

Situation Overview: Area-Based Assessment

Mosul al Jadida Municipality, West Mosul, Iraq - December 2017



Introduction

The city of Mosul, once the second largest in Iraq, was taken under the control of the so-called Islamic State of Iraq and the Levant (ISIL) in June 2014. In October 2016, the Iraqi Security Forces (ISF) and Kurdish Security Forces (KSF) began a military operation to retake all ISIL-held territory in Mosul and its surrounding areas.

The ISF announced full control over east Mosul in late January 2017, and declared the entire city as fully under Iraqi government control on 10 July 2017. Due to the nature of the conflict within west Mosul, infrastructure suffered widespread damage, interrupting access to basic services for residents.

To better understand perceptions surrounding access to services and the state of infrastructure amongst the community, REACH launched the first phase of an Area-Based Assessment (ABA) in the municipality of Mosul al Jadida in west Mosul in October 2017. The subsequent components of the ABA will consist of a shelter damage assessment (secondary data) and a household needs assessment.

This situation overview examines the current status of services and infrastructure across the municipality by sector, with specific case studies from neighbourhoods where additional data collection took place.

About the ABA Approach

The primary objective of the ABA is to inform humanitarian programming that supports return and recovery processes for conflict-affected communities at a local level, e.g. the sub-district, municipality, or neighbourhood.

As service provision in Mosul al Jadida was found to occur at a neighbourhood level, the ABA facilitates a more granular understanding of service gaps and needs, and how these vary within a dense urban area.

Key Findings

Health: Compared to the pre-ISIL period, access to healthcare has generally become more restricted. Although many clinics are reportedly open, they lack qualified staff, and have limited quantities of medicine available, particularly those for chronic diseases. The number of functional public hospitals in west Mosul was reported to have declined since before June 2014, from 5-6 to one.

Education: Schools in most neighbourhoods had reportedly been damaged, leading to overcrowding in schools that were operational and requiring students to travel outside of their neighbourhoods to access functional schools. Many KII and CGD respondents also reported shortages of books, desks and teachers.

Solid waste disposal: All mukhtars reported that neighbourhood garbage collection was either insufficient or nonexistent, reflecting a significant change from the pre-ISIL period. The municipality was said to have shortages of fuel and trucks, resulting in a severe lack of response capacity.

Electricity: Most KII and CGD respondents noted sporadic access to the public electrical grid, but indicated that this was also an issue prior to June 2014, and therefore not necessarily a direct consequence of the conflict. Generators are widely used, though the lack of livelihood opportunities has hindered residents' ability to purchase adequate amperage to meet their needs - in contrast to the pre-ISIL period.

WASH: While damage to water infrastructure is gradually being repaired by the municipality and access to treated, piped water is improving, the supply has still not returned to pre-June 2014 levels. Most neighbourhoods have access to piped water, but supply is sporadic - though for most KII and CGD respondents, it was reported to meet basic needs.

Methodology

REACH conducted qualitative data collection in the form of key informant interviews (KIIs) with 17 mukhtars¹ from the 19² neighbourhoods that comprise the municipality, as well as 10 community group discussions (CGDs) with residents of five of these neighbourhoods in order to triangulate and expand upon information collected from the KIIs.

The first stage of KIIs occurred between 24 October and 3 November 2017, with follow-up calls conducted 21-22 November to gather updated information. All CGDs were conducted by REACH staff between 3-10 December.

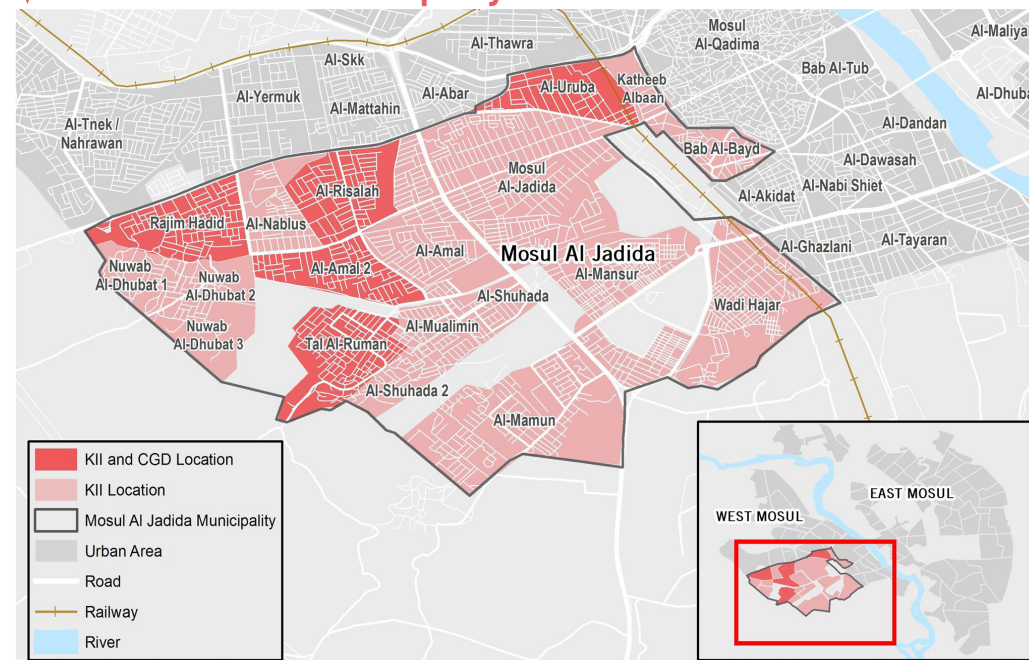
All KII respondents were male, whereas all CGDs were sex-segregated with five male and

five female CGDs taking place.³

The neighbourhoods in which CGDs were conducted - **al Uruba, al Risalah, al Amal 2, Tal al Ruman and Rajim Hadid** - were selected with the aim to gather perspectives from a range of locations across the municipality, where multiple population groups (non-displaced, returnees, IDPs) were experiencing a shortage of services.

Due to the inherent limitations of qualitative data collection, the findings presented should be interpreted as indicative only, rather than generalisable to the entire municipality or its neighbourhoods.

Mosul al Jadida Municipality



¹ A mukhtar is defined as a community representative at the neighbourhood or village level who acts as a conduit between the local government and the community.

² The neighbourhoods of al Shuhada, al Shuhada 2 and al Mualimin share a single mukhtar.

³ For one female CGD, a male Field Coordinator facilitated the discussion due to the unplanned absence of female enumerator staff.

Mosul al Jadida Municipality: Services Overview⁴

Healthcare

- The majority (9 of 17) of mukhtars reported having no clinics or pharmacies in their neighbourhood, but all reported their neighbourhoods having access through clinics and pharmacies in other nearby neighbourhoods.
- All mukhtars reported that private nurses/medical assistants were providing basic care and medicine to neighbourhood residents for a fee, either from offices or from their homes. However, the level of medical training for these individuals was generally said to be minimal.
- Shortages and high prices for medicine for chronic disease, especially insulin and blood pressure medication, were noted as central concerns; however, these were also reported to have been issues in the pre-ISIL period.
- All mukhtars reported that the only hospitals in the municipality – and in all of west Mosul – were the public hospital in Wadi Hagar, and an emergency hospital operated by Medecins Sans Frontieres (MSF) in al Nablus neighbourhood. Most said that both trauma and maternity care were available

in the public hospital, but noted that more serious cases are often referred to east Mosul. The MSF emergency hospital was said to be only for trauma and maternity cases, and was also reported by some to be overcrowded.

Education

- The majority of mukhtars (10 of 17) reported that at least one school in their neighbourhood was damaged or destroyed.
- Seven mukhtars reported no functioning schools in their neighbourhoods whatsoever – either because they were damaged, construction had not been completed at the time of the arrival of ISIL, or because the neighbourhoods had not had schools previously.
- The vast majority (15 of 17) reported that students were traveling outside of their own neighbourhood to attend school. This was particularly prevalent for high school, with 13 of 17 mukhtars reporting no high schools in their neighbourhoods. In addition, 7 of 17 mukhtars reported no functional primary schools, while 9 of 17 reported no functional middle schools in their neighbourhoods.

Neighbourhood Case Studies: Healthcare

In both **Tal al Ruman** and **al Amal 2** neighbourhoods, CGD participants indicated that they had access to clinics in nearby neighbourhoods. However, they reported that the majority of residents do not use these clinics, due to the lack of qualified medical staff, shortage of medicine and overcrowding.

In **Rajim Hadid** neighbourhood, CGD participants reported that there is a clinic

in the neighbourhood, but that the quality of care had significantly declined since the pre-June 2014 period. These respondents indicated that the clinic previously had both male and female doctors, larger quantities of medicine and more services available – including x-ray; now, however, it was said to have only male medical assistants on staff, significantly lower quantities of medicine – particularly for chronic diseases – and little functioning equipment.

- The majority of mukhtars in neighbourhoods hosting schools (6 of 10) reported shortages of materials, including books, desks, and blackboards. Several also reported overcrowding either because of damage to the school itself, or damage to schools in neighbouring areas.

Solid Waste Disposal

- Less than half (6 of 17) of mukhtars reported that they had municipal garbage collection in their neighbourhoods, and none with collection services reported them to be sufficient. For the majority of neighbourhoods, trash was being disposed of by families individually in open spaces in or around the neighbourhood, and then often burned.
- Mukhtars reported that the municipality had informed them that the garbage trucks did not have fuel and that they did not have the funds to pay their workers.
- Garbage accumulation and the fumes

from burning garbage were said to have adverse health effects on residents across all neighbourhoods, particularly respiratory issues.

- All mukhtars reported that they had had relatively effective municipal garbage collection services prior to June 2014.

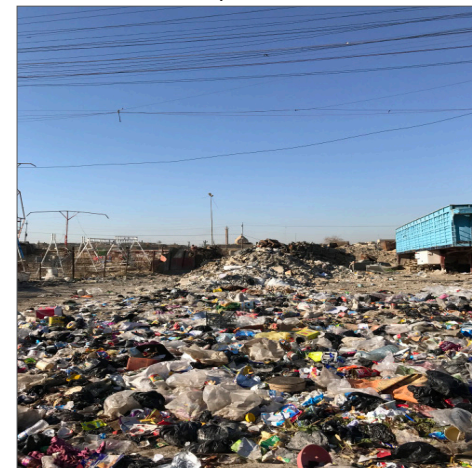


Image 1: Garbage disposal area in al Risalah

Neighbourhood Case Studies: Education

In both **Rajim Hadid** and **al Amal 2** neighbourhoods, CGD participants reported that their neighbourhoods had hosted primary schools, but that they had been destroyed. Respondents in al Uruba neighbourhood reported that a vocational school in their neighbourhood had also been destroyed.

CGD participants in both **Rajim Hadid** and **al Amal 2** also reported that the schools that children from their neighbourhoods attended were uniformly overcrowded, with respondents in **al Amal 2** estimating class sizes of 70 students for primary schools,

and 55-60 students in secondary schools. Respondents in **al Risalah** reported even more severe conditions, with 85-90 students in some classes and up to four students sharing one desk.

Conversely, CGD respondents in **Tal al Ruman** reported eight operational schools in the neighbourhood, including primary, secondary, and high schools for both boys and girls, as well as one Islamic school. There were not reported to be any access problems, though schools were reported to be overcrowded with between 55-60 students per class.

⁴ All information in this section was collected through KIs with mukhtars of all 17 neighbourhoods comprising the Mosul al Jadida municipality. Where possible, this information was triangulated with data from CGDs conducted in five neighbourhoods, with specific case studies presented where relevant.

Mosul al Jadida Municipality: Services Overview

WASH

- The majority (13 of 17) of mukhtars reported that their neighbourhoods had at least some access to public piped water. Piped water was generally reported to be clean, and coming from public pumping stations.
- A minority of mukhtars (3 of 17) reported 20-24 hours of piped water per day in their neighbourhoods, with the remainder (10 of 17) reported having water every 2-3 days, with between 5-10 hours of water available on those days. For the most part this was reported to be enough to fill the tanks on residents' roofs – though some predicted that during the summer months, water provision would need to be increased to meet household needs.
- A minority (4 of 17) of mukhtars reported that their neighbourhoods had no access to piped water. Residents in these neighbourhoods reportedly buy water by the tank (generally 1,000L), though some said that this water was not treated properly and was making people sick. Mukhtars in three neighbourhoods said residents were

using well water for cleaning, though when contacted for follow-up information, one neighbourhood (al Uruba) reported that the well water was no longer being used as it contained high levels of sulphur.

- No neighbourhoods reported individuals with no access to water, either from pipes or from purchased water.

Electricity

- Mukhtars in 9 of 17 assessed neighbourhoods reported no access to public electrical grid. However, all reported access to communal generators that run for 8 hours per day, costing 10,000 IQD per ampere consumed.
- The amount of electricity supplied is inconsistent between neighbourhoods, and across time periods. The voltage coming from the power station fluctuates, especially as power is restored to additional neighbourhoods and more people start using the power grid.
- Only four mukhtars – Rajim Hadid and the three neighbourhoods to its south – reported

significant portions of the population (50-60%) as unable to afford power from the communal generators.

- For those neighbourhoods in which KII and CGD respondents indicated access to the public electrical grid, supply was largely reported to be the same as during the pre-ISIL period – with the exception of the minority reporting damage to power infrastructure. Mukhtars widely reported that they had experienced issues with consistency of public electricity provision since 2003, with some noting the problem going back to 1991.



Image 2: Damaged electrical infrastructure in Rajim Hadid

Transportation & Access

- Taxis were reported to be the primary means of transportation, with prices said to be equal or lower to the pre-ISIL period for travel within the west of Mosul (between 2,000-4,000 IQD per trip, depending on distance and traffic).
- Respondents reported that the main overall change from the pre-June 2014 period was the lack of bridges between the east and the west of the city. At the time of data collection, only one bridge allowed traffic in to west Mosul from the east, with a separate bridge exiting.
- The traffic on the bridge to cross to the east from the west was reported to be particularly heavy, causing the price of taxis to the east to spike to between 12,000 and 20,000 IQD for a round trip, depending on traffic and the location of the neighbourhood.

Neighbourhood Case Studies: WASH

In **al Uruba** neighbourhood, CGD participants reported that they had no access to piped water, due to damaged water mains that flooded main streets if turned on. Therefore, they said that residents were traveling to nearby neighbourhoods with functioning water networks, filling jerry cans at standpipes and carrying them back to al Uruba.

In **Rajim Hadid** neighbourhood, CGD participants indicated that a main water

pumping station is located on the periphery of their neighbourhood. However, due to damage to water pipe infrastructure, several main streets reportedly experience severe flooding whenever this pumping station is turned on for longer than 1.5 hours. As such, community leaders were said to be personally liaising with the employees at the pumping station, asking them to periodically turn open the water supply to the neighbourhood so that residents could fill the tanks on their roofs.

About REACH

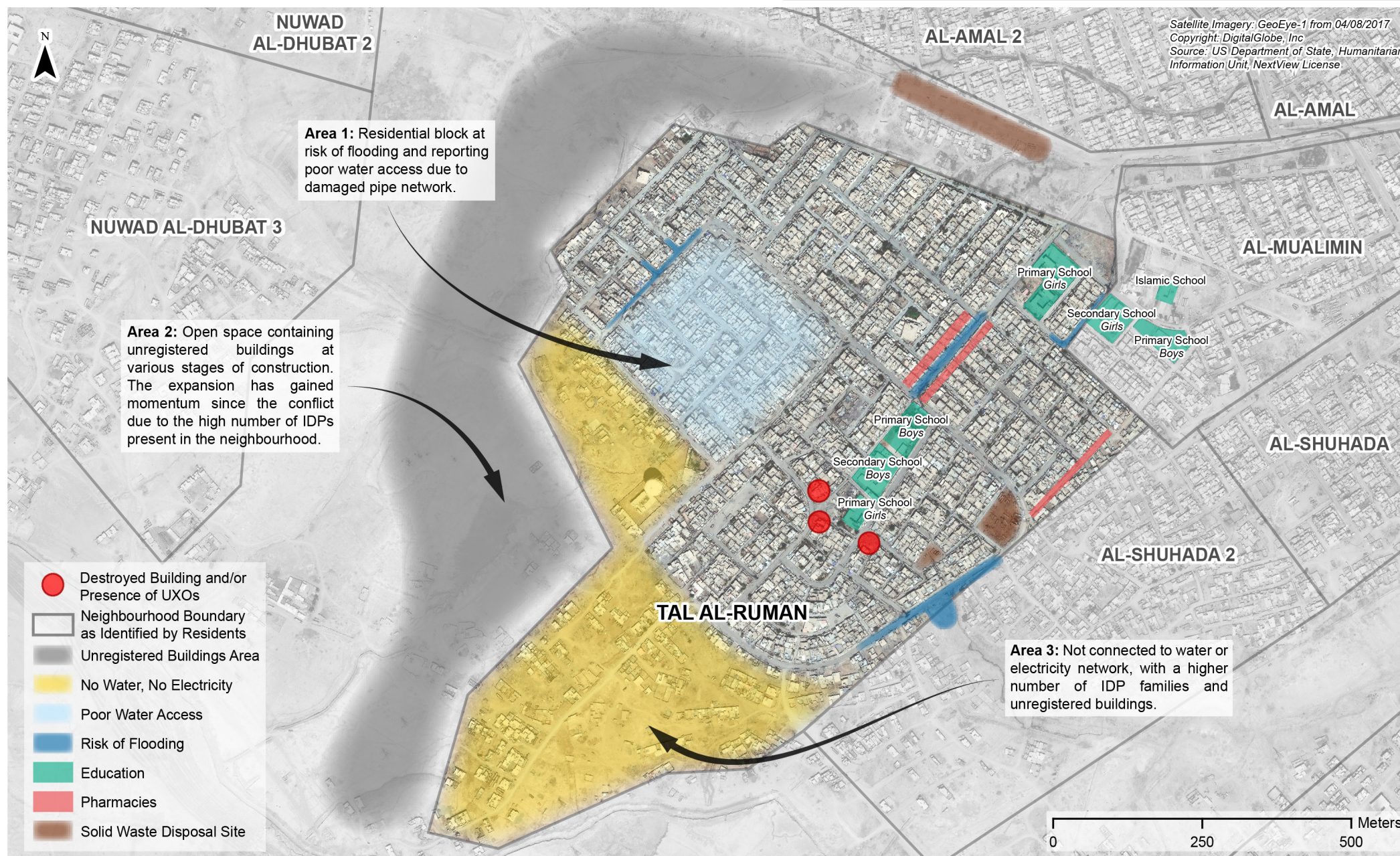
REACH facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. All REACH activities are conducted through inter-agency aid coordination mechanisms.

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

Neighbourhood Services Overview - Tal al Ruman

Mosul al Jadida Municipality, West Mosul

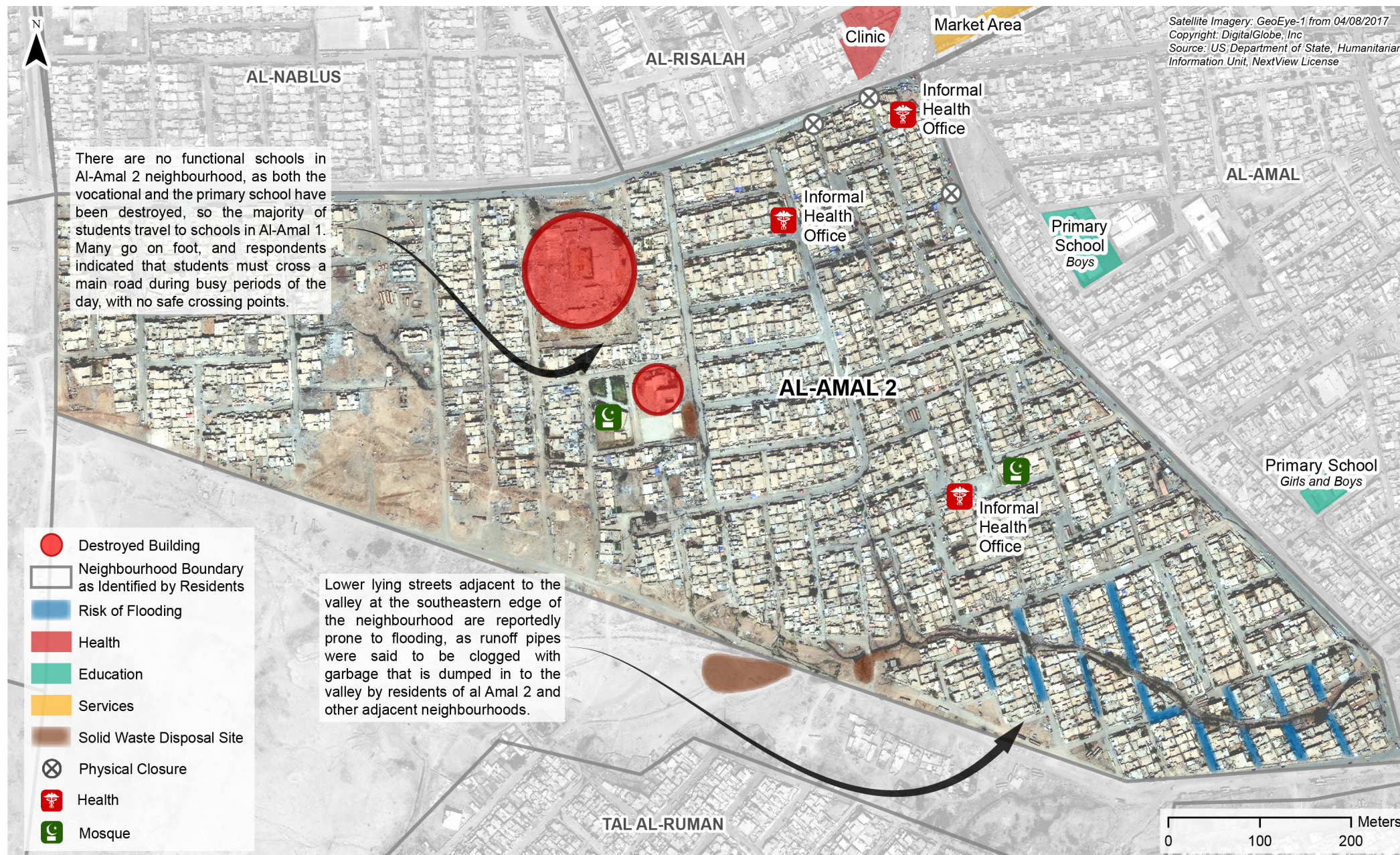
The information for this map was collected during a participatory mapping exercise on 6 December 2017 in which seven male and seven female residents of Tal al Ruman were asked to identify key infrastructure and service provision within their neighbourhood.



Neighbourhood Services Overview - al Amal 2

Mosul al Jadida Municipality, West Mosul

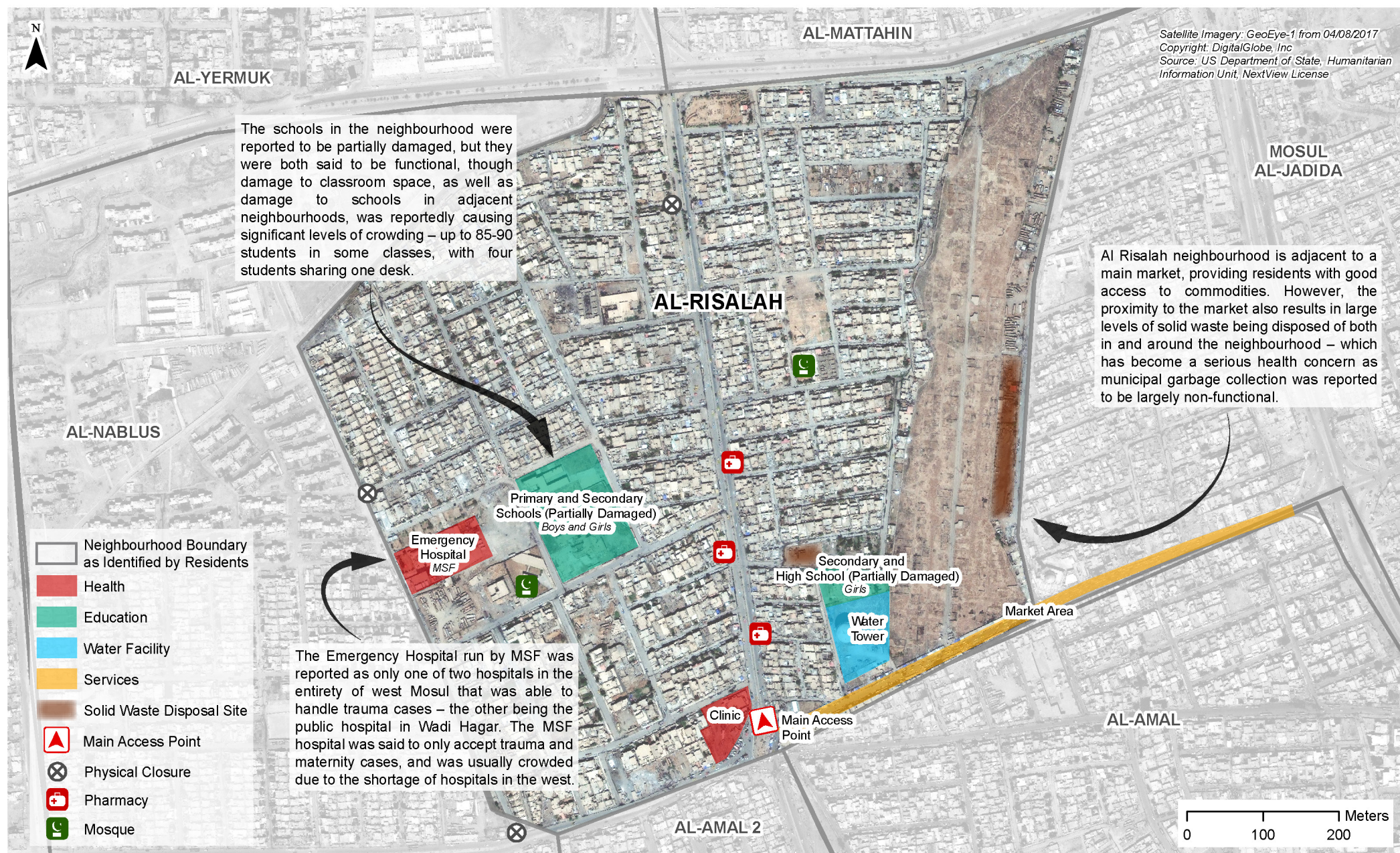
The information for this map was collected during a participatory mapping exercise on 10 December 2017 in which eight male and six female residents of al Amal 2 were asked to identify key infrastructure and service provision within their neighbourhood.



Neighbourhood Services Overview - al Risalah

Mosul al Jadida Municipality, West Mosul

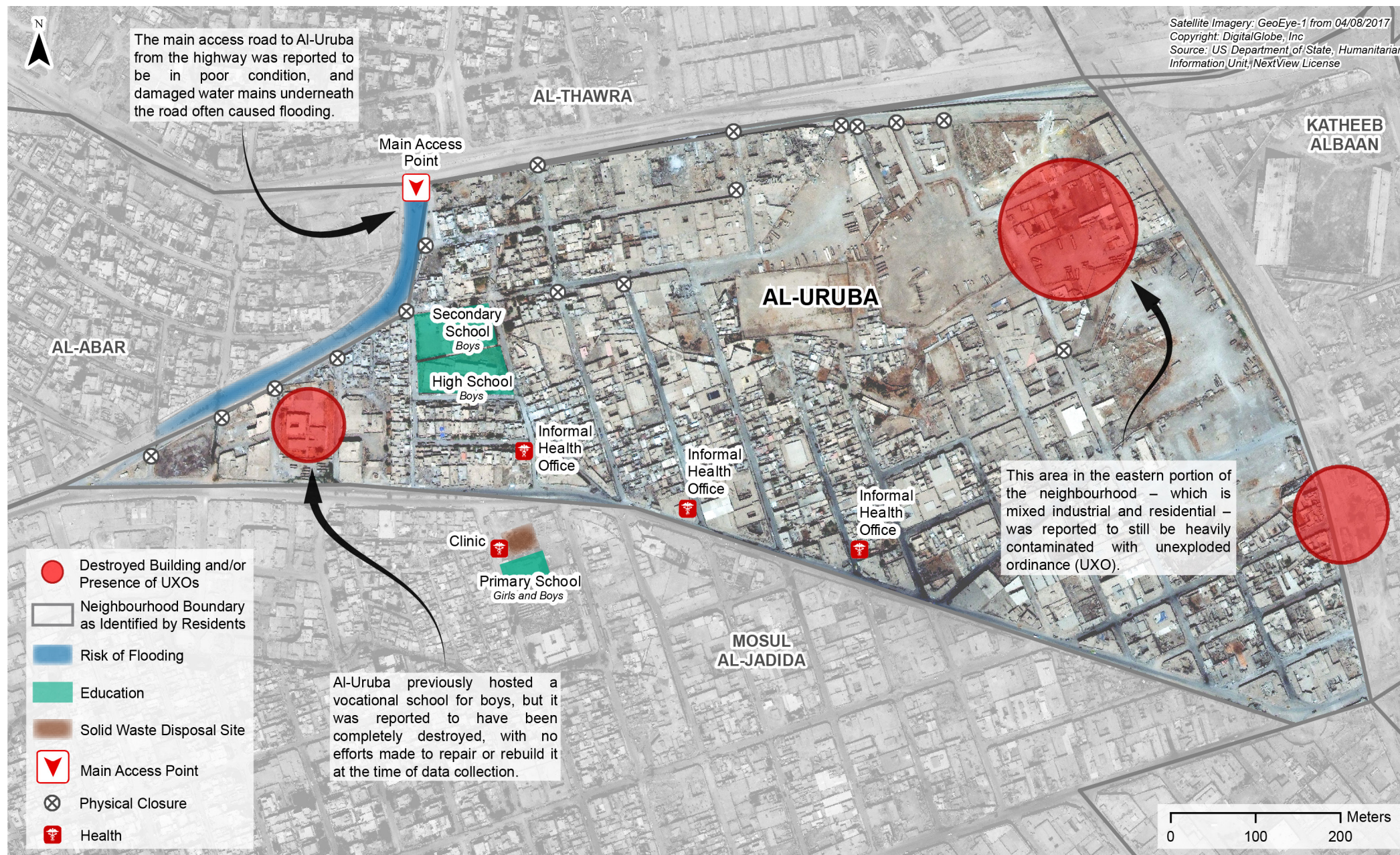
The information for this map was collected during a participatory mapping exercise on 4 December 2017 in which six male and three female residents of al Risalah were asked to identify key infrastructure and service provision within their neighbourhood.



Neighbourhood Services Overview - al Uruba

Mosul al Jadida Municipality, West Mosul

The information for this map was collected during a participatory mapping exercise on 3 December 2017 in which five male and four female residents of al Uruba were asked to identify key infrastructure and service provision within their neighbourhood.



Neighbourhood Services Overview - Rajim Hadid

Mosul al Jadida Municipality, West Mosul

The information for this map was collected during a participatory mapping exercise on 7 December 2017 in which eight male and seven female residents of Rajim Hadid were asked to identify key infrastructure and service provision within their neighbourhood.

