

LIBYA

Abu Salim

**Area-Based
Assessment (ABA)**

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1. INTRODUCTION

Abu Salim is one of the 12 municipalities comprising the Greater Tripoli Region and is the largest in terms of both area and population, hosting approximately 380,000 residents.¹ Since 2011, the municipality has experienced extensive damage and destruction due to armed conflict. During the Tripoli Offensive of 2019-2020, the front lines of the conflict ran through Abu Salim, resulting in damage to service infrastructure, property and housing, and population displacement. Over 200,000 civilians have experienced displacement since the beginning of the offensive in April 2019.² After the cessation of armed conflict, an estimated 80,000 people have returned to their homes in Abu Salim by May 2021.³

Some municipalities in Tripoli have a higher concentration of returnees than others, including Abu Salim and Ain Zara.⁴ Since 2011, Abu Salim has served as a host to thousands of internally displaced persons (IDPs) from several other municipalities in Libya, especially Tawergha. Of the estimated 5,700 IDPs residing in the municipality at the time of the assessment,⁵ the majority are residing in rented accommodation, while some inhabit several informal camps in the city.⁶ While data specific to migrants in Abu Salim is not readily available, the International Organization for Migration (IOM) estimates that there are 91,455 migrants in the Greater Tripoli Region, which is the highest concentration of migrants in the country.⁷

The provision of essential services to citizens in Abu Salim has been hindered by the damage to electricity, water, education, and health care infrastructure caused by the 2019-2020 conflict. As the front lines of the recent offensive ran through the southern part of the municipality, scoping interviews revealed that Abu Salim can be characterised as two distinct areas; the northern area is urban, with a dense population and relatively better living conditions and service infrastructure, while the southern area is peri-urban, was significantly damaged by conflict, and lacks functional service infrastructure. Rehabilitation of the southern area has been complicated by the prevalence of unexploded remnants of war.⁸ Now that mine clearance operations have made important progress and tens of thousands of people have returned to the southern area, appeals to reconstruct and rehabilitate affected areas are increasing at

the national and international level.^{9,10}

Abu Salim faces significant damage and reconstruction needs caused by the Tripoli Offensive of 2019-2020. An area-based understanding of the conflict's impact on the city presents an opportunity for local governance actors as well as international actors to rebuild the services and livelihoods in Abu Salim in a systematic manner, guided by data. Libyan cities should not be understood through individual sectors, but rather as complex organisations with service infrastructure that involve a range of local governance stakeholders as well as citizens. Thus, in order to develop appropriate assistance programmes, national and international actors should focus on urban spaces as unified systems instead of approaching needs assessments from a sector-by-sector basis.¹¹

This area-based assessment (ABA) aims to provide humanitarian-development-peace 'triple nexus' actors with information related to service delivery and living conditions in Abu Salim Tripoli, Libya.¹² The ABAs were designed to help 'triple nexus' actors identify efficient entry points for supporting medium- to long-term solutions to service delivery challenges and supporting rehabilitation of conflict-affected areas. In order to achieve the objectives described previously, seven different data collection tools were deployed combining both quantitative and qualitative methods.

2. KEY FINDINGS

1. There is **a considerable difference in provision of utilities, services, and livelihood opportunities in northern and southern muhallahs** of Abu Salim (see **Geography and location** for definition and map hereof) as well as challenges specific to a few muhallahs.

a. **Damage and reconstruction needs appear distinct for southern muhallahs**, which are the only muhallahs directly affected by the 2019-2020 conflict.

b. **Findings suggest that citizens are more commonly relying on vulnerable livelihood opportunities in the southern muhallahs, compared to the northern muhallahs.** Respondents living in Abi Dher Alghafari and Sidi Sleem frequently reported relying on government subsidies from the Social Solidarity Fund, while

respondents in Alhussain, Ibn Mandhor, and Shohadaa Abusalim more commonly reported relying on a temporary job or short-term employment.

c. All of Abu Salim is connected to the electricity network and all muhallahs face electricity cuts, however, the **length of electricity cuts varies across the municipality**.

d. Northern muhallahs are connected to the water and sewage network, while southern muhallahs fall outside the development plans of the two networks and rely on water and sewage wells. Only the northern part of the southern Almashroaa Alzeraai and Ibn Mandhor muhallahs are connected to the network.

e. **In the southern muhallahs, the only types of healthcare facilities available are public health dispensaries and private healthcare facilities**, forcing citizens unable to pay for private health care to incur high costs for transportation to reliable public healthcare facilities in the northern muhallahs of Abu Salim.

f. Lack of public schools is the main educational challenge faced in the municipality. While challenges such as **lack of transportation, overcrowding, poor quality teachers, and lack of functioning latrines were found to be challenges faced by school-aged children in Abi Dher Alghafari and Almashroaa Alzeraai**.

2. Findings suggest that a lack of financial resources allocated for the reconstruction of the southern muhallahs of the municipality coupled with **a large need for reconstruction of roads, buildings, and houses** are the main challenges for addressing the damages caused by the 2019-2020 conflict.

3. Electricity key informants (KIs) and local governance stakeholders reported **a need for reconstruction of substations, electrical transformers, and power transmission** in southern muhallahs with high numbers of returnees. All returnees in Abi Dher Alghafari, Alhussain, Almashroaa Alzeraai, Ibn Mandhor, and Sidi Sleem also reported problems accessing electricity after returning that they had not faced prior to the 2019-2020 conflict. Local governance KIs in Shohadaa Abusalim also highlighted that damages to the electricity network are causing challenges for citizens in the southern part of the muhallah.

3. OBJECTIVES

This ABA aims to provide humanitarian-development-peace 'triple nexus' actors with information related to service delivery and living conditions in Abu Salim Tripoli, Libya.¹³ The ABAs were designed to help 'triple nexus' actors identify efficient entry points for supporting medium- to long-term solutions to service delivery challenges and supporting rehabilitation of conflict-affected areas.

The assessment focused on collecting information on two thematic areas: 1) essential service availability and operationality and 2) living conditions. Regarding the first, the objective was to identify the functionality of key service provision infrastructure and identify the stakeholders involved in provision. For the second thematic area, the objective was to understand the context for rehabilitation and reconstruction of areas damaged by conflict by assessing living conditions in those areas and how these conditions impact access to essential services. The levels of analysis were the following: firstly, the municipality of Abu Salim, secondly, muhallahs (smaller administrative geographic units), and thirdly, specific population groups among area residents such as IDPs and returnees. Furthermore, within these levels of analysis, a greater focus was placed on the conflict-affected areas.

Primary data collection took place between end of April and end of June 2021. In total, the assessment comprises 405 surveys with individuals, 14 key informant interviews (KIIs) and 4 focus group discussions (FGDs) with service providers, along with 30 KIIs with local governance stakeholders.

For more information on the full research design, please refer to the [Terms of Reference \(ToR\)](#) on the REACH resource centre.¹⁴ The research questions guiding the ABA were as follows:

1. Define and profile the primary geographic areas and subsequent population groups within the municipality of Abu Salim

1.1. Identify and map official administrative muhallah boundaries and unofficial community areas

1.2. Identify population groups and perceived socio-economic profile of muhallahs

1.3. Identify areas affected by conflict damage

2. Identify and assess operationality of key service infrastructure, specifically electricity, water, health centres, and education centres, with a focus on conflict-affected areas

2.1. Identify factors that restrict access to services, such as distance and operationality

2.2. Identify service-related key stakeholders in each respective service area

2.3. Identify priority sectors and areas for essential services rehabilitation

3. Measure residents' perceptions of service provision/access and living conditions in their muhallah of residence

3.1. Identify where and how populations in conflict-affected areas access essential services

3.2. Identify key issues preventing IDPs returns

3.3. Identify key issues experienced by returnees upon return

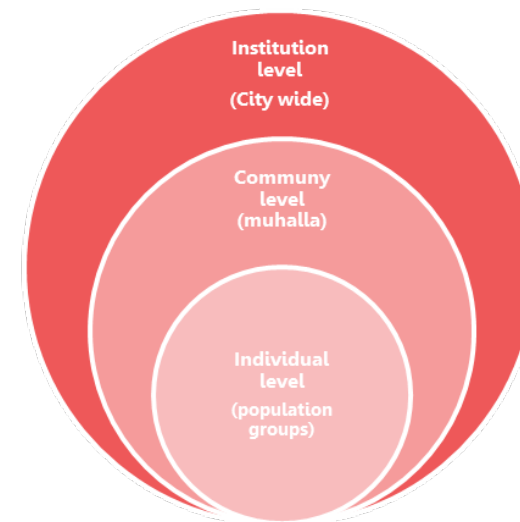
4. METHODOLOGY

4.1 Population of interest

One of the key objectives to understanding 'the city as a system' is to integrate the perspectives of the population as well as policymakers, authorities, and service providers. This way, the ABA examines both the supply and demand sides of the city's context, by gathering information on residents' needs as well as institutional response capacities. In order to do so, key service infrastructure and service provision were explored through semi-structured FGDs and KIIs with service providers, municipal authorities, and community leaders, while citizen perceptions of service access and the living conditions in each muhallah were assessed through the citizen survey.

As such, the relevant units of measurement applied during the ABA were the **institutional level (city wide)**, the **community (muhallah) level**, and the **individual (population group) level**. Findings from each component were assessed against each other to assess what services are available and how different types of citizens access them and rate their quality.

Figure 1. Overview of units of measurement



A second important component of this ABA was mapping the demographic distribution of population groups across Abu Salim and understanding the differences per area in terms of living conditions, access to services, and governance mechanisms. Abu Salim municipality comprises 21 muhallahs.¹⁵ The boundaries of these areas and the neighbourhoods within this muhallahs were confirmed during the city-level FGD with municipal governance stakeholders.

4.2 Location selection

In order to scope and design this ABA's methodology, REACH first sought to identify specific information gaps of international and local actors on Abu Salim, as well as to identify ongoing or upcoming programming that the ABA could support. Once Abu Salim was selected as the location for the assessment, REACH conducted a second round of 8 scoping interviews with international organisations currently working in Abu Salim, the municipality of Abu Salim, and local civil society organizations (CSOs). The following data gaps were identified and provided the foundation of the research design:

- International actors have little information regarding the extent of the conflict damage to service infrastructure and shelters;
- International actors have little information regarding the extent and modality of service provision across Abu Salim, and how this has been impacted by damage to infrastructure;
- International actors require information that would inform programming to support IDP returns to conflict-affected areas of Abu Salim, and to support returnees upon arrival;
- International actors require information related to evictions to support sustainable shelter strategies;
- International actors have varied levels of information regarding the governance and coordination mechanisms present in the area that are engaged in facilitating the rehabilitation of conflict-affected areas, and in particular the rehabilitation priorities of those bodies;
- International actors require information that supports the prioritization of sectors and areas for rehabilitation.

The scoping period identified specific ongoing and upcoming national and international interventions that the ABA sought to support, including:

- Norwegian Refugee Council's (NRC) programming related to shelter, as well as IDP and returnee support;
- United Nations Children's Fund's (UNICEF) upcoming programming related to support

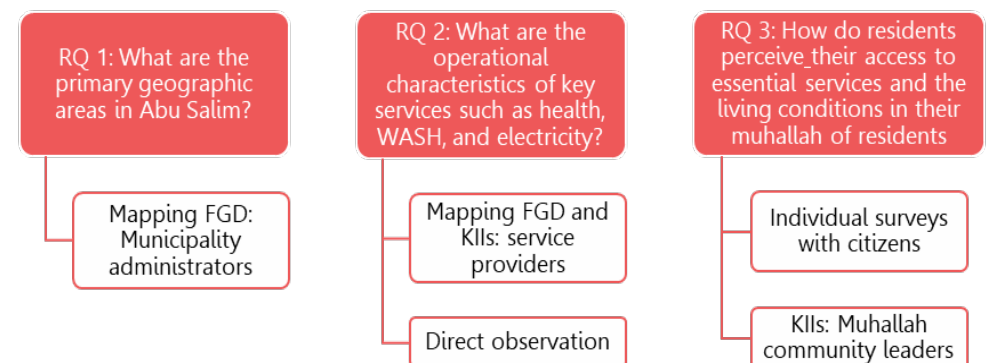
of IDPs and returnees;

- Danish Refugee Council's (DRC) ongoing programming related to livelihoods, water, sanitation, and hygiene (WASH) support, shelter, and protection;
- INTERSOS' ongoing programming related to shelter, education, and protection;
- World Food Programme's (WFP) programming related to livelihoods;
- The Abu Salim municipality's ongoing support to IDP, returnee, and low-income individuals, as well as their engagement on repairing key infrastructure and facilities related to provision of electricity, water, education, and health care.

To address the above-mentioned objectives, and support the identified interventions, the ABA for Abu Salim was built on a mixed methods approach, combining qualitative and quantitative methods, to facilitate the integrative analysis of the two thematic areas: 1) essential service availability and operationality and 2) living conditions. The methodology relied on the collection of information from a range of perspectives, including governance stakeholders, service providers, and residents. Data collection took place between end of April and mid-June 2021.

In order to achieve the objectives described previously, seven different data collection tools were deployed, combining both quantitative and qualitative tools. For a full overview of the tools and sampling frame please refer to [Annex 1](#).

Figure 2. Overview of the individual tools supporting the analysis of each research question



4.3 Qualitative component

The qualitative methods were deployed to map city and neighbourhood boundaries and identify service infrastructure; to collect information about the context of rehabilitation of conflict-affected areas and the vulnerabilities of IDPs and returnees; and to identify governance mechanisms and stakeholders in the municipality. The ABA deployed seven structured and semi-structured qualitative tools.

The FGD and KII tools were carried out with participants and KIs such as service providers, municipal council members, and muhallah representatives (mukhtars). A total of 4 FGDs and 44 KIIs were conducted. Informants were purposively sampled and identified through REACH Libya's network of informants, followed by snowballing. These interviews were complemented by a direct observation tool for enumerators to qualitatively assess living conditions in conflict-affected muhallahs.

The initial mapping FGD (MFGD) informed on the muhallah landmarks and key service infrastructure and provided information regarding their socio-economic profiles; this information was used to triangulate information from the municipal MFGD, direct observation, and individual survey tools.

The municipal MFGD was conducted with city-level municipal authorities, including municipal council members, and municipal government administrators. The MFGD-gathered data was used to confirm the boundaries of the localities and specify other relevant geographical units. In addition, the MFGD was used to gather information on the degree of damage in the areas affected by the 2019-2020 conflict. Besides identifying municipality/muhallah limits and the conflict front line, this step allowed for participants to identify municipal rehabilitation priorities and challenges, as well as key stakeholders involved in rehabilitation activities.

KIIs with muhallah representatives (mukhtars) were conducted with representatives that had been recommended by the municipality during the scoping interview, based on their expert knowledge of service provision, conflict damage, and rehabilitation priorities. Muhallahs were selected according to which areas the MFGD participants identified as being directly affected by conflict-damage and/or displacement. Hence,

all mukhtars from muhallahs that were directly affected by conflict were included, while only a random selection of representatives of muhallahs that had not been directly affected were interviewed for comparison. All KI tools included questions on how and to what extent the conflict-affected muhallahs had been affected, as well as on the governance mechanisms present, engagement between governance stakeholders and citizens, service accessibility and operationality, living conditions, and rehabilitation priorities of the muhallah.

After the direct observations of service infrastructure, to further assess service provision, **FGDs with healthcare service providers** were conducted to assess the most important healthcare-related issues, challenges, and rehabilitation and development priorities in Abu Salim based on the participants' knowledge of the health sector in their respective muhallahs. The 4 FGDs were conducted to cover both the northern and the southern muhallahs.

The other **service KIIs** were focused on electricity and WASH service provision in Abu Salim. These KIIs were aimed at understanding the challenges to providing these services, where the primary issues are located, how the infrastructure works, and what the rehabilitation and development priorities are for each sector. A mapping component was incorporated in the KII tools to facilitate the Geographic Information System (GIS) analysis of the service infrastructure.

Direct/spatial observation was carried out to map key service infrastructures in conflict-affected muhallahs which provided evidence on the type of services (public/private), facility names, and their operational status. In addition to geographic points, questions regarding the general state of the muhallah and population groups present were also incorporated in this step.

4.4 Quantitative component

This component provided a bottom-up lens to the 'city as a system' by quantifying citizens' perception of access to and operationality of services, living conditions in each muhallah, and how they engage with the identified service infrastructure and governance mechanisms. The ABA deployed one quantitative tool; an individual interview with 405

Abu Salim citizens. Respondents were selected through a randomised representative sample at the city-level, providing findings with a 95% confidence level and 5% margin of error. The data from the quantitative component was further disaggregated by muhallah, gender, and displacement status to allow for an indicative comparative analysis of specific areas and population groups. Findings are not representative of the population at muhallah-level with a known level of precision and should therefore be considered indicative.

4.5 Challenges and limitations

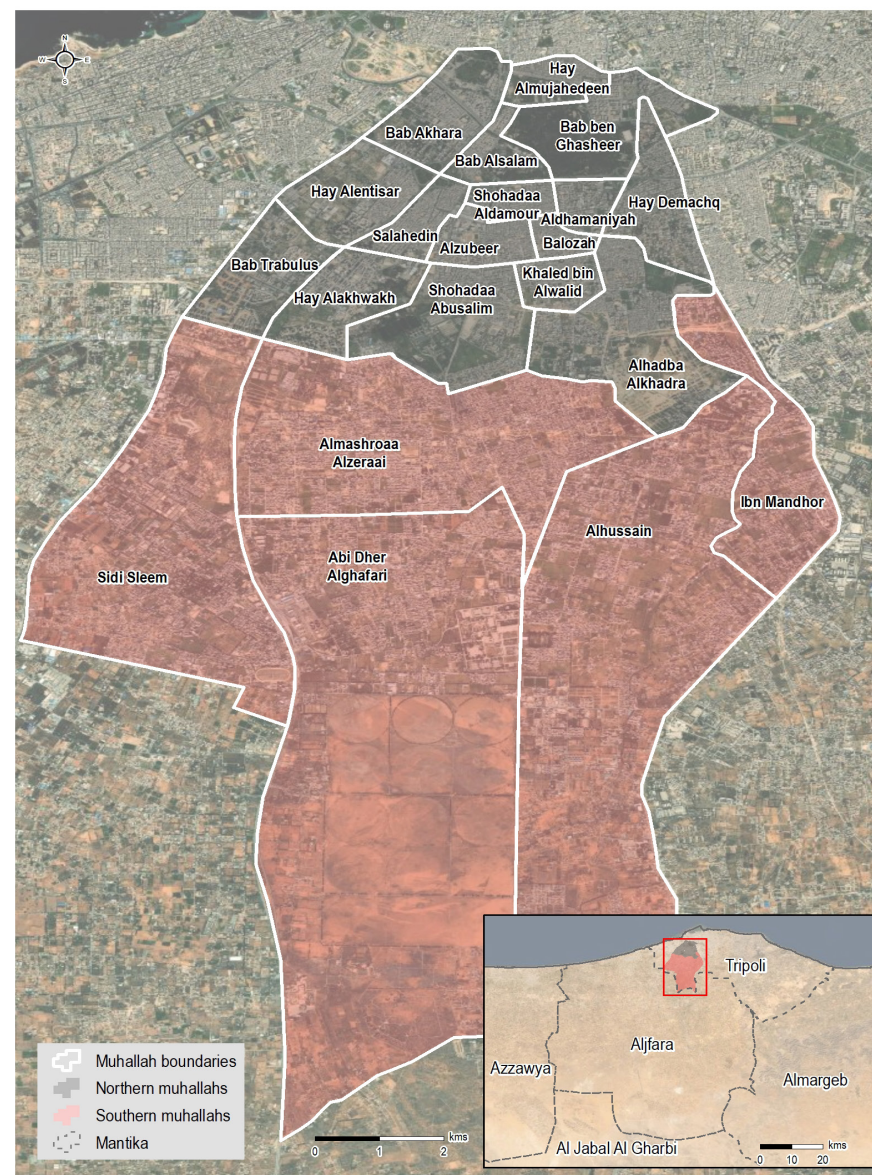
During the scoping phase of this research, southern muhallahs were identified as generally having less access to services, which brought the focus of the subsequent analysis and interpretation of the ABA to the conflict-affected muhallahs in the south, prioritising southern muhallahs in this assessment. Therefore, induced damage were included, while only a random selection of non-directly conflict affected muhallah representatives was interviewed for comparisons.

Similarly, direct observations focused on mapping key education and health infrastructure only in directly conflict-affected muhallahs, which made direct comparisons of locations of schools and health facilities in northern muhallahs difficult. Information gaps on health and education services in the other assessed areas were however, addressed with additional mapping questions with health experts and personnel for the health facilities, and an inclusion of education facilities that have been publicly mapped through open-sources.

4.6 Geography and location

Abu Salim is one of the twelve municipalities comprising the Greater Tripoli Region and is the largest municipality in terms of both area and population.¹⁶ Abu Salim consist of 21 muhallahs. Southern muhallahs include Abi Dher Alghafari, Alhussain, Almashroaa Alzeraai, Ibn Mandhor, Shohadaa Abusalim, and Sidi Sleem (see map 1), while remaining muhallahs hereinafter are referred to as northern muhallahs.

Map 1. Abu Salim municipality and muhallahs



FINDINGS

1. Social cohesion

There are various ways of understanding the term social cohesion with the term being developed and adapted over the past 20 years.¹⁷ Social cohesion can be understood as the trust in government and trust within society, as well as the readiness of stakeholders to collectively work together for common goals such as peace and development.^{18,19} Social cohesion can generally be described along two dimensions: vertical and horizontal social cohesion. Vertical social cohesion refers to the readiness of population groups and governance stakeholders to cooperate with each other,²⁰ while horizontal social cohesion can be understood as the readiness of population groups and communities to cooperate with each other (intra-communal social cohesion) and with other communities (inter-communal social cohesion).²¹ The assessment focused on vertical social cohesion dynamics to measure and understand citizens' perceptions of service provision in Abu Salim.

1.1 Vertical social cohesion

Local governance mechanisms in Abu Salim consist of formal governance stakeholders that have the legal jurisdiction and formal responsibility for governance of the municipality. These actors include the municipal council and the muhallah councils/mukhtars.²²

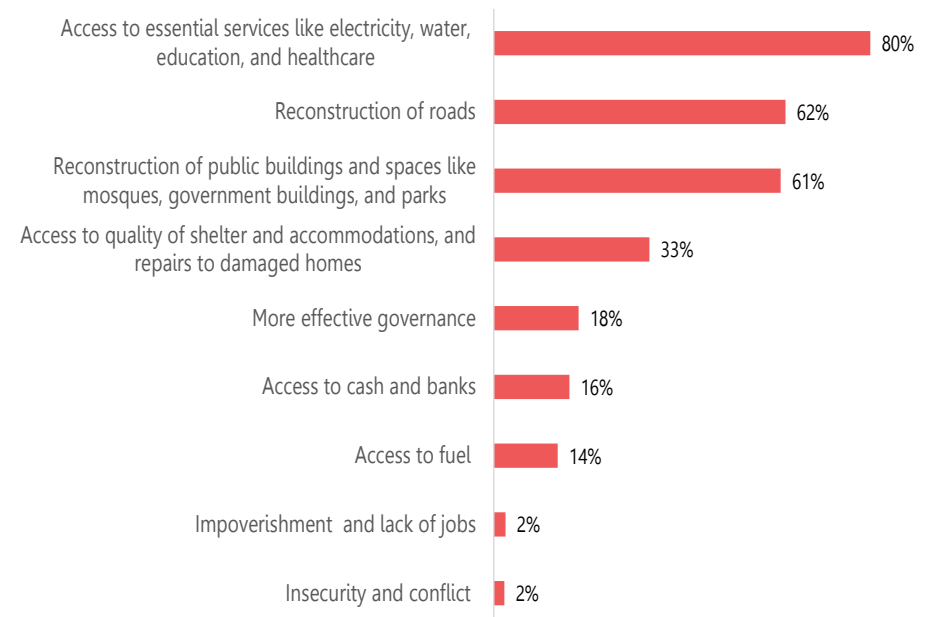
The Abu Salim municipal council consists of seven members with one seat each reserved for a woman and a person with a disability.²³ During the MFGD, the majority of the municipal council members mentioned their collaboration and coordination with local muhallah mukhtars, suggesting a clear understanding of coordination and division of responsibilities between the municipal council and the muhallah mukhtar.

Each of the 21 muhallahs in Abu Salim has its own muhallah council or mukhtar, which is the local governance stakeholder at the muhallah level.²⁴ The mukhtars are appointed by Abu Salim mayor, together with the Ministry of Local Governance.²⁵ They are a part of the municipal administration but do not have any executive authority.²⁶ The majority of muhallah mukhtar members interviewed in Abu Salim outlined similar structures and

highlighted that it is the responsibility of the muhallah mukhtar to link the community with the Municipal Council to ensure that the needs of the community are heard, highlighting the mukhtars' responsibility for vertical social cohesion.

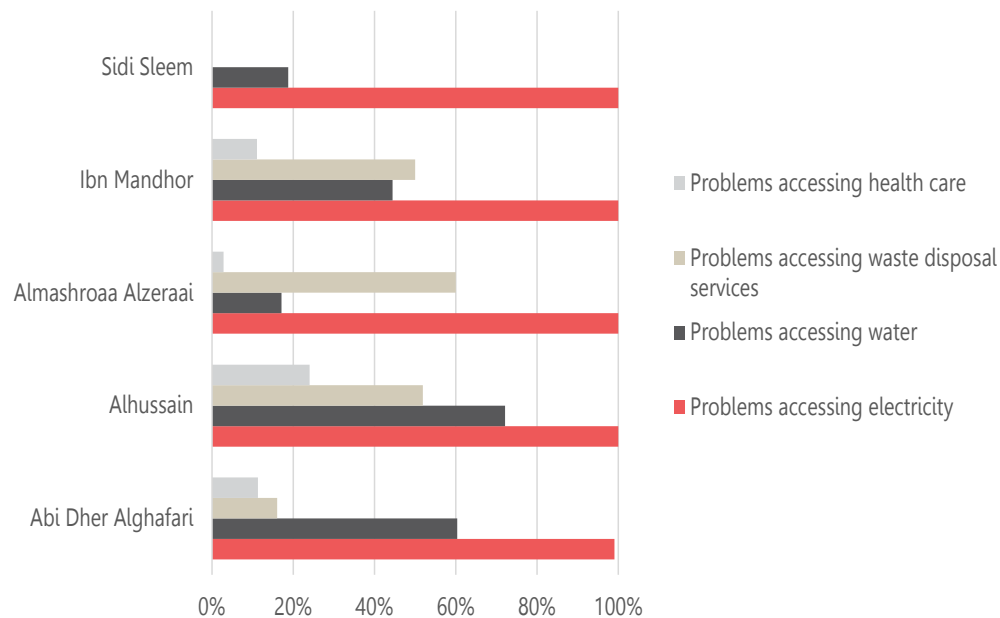
A core element in the vertical dimension of social cohesion is trust in leaders, institutions, and processes such as access to justice and the delivery of public services.²⁷ The citizen survey was specifically developed to measure perceptions of the community on access to services and living conditions in each muhallah, as well as understanding trust in governance. When asked about the three most important problems that needed to be addressed, 18% of Abu Salim respondents reported the need for more effective governance. The need for more effective governance was particularly highlighted by 27% of respondents in Abi Dher Alghafari, 64% of respondents in Sidi Sleem, and 31% of respondents in Almashroaa Alzeraai. Please refer to [Annex 2](#) for full overview of each sample size by muhallah.

Figure 3. % of respondents reporting top 3 main problems that need addressing in respondent's muhallah



This lack of trust in local governance stakeholders' effectiveness in Abi Dher Alghafari, Almashroaa Alzeraai, and Sidi Sleem could stem from these muhallahs being among the most affected muhallahs by the 2019-2020 conflict, with respondents from these muhallahs commonly reporting having experienced problems with services upon their return (see figure 4).

Figure 4. % of returnee respondents reporting problems accessing services upon return, by muhallahs where returnee respondents were present



Furthermore, similarly to returnee respondents in Abi Dher Alghafari, all returnee respondents in Alhussain reported at least one problem with accessing different services upon return. However, more effective governance was not among the top three problems that needed addressing according to respondents in Alhussain. Instead, 73% of respondents reported "reconstruction of roads" as one of the three most important problems that needed addressing in their muhallah, while 67% of respondents reported "reconstruction of public buildings and spaces like mosques, government buildings, and

parks", and 55% of respondents reported "access to quality shelter and accommodations", and "repairs to damaged homes". Furthermore, these reconstruction priorities were echoed by all local governance KIs, highlighting a clear need for reconstruction following the 2019-2020 conflict. Findings suggest that these infrastructural issues might have taken priority above reporting governance needs, and/or that respondents in Alhussain might have a stronger vertical social cohesion bond with their muhallah mukhtar than respondents in Sidi Sleem and Abi Dher Alghafari.

2. Damage, displacement, and reconstruction needs' impact on households

Map 2. Frontline running through Abu Salim during 2019 – 2020 conflict



2.1 Characteristics of damage and returns

The Tripoli Offensive, which started in April 2019 and lasted until June 2020, has left the southern municipalities of Tripoli, including Abu Salim, along the conflict's frontline, with damage to homes, impact on service provision, and livelihoods (see map 2 of the frontline).^{28,29,30}

Overall, 38% of respondents in the citizen survey reported having been displaced from their homes as a result of the 2019-2020 conflict, with all respondents reporting displacement due to the conflict and recent return were living in the southern muhallahs of Abi Dher Alghafari (99%), Alhussain (96%), Almashroaa Alzeraai (83%), Ibn Mandhor (100%), and Sidi Sleem (38%). Almost three-quarters (74%) of returnee respondents (n=254) reported having returned to their muhallah in 2020, while 26% had returned in the first half of 2021. Interviews with local governance stakeholders reflected the pattern of displacement and return as revealed by the citizen survey, as stakeholders commonly reported that citizens living in southern muhallahs had directly been affected by the conflict and hence, are the only muhallahs with returnees.

Similar findings were presented by the HALO Trust's Socio-Economic Assessment of Abu Salim of February 2021, which found that households had made a quick return to their damaged homes,³¹ and particularly highlighted the mining risks associated with this return, noting an increase in incidents of explosive ordnances,³² which was reflected by the Libyan Mine Action Centre reporting 138 casualties by July 2020.³³

All of the local governance KIs in Alhussain reported that all neighbourhoods in Alhussain were damaged, while heavier damage to buildings occurred close to the main road of Alhussain. Similarly, all local governance KIs in Abi Dher Alghafari reported that all neighbourhoods within the muhallah had been damaged by the 2019-2020 conflict. Furthermore, the KIs in Ibn Mandhor clarified that the damage to Ibn Mandhor muhallah was particularly severe in the Salah al-Din neighbourhood, which covers approximately 80% of the muhallah. All local governance KIs in Almashroaa Alzeraai also reported that all neighbourhoods within the muhallah had been damaged by the 2019-2020 conflict, while one KI highlighted that buildings closer to the main roads

were damaged to higher degrees. Lastly, KIs in Sidi Sleem commonly reported that the damage incurred in Sidi Sleem was most severe in the area around the airport. In the citizen survey, damage to housing, was most commonly reported in Alhussain (100%), Abi Dher Alghafari (86%), Ibn Mandhor (72%), Sidi Sleem (24%), and Almashroaa Alzeraai (12%). Among those respondents reporting damage to housing (n=202), all reported living in these damaged shelters at the time of data collection.

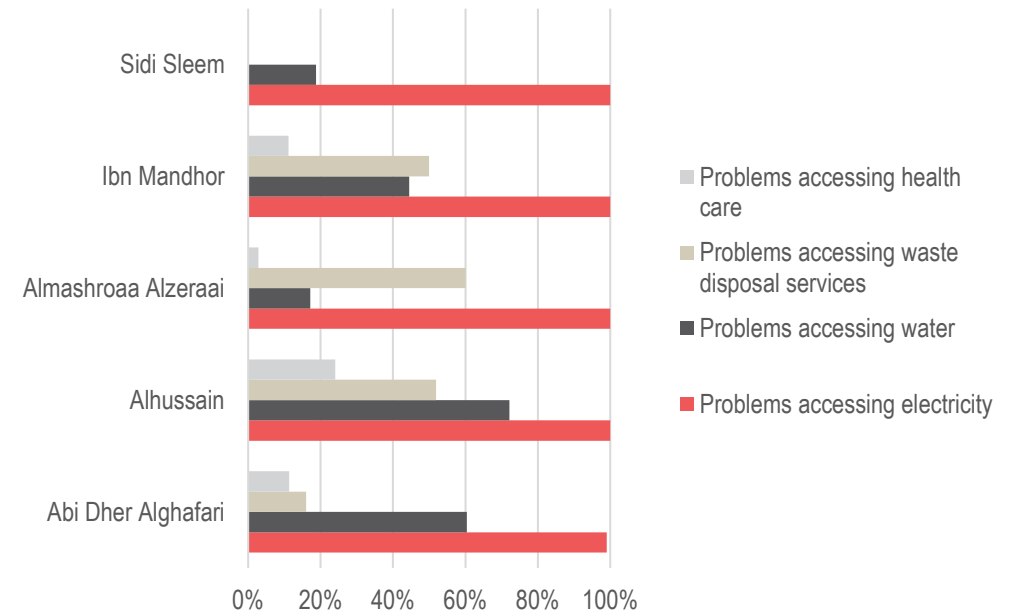
Figure 5. % of returnee respondents (n=254) by reported time they returned to their muhallah of residence, by muhallah

	Less than a month ago	1-2 months ago	3-4 months ago	4-5 months ago	6 or more months ago
Abi Dher Alghafari	0%	0%	0%	24%	76%
Alhussain	0%	0%	0%	47%	53%
Almashroaa Alzeraai	0%	0%	0%	0%	100%
Ibn Mandhor	0%	0%	0%	22%	78%
Sidi Sleem	0%	0%	0%	0%	100%

2.2 Challenges encountered upon return

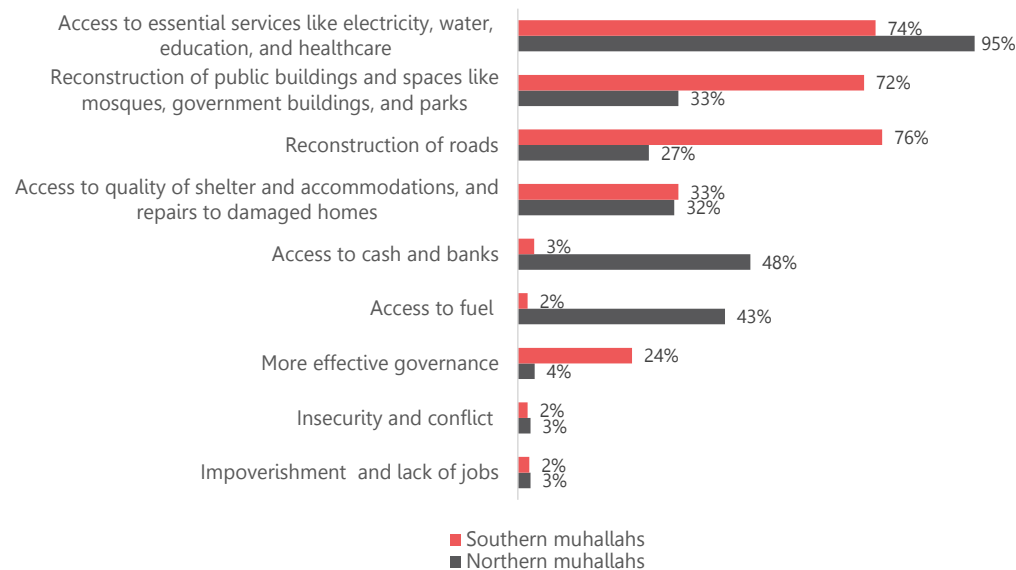
All returnee respondents also reported having experienced issues accessing services that they had not faced before the 2019-2020 conflict. All returnee respondents reported having experienced problems with electricity, while 54% of returnee respondents reported problems accessing water, followed by problems accessing waste disposal services (35%), and problems accessing healthcare (28%). Local governance stakeholders echoed the issues concerning electricity, with the majority of local governance KIs in Alhussain and Shohadaa Abusalim, one KI in Almashroaa Alzeraai, and one KI Sidi Sleem reporting there had been damages to the electricity network due to the 2019-2020 conflict, with particular damage to substations, electrical transformers, and power transmission lines. Shohadaa Abusalim KIs specified that these damages were only prevalent in the southern part of the muhallah.

Figure 6. % of returnee respondents reporting having experienced problems accessing services upon return, by muhallahs where returnee respondents were present



In addition to challenges faced upon return and problems reported in regard to access to essential services (74%), respondents in southern muhallahs commonly reported reconstruction needs, such as the reconstruction of roads (76%), reconstruction of public buildings and spaces like mosques, government buildings, and parks (72%), and access to quality of shelter and accommodations and repairs to damaged homes (33%), while respondents in northern muhallahs more commonly reported non-conflict related problems (see figure 7). Hence, citizens in muhallahs affected by the 2019-2020 conflict face reconstruction problems in addition to other problems such as access to cash and banks, as well as access to fuel that was reported by respondents in northern muhallahs.

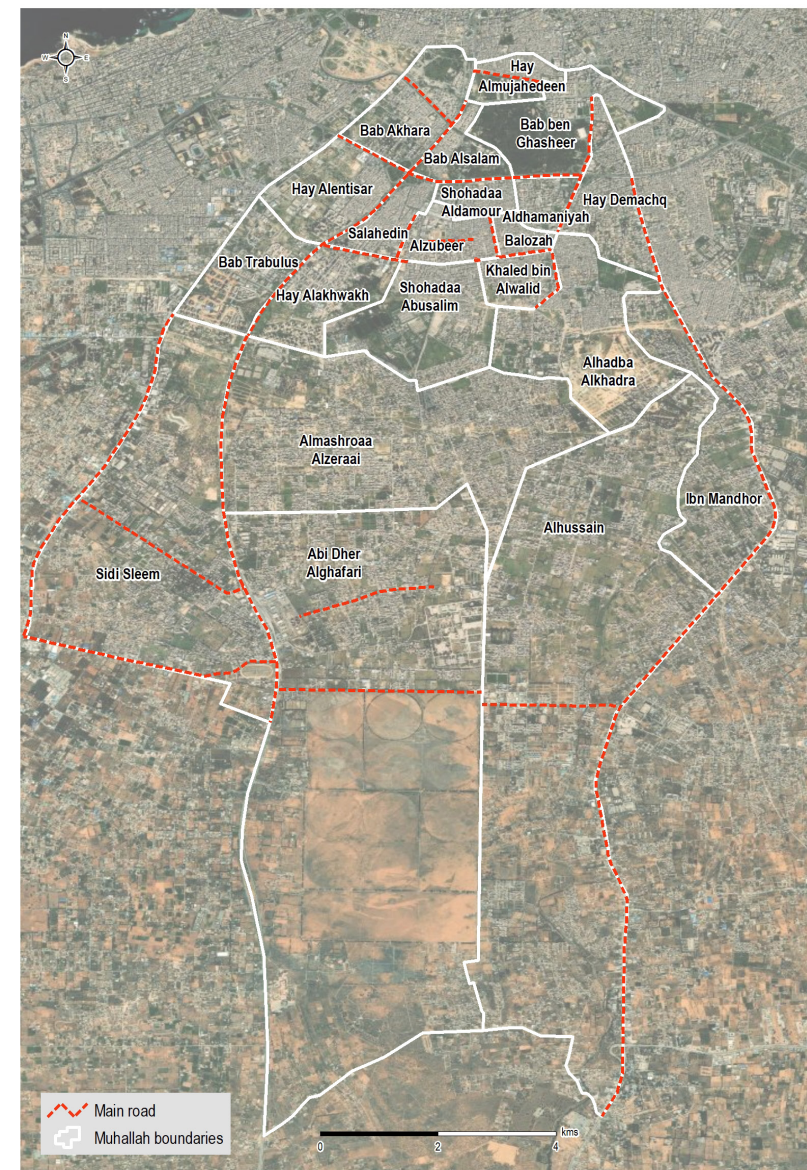
Figure 7. Most commonly reported top three most important problems in the muhallah, by % of respondents in northern and southern muhallahs



In addition to the citizen survey respondents, the majority of local governance KIs stressed the important of roads; KIs in Almashroaa Alzeraai and Sidi Sleem particularly highlighted that the quality of already poor road infrastructure had been further degraded by heavy military vehicles movement during the 2019-2020 conflict. Furthermore, local governance KIs commonly reported perceiving that shelter damage has been one of the main reasons for households not to return, since poorer households would not be able to pay for the needed reconstruction in order to inhabit their homes again.

The impact of conflict-related damage was further highlighted when survey respondents were asked to reflect on their satisfaction with the living conditions in their muhallah; the majority (61%) of respondent reported perceiving their living conditions to be either poor or very poor. Among those respondents, the two main reported reasons driving their dissatisfaction were related to physical barriers, such as damaged roads or roadblocks, and houses being badly damaged. Map 3 highlights the main road of Abu Salim, as identified in the MFGD with local governance KIs.

Map 3. Main roads in Abu Salim



2.3 Development priorities and plans

Findings suggest that limited allocation of financial resources to facilitate reconstruction poses a critical challenge for addressing the damage caused by the 2019-2020 conflict, particularly given the apparent widespread need for reconstruction of roads, buildings, and houses described in the previous sections. The majority of local governance KIs reported that the financial budget that would be needed to address the damage would be insufficient. In addition, one third of local governance KIs also reported that the general lack of reconstruction plans to address the issues only exacerbated the problem and the timeline for damages to be addressed. Furthermore, one third of local governance KIs were concerned about political instability, as well as the perceived lack of political interest in providing support for the development of reconstruction plans and the needed budget allocation to reconstruct southern muhallahs of Abu Salim. A few local governance KIs disclosed being worried that, without proper reconstruction plans, corruption could potentially impede the reconstruction process. Hence, the path for reconstruction and durable solutions for the citizens that have returned to conflict-affected areas of Abu Salim appear to be lengthy and complicated by financial and political constraints..

2.4 Governance stakeholders

The main governance actors active in the planning and coordination of the reconstruction include both local and national actors. At a local level, the majority of local governance KIs mentioned by the municipal council of Abu Salim and about half of local governance KIs were local offices of national service providers, the General Electricity Company of Libya (GECOL), and the General Waste and Water Company (GWWC) as the main local actors. At a national level, about one third of local governance KIs mentioned the involvement of the Ministry of Local Government having an important role in the reconstruction of Abu Salim, as they are responsible for the budget allocation to the muhallah. A minority of local governance KIs also mentioned the Ministry of Planning, as they have the planning responsibility, as well as the capacity, to provide the needed support for reconstruction plans. The fact that governance actors are active at various levels indicates that coordination between ministries' and local actors will be an

important factor for successful reconstruction of Abu Salim.

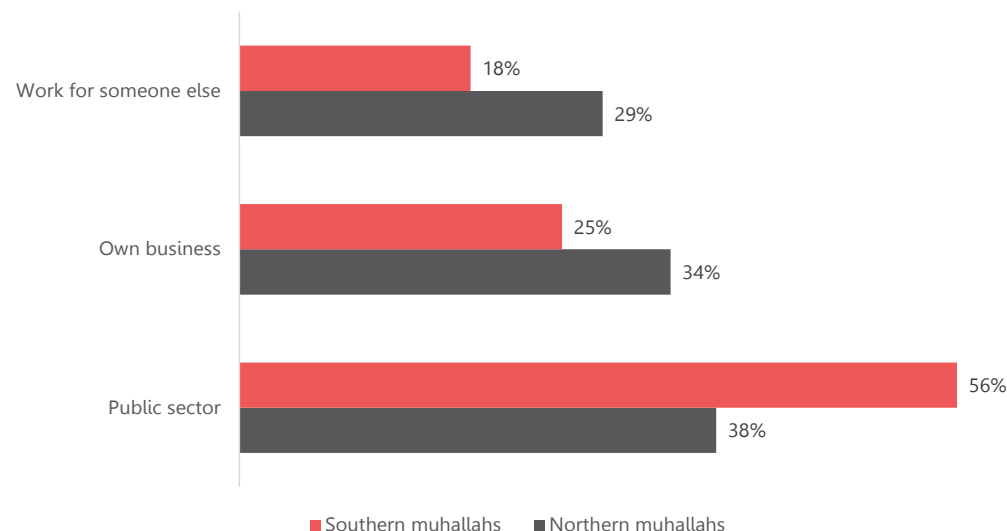
3. Livelihoods

Almost all respondents of the citizen survey (93%) reported that the main source of income they rely on is working household members. Respondents reporting their household relying on government subsidies from the Social Solidarity Fund appeared to be clustered in Sidi Sleem³⁴ (26%) and Abi Dher Alghafari³⁵ (11%).

The type of work reported by respondents living in southern and northern muhallahs appeared to differ. In northern muhallahs, among those households who reportedly relied on at least one working household member, 38% of respondents reported being employed in the public sector, while approximately 34% reported having their own businesses, and 29% reported working for someone else in the private sector. In comparison to respondents in northern muhallahs, 56% of respondents in southern muhallahs whose household reportedly relies on a working household member (n=377) reported being employed in the public sector, while 25% reported relying on a private sector job, approximately 25% among whom reported working in their own business and 18% reported working for someone else (see Figure 8).

Overall, 92% of respondents who reported their households relied on a working household member, reported this job to be a permanent job, with the person going to work regularly and receiving a predictable monthly salary, while the remaining 8% reported that the main source of income that they rely on is a temporary job, with short-term employment and a less predictable monthly salary. A few muhallahs stand out in this regard, with all or a high percentage of respondents reporting their main source of income to be working for someone else in a temporary job, which might indicate an elevated vulnerability. Respondents in these muhallahs are more likely to fall outside of the labour market and subsequently rely on government subsidies as their main source of income, rather than a working household member. Working in a temporary job, with short-term employment and a less predictable monthly salary, was most commonly reported in Ibn Mandhor (22%) and Shohadaa Abusalim (18%).

Figure 8. % of respondents reporting household members working (n=377) by types of employment, by northern/southern muhallahs



Findings suggest that livelihood opportunities are generally found in northern muhallahs of Abu Salim or in another municipality in Tripoli (see figure 9). Respondents in the citizen survey most commonly reported to either work in northern muhallahs of Abu Salim or in another municipality in Tripoli, irrespective of type of employment type, thus highlighting reportedly fewer livelihood opportunities in southern muhallahs, due to their general residential characteristics.

Figure 9. Reported types of employment, by % of respondents reporting working household members (n=377), by location

		Northern muhallahs	Southern muhallahs	Another municipality in Tripoli
Southern muhallah residents	Public sector	29%	7%	20%
	Own business	13%	3%	9%
	Work for someone else	10%	4%	4%
Northern muhallah residents	Public sector	11%	3%	22%
	Own business	11%	0%	22%
	Work for someone else	10%	3%	15%

4. Electricity

4.1 Characteristics

All electricity KIs and local governance KIs reported that all areas of Abu Salim are connected to the electricity network. These connections are reportedly all done formally in the majority of muhallahs, where GECOL does the installation free of charge. Only in Sidi Sleem, all local governance KIs reported that the connections to the public electricity network are done 'unofficially', with residents reportedly buying the needed materials themselves and contacting a private company for the installation.

Streetlights

Electricity KIs reported that a large majority of the main roads in northern Abu Salim have streetlights, while one KI also mentioned that some of the secondary roads in northern muhallahs are connected to the public electrical network. One electricity KI mentioned the United Nations Development Programme's (UNDP) establishment of solar panelled streetlights.³⁶ The majority of electricity KIs also reported that southern

muhallahs in Abu Salim do not have any lights in the streets, and in places where light poles were established, lights were reportedly not functioning. A minority of electricity KIs also highlighted that this increases the safety risks at night and limits citizen's freedom of movement. Lack of streetlights was reportedly also one of the two main causes for respondents feeling unsafe in their muhallah. Only respondents in Abi Dher Alghafari (41%) reported not feeling safe in their muhallah, and of the respondents not feeling safe in their muhallah, 61% reported the reason being lack of streetlights, while 75% reported armed group activities.

4.2 Challenges

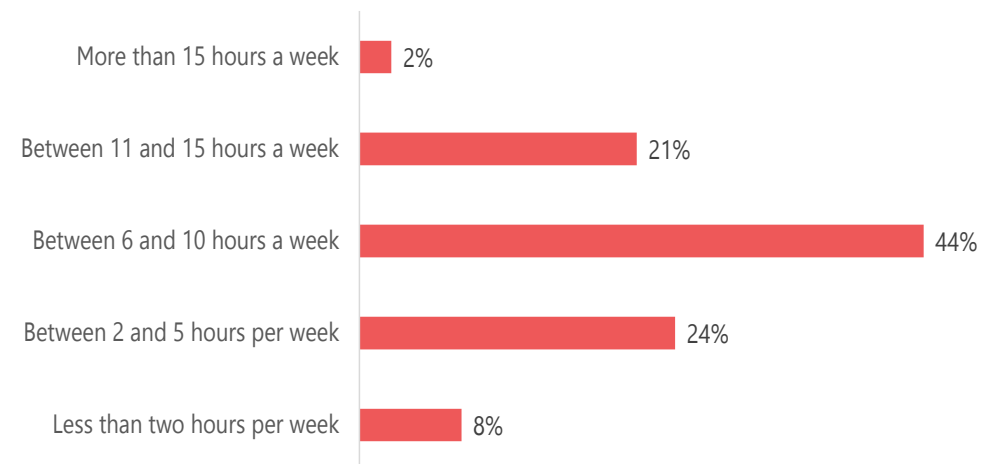
Reflective of the KIs' reports, all respondents in the citizen survey reported being connected to the electricity network, but all respondents also reported having experienced electricity cuts in the 30 days prior to data collection. Overall, 44% of respondents reported power outages between 6 and 10 hours per week, while 21% of respondents reported experiencing outages of 11 to 15 hours per week, and 24% reported between 2 and 5 hours per week (see figure 9).

The majority of local governance stakeholders mentioned that electricity cuts occur frequently and, during data collection in May and June 2021, estimated a weekly cut of 4 - 6 hours, the number of hours reportedly increasing over the summer. Electricity KIs also concurred with the general picture painted by respondents in the citizen survey, adding that all muhallahs of Abu Salim experience power outages as a result of the supply deficit in the production. These findings indicate that **continuous electricity cuts do not only affect citizens' ability to work, gain access to water, preserve food stock, and their safe movement at night, but also affect businesses functionality**.³⁷ The impact of power outages on service operationality and functionality, clearly indicates an avenue for investments and development programmes.

In order to cope with electricity cuts, local governance and electricity KIs reported that households generally use a small generator. However, when asked in the citizen survey, 57% of respondents reported that they do not have access to a generator and need one, and 35% reported that, while they do have access to a generator, they do not

have access to sufficient fuel. The remaining 8% reported having a small generator and sufficient access to fuel. Hence, these findings suggest that the majority of citizens in Abu Salim might not be sufficiently able to reduce the impact of electricity cuts on their daily lives through relying on diesel fuelled generators, due to the lack of access to small household generators and affordable fuel.³⁸ That said, recent research suggests that Libya has a vast potential for the use of solar energy and that, with the current fuel and grid electricity prices, small-scale solar systems can be a more economical solution than diesel generators, in addition to being more environmentally friendly and less noisy.³⁹ Thus, providing a solution for households to cope with electricity cuts in a more environmentally friendly and economical way than current coping strategies. However, none of the electricity KIs brought up small-scale solar systems as alternative solutions to diesel fuelled generators, indicating that awareness is not that widespread.

Figure 10. % of respondents reporting average weekly hours of electricity cuts



Power outages are not unique to Abu Salim; Libya as a whole faces an acute electricity shortage.⁴⁰ This year, Libya faced the highest average number of hours of blackouts over the summer, reaching the highest recorded megawatt demand in the country's history.⁴¹ Currently, demand peak is at 8,125 megawatts, while the average supply is 5,200 megawatts.⁴² The electricity infrastructure of Libya has generally been neglected

for years, with minimum or no development plans or projects as well as attacks on electricity infrastructure causing deficiencies.^{43,44} Please refer to the section on **damage, displacement, and reconstruction needs' impact on households** to understand the additional challenges related to attacks on electricity infrastructure.

All electricity KIs highlighted that the largest issue for consistent and reliable electricity for citizens in Abu Salim is the same across all of Libya. The power plants can reportedly not keep up with the demand for electricity due to the transformers being outdated and a general lack of maintenance, as a result of which the power plants cannot generate the watts demanded by citizens. According to electricity KIs, to avoid the burn-down of the system, GECOL schedules power cuts.

Electricity consumption is projected to reach 15,000 megawatts within the next 10 years,⁴⁵ which will likely only further strain the electricity network and call for interventions addressing the current crisis. In order for supply to meet demand and power plant maintenance as well as repairs, a deficit of 2 billion dollars investment gap has to be filled.⁴⁶

4.3 Development plans and priorities

The Libyan House of Representatives' member of the Energy and Natural Resources Committee and member of the Electricity File Follow-up Committee met with the American Pragma Corporation and the United States Agency for Development (USAID) to appeal for technical expertise to solve the electricity crisis in Libya.⁴⁷ This meeting is a part of the development plans financed by USAID and implemented by Pragma Corporation to advance national fiscal foundation and address Libya's energy efficiency, conservation, and service reliability.⁴⁸

Similarly, GECOL are planning to carry out development projects in order to address the above-mentioned challenges, however, the Korean firms contracted for the project have yet to return to Libya and resume the work.^{49,50} Similar to other engineering companies, the work of the Korean firms has stopped and expatriated engineers working on electricity infrastructure development or maintenance have been expatriated following kidnapping of Turkish engineers in Ubari in 2017.^{51,52}

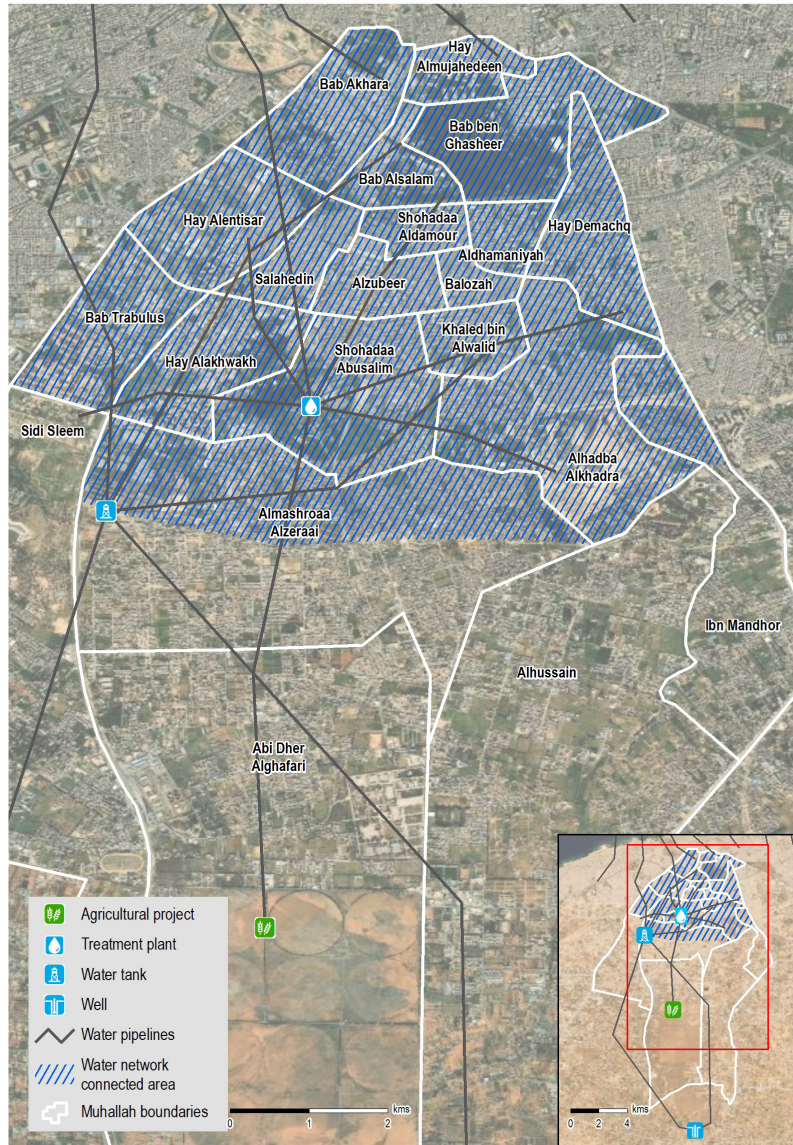
4.4 Governance stakeholders

The Ministry of Electricity and Renewable Energy is responsible for the development priorities and plans nationally, while GECOL is responsible for electricity generation, distribution, operation, maintenance, planning, and development.⁵³ GECOL also collaborates with the municipality of Abu Salim through GECOL offices in Abu Salim municipality, where citizens can make a complaint. Electricity KIs also highlighted that, in order to implement development plans, funds must be generated toward it through the Governmental Financial Fund, which reportedly requires political stability for its allocation. Hence, as it was also made clear in the development plans and priorities, the investment backlog in the electricity network in Libya **will inherently need political stability for the investment into electricity infrastructure to presume and challenges to be addressed.**

Interventions that seek to support household's reliable access to electricity and therefore also citizens' ability to work, gain access to water, preserve food stock, and their safe movement at night might look to support small-scale solar systems for citizens and businesses for meeting immediate and short-term electricity needs. Research suggests that the development of solar modular power supply via distributed renewable generation can off-set the impact of power-outages in Libya and be cost-efficient, while electricity power modules can be connected to GECOL electricity grid in the longer run.⁵⁴

5. Water, sanitation, and hygiene (WASH)

Map 4. Water network



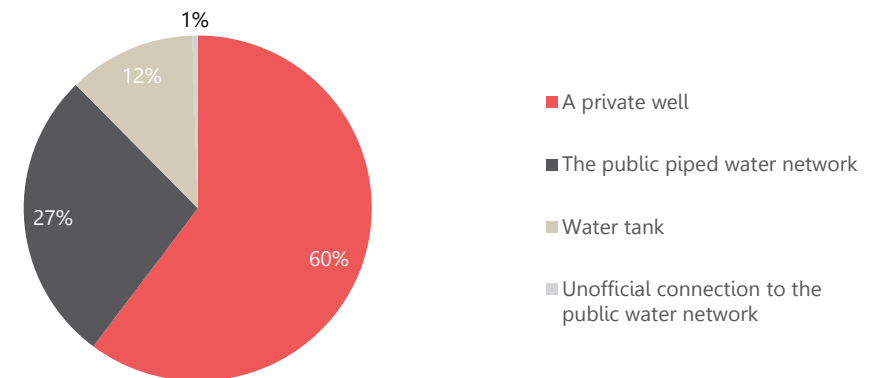
5.1 Characteristics

Water network

WASH KIs reported that water is delivered to Abu Salim through pipelines from the Great Man-Made River. These pipelines pump water into the main water tank located in the south of Tripoli, after which the water is transferred to the local public network. All WASH KIs reported that not all muhallahs are connected to the piped water network; only the northern muhallahs are connected to the public water network (see Map 4). Clarifications were given by two KIs, who reported that some of the northern neighbourhoods of Almashroaa Alzeraai have access to public water, while the southern neighbourhoods do not. One KI also highlighted that some of the southern neighbourhoods of Ibn Mandhor are not connected to the public water network.

In areas that are not connected to the piped public water network, the most common ways to obtain water are reportedly through private wells and water trucking. These findings are reflected by findings from the citizen survey, with only respondents from northern muhallahs, and a few respondents in Almashroaa Alzeraai and Ibn Mandhor, reporting having access to the public piped water network. Overall, 60% of respondents reported relying on a private well, and 12% reported relying on a water tank in their home for refilling.

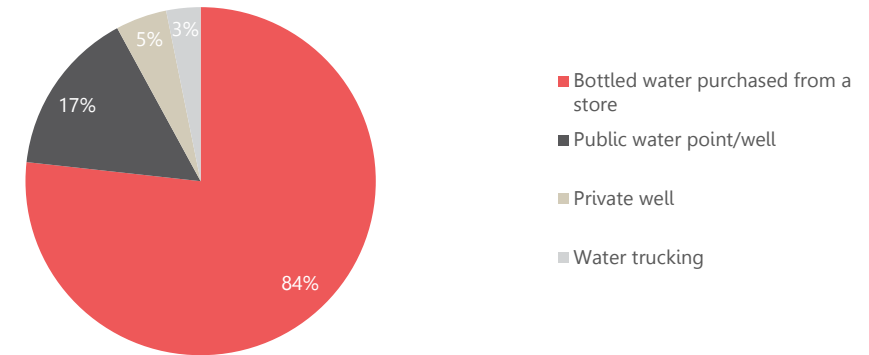
Figure 11. % of respondents per reported main water source



According to WASH KIs, the 2019-2020 conflict had not caused any considerable damages to the piped water network, which might be due in part to the fact that the southern muhallahs, closer to the conflict line, have not been connected to the network. However, findings suggest that there had been damage to the private wells in southern muhallahs; 96% of respondents of the citizen survey in Alhussain and all respondents in Ibn Mandhor reported damage to their water connection due to the conflict, highlighting that, despite the conflict not having led to damage to the piped water system, it has still affected water access among households with private wells and water tanks on their property. Roughly one-fourth (22%) of respondents in Alhussain and Ibn Mandhor reported that their connection has been repaired since the damage was incurred, but that it is in a worse condition than before the conflict. In addition, the damage to private water connections, such as private wells and tanks, also means that the costs of the repairs fall on citizens themselves, with all respondents in Alhussain and Ibn Mandhor reporting they contracted a local private company to do the repairs of their water connection.

Despite households generally having running water in their households, 96% of respondents of the citizen survey reported that the water from their taps was not drinkable. Instead, 84% of respondents reported relying on bottled water for drinking water, 17% on public water points or wells, 5% on a private well, and 3% on water trucking (see figure 12). While respondents commonly reported not being able to drink the water from their taps, none of the respondents reported having encountered any issues related to the sufficiency of the quantity of drinking water in the 30 days prior to data collection.

Figure 12. % of respondents per reported main drinking water source



Sewage and sanitation network

WASH KIs reported that the sewage infrastructure is composed of a sewage plant located in Abu Salim that treats the sewage of Abu Salim municipality. According to the majority of WASH KIs, buildings are connected to underground sewage pipes to different sewage gathering points. These gathering points are then connected to the treatment plant that treats 25-30% of the sewage and transfers it to the sewage station in Almashroaa Alzeraai, after which the waste is reportedly disposed in the Mediterranean Sea, 45 kilometres off the coast.

All KIs reported that northern muhallahs in Abu Salim are connected to the piped sewage network. Two KIs highlighted that the northern areas of otherwise southern muhallahs Almashroaa Alzeraai and Ibn Mandhor are also connected to the piped sewage system, while the southern muhallahs Alhussain, Abu Dher Alghafari, and Sidi Sleem, as well as the southern parts of Ibn Mandhor and Almashroaa Alzeraai, are reportedly not connected to the piped sewage network. In areas that are not connected to the piped sewage network, KIs highlighted that households generally dispose of sewage in private sewage wells.

5.2 Challenges

Water network

Findings from the KIIs with WASH specialists highlight that there are five primary challenges regarding access to water in Abu Salim. Firstly, the majority of WASH KIs reported that electricity cut-offs periodically cause water outages. Secondly, two WASH KIs highlighted some southern muhallahs not being connected to the public water network as a challenge to service provision. Thirdly, the majority of WASH KIs also highlighted that urban growth, particularly in southern muhallahs, which are not a part of the municipality's urban planning, has resulted in the increase in unofficial connections to the water network. These connections are reportedly done without GWWC's knowledge and permission, and households do therefore reportedly not pay for the water. Fourthly, two WASH KIs highlighted that the water network infrastructure is outdated and the pipelines are damaged, meaning that any further deterioration of the network likely further complicates maintenance and repairs. Lastly, two WASH KIs reported that Abu Salim's water network faces a challenge in regard to technical issues related to the closure of the main valve in the south of Tripoli, causing water cut offs in Abu Salim. Similar challenges were highlighted by UNICEF in their Assessment of Water Supply Systems and Institutions in Abu Salim.⁵⁵

Overall, 15% of respondents in the citizen survey reported having experienced water outages in the 30 days prior to data collection, the majority of whom were living in Alhussain; 49% of respondents in Alhussain reported having experienced water outages in the 30 days prior to data collection. Among those respondents in Alhussain, 50% reported water outages generally occur less than one day a week, while 48% reported water outages occurring between 2 and 4 days a week, and 2% reported water outages occurring between 4 and 7 days a week. The majority of KIs also reported perceiving that there is a connection between water outages and electricity outages; when electricity cuts off, water reportedly cuts off most of the time too, causing prolonged water shortages and impacting water supply services. According to local governance KI in Alhussain, such electricity cuts primarily impact the muhallahs with private wells, which depend on electrical pumps to pump the water from their wells into their households.

Sewage and sanitation network

WASH KIs reported four main structural challenges to the sewage system in Abu Salim. The majority of KIs reported that irregular maintenance has caused the network and pipes to be damaged, causing all neighbourhoods to be impacted by unpleasant odours and sewage floods, especially during heavy rains. This was reflected by findings from the citizen survey, with 53% of respondents reporting knowing about problems regarding sewage in their neighbourhoods, such as floods, bad smells, or water contamination. Particularly respondents living in Abi Dher Alghafari (72%) and respondents living in Alhussain (83%) reported facing these challenges, indicating that there are specific areas where the sewage network might be more damaged than in other areas. In addition, the majority of KIs reported that the lack of maintenance to the treatment plant will likely cause future structural challenges with the treatment of sewage.

Moreover, the majority of KIs also reported that one of the main problems with the sewage system in Abu Salim is that southern muhallahs are not connected to the sewage network, causing households in unconnected southern muhallahs to rely on private sewage wells and the accessibility of affordable sewage vacuum truck services to dispose of their sewage and waste water. Lastly, one KI highlighted the unofficial connections that are being made especially in the south, where muhallahs are not connected to the sewage network, as a structural challenge to the sewerage system.

5.3 Development plans and priorities

As highlighted previously, WASH expert KIs identified several challenges in WASH service delivery in Abu Salim. However, some KIs highlighted that there were no development or improvement plans for WASH infrastructure planned for the year following data collection, while two KIs reported that, **even though there were development plans, a lack of government support prevented their implementation.**

Interventions that seek to support water needs in Abu Salim might benefit from ensuring a stable electricity connection to households, considering majority of WASH KIs reported a perceived connection between water outages and electricity outages. Thus, interventions that seek to address water challenges for domestic use in Abu Salim

such as reported water outages, might look to support small-scale solar systems in order for citizens to meet immediate and short-term WASH needs.

5.4 Governance stakeholders

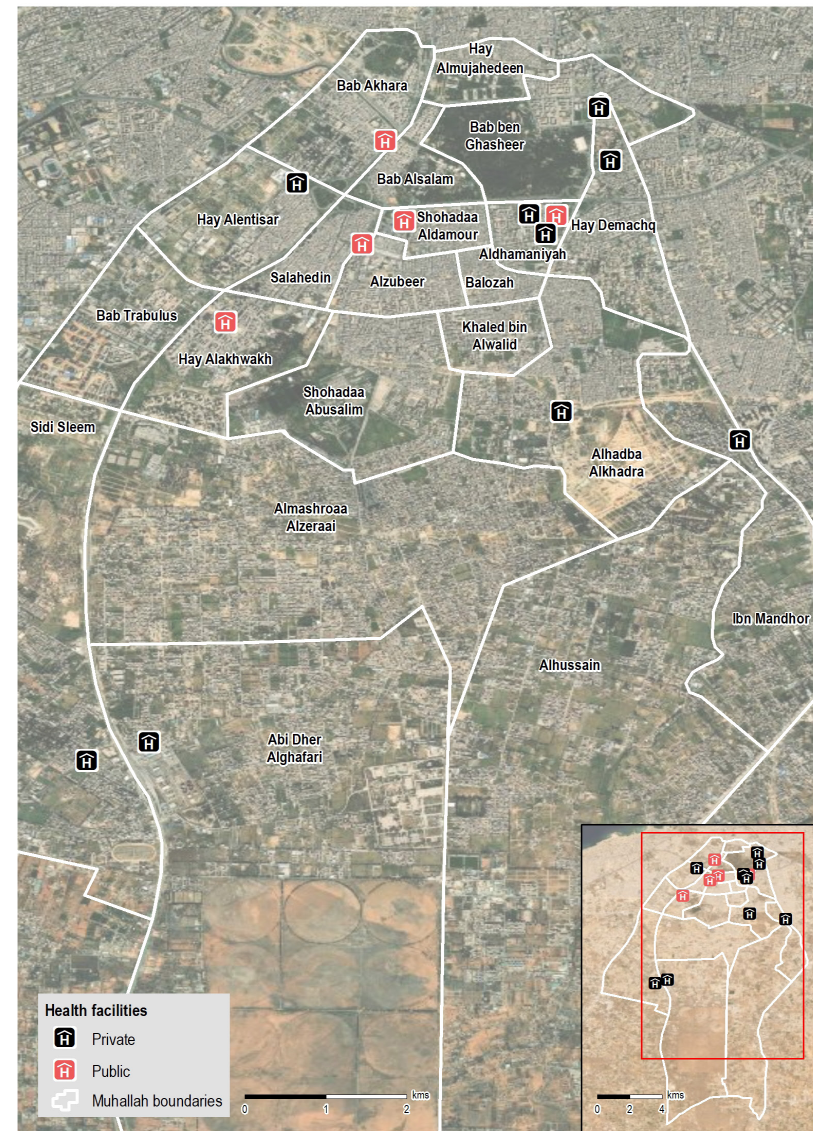
According to WASH KIs, beyond the GWWC, there are four main governance stakeholders involved in water and sanitation in Abu Salim. The majority of KIs highlighted that the municipality of Abu Salim is one of the main governance stakeholders with the responsibility to communicate the issues and problems faced by citizens in Abu Salim with the relevant ministries in order to find solutions. One WASH KI also mentioned the Ministry of Planning, which is responsible for the planning of development projects,⁵⁶ as well as distributing the allocated budget of development projects to the other respective ministries.⁵⁷ Another KI highlighted the Ministry of Water Resources, which aims to educate citizens about water resources and their sustainability and to rationalize the idea of preserving them for future generations.⁵⁸ Furthermore, one KI reported the Ministry of Local Government as one of the main governance stakeholders, their main mandate being local administration and local development.⁵⁹

In addition to the governance stakeholders, KIs commonly reported that there were no international organisations that are is closely involved in water and sanitation services in Abu Salim, or they reported not being aware of any international organisations being involved.

All WASH KIs reported that citizens can go to the local GWWC offices in Abu Salim if they face any challenges regarding service provision, and 92% of respondents in the citizen survey also reported that they would contact their local GWWC office if they had a problem with public water or sewage in their neighbourhood. Together, these findings might be indicative of a **vertical social cohesion with citizens' behaviours reflecting trust in and legitimacy of GWWC in their ability to address citizen's WASH concerns, while governance stakeholders are reportedly willing to cooperate with citizens on service provision issues for water and sewage.**

6. Health

Map 5. Health facilities

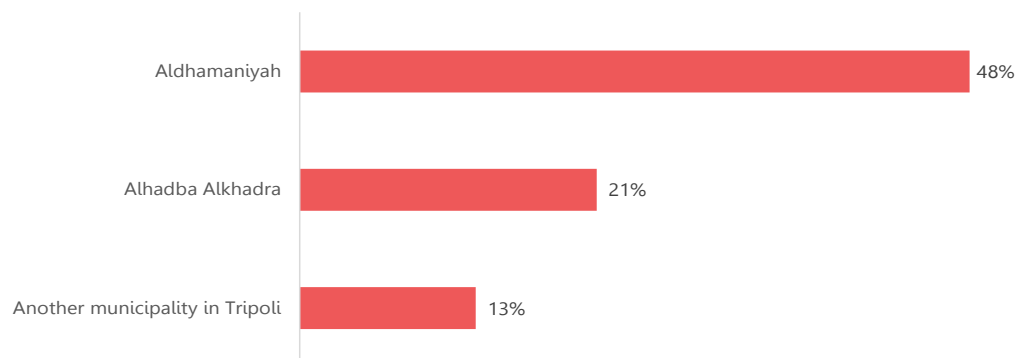


6.1 Characteristics

Findings suggest that citizens mainly rely on healthcare facilities in the northern muhallahs of Abu Salim. Health FGD participants commonly reported that southern muhallahs in general only have public health dispensaries with staff available to do simple medical services, such as injections or blood pressure measurements, while larger reliable public healthcare facilities are all located in the northern muhallahs. According to the most recent infrastructure assessment conducted in Abu Salim, there were 15 public health dispensaries in Abu Salim in 2019, comprising 13 primary healthcare units and 2 polyclinics.⁶⁰

When respondents were asked where they would go if they wanted to see a doctor at a public healthcare facility, with 48% reporting they would go to Aldhamaniyah, 21% reporting they would go to Alhadba Alkhadra, and 13% reporting they would go to another municipality in Tripoli (see figure 13). Overall, more than half of respondents (57%) reported not being able to see a doctor in a public health facility in their muhallah if needed. Three muhallahs appeared to be particularly affected, with 89% of respondents in Abi Dher Alghafari, 80% of respondents in Alhussain, and 95% of respondents in Almashroaa Alzeraai reporting not being able to see a doctor in their muhallah. Similarly, health FGD participants generally reported the lack of public healthcare facilities in these muhallahs.

Figure 13. % of respondents reporting location for public healthcare facility, top 3 locations



Health FGD participants commonly reported that the facilities citizens go to outside Abu Salim are the Tripoli Medical Centre in Ain Zara, the General Hospital for Burn Treatment, and Tripoli General Hospital in Tripoli city centre.

Health FGD participants commonly reported that the northern muhallahs provide multiple specialisations in different types of medical services however, the majority of facilities are private facilities, with the cost of a consultation session with a doctor being estimated to be between 35-50 LYD.⁶¹ Health experts and service providers participating in the health FGD constructed the following list of perceivably reliable private and public healthcare facilities in the north of the municipality (see also map 5):

Public healthcare facilities:

- Al Khadra General Hospital in Aldhamaniyah
- Abu Salim Accident Hospital in Shohadaa Aldamour
- Abu Salim Health Complex in Salahedin
- Infertility Clinic in Bab Akhara
- National Center for Diagnosis and Treatment of Children with Autism in Hay Alakhwakh

Private healthcare facilities:

- Private clinics complex in Aldhamaniya, with a high number of private clinics with a variety of medical specialisations
- Salahedin Private Clinic in Aldhamaniyah
- Clinica Alnaft in Hay Alentisar, which is supported by the oil sector and priority goes to oil sector employees
- Al Ferdous Dental Clinic in Hay Demachq
- Anawar Al Islam Clinic in Hay Demachq
- Tripoli Orthopedic Hospital and other specialties in Abi Dher Alghafari, which is supported by the oil sector and priority goes to oil sector employees

According to the health FGD participants in the south of Abu Salim, while citizens in southern muhallahs mostly rely on facilities in the north or outside of the municipality, some private healthcare services exist in the southern muhallahs. The private healthcare facilities that were reportedly deemed reliable by the health FGD participants included Al-Safwa Hospital in Alhussain, Ewan Medical Clinic in Ibn Mandhor (dental clinic), Al-Mouwasafat Hospital in Sidi Sleem, and Tripoli Surgical Hospital in Abi Dher Alghafari (see map 5). Despite only public dispensaries and private healthcare service providers in southern muhallahs, respondents in the citizen survey generally reported having sufficient access to healthcare (99%). Health FGD participants commonly estimated the price of a consultation in a private healthcare facility in southern muhallahs to be between 30-35 LYD.

COVID-19 response

The first case of COVID-19 was reported on March 24th 2020.⁶² Since then, the situation has changed, and many factors affected the spread the virus and the strategy to minimize its impact on the population. The disease has highlighted protection concerns and heightened the need to address healthcare needs across the country.⁶³ According to the latest health sector update on the epidemiological situation, Libya counts over 4,200 deaths with the highest number of deaths recorded in the west.⁶⁴ At the time of the assessment, Tripoli had among the highest number of reported new cases of COVID-19 in Libya, with 20,315 new cases in August, marking a 3% increase from July.⁶⁵ The west in general also reported the highest number of cumulative lab tests.⁶⁶ The effects of COVID-19 will likely continue to impact the most vulnerable population groups, particularly those who are unable to self-isolate. The health FGD participants commonly reported that the private Al-Safwa Hospital in Alhussain is used for sanitary isolation of COVID-19 cases.

The Ministry of Health (MoH) reportedly received a total of 1,331,000 vaccines in Libya in July 2021 and further shipments of 2,500,000 additional vaccines are reportedly expected to follow shortly.⁶⁷ According to the World Health Organization (WHO), 600,105 citizens had received the first dose by July 2021 across Libya.^{68,69}

6.2 Challenges

The four main reported problems concerning access to health services in Abu Salim by respondents in the citizen survey were unaffordable health services (21%), absence or shortage of medical staff (20%), lack of medicines (19%), and overcrowding (15%). Similar challenges were commonly reported by health FGD participants in the north of Abu Salim, with participants commonly reporting an absence or shortage of medical staff in public healthcare facilities, highlighting that this is perceivably caused by low governmental salaries and delays in payments, causing nurses and doctors to seek employment in the private sector. The health FGD participants also commonly reported that a general lack of medicines or medical equipment in the public healthcare facilities forces patients to buy these themselves at pharmacies. The health FGD participants in the southern muhallahs of Abu Salim commonly reported additional challenges incurred by citizens living in the south, such as needing to travel along conflict-damaged roads to northern muhallahs to access reliable healthcare services, a lack of public transportation, and cost of fuel for private transportation to be expensive, which further complicates access to reliable and affordable healthcare for citizens in southern muhallahs.

While the lack of public healthcare facilities causes overcrowding and citizens not being able to pay for the private healthcare alternative. These challenges are however not specific to Abu Salim, but the most common challenges of the Libyan healthcare system in general.⁷⁰ These challenges have also not changed in the past few years. The WHO and the health Information Center (HIC) of the Libyan MoH conducted a Service Availability and Readiness Assessment (SARA) in Libya in 2017 with the similar findings.⁷¹ Lastly, Abu Salim citizens cannot access any oncology specializations within the municipality.⁷²

Figure 14. % of respondents reporting a specific challenge when accessing healthcare services, by type of problem

Cannot afford to pay for health services	21%
Absence/shortage of health workers	20%
Lack of medicines at the health facilities	19%
Health facilities are overcrowded	15%
Lack of trust in health care providers	10%
High cost of transportation to health facilities	4%
Long waiting times at health facilities	3%
The specialized services I/my family need are not available to us (e.g. closed, inaccessible)	1%
Specific people are being discriminated against when visiting the health facility	0%
Security concerns around travel to the health facility	0%
Language barriers	0%
Lack of documentation	0%
Health facilities are not easily accessible for people who have difficulty moving/seeing/hearing	0%

6.3 Development priorities and plans

FGD participants from the health sector commonly suggested that development priorities and plans should address the main challenges faced within the healthcare system through upgrading the skills of the medical staff, providing hospitals with the needed medical equipment and medicines, and increase the salary of the staff to a living wage to avoid brain-drain for private hospitals. To address these challenges, structural issues such as bureaucracy, lack of financial support, and lack of development plans both in the short- and long-term were commonly mentioned by health FGD participants as the main problems hindering the improvement of health facilities.

The need for development of the healthcare system was further reflected in findings from the citizen survey, with healthcare being the third most commonly reported service that needs improvement, reported by 36% of respondents (following electricity and

water services). Healthcare development needs were particularly commonly reported by respondents living in Alhussain.

6.4 Governance stakeholders

Health FGD participants commonly identified the Minister of Health as the main healthcare actor, reportedly considering him a high-level decision maker, referring to his responsibility in providing financial and equipment support as well as maintenance, medicines, and capacity-building for medical staff. The health FGD participants commonly indicated that the municipality of Abu Salim is heavily involved in healthcare services provision, as they reportedly try to provide all the needed assistance to southern muhallahs and work towards improving the services by getting approvals from the Minister of Health to implement new health facilities. In addition, the municipality reportedly ensures liaison and coordination support to local health services offices. Hospital managers were commonly reported as another key healthcare actor located in the northern muhallahs, due to their administrative and financial decision-making authority within the hospital.

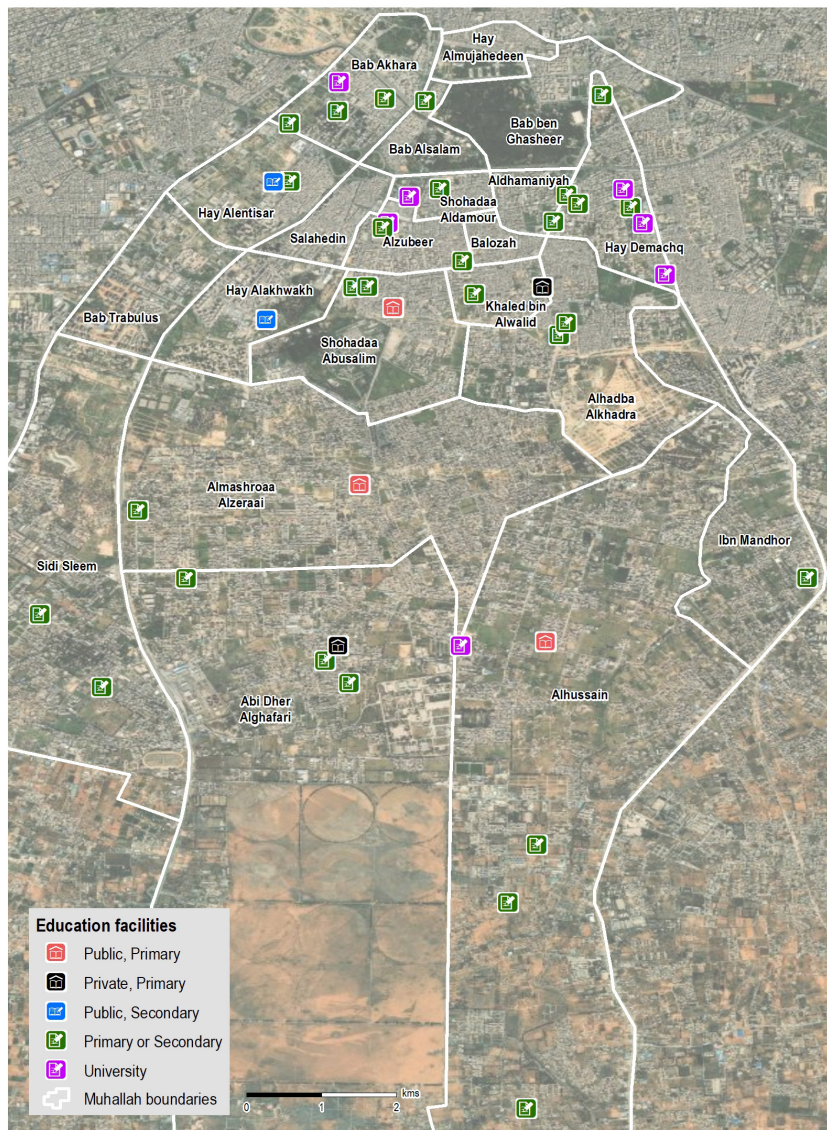
Overall, 93% of respondents in the citizen survey would reportedly direct their complaints to the public company/service provider if they were to have a problem with the quality or accessibility of primary healthcare facilities, in this case the hospital managers. This finding was further reflected during the health FGDs, with some participants adding that other complaint mechanisms are also available, for instance with Minister of Health via the local health service offices in the different muhallahs and Abu Salim municipality.

As for the presence and support of CSOs or INGOs working within health in Abu Salim, the health FGDs with health experts and personnel located in the southern muhallahs indicated that there is an INGO that provides psychosocial support for children that were affected by the 2019-2020 conflict, while FGD participants in northern muhallahs reported that there is no support from such actors in the area.

Interventions that seek to support health needs in Abu Salim might look to supporting innovative approaches addressing affordability of healthcare, absence or shortage of healthcare workers, and shortage of medicines, since citizen survey findings suggest that these challenges are the most common in Abu Salim.

7. Education

Map 6. Education facilities



7.1 Characteristics

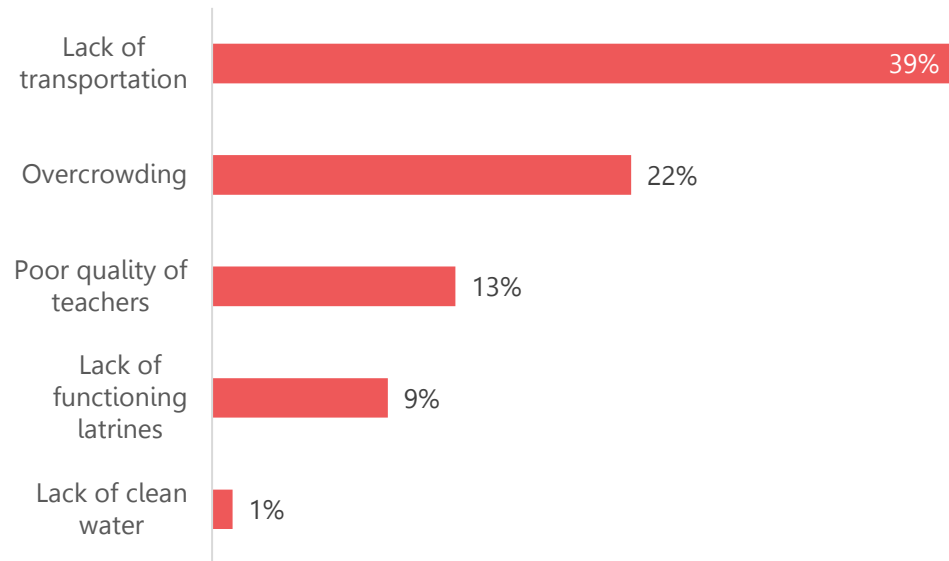
The public primary and secondary schools in Abu Salim each provide schooling for an approximate of 250-750 children per day.⁷³ Based on direct observations and publicly available information on locations of education facilities, map 6 outlines the locations of the identified schools including the type of education facility.

Local governance KIs commonly reported that children of migrant and refugees can access education in Abu Salim, however, these children can reportedly only enrol if they have the needed documentation. In order for migrant and refugee children to enrol in formal public education, they need their birth certificate, and the child's vaccination card is also often also requested.⁷⁴

7.2 Challenges

Findings suggest that a shortage of public schools in Abu Salim causes challenges such as overcrowding in the facilities and an increased need for transportation for children forced to seek education outside their muhallah. According to 12 governance KIs, public schools are overcrowded and the number of public schools in their muhallah does not meet the education needs of the growing population. Overcrowding was particularly mentioned by local governance KIs in Almashroa Alzeraai, Shohadaa Abu Salim, and Sidi Sleem, while all local governance KIs in Bab Trablus reported that there are no schools in the muhallah. This was reflected by findings from the citizen survey, with 39% of respondents with school-aged children in their household (n=285) reporting "lack of transportation" and 22% reporting "overcrowding" as a challenge to accessing education. Other main challenges mentioned by respondents with school-aged children was poor quality of teachers (13%) and a lack of functioning latrines at schools (9%), see figure 15.

Figure 15. % of respondents with school-aged children (n = 285) reporting challenges when children are attending school



Reported challenges appear to differ depending on the muhallah; with respondents with school-aged children in Abi Dher Alghafari and Almashroaa Alzeraai most often reporting challenges. Lack of transportation was mentioned mostly by respondents with school-aged children in Abi Dher Alghafari (65%), Alhussain (47%), and Almashroaa Alzeraai (62%), while overcrowding was commonly reported by respondents with school-aged children in Abi Dher Alghafari (75%) and Almashroaa Alzeraai (67%). Similarly, poor quality of teachers, was commonly reported in Abi Dher Alghafari (31%) and Almashroaa Alzeraai (67%). Lack of functional latrines was also an issue mostly faced by respondents with school-aged children in Abi Dher Alghafari (43%) and Almashroaa Alzeraai (24%).

Lastly, respondents with school-aged children in Alhadba Alkhadra (63%), Alhussain (53%), Ibn Mandhor (78%), and Sidi Sleem (82%) most often reported that children did not face any issues when attending school.

7.3 Development priorities and plans

Reflective of the challenges that were highlighted by citizen survey respondents and governance KIs alike, education was the fourth most commonly reported essential service in need of urgent improvement, following electricity, water, and health; reported by one-fifth (21%) of all respondents. Education was reported to be a development priority by respondents across all muhallahs, but was mainly reported by respondents in Bab Trablus (40%), Almashroaa Alzeraai (26%), Alhussain, (13%), and Abi Dher Alghafari (11%).

Despite the reported challenges and education featuring among the four most commonly reported priority needs, during the interviews with local governance stakeholders, no development priorities and plans were mentioned.

7.4 Governance stakeholders

Overall, 96% of the citizen survey respondents with school-aged children (n=285) reported that they would direct any problem with the education of their children directly to the school to make a complaint or seek help. The most commonly reported main challenges, such as lack of transportation, overcrowding, poor quality teachers, and lack of functional latrines, are all problems that will likely need to either be addressed at a municipal level or ministerial level to be solved through development plans and allocation of funds for their improvement. However, if citizens address these issues to the specific school only, rather than at the educational office at the municipality, the challenges, and complaints might not get transferred and raised with the appropriate local governance stakeholders able to address these challenges.

5. CONCLUSION

This ABA was developed to understand essential service availability and operationality, as well as living conditions in Abu Salim, and to provide granular information for humanitarian-development-peace 'triple nexus' actors to efficiently identify entry points for supporting medium-, to long-term solutions to service delivery challenges, supporting rehabilitation of conflict-affected areas.

5.1 Damage and reconstruction

Damage and reconstruction needs appear to be distinct for southern muhallahs, which were particularly affected by the 2019-2020 conflict, with the frontline running through the southern muhallahs of Abu Salim, causing significant damage. Findings indicated that a lack of financial resources allocated for the reconstruction of the southern muhallahs of the municipality, coupled with a **large need for reconstruction of roads, buildings, and houses**, poses the main challenge for addressing the damage. Electricity KIs also revealed an imminent need for **reconstruction of substations, electrical transformers, and power transmission** in southern muhallahs with high numbers of returnees. All interviewed returnees in Abi Dher Alghafari, Alhussain, Almashroaa Alzeraai, Ibn Mandhor, and Sidi Sleem reported having experienced problems accessing electricity after returning to their muhallah; challenges that they had reportedly not faced prior to the 2019-2020 conflict. Local governance KIs in Shohadaa Abusalim also highlighted that damages to the electricity network are causing challenges for citizens in the southern part of the muhallah.

5.2 Service development priorities and opportunities

Findings suggested that there is a considerable difference in provision of utilities, services, and livelihood opportunities in northern and southern muhallahs of Abu Salim. All muhallahs in Abu Salim are connected to the electricity network, and all face electricity cuts, however, the **length of electricity cuts varies across the municipality. According to electricity KIs, reconstruction of substations, electrical transformers, and power transmission stations** in southern muhallahs are needed not only to address the electricity crisis that Libya faces as a whole, but also to address the additional needs

for electricity infrastructure in the south of Abu Salim, following the damages incurred during the 2019-2020 conflict.

While northern muhallahs are connected to the water and sewage network, southern muhallahs generally fall outside the development plans of the two networks and reportedly rely on water and sewage wells (only the northern part of Almashroaa Alzeraai and Ibn Mandhor are connected to the network). Thus, suggesting that **improvement of WASH conditions in Abu Salim requires a two-fold approach**, addressing the different challenges faced by citizens who are connected to the piped water and sewage network and those who have private wells.

In southern muhallahs, the only types of health facilities appear to be public health dispensaries and private healthcare facilities, reportedly forcing citizens from those muhallahs who are unable to pay for private healthcare to travel to reliable public healthcare facilities in the northern muhallahs of Abu Salim. Southern muhallahs in general appeared to face challenges accessing reliable healthcare, with citizens in Abi Dher Alghafari, Alhussain, and Almashroaa Alzeraai reportedly not being able to access a doctor at all in their muhallah.

Findings suggest that a lack of public schools are a main educational challenge faced in the municipality. Some particular challenges, such as **lack of transportation, overcrowding, poor quality teachers, and lack of functioning latrines were mostly found to be challenges faced by school-aged children in Abi Dher Alghafari and Almashroaa Alzeraai**.

Citizens relying on **vulnerable livelihoods opportunities appear to be living mostly in southern muhallahs**. Survey respondents living in Abi Dher Alghafari and Sidi Sleem most commonly reported relying on government subsidies from the Social Solidarity Fund as their main source of income, while respondents in Alhussain, Ibn Mandhor, and Shohadaa Abusalim more commonly reported relying on a temporary job or short-term employment, suggesting that more vulnerable households are likely mostly residing in southern muhallahs. Further research into why respondents living in Abi Dher Alghafari and Sidi Sleem more commonly reported relying on government subsidies from the Social Solidarity Fund are needed in order for livelihood programming to address the

underlying causes of these respondents' economic vulnerability.

5.3 Vertical social cohesion

Local governance mechanisms in Abu Salim consist of formal governance stakeholders, such as the municipal council and the muhallah mukhtars of each muhallah. Overall, 18% of respondents in the citizen survey reported the need for more effective governance as one of the three most important problems that need addressing in their muhallah. This was most commonly reported in Abi Dher Alghafari, Sidi Sleem, and Almashroaa Alzeraai. Findings suggested that returnees in these muhallahs continue to face significant problems accessing basic services upon return, which might have contributed to a thinning vertical social cohesion in these muhallahs and a diminished trust in the municipality's ability to address the challenges.

In conclusion, the findings illustrate the needs for reconstruction, particularly in the southern muhallahs due to the effect of the 2019-2020 conflict, and how a lack of initiatives to fund such reconstruction can potentially erode the vertical social cohesion bond between local governance stakeholders and citizens. While the examination of the operationality and accessibility of services infrastructure indicated the distinct difference between the southern and northern muhallahs, distinct differences between southern muhallahs were also revealed. The findings suggest a clear need for support and interventions addressing the challenges in regard to damage and reconstruction in the directly conflict-affected southern muhallahs as well as a clear need for service development, and improvement of vertical social cohesion within the municipality.

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ANNEX 1

Table 1. Overview of tools used for data collection

LABEL	METHOD	OBJECTIVE	STRUCTURE	# OF SURVEYS	POPULATION OF INTEREST	SAMPLING
INITIAL MAPPING FGD	MAPPING FGD	IDENTIFY KEY LAND-MARKS IN THE CITY	SEMI-STRUCTURED: PARTICIPATORY MAPPING AND FGD TOOL	1	ENUMERATOR TRAINERS (ABU SALIM RESIDENTS)	PURPOSIVE
DIRECT OBSERVATION	DIRECT OBSERVATION SERVICE INFRASTRUCTURE	MAP LOCATION OF KEY INFRASTRUCTURE IN CONFLICT-AFFECTED MU-HALLAHS AND OPERATIONAL STATUS	STRUCTURED	10	INFRASTRUCTURE	PURPOSIVE
SERVICE FGD: HEALTH	CITY-LEVEL MFGD	MAP HEALTH SERVICE DISRUPTIONS, IDENTIFY CHALLENGES REGARDING PROVISION AND ACCESS, DOCUMENT PRIORITIES AND DEVELOPMENT PLANS	SEMI-STRUCTURED: PARTICIPATORY MAPPING AND FGD TOOL	4	HEALTH EXPERTS AND SERVICE PROVIDERS	PURPOSIVE & SNOWBALLING
SERVICE KIIS: WASH	CITY-LEVEL, MKII	MAP PUBLIC WATER AND SEWAGE NETWORK COVERAGE AND FACILITIES, IDENTIFY CHALLENGES REGARDING PROVISION AND ACCESS, DOCUMENT PRIORITIES AND DEVELOPMENT PLANS	SEMI-STRUCTURED: PARTICIPATORY MAPPING, KII TOOL	5	WATER SERVICE PROVIDERS, PUBLIC COMPANY EMPLOYEES	PURPOSIVE & SNOWBALLING
SERVICE KIIS: ELECTRICITY	CITY-LEVEL, MKII	MAP ELECTRICITY GRID, IDENTIFY CHALLENGES REGARDING PROVISION AND ACCESS, DOCUMENT PRIORITIES AND DEVELOPMENT PLANS	SEMI-STRUCTURED: PARTICIPATORY MAPPING, KII TOOL	9	ELECTRICITY SERVICE PROVIDERS, PUBLIC COMPANY EMPLOYEES	PURPOSIVE & SNOWBALLING
MUNICIPAL FGD	CITY- LEVEL FGD	IDENTIFY AREAS AFFECTED BY CONFLICT DAMAGE AND DISPLACEMENT, AND RETURNEE CONCENTRATIONS. IDENTIFY MUNICIPAL REHABILITATION PRIORITIES AND CHALLENGES.	SEMI-STRUCTURED	1	MUNICIPAL COUNCIL MEMBERS, MUNICIPAL GOVERNMENT ADMINISTRATORS	PURPOSIVE

LOCAL GOVERNANCE KIIS	MUHALLAH LEVEL MKIIS	IDENTIFY THE LIVING CONDITIONS IN THE AREAS MOST AFFECTED BY CONFLICT DAMAGE AND REHABILITATION PRIORITIES	SEMI-STRUCTURED: KII TOOL	30	MUHALLAH COUNCIL MEMBER IN CONFLICT-AFFECTED MUHALLAHS (1 PER TARGET MUHALLAH)	PURPOSIVE & SNOWBALLING. QUOTA: 5 PER TARGET MUHALLAH
LIBYAN RESIDENTS, INDIVIDUAL INTERVIEW	CITY-LEVEL INDIVIDUAL INTERVIEW	ASSESS PERCEPTIONS OF LIVING CONDITIONS IN EACH MUHALLAH, AND HOW RESIDENTS ENGAGE WITH THE IDENTIFIED SERVICE INFRASTRUCTURE AND GOVERNANCE MECHANISMS	STRUCTURED TOOL	405	RESIDENTS OF ABU SALIM	RANDOMIZED REPRESENTATIVE SAMPLING (95% CONFIDENCE LEVEL, 5% MARGIN OF ERROR)

ANNEX 2

Table 2. Overview of sample sizes per muhallah

MUHALLAH NAME	SAMPLE SIZE
ALDHAMANIYAH	4
ALHADBA ALKHADRA	16
ALZUBEER	4
BAB AKHARA	7
BAB ALSALAM	4
BAB BEN GHASHEER	7
BAB TRABULUS	15
BALOZAH	3
HAY ALAKHWAKH	8
HAY ALENTISAR	7
HAY ALMUJAHEDDEEN	6
HAY DEMACHQ	8
KHALED BIN ALWALID	5
SALAHEDIN	5
SHOHADAA ABUSALIM	11
SHOHADAA ALDAMOUR	4

Abi Dher Alghafari	107
Alhussain	82
Almashroaa Alzeraai	42
Ibn Mandhor	18

ANNEX 3

Please refer to the full terms of reference [here](#)