE

Although households generally reported being able to access basic healthcare services in Telafar, the ABA identified a number of important gaps in the healthcare system, which, findings suggest, had not returned to pre-ISIL levels. The main difficulties appeared to be the cost of treatment and medication, the lack of medical services and medication, and the distance to healthcare facilities. For advanced care, residents frequently had to travel to Mosul, Erbil, or locations outside of Iraq. The limited capacity of the health sector was attributed by key informants both to the destruction caused by ISIL - principally of facilities and equipment - but also a lack of support from relevant authorities, related to reconstruction and purchasing of pharmaceuticals. Many policies in place before 2014 to support healthcare in the city - such as government purchase of pharmaceuticals - had not been resumed according to health SMEs. Further recovery appears to face further challenges, as SMEs reported a lack of new

applicants for needed positions and commuting by staff from elsewhere in Iraq had largely ceased with the outbreak of COVID. Interventions by partners were reportedly not ongoing at the time of data collection, though some were planned for the future.

### Health needs

Almost half (45%) of households reported that at least one household member had needed to access health services or treatment, including medicine, in the three months prior to data collection. Eight percent (8%) of households reported having at least a household member with a chronic disease, with the most commonly reported chronic diseases being diabetes (4%), and heart disease (3%).

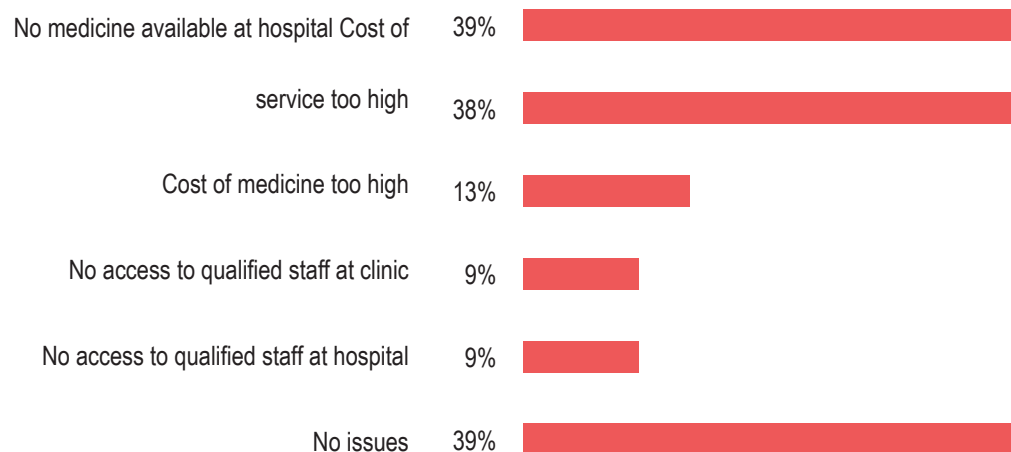
Regarding children's health, 18% of households with children under the age of five reported that

at least one child in that age group had reportedly suffered from diarrhea in the four weeks prior to data collection. Almost all children under five years had reportedly received vaccinations against polio (99%) and measles (98%) and the Penta-3 vaccine (97%).

### Barriers to Healthcare

Among the 45% of household members who needed to access healthcare in the 3 months prior to data collection, 15% had reportedly not been able to access the needed health services or treatment. Among those who could access care,

Figure 15: Primary reported barriers to healthcare among households who had at least one member who needed to access care in the three months prior to data collection\*





26% reported having faced at least one access barrier, the most commonly reported of which was the high cost of health services (82% of households with members who had experienced barriers to access healthcare), followed by the high cost of medication (33%), and unavailability of medicine at public clinics (28%).\* Community leaders identified the same barriers, though not at the same frequencies. Specifically, the most commonly identified barrier to healthcare according to community leader key informants was the unavailability of medicine at public health clinics (16/23), followed by the high cost of medicine (12/23).\* Only 9 key informants reported the cost of healthcare services as a barrier.

The majority of SMEs reported that free healthcare is offered to certain households who cannot afford to pay for treatment or medicine. These were identified as families with low incomes, with members who had chronic diseases, and Persons

with Disabilities. However, 20/23 community leaders reported that there were instances when eligibility for free care was not honored, indicating the system may not be functioning as intended or there is limited understanding of the specific conditions for accessing benefits.

### Health services

SMEs reported that, generally, households were able to access services for maternity care, surgery, chronic diseases, emergency care, gynecological care, and pediatric care within Telafar, either from the General Hospital or private clinics. However, households who required trauma care, rehabilitation care, or psychiatric care needed to travel outside the city, often to Mosul, or in some cases Dohuk, Erbil, or Turkey. Though SMEs reported that maternity care is available within the city, one SME recommended that support be provided to improve such care.

This could underscore how even services that were technically available within the city limits were limited to a basic standard of care or require additional support in order to function up to desired standards. Provision of psychiatric care, unavailable in the city, was also recommended by SMEs.

### Medicine

The lack of medicine was one of the most commonly reported barriers to healthcare among community leader and SME key informants, who commonly reported that very little medication was available in public healthcare facilities in Telafar. SMEs specifically commented on the absence of medicine for liver disease, cancer, kidney disease, heart conditions, and other chronic diseases. Improving the availability of medicine for heart disease and diabetes was a common recommendation by SMEs.

Often, households reportedly cannot obtain medication for chronic diseases from public facilities and instead were reported to be forced to buy from private pharmacies, except in the case of basic medicines-such as analgesic pills (painkillers)-which can reportedly be bought in Telafar General Hospital and other health clinics in some neighbourhoods. The price of medication at private healthcare facilities was also reported to be much higher than in public facilities. SMEs also reported that the pharmacy within Telafar General Hospital was damaged and recommended it be repaired in order to improve provision of medicines.

Health experts contrasted the current situation negatively when comparing to the period before the ISIL occupation. Before 2014, SMEs reported a committee was responsible for purchasing medicines in short supply from Baghdad or external stores to maintain stocks. One SME

\* Respondents could provide multiple answers to this question.

also reported that the monthly allocations by the Ninewa Department of Health for the purchase of medicines had decreased by over 75%. All experts (5/5) identified the lack of funds to procure supplies as a reason for the lack of medicine.

Health SMEs also reported that the lack of medicine can be attributed to the theft, damage, or destruction of pharmaceutical stocks or pharmaceutical-producing factories during the ISIL period.

#### Equipment and staff

All health SMEs stated that healthcare facilities faced shortages of equipment, which were attributed to damage or theft by ISIL, disrepair due to age or lack of maintenance, and lack of investment by relevant authorities for the supply of new equipment. Health SMEs identified x-ray and sonography equipment, laboratory equipment,

**Table 9: Healthcare needs of households in Telafar and ongoing and planned response by actors**

NEEDS	RESPONSE - ONGOING	RESPONSE - PLANNED
<p>45% of household members had reportedly needed to access healthcare in the past three months. Of those who needed healthcare, <b>15% were reportedly not able to access it.</b></p> <p>Procedures related to <b>chronic diseases, such as heart, kidney, liver, and cancer were reportedly unavailable.</b></p> <p>Necessary equipment was also reported as missing, such as x-ray machines, sonar machines, dialysis machines, needles, cannulas, and dental equipment.</p>		<p>UNDP is planning to <b>install medical equipment such as hemodialysis equipment and supply furniture</b> to Telafar general hospital and other primary healthcare centers.</p> <p>UNDP also <b>plans to rehabilitate Telafar Main Public Clinic (PC).</b></p>

dialysis machines, needles, and cannula for administering medication as specific types of equipment that were in short supply.

Experts also confirmed that healthcare facilities were facing shortages of qualified staff, confirming the perceptions of households and community leaders. The most commonly reported reason was that staff had been displaced after the ISIL conquest and had not returned. Lack of skills among existing staff and challenges recruiting new staff due to lack of interest were also reported. One SME reported that healthcare staff may commute from Mosul for one or two days a week, but the outbreak of COVID-19 had deterred commuting.

#### Distance

The majority of households (71%) reported having a health clinic within 2 kilometers of their

location. When assessing distance to the hospital, the majority (64%) reported it was between two and five kilometers. While ambulance services appeared to be available in the majority of neighbourhoods, findings indicate that services within these neighbourhoods were not universal. Specifically, while most (17/23) community leaders reported that their neighbourhood was served by ambulances, only 13 reported that all households in their neighbourhood had access

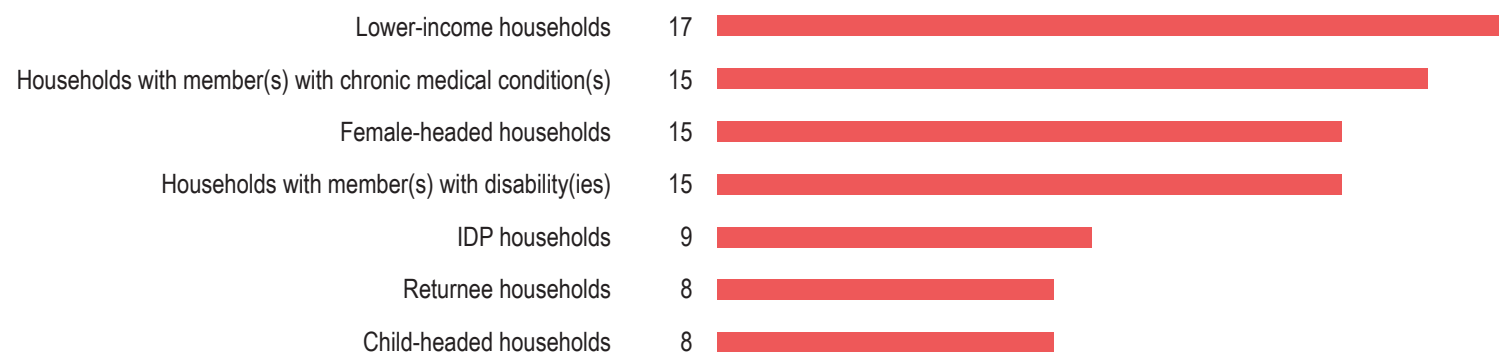
to ambulances. In addition to limited access, the quality of the ambulance fleet was also reportedly lacking in key regards; one community leader noted that ambulances were old and lack critical equipment, such as oxygen.

#### Response and Gaps

At the time of data collection, the 4W did not identify any ongoing programs to address

healthcare needs in the city, despite the evident need detected in ABA findings. However, at the time of data collection, UNDP was planning to provide equipment and furniture to healthcare centers and also rehabilitate the main public clinic. The provision of hemodialysis equipment, in particular, appears well-targeted as experts reported that capacity did not exist to treat kidney disease.

Figure 16: Population groups facing heightened or unique barriers to accessing healthcare, as reported by key informants\*



\* Respondents could provide multiple answers to this question.

## EDUCATION

The education sector in Telafer provides further evidence of a mixed recovery. To begin, households and key informants reported that students whose education was disrupted by ISIL have re-enrolled. However, other elements of the recovery remained incomplete. Like the healthcare sector, the education sector is still struggling from the effects of damaged or destroyed infrastructure and a lack of staff. The damage to infrastructure and lack of teachers were both caused in large part by the period of ISIL control, but experts pointed to a lack of support by relevant authorities as one of the main reasons they remained obstacles to the functioning of the education sector.

### Attendance

Households reported that almost all school-aged children (6-17 years old) in Telafer were found to attend formal education (97%). Of the 3% of children (n = 42) who were not attending

formal education, the majority of whom were girls (28/42) and older than 12 (27/42). Only one of these children was reportedly attending informal education at least three days a week. The most commonly reported reason that children were not attending formal education was disinterest of the child in education (17/42), followed by disability or trauma (9/42), and the household not considering education valuable (8/42). One key informant recommended that targeted cash support should be provided to girls and students with disabilities to promote their attendance. The majority (23/42) of children not attending formal education had reportedly never attended school, while, among those children who had attended school at some point, none were reportedly intending to re-enroll.

Since June 2014, 23% of school-aged household members were reported to have missed at least one year of formal education, with children having missed an average of 1.4 years of education.

Education SMEs reported that all children who missed school had been able to re-enroll. Secondary research indicated, however, that re-enrollment is a process replete with many obstacles.<sup>30</sup> In some instances, children may be placed in a grade considered appropriate for their age, as opposed to their level of knowledge, however, those placed in classes more suited to their learning level may also drop out from embarrassment over sharing a class with younger students.<sup>31</sup>

The 4W found that catch-up classes were being held by INTERSOS, with additional classes planned by Terre des Hommes (Tdh). As noted previously, students who re-enroll after missing years of school often face challenges to remaining in school. According to SMEs, classes that support students in keeping pace with curricula that may be too advanced given missed years of schooling or in catching up with students of the

same age have potential for preventing students from dropping out again.

The majority of households reported having both a primary school (83%) and secondary school (70%) within two kilometers of their location. However, key informants added that some students were commuting to schools outside their neighborhood in order to attend. Overall, 10/23 community leaders reported that students from other neighborhoods were commuting to their neighborhood in order to attend school. The most commonly reported effects of this commute by students from other neighborhoods attending schools was overcrowding (8/10), insufficiency of teachers (7/10), and insufficiency of supplies (6/10).<sup>\*</sup> Overcrowding of schools was confirmed by SMEs, though they generally attributed overcrowding to a lack of teachers and school rooms rather than the number of students.

<sup>30</sup> Terre Des Hommes. [Education Needs Assessment: Tel Afar District, Iraq](#). December 2018.

<sup>31</sup> United Nations Assistance Mission for Iraq (UNAMI). [The Right to Education in Iraq: Part One: The legacy of ISIL territorial control on access to education](#). February 2020.

Reflecting the problems identified above, repairing and constructing new schools was one of the most common recommendations. In this regard, middle schools in the al Kifah al Janubi, al Noor, al Askari, and al Khadraa neighbourhoods were explicitly cited as being in need of repair and high schools in the al Kifah al Janubi, al Noor, al Askari, al Khadraa and al Kifah al Shimali neighbourhoods. In addition, community leaders recommended that caravans be provided as a temporary measure to relieve congestion.

The 4W identified ongoing and planned interventions to address the lack of suitable education infrastructure. INTERSOS is presently providing rehabilitation and provision of educational supplies and equipment to the al Taqadom Primary School in al Wahda. Further, UNDP is planning to conduct infrastructure rehabilitation in a series of schools across the city.

SMEs reported that middle and high school students often have to travel to attend school, going either by foot, private car or carpool. Private cars were estimated by SMEs to cost 50,000 IQD (34 USD) per month, while carpools were estimated to cost 30,000 (21 USD).<sup>32</sup> Considering the average monthly household income was 375,000 IQD, this expense may prove a significant burden for lower-income households.

### Teachers

Households and key informants provided contrasting opinions on the sufficiency of teachers. Overall, the vast majority of households reported sufficient teachers were present in primary (93%) and secondary (90%) schools. However, community leaders and expert key informants reported that schools in Telafar did not have a sufficient number of teachers. In fact, 14/23 community leaders reported that schools

lacked trained teachers, the most commonly reported barrier to education services. One key informant reported that a school had been closed owing to a lack of teachers, and all SMEs (4/4) reported schools were lacking teachers; they most commonly attributed this to the lack of new recruitment by relevant government authorities, the continued displacement of previous teachers, and the increase in the number of students. Key informants commonly recommended hiring new teachers, with science and math teachers specifically noted as needed. Due to the lack of teachers, schools had reportedly started using volunteers, often recent graduates, who taught up to two or three days a week. Though the 4W identified a series of interventions to improve education infrastructure, no projects related to the lack of teachers were identified as ongoing or planned.

The discrepancy between household and key

informant level reporting on the lack of teachers might be due to the fact that volunteer teachers were reported towards this count by households but not by key informants. On the other hand, SMEs reported that as a result of insufficient teachers, between 50% and 75% of households were enrolling children in supplementary courses or private tutors to compensate for inadequate instruction by formal institutions. This finding supports the conclusion that, though teachers were present in the classroom, classes were overcrowded, prompting parents to believe children were not receiving adequate instruction. It may also be evidence of households attempting to enlist supplemental instruction to help children catch-up from lost years of schooling during displacement.

### Supplies and Infrastructure

In addition to a lack of trained staff, community

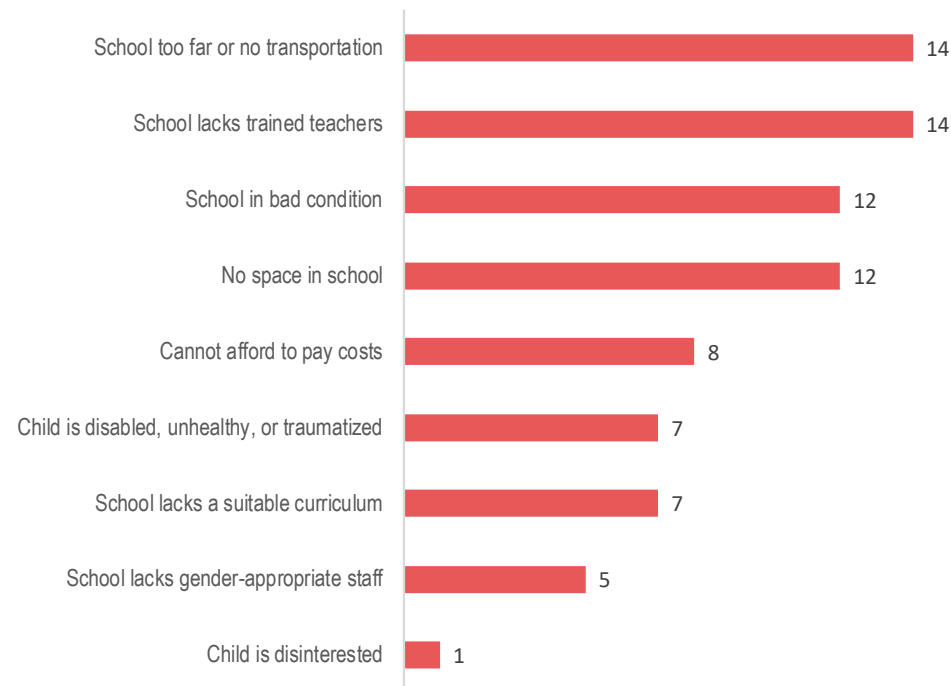
<sup>32</sup> Price converted using [www.xe.com](http://www.xe.com) on 27 February 2021.  
\*Respondents could provide multiple answers to this question.

leaders and SMEs also reported that schools were lacking supplies. Overall, 16/23 community leaders reported schools in Telafar were missing equipment and supplies, including lab equipment (16/16), heater or air-conditioning units (16/16), stationary (16/16), desks (14/16), and chairs (8/16).<sup>\*</sup> The lack of supplies was attributed to lack of support and investment from relevant authorities (15/16), theft or destruction by ISIL (11/16), and overcrowded classrooms (11/16).<sup>\*</sup> One SME key informant also reported that some schools did not have clean drinking water, caused by damage to infrastructure and an absence of filtration, which reportedly led students to either bring clean water from home or purchase it from shops. The majority of key informants who were experts in education stated that providing schools with teaching supplies will improve the quality of education in the city.

### Barriers to Education

The insufficient number of trained teachers (14/23) and distance to schools (14/23) were the most commonly identified barriers to accessing education by community leaders.<sup>75</sup> In addition, some key informants also indicated that schools were overcrowded (12/23) and in poor condition (12/23).<sup>\*</sup> Both community leaders and education experts reported that students with physical or intellectual disabilities faced unique or heightened barriers to accessing education. SMEs also reported that students from lower-income households face such barriers, supporting the perceptions of the eight community leaders who reported the cost of education as a barrier. One key informant also noted that online modules were needed, especially for high school students, so they can keep up with instruction during school closures caused by COVID-19.

Figure 17: Reasons for school-aged children not to attend school, as reported by community leaders





Distance to school was identified by many community leaders as an obstacle to education, while on the other hand a relatively high rates of households with school-aged children reported having both primary and secondary classes close to their residence. This may reflect that community leaders were referring specifically to a small share of households who live further away from schools; 17% of households reported being located between two and five kilometers from the nearest primary school, while 30% reported the same regarding secondary schools. Community leaders may also be linking distance to the increased cost of education caused by carpooling, which can make education more inaccessible to lower-income households. Differences in reporting may also be due to the fact that households were electing to send their children to more distant schools because they perceive schools in close proximity to be damaged or inadequate in other ways. Finally, it should be noted that obstacles

**Table 10: Education needs of households in Telafar and ongoing and planned response by actors**

NEEDS	RESPONSE - ONGOING	RESPONSE - PLANNED
<p>3% of children <b>were reportedly not attending formal education</b> at the time of data collection.</p> <p>23% of children had reportedly <b>missed at least one year of school</b> since 2014.</p>	<p><b>2 catch-up sessions</b> being conducted by INTERSOS at al Taqadom Primary School in al Wahda.</p>	<p><b>4 catch-up classes projects</b> will be implemented by Tdh – L in:</p> <ul style="list-style-type: none"> <li>• Al Ashik School</li> <li>• Sedra School</li> <li>• Telafar 1 School</li> <li>• Al Rabeaa School</li> </ul>
<p>Schools were reportedly lacking supplies and dealing with the effects of overcrowding, insufficient teachers, and damaged infrastructure.</p>	<p>INTERSOS <b>providing rehabilitation work, equipment, furniture, education materials</b> in al Taqadom.</p> <p>Supporting creation of parent-teacher associations (PTAs), recreational and psychosocial services (PSS) activities.</p>	<p>UNDP planning <b>infrastructure rehabilitation</b> in:</p> <ul style="list-style-type: none"> <li>• Marrakesh Middle School for Girls</li> <li>• Al Aizdiyar Primary Mixed School</li> <li>• Al Jazeera Al Aulaa Primary School for Boys</li> <li>• Al Adel Primary School for Boys</li> <li>• Alfadhael Primary Mixed School</li> <li>• Amina Bint Wahab Primary School for Boys &amp; Girls</li> <li>• Tel'afar Al Thania Primary Mixed School for Girls</li> <li>• Tellafer First Primary School for Boys</li> <li>• Ain Al-Waah Primary School</li> </ul>

\*Respondents could provide multiple answers to this question.

caused by distance were not constant throughout the year; as one key informant explained, during winter the increased rains cause flooding and damage to the unpaved roads, which make it difficult for students in more distant areas to reach their schools, and has hence led to attendance problems.

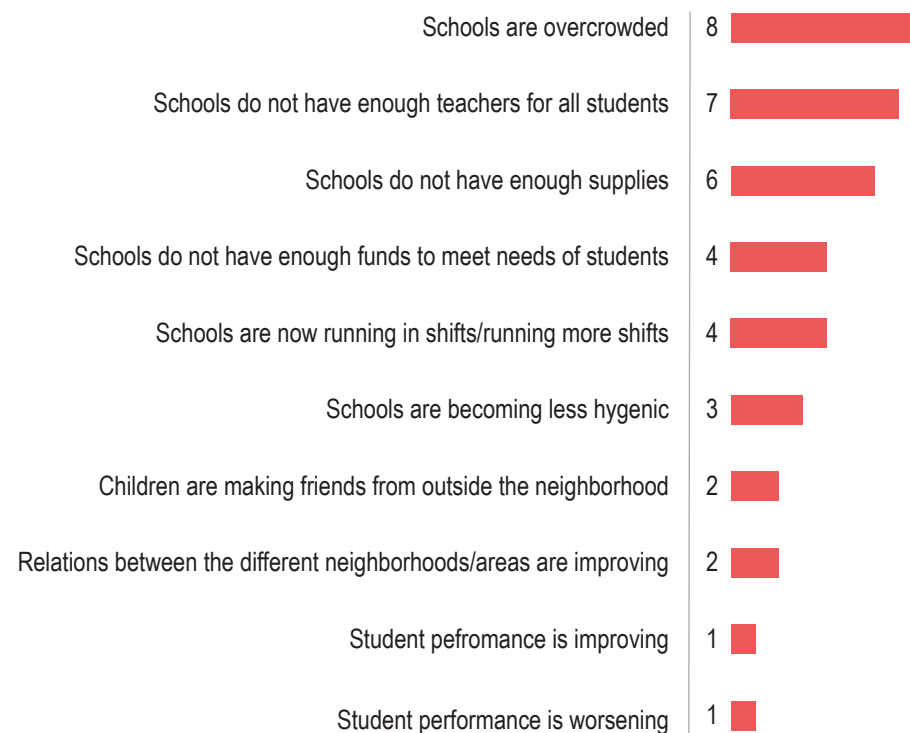
### Response and Gaps

As noted above, the ABA identified that the principal needs in the education sector were related to damaged or inadequate infrastructure and a lack of teachers and supplies. Ongoing and planned interventions identified by the 4W were focused primarily on addressing damage to infrastructure and – on a smaller scale – providing supplies. At the time of data collection, the lack of teachers was not found to be addressed by non-governmental actors, which may be logical considering the hiring of new teachers

is the primary responsibility of governmental authorities.<sup>33</sup>

Finally, at the time of data collection, catch-up classes were reportedly being held and future classes were planned. ABA data indicates the most effective target for these programs might be children who were currently enrolled, but have missed education due to the conflict, particularly since - as explored above - children who were not attending school reportedly were not likely to re-enroll.

Figure 18: Effects of students attending school in other neighbourhoods, as reported by community leaders (10/23)\*



## BASIC SERVICES

Consistent with findings from other sectors, basic service provision seemed to have not fully recovered from the legacy of the ISIL period. Although much of the city appeared to have access to electricity, water, and solid waste disposal services, key gaps reportedly remained. Households who live in certain geographic areas – usually the periphery of the city – were often excluded from basic services. Moreover, findings suggest that - for those with access - services were often insufficient, a reflection of the limited capacity of infrastructure and personnel. Key informants commonly attributed this insufficiency to destruction and related consequences of the ISIL period, but also – particularly in assessments of the electricity and water sectors – a lack of support to maintain or upgrade the networks to support the city's current population.

### Electricity

Virtually all households reported having access to electricity in Telafar city, identifying their primary source as the public power grid (66%) or community generators (34%). Most households (71%) estimated having between 17-20 hours of electricity on average per day, while 18% of households reported having between 13-16 hours. SMEs estimated that between 20%-30% of households were informally connected to the public grid, behavior that leads to a weaker current and more frequent damages and breakages to transformers and wires.

SMEs reported that there were three plants or sub-plants supplying electricity to the city: the Telafar Power Plant 132KB, the Rabea Sub-Plant (also known as the "new plant") and the al Wahda Sub-Plant (also known as the "western plant"). Though these plants were reportedly operational,

SMEs reported that full functionality had not been restored in all instances. One SME recommended that the control room of the Telafar Power Plant still required repairs from damage caused during the ISIL period. According to key informants, the limited capacity of existing plants caused problems that extended beyond the provision of electricity. Water SMEs reported that the power plants were vital to the functioning of water pumping stations, which provide sufficient pressure for the piped water network to serve households across the city. Yet, these SMEs added that the power plants were currently incapable of providing electricity consistently, both in terms of time and voltage, which leads to frequent outages and disruptions of the pumping stations.

The Telafar plant is reported to serve the al Askari, al Uruba, al Muthana, and al Salam neighbourhoods. The Rabea plant serves the al Qala, al Qadissiya, al Khadraa, al Rabea, and al

Wahda neighbourhoods. Finally, the al Wahda plant serves the al Talea, al Mualimin, and al Kifah al Janubi neighbourhood.<sup>34</sup>

Widespread damage to the electrical network was reported by both community leaders (22/23) and SMEs (3/4). Transformers (20/22) and wires (14/20) were the most commonly identified types of infrastructures that community leaders reported were broken.\* The majority (16/22) reported that attempts had been, or were being, made to repair the damage, in almost all instances by the Directorate of Electricity (15/16). This was reflected in the reports by SMEs, who added that the existing damage is known to cause power cuts and limit the amount of current available. The fact that key informants reported that repair efforts had been made but that damage remains extensive, could indicate that repairs have been inadequate or that the extent of damages surpasses resources available to address.

<sup>34</sup> Neighborhoods are omitted because experts did not specify which plant serves them, not because they are not served by the power network.

\*Respondents could provide multiple answers to this question.

Theft, disrepair and damage to transformers, wires, and other infrastructure was reported to limit available electricity to households and the strength of the current provided. This was reportedly a particular problem in winters and summers, times of increased electrical use. Households reported that using heaters in winter and refrigerators and coolers in summer created an often unmanageable burden on the existing, diminished electrical network and accelerates the wear and breakage of transformers and wires. SMEs also reported that many households were informally connected to the electrical network, adding further strain to transformers. Reflecting the demands on the network, one of the most common recommendations by SMEs was repairing or providing new transformers. In addition, these key informants also recommended repairs be made to poles and wires. Both community leaders and SMEs stated that machinery – namely cranes, trucks, and excavators – were needed in order to

perform maintenance and installation work.

Households reportedly had to pay for accessing the public power grid at a cost of 10,000 IQD (7 USD)/ampere.<sup>35</sup> Overall, 97% of households reported paying for electricity in the 30 days prior to data collection; the average amount paid was 25,000 IQD. Key informants also reported that households had to pay for power from community generators. Community leaders noted the price had increased, as generators were no longer provided fuel as they were before 2014 and the operators pass the cost onto users. Community leaders noted that lower-income households had difficulty affording electricity. Reflecting this, community leaders recommended providing subsidized fuel to community generators so the operators could provide free or cheaper electricity to household with lower incomes.

## Water

The vast majority (97%) of households reported relying on the piped water network for their drinking water; the remaining households reported purchasing bottled water. Community leaders and SMEs reported that households without access to the piped water network were either residing in areas beyond the official municipal boundaries or in newly constructed buildings that were not connected to the piped network. According to SMEs, the manner in which some of these buildings were constructed has made it so the existing pipes cannot be connected, depriving residents of access to the network. In the more outlying neighbourhoods of al Kifah al Janubi, al Kifah al Shimali, and al Saad, community leaders estimated that only 60-70% of households were connected to the piped water network. Indeed, key informants in the area attributed the lack of access to the outlying character of some households

in the neighbourhood, but also mentioned insufficient pressure provided by the pumps. SMEs also noted that the existing pipes have begun to decay and were in need of rehabilitation. The 4W identified a series of interventions by CARE and DRC to rehabilitate the piped water network - and the pipes specifically - in several neighbourhoods, including al Kifah al Shimali, al Kifah al Janubi, and al Khadraa. In addition, at the time of data collection, ACTED was planning to extend the pipelines in several neighbourhoods with outlying areas.

While virtually all households reported relying on the piped water network, only 31% of households reported the water was clean enough for drinking. Turbidity (58%) was the most common reason households reported their water to be unclear, followed by unpleasant taste (26%) and unpleasant smell (16%). Among households who reported their water to be unclear, 90% reported treating

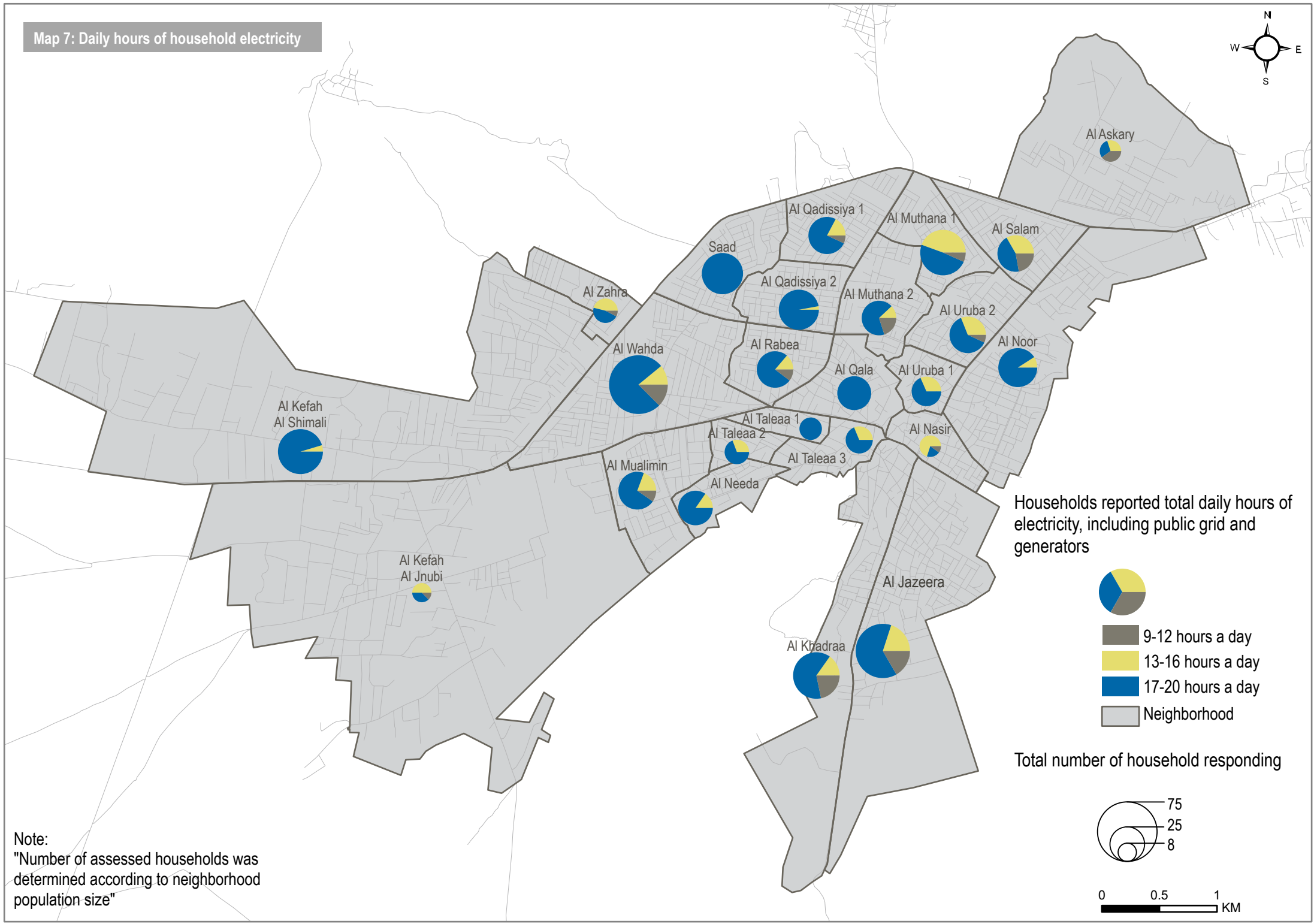
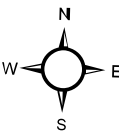
it through filtering. However, 9% of households reported drinking water without treatment, even though they considered it unclean.

SMEs and community leaders identified the primary pumping station to be in the Hassan Koy area of the al Noor neighbourhood. Telafar's water originates at the Mosul Dam, where it is first treated at the Aski Mosul station. From there it is pumped to the Abu Maria Pumping Station, before being pumped to Telafar and distributed to the different neighbourhoods. The 4W identified a series of interventions designed to improve the operations of these facilities. At the time of data collection, CARE was rehabilitating the Badush and Abu Maria facilities to improve operations, while UNDP was rehabilitating the Badush Low Lift Pumping Station. ACTED was also planning electrical rehabilitation for the water treatment plant at Aski Mosul. All these interventions have the potential to improve the pressure of the

**Table 11: Water needs of households in Telafar and ongoing and planned response by actors**

NEEDS	RESPONSE - ONGOING	RESPONSE - PLANNED
<p>13/23 CLs estimated all households in their neighborhood have water. The <b>lack of access was attributed to insufficient pressure and the area not being served.</b></p> <p><b>69% of households reported their piped water was unclean.</b> The most common reasons reported for water uncleanliness were turbidity, unpleasant taste, and unpleasant smell.</p>	<p>CARE is <b>rehabilitating the water network</b> in:</p> <ul style="list-style-type: none"> <li>• Al Uruba</li> <li>• Al Kifah al Shimali</li> <li>• Al Kifah al Janubi</li> <li>• Al Khadraa</li> </ul> <p>CARE is also <b>rehabilitating the Badush and Abu Maria facilities.</b></p> <p>DRC is <b>rehabilitating pipes</b> in:</p> <ul style="list-style-type: none"> <li>• Al Uruba</li> <li>• Al Wahda</li> </ul>	<p>UNDP planning to <b>rehabilitate water distribution networks, feeding pipes, and Telafar Water Directorate.</b></p> <p>ACTED planning to <b>extend pipelines</b> in:</p> <ul style="list-style-type: none"> <li>• Al Uruba</li> <li>• Al Kifah al Janubi</li> <li>• Al Jazeera</li> <li>• Al Wahda</li> </ul>
<p>18/23 CLs reported the piped water network was insufficient for households needs. <b>17 attributed this to poor water pressure.</b></p> <p>18/23 reported infrastructure was broken, including <b>pipes (13/18) and pumping stations (13/18).</b></p>	<p>UNDP is <b>rehabilitating the Badush Low Lift Pumping Station.</b></p>	<p>ACTED to implement <b>electrical rehabilitation for water treatment plants in Aski Mosul.</b></p> <p>UNDP planning rehabilitation <b>projects for Bwer Water Treatment Plant</b> (currently in Phase 2).</p>

Map 7: Daily hours of household electricity





existing network, providing a greater volume of water at a more consistent frequency, as well as improved treatment of water.

Community leaders (18/23) reported that the current state of piped water provision was insufficient for household needs. The most commonly cited reasons for this were insufficient pressure (17/18), insufficient quantity (16/18) and infrequent provision of water (15/18).<sup>\*</sup> Community leaders and SMEs provided several reasons for the current state of water services in the city. For instance, they commonly suggested that the pipe from the Abu Maria plant needed to be expanded, so that a greater volume of water could be provided to the city. In addition, the electricity supply to the pumping stations was reportedly irregular and unreliable, as a result of which water outages reportedly occur frequently and water supply was irregular.

Pumps appear to be vital to the supply of water to households across the city. Among community leaders, 21/23 reported households in their neighbourhood could not access water from the network without the assistance of pumps. In addition, many of the pipes were old and have suffered damage, which impeded delivery and leads to water being mixed with wastewater.

SMEs stated that the availability of piped water varies across neighbourhoods. The principal factor was vicinity to the central pipe; households in greater proximity, such as those in al Muthana, received water for more hours per day and with fewer days in between service. Across all neighbourhoods, households reported receiving water on different days, for varying hours. Households commonly reported using water tanks to store water on days when the network was not available; virtually all households reported having a water tank. The average tank was found to

have a capacity of 2,000 liters, was shared by five people, and was refilled twice a week.

Community leaders and SMEs reported that water provision had worsened compared to before the ISIL period. This was commonly attributed primarily to the diminished capacity of electrical infrastructure to provide power to the pumping stations. However, community leaders also reported the cleanliness of water had deteriorated since 2014 and also came less frequently.

### **Solid waste disposal**

Access to formal solid waste collection services varied across the city of Telafar, with geography being the determining variable. Households living in outlying areas, especially those outside the official municipal boundaries, were reportedly not served. Community leaders representing al Kifah al Janubi, al Kifah al Shimali, al Zahra, and

al Askari all reported that no households in their neighbourhood were served by municipal waste collection actors. In addition, households living in more central neighbourhoods, but in areas with narrow streets, also reported not having access to municipal waste collection, as their area was reportedly inaccessible to garbage trucks. Additional equipment - such as bins for individual households - was recommended by SMEs, as this will expand the range of collection services. Experts noted that ACTED had earlier provided bins for this purpose, but that more were needed.

SMEs reported that households who could not access waste disposal services commonly adapted to the absence of formal services in various ways; some drove their waste to areas that receive collection services, others dug pits to burn it, and some disposed of it on empty lands outside the city.

<sup>\*</sup>Respondents could provide multiple answers to this question.

Compared to the period before ISIL, SMEs estimated that fewer households had access to formal waste disposal services. The majority (20/23) of community leaders reported that solid waste collection services were insufficient for the needs of households in the community. The most commonly reported reasons for the insufficiency of waste collection were the lack of equipment (19/23), lack of personnel (17/23), and infrequency of collection (17/23).\*

The insufficiency of personnel and equipment was attributed by SMEs to the legacy of the ISIL period. One community leader reported that the current staff was limited to only 120 personnel, compared to 900 before June 2014. When accounting for the decline in personnel, one SME reported that former workers were displaced or were alleged to have joined ISIL. Workers in this sector were needed both to operate existing and future machinery, collect solid waste, and clean

Table 12: Hygiene needs of households in Telafar and ongoing and planned response by actors

NEEDS	RESPONSE - ONGOING	RESPONSE - PLANNED
<p>Virtually (&gt; 99%) all households reportedly had <b>access to diapers and hygiene items</b>.</p> <p>The majority of households (96%) said their <b>water drains from outlets through protected means</b>.</p> <p>15/23 CLs believed the way <b>solid waste is disposed of contributes to negative effects, including disease (15/15)</b>. This was confirmed by SMEs.</p> <p>12/23 community leaders also commented that the manner wastewater was disposed of contributes to negative effects.</p>	<p>Tdh is <b>distributing hygiene kits</b> in:</p> <ul style="list-style-type: none"> <li>• Al Saad</li> <li>• Al Uruba</li> <li>• Al Khadraa</li> <li>• Al Nidaa</li> <li>• Al Taleaa</li> <li>• Al Kifah al Shimali</li> <li>• Al Askari</li> </ul>	<p>ACTED and CARE are <b>planning hygiene promotion programs in schools, community centers, and care centers through hygiene promotion centers and posters</b> in:</p> <ul style="list-style-type: none"> <li>• Al Uruba</li> <li>• Al Taleaa</li> <li>• Al Kifah al Shimali</li> <li>• Al Kifah al Janubi</li> <li>• Al Khadraa</li> </ul> <p>ACTED planning <b>awareness sessions on personal cleanliness, scabies, psoriasis</b> in:</p> <ul style="list-style-type: none"> <li>• Al Uruba</li> <li>• Al Kifah al Janubi</li> <li>• Al Jazeera</li> <li>• Al Wahda</li> </ul>

streets. Under the existing regimen, workers collected waste that was in designated bins, but key informants reported that there was insufficient staff to collect waste that was discarded outside of the bins, often on the streets or in empty areas.

Moreover, community leaders and SMEs reported that most of the trucks were damaged or stolen by ISIL and there had not yet been sufficient resources to replace them. SMEs identified general trucks, garbage-collection trucks, excavators, tankers, steamrollers, and bulldozers as the most needed machinery. These were needed both to improve the effectiveness of waste collection, but also the associated infrastructure, such as paving roads to make them more accessible to trucks and collection crews.

Most households reported solid waste was collected from their residence twice (49%) or thrice a week (40%). Once collected, waste was

taken to a landfill named Baki Qut, located on the road to Ayadiya, approximately half a kilometer from the city.

Key informants reported that the manner in which waste was disposed of – either formally or informally – was leading to negative health and environmental consequences. Among community leaders who reported the existence of negative effects (15/23), the most common were diseases (15/15), odors (15/15), side effects of burning (9/15), and the attracting of insects (9/15).\*

### Wastewater disposal

The vast majority (98%) of households reported having access to private latrines. Among these households, virtually all reported using septic tanks for the evacuation of wastewater, 44% of whom reported that their septic tanks were emptied on a yearly basis, while 34% reported

that their tank was not emptied. For emptying a septic tank, the average expense was estimated at 30,000 IQD (21 USD) for private companies.<sup>36</sup>

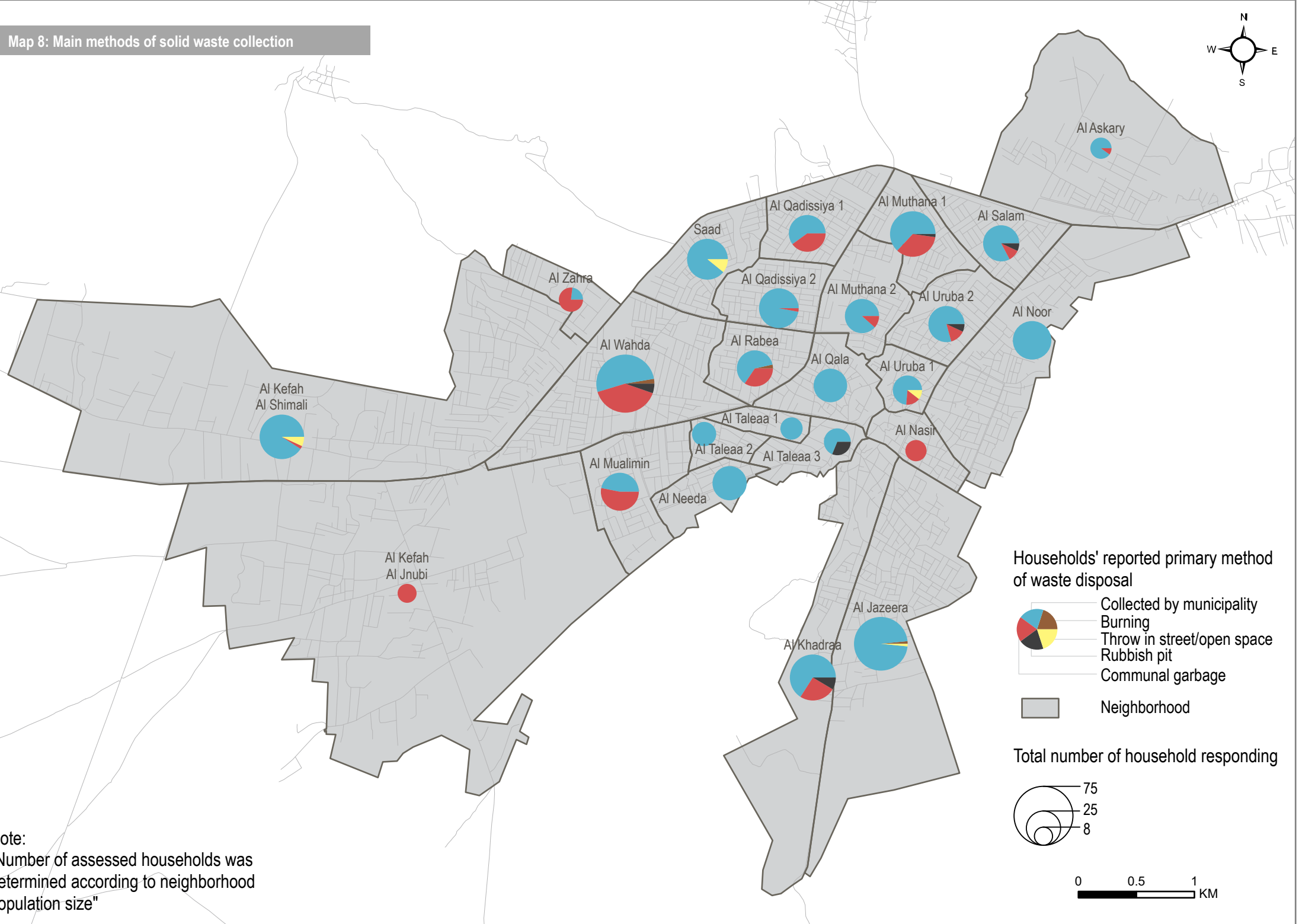
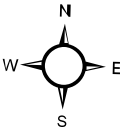
Forty-one per cent (41%) of households reported that their wastewater drained into a septic tank through protected means, while 32% reported it drains into a wastewater network through protected means. Almost half of community leaders (12/23) stated that there were no harmful effects from the manner in which wastewater was disposed. Among those who said there were negative effects, smell (9/12) and the attraction of insects (7/12) were the most commonly identified.\*

According to the 4W, at the time of data collection, Tdh was distributing hygiene kits across several neighbourhoods and future kit distribution and awareness sessions were planned.

\*Respondents could provide multiple answers to this question.

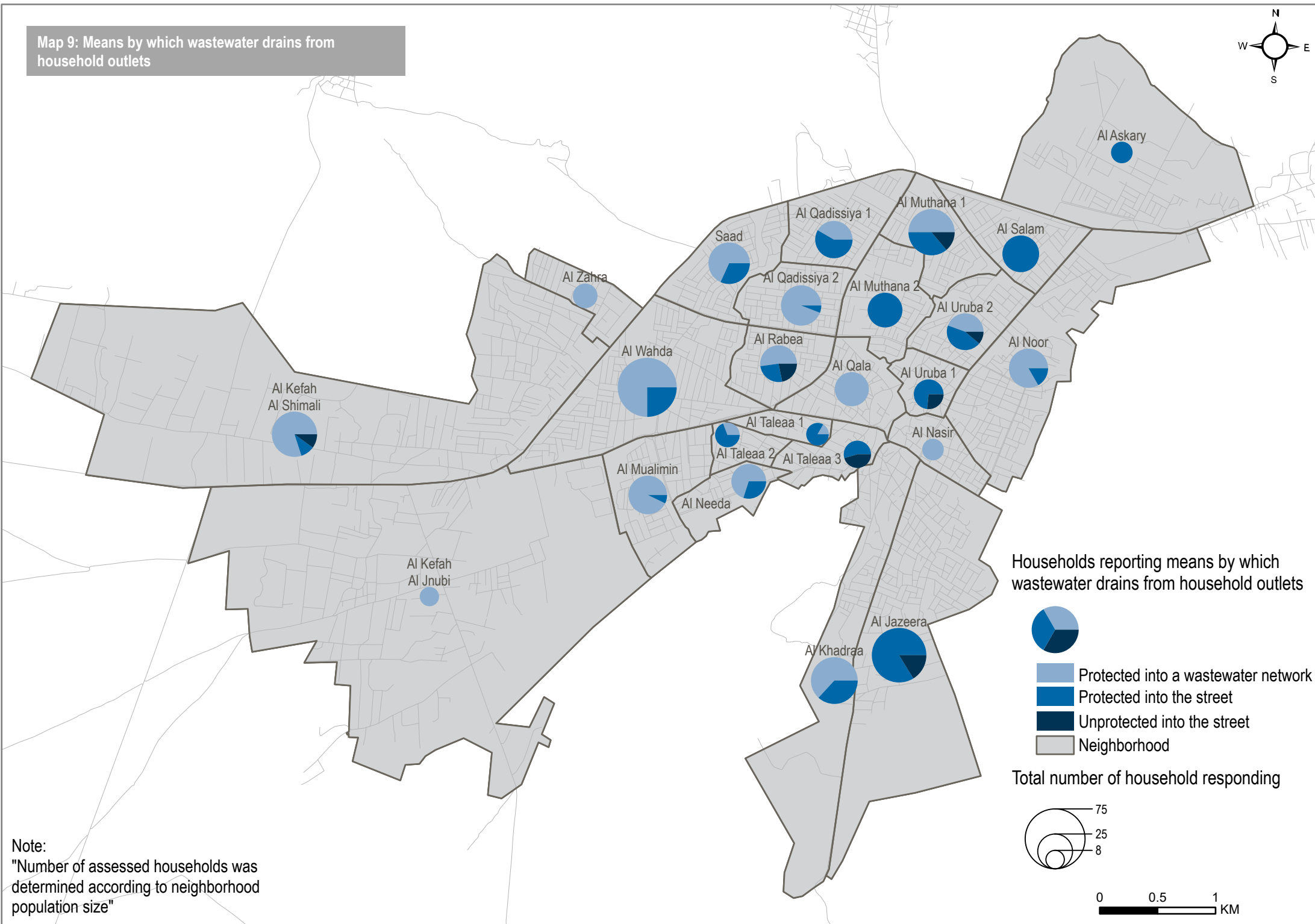
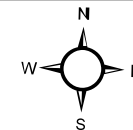
<sup>36</sup> Price converted using [www.xe.com](http://www.xe.com) on 27 February 2021.

Map 8: Main methods of solid waste collection



Note:  
"Number of assessed households was determined according to neighborhood population size"

Map 9: Means by which wastewater drains from household outlets



Note:  
"Number of assessed households was determined according to neighborhood population size"

## CONCLUSION

Though three years have passed since Telafar was retaken from ISIL, significant challenges remain to the city's recovery. Nearly one-fifth of households reported they were not earning enough to cover their monthly expenses and key informants commonly reported economic activity was diminished compared to before the ISIL occupation. Moreover, development was reportedly stagnant and significant infrastructure and service gaps appeared to exist due to a lack of capital and relevant support.

Ultimately, findings indicate that the city of Telafar has experienced a mixed recovery since it was retaken from ISIL. The majority of the city's population has returned from displacement. Mines and other explosive hazards, have largely been cleared from shelters and the city.

Generally, most children whose education was disrupted by the conflict have been re-enrolled in schools. Further, the vast majority of households reported receiving income through employment, and the majority of individuals were reported to have returned to the same economic sector they were working in before displacement. Basic services, such as electricity, water, and solid waste collection and disposal – which were non-functional at the time the city was retaken – were now serving the majority of households in the city. Finally, households commonly reported feeling safe from harm and discrimination and extreme protection concerns, such as child labour and child marriage, were not widely reported.

Though these findings reflect significant strides in Telafar's recovery and improvements from the

state of the city three years ago, the reality is more complicated. In truth, ABA findings indicate that sectors and services across the city were functioning at a basic level and, in many instances, were not meeting the needs of households. While a significant portion of this dysfunction and lack of capacity might be attributed to the devastation caused by ISIL, key informants highlighted that it is also symptomatic of a lack of support from relevant stakeholders. As a result of both factors, there appear to be significant segments of the city's population who were locked out of basic services and/or living in precarious financial circumstances.

Findings indicate that lower-income households in particular faced challenges to daily life in contemporary Telafar. Many earned their incomes



through daily work or agriculture, sectors with low wages and little job security. In addition, the local economy seems to not have returned to pre-2014 levels, leaving these workers with less demand for their labour and increased competition for limited jobs. The fact that the current level of public service provision only (partly) covered needs could result in households having to pay for vital services out of pocket, a burden which potentially falls hardest on those with low incomes who may already be vulnerable. Further, the reportedly low quality of PDS items leaves these households without an important safety net.

Hence, across the city, findings suggest that households had to make do with the limited capacity that can be provided. Households who lived in the periphery of the city or in densely

packed areas were reported to be without access to the piped water network or solid waste collection services. Hospitals and health centers can offer basic treatment and medicines, but for more sophisticated procedures or medications, households were required to travel farther or pay more expensive private providers. Finally, though schools were reportedly open, students had to contend with the effects of overcrowding and a lack of both supplies and teachers and the diminished education outcomes these were linked to.

The 4W identified several instances in which non-governmental actors were responding to households' needs. Actors were repairing and expanding pipelines to increase access, rehabilitating damaged schools, and implementing

cash-for-work and other programs to boost livelihoods and the economy. However, gaps seemed to persist in key sectors. The shortages of staff – primarily in the education and healthcare sector – reportedly remained and will be a limiting factor in the city's future recovery. Further, programs to supplement household incomes should not be considered a substitute for longer-term investment in social and basic services, such as paying compensation for destroyed property and city-wide reconstruction programs for damaged infrastructure.

