



Mid-Term Global Affairs Canada Project Evaluation Report

Project Title: WASH support to IDPs & host communities in Duhok & Ninawa 2017-19

November 2018

Canada



1. Executive summary:

1.1 Introduction and context:

The armed conflict in Iraq continues to take a heavy toll on civilians. As of August 2014, an estimated 1.8 million Iraqis have been displaced due to the violence. Some 1,000,000 are displaced in areas under the control of ISIL and associated armed groups or in areas under Iraqi Government control, while 800,000 were displaced in the Kurdistan Region alone. Ensuring the protection and basic humanitarian needs of all civilians remains critical. The number of civilians who have died from the secondary effects of violence, such as lack of access to basic food, water or medicine, after fleeing their homes or who remained trapped in areas under ISIL control are unknown. Children, pregnant women, persons with disabilities, and elderly people have been particularly affected throughout the conflict.

The past two years have shown an alarmingly critical deterioration in the living conditions in host communities throughout Iraq. In safer areas, the population of some host communities has more than doubled with the arrival of 1.8 million of Iraqis fleeing fighting. Host families are sinking into poverty, sharing their shelter, water, and food resources with the growing numbers of IDPs. As reserves are depleting, tensions between displaced people and their host communities are increasing. Local crime and trafficking is on the rise, with more people resorting to negative coping mechanisms such as selling productive assets or embarking on perilous routes to refuge elsewhere. As displacement protracts they are in growing need of assistance to access basic services. Meanwhile, the Government's ability to provide essential social services (front-line health care, emergency shelter, education, and water and sanitation) continues to reduce. Without international and national governmental support, local authorities in some host communities can no longer meet their own needs and are pressuring displaced families to go back to destroyed, unstable and unsafe town and villages.¹

1.2 Project summary:

CARE's GAC funded WASH project started in January 2017 providing critical water, sanitation and hygiene (WASH) services to improve overall WASH services for women, men, boys and girls and reduce tensions between the host community and IDPs in the areas of 4 IDP camps (Mamrashan, Essyan, Sheikhan, and Chamishko), and host community collectives (Ardawan, Ba'adre, Kalakchi, Mahate and Ayas) of Duhok Governorate. The project also had an emergency response component in November 2017 in three neighbourhoods of West Mosul (Al-Mansour, Al-Jawsaq and Wadi Al-Hajar). The project is implemented through two local partners Harikar and REACH. Working through partners is a key modality of CARE's country strategy to strengthen the capacity of local NGOs. This approach has had a significant impact in achieving the GAC aim of supporting vulnerable and conflict-affected people living in the Kurdistan Region of Iraq. The ongoing WASH intervention aims to provide 55,572 (27,318 women & 28,434 men)² IDPs and members of host communities with access to water supply, safe sanitary facilities and increased awareness on safe hygiene practices in a dignified, gender-sensitive and culturally appropriate manner.

¹ Recovery and Needs Assessment for the Newly Liberated Areas in Ninewa Governorate Zummar, Wana, Rabiya, Sinuni. UNDP Iraq: May 2015

² BRHA database

In collaboration with local authorities and the affected community, CARE and its partners are undertaking WASH activities including repair and maintenance of latrines and water supply systems, water quality testing, improved waste management and establishment or support to existing WASH Committees and authorities to operate, repair and manage WASH facilities. Additionally, CARE works to mainstream gender throughout the programme by: building of our implementing partners to strengthen their knowledge and technical skillset on gender, conducting tailored awareness-raising and advocacy efforts at the community level in coordination with community leaders and camp management on the importance of gender equality as a basic human right and standalone initiatives that seek to empower women and girls whilst simultaneously combating gender inequality including literacy training.

1.3 Purpose of the project evaluation:

The midterm project evaluation aims to **assess the relevance, performance, and progress on targets within the project**. It looks at signs of potential impact of project activities on men, women, girls and boys identified as vulnerable and the sustainability of results, including the contribution to capacity development. The evaluation also identifies, and documents lessons learnt and makes recommendations for CARE Iraq and project partners to improve the implementation of the final year of the GAC project as well and strengthen the design of future related projects.

1.4 Methodology of Mid-term project evaluation summary:

The instruments collected data across a range of indicators laid out both by WASH and MEAL teams, as described in the project log frame. Such an approach was thought to promote efficiency in data collection. Multiple instruments collected data against individual indicators, engaging in a process of ‘triangulation’ of findings.

The selected instruments comprised:

1. Documents Review
2. Key informant and stakeholder Survey Questionnaires
3. Household Survey Questionnaires
4. Community Groups FGD

The quantitative and qualitative tools used for the mid-term evaluation were developed by CARE Iraq and were translated into Arabic to facilitate the implementation. Surveys were carried out digitally through KoBo on smartphones. The survey team was composed of 24 external enumerators (50% M/F) and 4 team leaders. An additional qualitative team consisted of 12 (6 M, 6 F) staff from both partners who collected data in both the IDP camps and host communities over the course of one week in four IDP camps (Chamishko, Sheikhan, Mamrashan and Essyan). In the host communities, a qualitative rather than a quantitative approach was adopted as there were few activities implemented in those areas including small water and sanitation projects and weekly sessions on gender awareness-raising. Qualitative data was collected through key informant interviews with camp management, religious leaders, community leaders, women leaders, men and women that are part of the WASH Committees and other NGOs operating in the camps. Additionally, focus group discussions (FGD) were conducted with women, men, girls and boys of diverse ages, backgrounds including men and women with disabilities.

The sampling sought to be representative of the IDP camp residents and a simple random sampling methodology was employed with a total of 1,320 interviews (Chamishko 385(203 F, 182 M), Sheikhan 275(147 F, 128 M), Mamrashan 330(168 F, 162 M) and Essyan 330(212 F, 118M). Women headed households, child headed households and households with people with disabilities, elderly people and households representing minority and/or marginalized groups were prioritized for the household visits as well as FGDs.

1.5 Impact and summary of key findings:

1.5.1 Community perception of the facilities and systems in the IDP camps:

The discussions with the communities (men and women alike), camp managements, and head of sectors, community leaders, WASH committees and directorates of water and sewage suggested that 96% (56% M, 40% F) of people were satisfied with CARE/partner's intervention in the IDP camp as well as surrounding host communities. Men and women alike expressed appreciation for the comprehensive support they received. The IDP community receive regular support with garbage collection on average 250 monthly trips that has 100 M³ garbage volume in Chamishko due to the large population, 99 trips in Essyan, 15 trips in Sheikhan and 25 trips that has 250 M³ garbage volume in Mamrashan IDP camp, dislodging on average 3 monthly dislodging trips that has 10 M³ dislodging volume in Mamrashan, 100 Monthly trips in Essyan, 160 monthly trips in Chamishko and 90 monthly trips in Sheikhan IDP camp, and care & maintenance, such as, grey water, latrines, septic tanks, showers and water network on average 143 repairs were one in Chamishko, 96 repairs in Sheikhan, 260 in Essyan due to the infrastructure of the camp repairs are higher than other camps and 120 repairs in Mamrashan camp and particular attention is provided to individuals identified as vulnerable and all camp residents benefited from hygiene vouchers. Three rounds of hygiene voucher distributions (\$3) were conducted for the same IDP camps citizens. According to feedback received through FGD's and household surveys, host communities and IDP camp residents benefit from tailored awareness-raising activities on gender and the importance of gender equality, such as; the role of gender workers has been a key factor contributing to the participation of women as volunteers within the context of the implementation WASH activities. For example, the role of gender worker teams encouraged women and girls to participate in care & maintenance works. Many of them volunteered regularly for over 3 months in a traditionally male dominated field. In addition, The gender workers play a key role in providing essential information on GBV service provision and related referral pathways to households and individuals when conducting awareness-raising sessions on gender with 55% of women and 25% of men respondents stating they have passed on messages in their communities.

In two camps (Mamrashan and Essyan) the affected population residing in the camp also participated in training initiatives on gender conducted by the implementing partner. Therefore, most of impacts of the projects should be measured through user's practices rather than their explicit knowledge.

1.5.2 Access to safe and adequate water, and appropriate sanitation facilities in IDP camps:

The main findings show an increase in access to improved water, sanitation and hygiene in the IDP camps and to a smaller extent in the surrounding host communities. According to the household surveys the number of people with access to an improved source of drinking and water for other household purposes increased in the targeted IDP camps and according to the baseline data at the beginning of the project from 75% to 100%. The water access by all camps residents and the quantity thereof is reported to be

above WASH national cluster standard. This is more than the percentage of people that have been technically 'given access' as per the minimum standard for disaster relief used in the indicators.

Available data gives clear indication of the diverse infrastructure, resources and facilities for hygiene and sanitation across all IDP camps as citizens as 90% (50% men & boys and 40% women & girls) and camp managements indicated that the water and sanitation facilities are fully functional. However, on average 6% (4%M, 3F) of the respondents from different IDP camps (men, women, boys and girls) said that the facilities are functional but occasionally out of order and that they have lights, locks and doors that provide security. Only on average 4% (2%M, 2%F) of the respondents' facilities lack one or more of the components.

In all targeted IDP camps (Chamishko, Sheikhan, Mamrashan and Essyan), the residents equally receive 50 liters of water per day per person which exceeds the WHO standards. As previously mentioned, the facilities and infrastructure established in each location varies, as such it is likely that indicators such as average amount of water collected per person per day will also vary as a result of this. In 10 of focus group discussions held in the camps, however, it was estimated that each individual was receiving 40-50 litres of water a day.

According to the data collected 88% of the respondents stated that women are the principle decision makers on the management of water within the household followed by men and boys (12%).

Water storage in all camps on household level is mostly achieved using water tanks as only a small percentage on average 3% of IDP camps use other methods or a combination thereof during the shortage of water because sometimes of electricity issues or maintenance of water network.

It was not clear for the respondents who is responsible for maintaining the water supply and sanitation facilities in the camp, as on average 22% men & boys and 30% women & girls indicated that they are not aware of the entity that maintains the water supply. The remainder of the respondents thought it was maintained by the camp management, directorate of water, water committee, or combination of those. 74% of the respondents (34% men & boys, 40% women & girls) say that they have been consulted on WASH activities by one of the above entities.

The survey showed that the time required for the Care and Maintenance teams to respond in camp settings after receiving a request was between half a day to three days in Chamishko and Essyan IDP camps which is typically it supposed to be between 24 hours, such as, infrastructure of the camps and low quality of items used once camps were established hence it was expected that camps will remain for only two years at the beginning. It is worth mentioning that the residents have to place the request at the camp management only then it is forwarded to the Care and Maintenance team to take action, this sometimes takes time and may have influenced the estimated response times indicated by the respondents.

When it comes to the quality of the septic tanks desludging service, the survey found that people in Sheikhan and Mamrashan had no major problems with it as 100% in Mamrashan and 96% in Sheikhan and 80% (43%M, 37%F) were satisfied with the quality of work. However, in Chamishko, only 38% were satisfied. This, as described by the respondents, was due to several factors, such as the inequality in the provision of the service, tanks not being emptied completely, or not performing the desludging in the most hygienic manner. The camp management commented on the inequality issue, and mentioned that septic tanks throughout the camp have various sizes and some require to be deslugged more frequently

than the other and this is due to the geological issues such as type of soils in some area and some septic tanks are designed for a greater number of families

The overall satisfaction with desludging in Chamishko, Mamrashan, Essyan and Sheikhan IDP camps was 69%, 88%, 79% and 88% respectively. 6% in Chamishko and 3% in Sheikhan were dissatisfied with the service. While the rest were neither satisfied nor unsatisfied.

In Chamishko, the major issue was that the garbage was not collected frequently enough and too few garbage cans/containers. Sheikhan did not have enough garbage cans as well. On average 92% (39% men & boys, 53% women & girls) of the respondents indicated that they felt that they had the chance to make a complaint about the garbage collection service. As on average 35% of men & boys and 54% of women & girls in Mamrashan and Essyan and 33% of men & boys and 62% of women & girls in Chamishko and Sheikhan camps said that they had not faced problems with the service, therefore they could not make a statement about the effectiveness of the complaint system.

1.5.3 Improvements in hand washing practices:

The improvements to the hand-washing in the households and schools depends on two factors, the success of the software components (the hygiene training and the hygiene components of the CARE and partners approach in the communities) and the hardware. The FGD with the children and adolescent boys and girls discussed the success of the sensitisation. 50% of the adolescent boys and girls in the discussions could recount activities related to hand-washing. They understood the times that they should wash their hands and the use of soap in the activity. There are some challenges with school hand-washing practices in all camps due to barriers in accessing soap. The remaining respondents explained that they did not use the soap at the latrine in the school and sometimes at the household level there is no soap available, as such they only use water after defecation. According to the responses in FGD's and observations made by staff during monthly monitoring visits, hand washing practices in all camps have improved as a result of diseases and hygiene sensitization sessions that have taken place throughout the communities. However, the inability of some families especially vulnerable households, such as, widow, FHH and those who don't have any source of income, to access soap remains the main barrier to full compliance with necessary hand washing practices.

1.5.4 Effectiveness of the sustainability mechanisms:

This section of report seeks to document the effectiveness and functionality of water and sanitation systems in the IDP camps and on a smaller extent in the surrounding host communities. The findings include a combination of opinions shared by the affected populations through household visits, key informant interviews with camp management, the head of sectors, borehole operators, community leaders (40% women), WASH committee and technical staff (40% women).

As demonstrated in the table below on the functionality of water systems in the IDP camp, on average 85% of the respondents in different camps (37% M, 37% F) say that the water system in the camp is fully functioning according to the set schedule and 13% (7%M and 6%F) say that the system is functioning, but it gets disrupted at times. The camp management explained that during the summer they face electricity shortages and there is a higher demand for water both of which impact access and quantity.

Is the water system in your camp functioning according to its set schedule?	Options	Gender	Mamrashan	Essyan	Sheikhan	Chamishko
	Fully functioning	Men & Boys	47%	29%	41%	37%
		Women & Girls	46%	56%	52%	37%
	Functioning but sometimes it gets disrupted	Men & Boys	4%	7%	5%	16%
		Women & Girls	3%	7%	2%	10%
	not functioning	Men & Boys	0%	0%	0%	0%
		Women & Girls	0%	1%	0%	0%

As revealed in the table below, on average 78% (40% men & boys, 38% women & girls) of the respondents are satisfied with the access to the sanitation facilities for the households. Key informant interviews held with camp management, head of sectors and DoS confirmed the satisfaction expressed by the affected populations that the sanitation situation in all camps improved with minor regular issues, such as garbage collection, dislodging and care & maintenance issues. The capacity of teams to resolve these issues on regular basis depends on the available and capacity of the team in different IDP camps since Chamishko is one of the biggest IDP camp and demand is always higher than other camps and sometimes IDPs wait more than the requested time until their issues are solved. About 75% (40% men & boys, 35% women & girls) are satisfied with the quality of the sanitation facilities. 1% were not satisfied with the sanitation facilities. Most of the facilities are used by more than three people per household and the majority are used by 3-7 people in all camps.

How functional are the sanitation facilities, such as latrines, showers and hand washing stand in your camp?	Options	Gender	Mamrashan	Essyan	Sheikhan	Chamishko
	Fully functioning	Men & Boys	41%	26%	41%	32%
		Women & Girls	37%	45%	52%	29%
	Functioning but sometimes it gets disrupted	Men & Boys	10%	9%	5%	19%
		Women & Girls	10%	19%	1%	19%
	not functioning	Men & Boys	0%	0%	0%	1%
		Women & Girls	2%	0%	0%	0%

1.5.5 Involvement of the beneficiaries and other stakeholder:

The communities reported playing an active role in many of the aspects of the project. In Mamrashan and Essyan IDP camps, on average 95% (58% men & boys, 40% women & girls) of the hygiene vouchers component were managed and supported by community itself, hence local markets were identified in the camps and labours for the markets and staff for distributions were from the same camps and sanitation component, such as, any issues happens in this regards, community leaders such as Mukhtars and religious leaders are solving issues among the community. Water supply schedule, defining appropriate

methods of garbage collection and dislodging septic tanks in Chamishko and Essyan IDP camps, on average 89% (53% men & boys, 36% women & girls) of respondents stated that they play an active role in their IDP camps since they have minor issues with these services because of small capacity of the team and infrastructure of camps. The same observation applies to the hygiene and gender awareness components with the majority of households participating in the sensitisation trainings. The project also involved additional ownership and participation of the local communities by having community involved in every aspects of the project through WASH committees as it represents every group in the camps.

1.6 Lessons Learned and Recommendations

The recommendations were developed by the evaluation team, according to the findings of the evaluation. The recommendations were then discussed and clarified during a meeting with the CARE Iraq and the WASH teams of partners to follow-up on.

Immediate Recommendations:

The quality of the water in Sheikhan IDP camp for drinking purposes, about 31% (18% men & boys, 13% women & girls) are satisfied, while 61% (25% men & boys, 36% women & girls) are not satisfied mainly because of the undesirable taste of the water. According to the camp management and the test results from the Directorate of Environment, the water is safe to drink. Also, the free residual chlorine tests show that the chlorine is well within the range during most months. However, it's recommended by the community to have an immediate and sustainable solution.

Awareness on access to water supply: on average in all IDP camps 50% (24% men & boys, 28% women & girls) of the respondents thought that the camp management is responsible for maintaining the water supply in the camp 25% (24% men & boys, 45% women & girls) did not know who is responsible, whilst the remaining respondents thought it was maintained by the water committee of the NGOs or other entities. Though, it's recommended that hygiene promoters to raise awareness on this topic among the communities in all IDP camps.

Satisfaction of dislodging services in the IDP camps: on average 82% of the respondents in the different camps (40% men & boys, 42% women & girls) reported being satisfied with the dislodging services and in the camps services are satisfactory apart from minor issues, except for Chamishko camp where only 31% of people are satisfied with this services as they are facing many dislodging issues because of the poor infrastructure of the camp, the limited budget identified for the camp and small capacity of the team. The camp management confirmed this view-the needs from the different sectors differ and the demand is higher than the current capacity to respond to the needs. So, it's recommended to increase the capacity of the team in Chamishko as well as demanding extra dislodging tracks to be able to overcome with the issues.

Drinking water tanks cleaning in all IDP camps seems to be an issue as most of the camps residents expect either INGOs or camp managements clean their tanks, hence awareness raising is needed to overcome this challenge.

More frequent periodical cleaning for Sheikhan camp's storm drains.

Visibility of activities is observed is one of the areas that needs to be improved in all locations, hence it's been observed that community isn't fully aware about what CARE is doing in the locations and visibility of

activities, such as, hygiene voucher distributions, complaints response mechanism, and visibility of gender and hygiene awareness.

Capacity building, such as, finance, M&E and logistics trainings as well as gender and hygiene trainings for the field staff or provision of opportunities for the staff should be undertaken by Jan - Feb 2019 to help achieving a better performance of staff for the remaining of the project period.

WASH committees newly formed in all IDP camps, it's highly recommended that to provide capacity building to the committee member in different camps as they have different education background. And 51% (15% M, 36% F) of the respondents in Essyan camp and 54% (28% M, 26% F) in Mamrashan camp in addition the FGD of both camps reported that they are not aware of their activities in the camps.

Mid Term Recommendations:

Standardisation of approaches (especially new ones for hygiene promotion) for conducting any activity in all locations with flexibility depending on the community. As a result of the findings CARE and partners will need to strengthen community-based awareness raising on hygiene and gender topics, such as, adding software methods like educational videos and workshops.

As a result of these findings CARE and partners will strengthen community-based awareness-raising on the prevention of sexual exploitation and abuse and the provision of information on safe and confidential reporting structures. None of the discussions with the focus groups revealed such behavior.

CARE and partner staff are provided with trainings. However, field staff will need capacity building trainings focusing on hygiene, gender, technical trainings, such as, care & maintenance trainings. Since some field staff are changed and replacements haven't been trained on different trainings.

Hygiene and gender awareness method will need to be adjusted by expertise in consult with host communities as it's been reported by the staff that host communities don't fully welcome the current method and difficult to bring people to sessions.

Long Term Recommendations:

More focus on sustainable solution for dislodging, garbage collection and care & maintenance issues in all IDP camps rather on quick interventions with taking gender and equity too by adapting best mechanisms to achieve that. For example, the programs team should investigate sustainable solutions such as powering pumps by solar panels. Additionally, the team should start working on exit strategy by the beginning of 2019 and making sure that camp managements in collaboration with BRHA clearly understand the exit strategy plan in order to make sure gaps are filled by other actors, such as, government and INGOs after CARE and partners close out the project.

Ensure the voice of beneficiaries be taken to consideration for the design of the activities for the remaining of the project's life, while issues appear on garage collection, dislodging and hygiene & gender awareness.

In Chamishko and Sheikhan camps, markets to exchange hygiene vouchers with items were identified outside the camp due to the inability to identify existing structure within those two camps with the capacity to respond to the demand or fulfilling the criteria requirements. However, key informants, such as, camp management, head of sectors recommend reducing the need of IDPs to leave the camps to redeem their vouchers because of a variety of barriers including: individuals identified as vulnerable (e.g.



female headed households, elderly households, individuals with disabilities etc.) not being able to access markets, the lack of transportation and care, the restricted mobility of women and girls who cannot travel alone outside the camp and the cost associated with transportation from the camp to the market. Key informant supports the idea of having local markets for the future grants inside the camps because it can increase the economic opportunities for camp residents and shop owner and facilitate the access of individuals and households identified as vulnerable.

Table of Contents

1. Executive summary:	2
1.1 Introduction and context:	2
1.2 Project summary:	2
1.3 Purpose of the project evaluation:	3
1.4 Methodology of Mid-term project evaluation summary:	3
1.5 Impact and summary of key findings:	4
1.5.1 Community perception of the facilities and systems in the IDP camps:	4
1.5.2 Access to safe and adequate water, and appropriate sanitation facilities in IDP camps:	4
1.5.5 Involvement of the beneficiaries and other stakeholder:	7
1.6 Lessons Learned and Recommendations	8
LIST OF ACRONYMS:	12
2. Project introduction:	12
1. Focus of the study evaluation:	13
2. Evaluation Methodology:	13
5.1 Quantitative Method:	14
5.2 Qualitative Method:	14
5.3 Coverage:	14
5.3.1 Sample size strategy in four targeted IDP camps:	14
5.3.2 Sample size strategy in five targeted host communities:	15
5.4 Timeframe:	16
5.5 Roles/Responsibility:	16
3. Complaints Response Mechanism (CRM):	16
4. EVALUATION FINDINGS:	18
Output: 100 WASH – WATER:	18
110.	18
120.	19
MAIN FINDINGS:	19



1. Chamishko IDP camp:	19
2. Sheikhan IDP camp:	22
3. Essyan and Mamrashan IDP camps:	24
Water Quality Control.....	25
130.	26
MAIN FINDINGS:.....	26
150.	27
Output: 200 WASH – SANITATION:	28
210.	28
220.	28
Result and Analysis	32
Care and Maintenance Service	32
Septic Tanks Desludging Services	33
Garbage Collection Service	34
230.	35
240.	35
250.	35
260.	36
Output: 300 WASH – HYGIENE:	36
310.	36
320.	37
330.	39
340.	39
350.	41
Output: 400 WASH – CAPACITY BUILDING:	41
420.	41
430.	41
440.	41
Output: 500 WASH - GENDER:	42
510.	42
520.	43
530.	43
5. Annexes:	47

LIST OF ACRONYMS:

ISIS	Islamic state in Iraq and Syria
ISF	Iraqi security forces
IDP	Internally displaced people
NGO	Non-governmental organization

2. Project introduction:

CARE-Iraq initiated a partnership with Harikar and REACH NGOs in January 2017 to provide water, sanitation and hygiene (WASH) services to vulnerable IDPs in Northern Iraq funded by Global Affairs Canada (GAC2 - International Humanitarian Assistance). WASH support to vulnerable IDPs and host communities in Duhok and Ninawa governorates. The project started on January 1st, 2017 and will be completed on December 31st, 2019. This project is being implemented in five host communities (Ba'adre, Kalakchi and Mahate in Sheikhan district and Ayas and Ardawan neighbourhoods in Zakho district) and four IDP camps as stated below:

Mamrashan IDP Camp: is located in Duhok Governorate / Sheikhan district (Longitude 43.43325, Latitude 36.66941) and was established in 2014. According to camp management statistics currently 8,806 individuals are settled in the camp and living in 1,389 Caravans. 49.7 % are male, while 50.3 % are female. IDPs living in this camp are originally from Sinjar district, 96 % of IDPs are Yazidi religion, while others which is 4 % are Muslim religion.

Essyan IDP Camp is located in Duhok Governorate- Sheikhan district (Longitude 36.37164, Latitude 43.292, Altitude 532 meter). It was established and opened in 7/12/2014, area of the camp is 450,000 m². According to camp management, 2,731 families are settled in the camp and living in 3003 tents, the tent's base made of concrete with dimensions (4.4 x 5) m whereas the dimensions of the tent itself is (4 x 5)m. 49.4 % of the IDPs are male, while 50.6 % are female. IDPs in Essyan camp are originally from Sinjar district all of them are Yazidi religion, there are no other religions living inside the camp.

Chamishko camp: located in Duhok governorate in Zakho district with current population of 27,071 Individuals in 4,993 Tents. The camp was constructed by the KRI government with a high level of humanitarian standards ranging from WASH facilities, camp management and shelter facilities.

Sheikhan camp: located in Ninawa governorate was opened on 03/04/2015, with current population of 4,656 Individuals in 1,004 Tents; was constructed by IOM and other partner INGOs with high level of humanitarian standards ranging from WASH facilities, camp management and shelter facilities.

All IDP camps in Duhok governorate are managed by Board of Relieve and Humanities Affairs (B.R.H.A.), which is supported by UN agencies, International and local NGOs. All of them are collectively supporting the provision of a variety of services including shelter, WASH, non-food items, health and psycho-social support.

1. Focus of the study evaluation:

The evaluation study is therefore planned to identify Mid-term values for key WASH indicators as stated in the project documents in the targeted areas. Specifically, the study seeks to assess:

Water supply

- accessing water supply for household purposes, such as cooking, utensil washing and hand washing in the targeted IDP camps
- Quality of drinking water provided to IDP camps citizens.
- Impact of drilled boreholes in IDP camps as well as host communities
- Result of monitoring water quality including chlorination
- Extension and repairing of water pipe line/networks in IDP camps.
- Installation of communal and household water storages in IDP camps.

Sanitation

- Quality of maintenance of sanitation facilities at IDP camps
- Preparing solid waste management plan in assisting/guiding the existing municipality solid waste management system.
- Impact of upgrading sanitation system for the host community
- Impact/satisfaction of supporting Camp managements, local authorities with Environmental health/kits supplies and providing trainings especially in environmental/house hold sanitations.
- Result of local Authorities supported with solid waste management such like through providing garbage collection and desludging trucks.
- Clean up and garbage collection activities in west Mosul.

Hygiene promotion

- Establishing and trainings of Hygiene promotion/volunteer team
- Setup and training of WASH committees in handling all the O&M, water quality, garbage collection and gender mainstreaming with in hygiene awareness
- Market survey and distribution of voucher for hygiene items
- Post distribution monitoring (PDM) results.

Gender mainstreaming within WASH activities

- Assess the impact and effectiveness of gender awareness sessions conducted within the context of the WASH activities.
- Understand and document the affected communities preferred method of awareness raising.

2. Evaluation Methodology:

The instruments collected data across a range of indicators laid out both by WASH and MEAL teams, as described in the project log frame. Such an approach was thought to promote efficiency in data collection. Multiple instruments collected data against individual indicators, engaging in a process of 'triangulation' of findings.

The selected instruments comprised:

5. Documents Review
6. Key informant and stakeholder Survey Questionnaires
7. Household Survey Questionnaires
8. Community Groups FGD

5.1 Quantitative Method:

The questionnaires employed for the Mid-term KAP survey were based on the tools developed by CARE International in Iraq. The tools used **quantitative** and **qualitative** methodology and are translated into Arabic language to facilitate the implementation. The survey carried out using a digital data capture that CARE and its partner teams have already been using such as KoBo collect and have adequate handsets. The survey team worked with trained enumerators (50% of which were women) to collect the quantitative data from beneficiaries in four IDP camps (Chamishko, Sheikhan, Mamrashan and Essyan), and qualitative data collected through key informant interviews (such as; camp managements, religious leaders, community leaders, women leaders, men and women that are part of the WASH Committees and others NGOs operating in the camps, etc.), and focus group discussions (FGD) with women, men, girls and boys of diverse ages, backgrounds and types of disability. The selection of the households to be consulted and the participants in the FGD were done in consultation with the WASH committees, protection agencies working in the camp that have an understanding of HHs that are particularly vulnerable (i.e. FHH, child HH, elderly people and people with disabilities) and in coordination with camp management. The sampling was representing of the IDP camp residents and a simple random sampling methodology employed. Women headed households, child headed households and households with people with disabilities, elderly people and households representing minority and/or marginalized groups should be prioritized for the household visits as well as FGDs.

5.2 Qualitative Method:

Unlike in the camps, the host communities are consulted using only a **qualitative methodology** and the following locations are targeted Kalakchi, Mahate and Ba'adre collectives, Ayas and Ardawan neighbourhoods. FGDs held separately with men, women, girls and boys and KIIs held with members representing the Municipalities, Mukhtars, directorate of water representative (DoW), directorate of sewage representative (WoS), representatives of minority groups and disabled people and women leaders (since there was no women leaders, women in positions of authority such as teachers are consulted). The reason for only adopting a qualitative approach in the host communities is because only a few activities have been implemented such as small water and sanitation projects and a weekly session on gender awareness-raising. Therefore, data collection are limited to collecting opinions and satisfaction information

Additional data to contextualize, complement and help explain base and mid-term data was gathered through key informant interviews (KIIs), focus group discussions (FGDs), and observations. The results of the third Rapid Gender Analysis (RGA) were incorporated accordingly. This information, in conjunction with the WASH team and in collaboration with the Gender and Protection team, was used to analyse the survey's findings, and for case studies and communication about the project. Where available, context specific secondary data, such as assessment reports, gender analyses, PDMs etc. Are used to enhance the baseline data to identify progress and changes in practices.

5.3 Coverage:

The Mid-term project evaluation employed the same approach as the baseline survey that was conducted at the beginning of the project with some adjustments in using quantitative and qualitative methodology.

5.3.1 Sample size strategy in four targeted IDP camps:

Household visits/quantitative data: A simple random sampling method was used among four IDP camps. The sample size for the household survey was calculated using a 10% margin of error and a confidence

level of 95% of the total population per each location as stated below. Female headed-households, child headed-households, households with elderly people, households with many dependents and households with people with disabilities were prioritized because they have been identified as particularly vulnerable.

Partner	Location	Sample size
Harikar	Chamishko camp	360 (180 men, 180 women)
	Sheikhan Camp	270 (135 men, 135 women)
Sheikhan	Mamrashan Camp	310 (155 men, 155 women)
	Essyan camp	340 (170 men, 170 women)
		1,280

Key informant interviews (IDP camps) – camp management, sector leaders (Mukhtars), BRHA, the Directorate of Water (DoW), Community leaders (one man, one-woman representative), NGOs and INGOs working in the area of operation with protection actors working on gender, child protection, women’s rights and with people with disabilities. Girls or boys were interviewed with the consent of their caretakers.

FGDs (IDP camps) – Separate FGDs conducted with women, men, girls and boys residing in the camps. Besides the household visit a series of FGDs were conducted with men and with women in each IDP camps as stated below. FGD included with a minimum 10 and maximum 15 participants and last about 60-90 minutes.

IDP camps	FGDs with Men and boys	FGDs with Women and girls
Chamishko camp	3	3
Sheikhan Camp	2	2
Mamrashan Camp	2	2
Essyan camp	2	2
	9	9

5.3.2 Sample size strategy in five targeted host communities:

FGDs (Host communities) – Separate FGDs were held with women, men, girls and boys residing in the host communities. Besides key informant interviews, a series FGDs with men and with women conducted in each location as stated below. FGD included with a minimum 10 and maximum 15 participants and last about 60-90 minutes.

Location	FGDs with Men and boys	FGDs with Women and girls
Kalakchi collective	2	2
Mahate collective	2	2
Ba’adre collective	2	2
Ayas and Ardawan neighbourhoods	2	2
	8	8

Key informant interviews (Host communities) – Mukhtars, Community leaders (one man, one woman representative), the Directorate of Water representative (DoW), Directorate of Sewage representative (DoS), municipalities, NGOs and INGOs working in the area of operation with a particular focus on CSO

and protection actors working on gender, child protection, women's rights and with people with disabilities. Girls and boys interviewed were interviewed with consent from their caretakers.

5.4 Timeframe:

The assessment took 7 days. Five days were allocated to collecting the quantitative data in four IDP camps and two days to qualitative data collection in five host communities. As outlined in the table above two enumerators (one man and one woman that speak the local language) were allocated to each host community location. They conducted four FGDs (1 with women, 1 with girls, 1 with men and 1 with boys) with residents on a daily basis for two days. The woman enumerator conducted the FGD with woman & girls and the man with men & boys. The team leaders (CARE and partners personnel) conducted the KIIs.

5.5 Roles/Responsibility:

The CARE MEAL coordinator in collaboration with partner MEAL staff and CARE MEAL assistant introduced the enumerators to the project and evaluation objectives and trained them on the evaluation methodology (questionnaire and how to conduct focus group discussion and key informant interviews in a safe and confidential manner). The consolidation and analysis of the data was done by CARE and partner MEAL officers and supervised by the CARE MEAL coordinator.

3. Complaints Response Mechanism (CRM):

A complaints/feedback response mechanism (CRFM) is designed for the whole CARE Iraq response and is adapted to the different geographical areas and for the types of interventions in those areas. Given the differences from one operation to the next, a broad standard CFRM is established among CARE operation areas and adjusted depends on the local context.

A complaint response mechanism to receive and respond to feedback and complaints was established in the targeted IDP camps: a complaint box as well as a comments/feedback box, a free hotline number (80010170), a help desk during the distributions and an accountability mobile team were established. The comments box was designed to capture general feedback on each distribution from IDPs and returnees and was designed to capture information easily from the affected population taking into consideration their preferred channel of communication, language and the level of literacy. Community members are also able to submit complaints in ways that suit them and that takes power dynamics, cultural, geographical, and protection and safety issues into account. Women, men, boys, girls, the elderly, the non-literate, people living with chronic illness, people with disabilities, communities located in IDP camps, all are taken into account to be able to submit complaints with relative ease and confidence.

Once completed, the individual simply puts the form into the box and the results are collated by MEAL staff and after the investigation on the feedback/complaints. The Hotline team receive calls and are responsible for providing the feedback to the calls and the complaints and feedback collected in the complaints box. FGDs are also used as a tool to consult with the affected population more broadly. In addition, the partner staff establish help desk to receive and help IDP camps residents during distributions. This process is anonymous, the type of complaints received, the response time to the complaint, and the type of actions taken to address the complaints are all recorded to monitor CARE and partner staff's capacity to close the feedback loop.

If the complaint is not sensitive, then, as a general rule, it is solved as locally as possible, by bringing the issue to the attention of the relevant sector leader at the field level, such as the Field Office Team Leader, or the relevant Project manager. If it cannot be resolved at this level, it is elevated to head of Programs and then to Country Director. The complainant receives a response that comprises a clear answer and explanation (even if no action is needed to be taken) as well as an indication that the complaint has gone through an established process. People need to know they have been heard and provided with a response. Experience has shown that in most cases in Iraq, even when no action is taken, receiving a clear explanation satisfies the complainants. In other instances, people are left unhappy with the result, and the mechanism has an appeal system that users are able to access and follow up.

The data collected through the complaints and feedback mechanism is consolidated and analysed on a monthly basis to identify trends and is used to inform the decision making of senior management and the complaints/feedback form used to capture complaints from beneficiaries, and flyers and banners used in IDP camps.



Data management and analysis:

The quantitative data was analysed using Kobo toolbox itself and Microsoft Excel. Based on the raw data, available for download from KoBo Toolbox, a master database was developed, and data cleaning was carried out. A quantitative data framework was set up in Excel for all validated data. A series of frequencies count and other statistical methods were employed in the analysis of the data. Qualitative data was collected and cleaned by the MEAL team and has been transferred to a standardized excel sheet to compare data the data of each IDP camp with others. To access all the data collected please refer to annex 1 and 2

4. EVALUATION FINDINGS:

This section of the document seeks to provide more detailed analyses than those offered within the logframe. This is with the intent of both measuring the logframe indicators, as well as providing the broader analyses and data requested by WASH team, seeking provide contextualized recommendations for the remaining project period. These have been broken down by project outputs and activities, to ensure relevance and promote understanding:

When examining these data, it is crucial to bear in mind that local authorities responding to FGD questions may not be reliably informed. Equally, some respondents may not have been aware of the differences between various sources of WASH services in the IDP camps, as such, the different answers could reflect different levels of awareness rather than different primary sources.

Output: 100 WASH – WATER:

110. WASH assessments (KAP surveys, rapid needs assessment and technical assessments) conducted with a gender lens in order to identify priority safe water supply and sanitation needs of vulnerable IDPs and host communities, according to national standards:

CARE and its partners, in coordination with BRHA³, camp management and community members, identified water supply, water quality, hygiene and sanitation needs of IDPs and the host communities and designed appropriate interventions to address them through a baseline KAP survey assessment with aiming to meeting national WASH standards, as well as ensuring the needs of IDP and host community women, men, boys and girls are met and understanding of the differing knowledge, attitude and practices around water, sanitation and hygiene for beneficiaries.

And a Rapid Gender Analysis (RGA) is been conducted every six months in both IDP camps and host communities with the objective to better understand gender roles, dynamics and the specific needs and concerns of men, women, girls, and boys. The results of these assessment feeds into the project implementation design, so that the implementation of WASH project takes these various needs into account and reflects the gender dimensions of this crisis and the differentiated gender needs and how gender, age and disability intersect with vulnerability. Such as, the development of key awareness-raising messages on gender equality, communicating on hygiene practices and hygiene voucher distribution with women, men, girls and boys and protection risks (child marriage, GBV) more broadly. And the design of the hygiene voucher distribution was also adapted to address protection risks raised by the affected populations during FGDs that conducted for RGAs. Also, to ensure that the activities are designed to meet the WASH needs of women, men, boys and girls of different life stages including person with disabilities and to better, understand on mobility and vulnerability analysis in the areas of intervention. Also, Identify key priorities in terms of advocacy on gender concerns and protection issues. This information ensure a gender responsive humanitarian response through the identification of gender gaps and barriers but also opportunities for empowering women and girls in the response and ways to address and overcome negative stereotypes and traditionally harmful practices that impact women, men, girls and boys access to basic WASH services and their human rights. Such as, Women & Girls have more freedom of movement than before being displaced, Women & girls have more opportunities to access resources and job opportunities than before being displaced.

³ Board of relief and humanitarian affairs – Duhok governorate

A joint a baseline technical water supply and quality and sanitation assessments was carried out in February 2017, by CARE’s partners Harikar & REACH in their targeted IDPs camps and the respective community neighborhoods and collectives. The assessment team met with camp managers, Mayors/Mukhtar and line department’s heads, IDPs and the host community to collect information with the objective to look in depth at the technical needs of the repair and maintenance of boreholes, water networks, chlorination systems, etc. How maintenance and/or upgrade of this infrastructure can benefit and address the different WASH needs of the affected populations was considered during the assessment phase. Where this assessment identified an upgrade of the water supply system as a feasible and sustainable solution to address gaps, CARE and partners, in coordination with Directorate of Groundwater in Duhok and Ninawa Governorates, utilized existing geophysical information and identified suitable locations for drilling additional boreholes. One of which was in Mamrashan IDP camp and the other was in Ardawan neighbourhood in Zakho district.

120. Water supply and distribution systems repaired, maintained and/or upgraded in IDP camps and host communities:

Based on the identified needs of water supply and quality in IDP camps for women, men, boys and girls, CARE and partners are supporting the repair of critical components of the water supply network, including taps stands, storage tanks, boreholes drilling, submersible pumps and generators. CARE and partners are the leading body for operating the water supply systems; O&M staff working in IDP camps are in charge for conducting the repair and maintenance of water supply and sanitation systems.

CARE and partners are providing the necessary support to IDP camps to maintain and repair water infrastructure, in the form of repairing damaged storage water tanks and water supply mains. Submersible pumps or storage water tanks are installed, and water distribution networks are repaired, to strengthen the infrastructure and enhance the quantity of the water supplied.

MAIN FINDINGS:

1. Chamishko IDP camp:

85% of the respondents (37% men & boys, 37% women & girls) say that the water system in the camp is fully functioning according to the set schedule and 26% (16% men & boys and 10% women & girls) say that the system is functioning, but it gets disrupted at times. The camp management agreed with these findings and explained that during the summer the demand is higher but the access to electricity is reduced.

	Options	Gender	Responses	Percentage
Is the water system in your camp functioning according to its set schedule?	Fully functioning	Men & boys	142	37%
		Women & girls	144	37%
	Functioning but sometimes it gets disrupted	Men & boys	61	16%
		Women & girls	38	10%
	not functioning	Men & boys	0	0%

	Women & girls	0	0%
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The majority of the camp population 95% (48% men & boys, 47% women & girls) get water for the household purposes, such as, washing, cooking, utensil washing and hand washing through the water supply network directly to their overhead water tanks. The same percentage 95% (49% men & boys, 46% women & girls) is true for the preferred source of drinking water, and about 13% indicated that public water taps are a secondary source of water.

What is the main source of water used by your household for household purposes such as cooking, utensil washing and hand washing?	Piped water into tap-stand/public tap	Men & boys	16	4%
		Women & girls	0	0%
	Directly from the water trucks	Men & boys	2	1%
		Women & girls	0	0%
	Directly from the household water tank	Men & boys	186	48%
		Women & girls	182	47%
	Bottle water	Men & boys	1	0%
		Women & girls	0	0%

In terms of quantity, about 94% (50% men & boys and 44% women & girls) indicated that they have enough water to cover the family needs throughout the past period. Also, nearly 77% (39% men & boys, 38% women & girls) indicated that they still have water in the tank between two consecutive water supply periods which provides an indication that the majority of IDP camp citizens get enough water for their family needs.

SATISFACTION OF BENEFICIARIES TO ACCESS WATER:

About 84% (44%M, 44%F) are satisfied with the access to water for household purposes, and 12% are somewhat satisfied. Only 3% are not satisfied.

Satisfaction of beneficiaries with accessing water for household purposes, such as cooking, utensil washing and hand washing?	Satisfied	Male	171	44%
		Female	155	40%
	Somewhat satisfied	Male	25	6%
		Female	23	6%
	Not satisfied	Male	7	2%
		Female	4	1%

In terms of the quality of water for drinking, 86% (45% men & boys, 41% women & girls) are satisfied, and 12% are somewhat satisfied. Only about 2% of the population is dissatisfied with the quality of the water

due to various reasons including bad taste and turbidity and sometimes the chlorine included in the wells doesn't go to the last points of water network. However, result of bacteriology tests (E-Coli) conducted by Duhok directorate of environment for all wells of Chamishko were acceptable and the water was fit for human consumption

How satisfied you are with water drinking quality provided to you?	Satisfied	Men & boys	173	45%
		Women & girls	156	41%
	Somewhat satisfied	Men & boys	25	6%
		Women & girls	24	6%
	Not satisfied	Men & boys	5	1%
		Women & girls	2	1%

The maintenance of water and sanitation facilities at the household level is only carried out for household identified as vulnerable. A list of individuals identified as vulnerable is maintained by the camp management and maintenance requests at the household level are only approved by the camp management for those included in the list of people identified as vulnerable.

According to the data 88% of the respondents reported that women make most of the decisions about the management and use of water within the household followed by men and boys (12%).

Water storage in Chamishko camp at the household level is mostly achieved using water tanks as only a small percentage use other method or a combination thereof.

It was not very clear for the respondents who is responsible for maintaining the water supply in the camp, as 55% (22% men & boys and 30% women & girls) indicated that they are not aware of the entity that maintains the water supply. The remainder of the respondents thought it was maintained by the camp management, directorate of water, water committee, or combination of those. 74% of the respondents (34% men & boys, 30% women & girls) say that they have been consulted by at least one of those entities.

About 92% of the respondents (of which 47% men & boys, 45% women & girls) described the water they receive through the network as "good for drinking" and 5% (3% men & boys, 2% women & girls) were "concerned about the quality of the water for drinking." Only about 5% (2% men & boys, 3% women & girls) of the respondent reported water shortages whilst 73% (42% men & boys, 31 women & girls) thought that the water is sufficient to cover all needs and a combined 21% thought that it is sufficient to respond to the basic household needs. With regards to the quantity, 71% (41% men & boys, 30% women & girls) thought that the storage capacity is sufficient for all their needs, and 22% (31% men & boys, 54% women & girls) thought that this storage capacity is sufficient to respond to their basic needs.

Water quality	Good for drinking	Men & boys	180	47%
		Women & girls	173	45%

	Concerned about the quality of the water for drinking	Men & boys	13	3%
		Women & girls	6	2%
	Not good for drinking, good for other household uses	Men & boys	7	2%
		Women & girls	3	1%
	Not good for the household uses	Men & boys	3	1%
		Women & girls	0	0%
Water supply quantity	Sufficient for all needs	Men & boys	163	42%
		Women & girls	119	31%
	Sufficient for the household needs including washing clothes etc.	Men & boys	15	4%
		Women & girls	26	7%
	Only sufficient for the basic needs (bathing, handwashing)	Men & boys	16	4%
		Women & girls	25	6%
	Insufficient (water shortage)	Men & boys	9	2%
		Women & girls	12	3%
Storage	Sufficient for all needs	Men & boys	159	41%
		Women & girls	116	30%
	Sufficient for the basic uses	Men & boys	31	8%
		Women & girls	54	14%
	Insufficient	Men & boys	13	3%
		Women & girls	12	3%

2. Sheikhan IDP camp:

More than 93% (41% men & boys, 52% women & girls) of the respondents said that the water supply in their camp is fully functioning. 7% (5% men & boys and 2% women & girls) say that it functions but encounters service disruptions occasionally.

Is the water system in your camp functioning according to its set schedule?	Options	Gender	Responses	Percentage
	Fully functioning	Men & boys		114
Women & girls			142	52%
Functioning but sometimes it gets disrupted	Men & boys		14	5%
	Women & girls		5	2%

	not functioning	Men & boys	0	0%
		Women & girls	0	0%

The main source of water for the camp is the storage water tanks in their residences, 87% (43% men & boys, 42% women & girls) responded that they get water for washing directly from their water tanks, 24% (5% men & boys, 19% women & girls) indicated that they get water directly from the piped water into the public taps (which are also within their tent areas).

Similarly, the drinking water largely comes from the household water tanks as indicated by 93% of the respondents of which represent 44% men & boys and 49% women & girls. About 20% (5% men & boys, 15% women & girls) get their water directly from water trucks. Only 3% indicated that they purchase bottled water. When consulted 15% of the women and 85% of the men expressed being responsible for transporting water to their tent (in bottles or by collecting water from a public tap).

The water is supplied to the camp with no issues during winters (according to the camp management), however, during the summers the demand increases, and the electricity hours decrease which can affect the supply. About 82% (39% men & boys, 43% women & girls) say that they still have water (half a tank or one quarter of a tank) in their household tanks between two consecutive water supply periods, the water tanks being their primary source of water.

SATISFACTION OF BENEFICIARIES TO ACCESS WATER:

78% (41% men & boys, 37% women & girls) are satisfied with their access to the water supply for household purposes, only 3% are not satisfied because of occasional service disruption.

Regarding the quality of the water for drinking purposes, about 31% (18% men & boys, 13% women & girls) are satisfied, while 61% (25% men & boys, 36% women & girls) are not satisfied mainly because of the undesirable taste of the water. According to the camp management and the test results from the Directorate of Environment, the water is safe to drink. Also, the free residual chlorine tests show that the chlorine is well within the range during most months.

71% (34% men & boys, 37% women & girls) answered that they treat the water to make it safe to drink. The most common ways are filtering (39%) and boiling (25%).

From the data collected women are responsible for the decisions about the management of water in the household (63%), followed by men (53%).

50% (24% men & boys, 28% women & girls) of the respondents thought that the camp management is responsible for maintaining the water supply in the camp 25% (24% men & boys, 45% women & girls) did not know who is responsible, whilst the remaining respondents thought it was maintained by the water committee of the NGOs or other entities.

About 97% (45%M, 52%F) of the respondents described the water they receive through the network as “Not good for drinking, good for other household uses”. And while only about 1% of the respondent thought that there is a water shortage, about 54% (27%M, 27%F) thought that the water is sufficient for all needs and a combined 39% thought that it’s sufficient for the household needs or the basic household needs. In relation to the quantity, 100% thought that the storage capacity is sufficient for all their needs.

3. Essyan and Mamrashan IDP camps:

95% of the respondents (45% men & boys, 50% women & girls) in Mamrashan IDP camp say that the water system in the camp is fully functioning according to the set schedule and 5% (3% men & boys and 2% women & girls) say that the system is functioning, but it gets disrupted at times. The camp management agreed with this observation explaining that whilst the demand is higher in summer there are more frequent electricity shortages.

About 85% (45% men & boys, 40% women & girls) of the respondents described the water they receive through the network as “good for drinking” and 10% (5% men & boys, 5% women & girls) were “concerned about the quality for drinking. And while only about 5% (2% men & boys, 3% women & girls) of the respondent reported a water shortage, about 73% (42% men & boys, 31 women & girls) thought that the water is sufficient to cover all their needs and a combined 21% thought that it is sufficient to cover the basic household needs. In relation to the quantity, 71% (41% men & boys, 30% women & girls) thought that the storage capacity is sufficient for all their needs, and 22% (31% men & boys, 54% women & girls) thought that it is sufficient to meet their basic needs.

The main source of water for the camp is the storage water tanks in their residences, 95% (50% men & boys, 45% women & girls) responded that they get water for washing directly from their water tanks, 5% (3% men & boys, 2% women & girls) indicated that they get water directly from the piped water into the public taps (which are also within their tent areas).

The maintenance of water and sanitation facilities at the household level is carried out for households identified as vulnerable. A list of individuals identified as vulnerable is maintained by the camp management and maintenance requests at the household level are only approved by the camp management for those included in list of people identified as vulnerable.

When the question about who makes decisions about the management of water in your household was asked, In Essyan camp 69% of the respondents claimed that women make decisions about the management of water in the household, and the percentage in Mamrashan camp who said the same thing was 70%. In contrast 23% of the respondents in Essyan camp and 14% of the respondents in Mamrashan camp reported men make these decisions at the household level. As for those who said girls their percentage was 7% in Essyan camp and 13% in Mamrashan. Only 1% of the respondents in Essyan camp and 3% in Mamrashan camp said boys make these decisions. However, baseline data at the beginning of the project showed that on average only 35% in Essyan and 28% of women in Mamrashan IDP camps made decisions about the management of water in the households. This means that decisions are moved to women during last two years of project implementation in around 34% and 42% of Essyan and Mamrashan IDP camps respectively. And this is because of many reasons, such as, regular hygiene and gender awareness in the camps and men are taking care of other responsibilities and most of the time they are out of homes.

The methodology employed by the enumerators to assess the cleanliness of the water tanks in the camps relied on observations. It seems that 97% of the water tanks placed in Essyan and Mamrashan camps were reported as clean enough and within standards, all of them were kept closed. Almost all household clean their storage tanks and within the household both men and women are responsible. The hygiene and gender team offer support to families identified as vulnerable according to the list provided by the camp management.

Each family in Essyan and Mamrashan camp receives 500 liter of water per day, except sector I in Mamrashan camp where the family receives 800 liter per day due to the needs in that sector and the capacity of their storage water tanks is bigger.

Water Quality Control

The water quality service was limited to monitoring the water quality through conducting the free residual chlorine (FRC) tests throughout the water network in the camps at the source, collection water points and household levels only. The remaining tests, such as, biological and chemical water tests are conducted by Directorate of Water of Duhok and results are shared with CARE and partners on monthly basis.

In Chamishko the majority of the people do not seem to have issues with the water quality in the Camp as only 2% of them complained that the quality is poor: “the water is not very clean” or it “has too much chlorine in it”, while the remaining 98% think that the water is fair or very good (Refer to annex 2). In Mamrashan no respondents thought that the quality of the water was poor and 67% reported that the quality of the water as “fair”.

Sheikhan camp recorded the highest number of complaints about the water quality. Nearly 47% of the respondent think that the water quality is poor because the water tastes salty and has too much chlorine in it.

Water quality in both Essyan and Mamrashan camps does not seem to be an issue as almost (95%) reported it meets the requirement criteria. Only 5% of the respondent think that the water quality is poor because the water tastes salty and has too much chlorine in it.

The water quality tests in all four IDP camps indicates that the water is indeed safe for human drinking according to W.H.O. standards. However, in the case of Sheikhan camp, the water taste does not appeal to the residents.

A percentage of the residents in Mamrashan (5%) and Sheikhan (35%) treat the water to make it safer to drink. The methods employed range anywhere from simple solar disinfection, to boiling, and 10% of Sheikhan citizens to purchasing water from outside the camp. The most common treatment in Mamrashan is boiling and filtering (35%), while in Sheikhan people most commonly filter the water (43-47%) or purchase/bring water from outside the camp (27%). Refer to Annex 2 for further details.

The majority of respondents in Chamishko, Essyan and Mamrashan camps felt that they had the chance to lodge a complaint about the water quality. In Sheikhan 29% (12% M, 17% F) of the sample group stated that they did not find the chance to complain as they prefer to solve their problems among them, they mostly dealt with the problems they faced themselves. Moreover, they feel that drinking water quality is raised by them many times, but it still remains unchangeable situation.

Table3 below: Percentage of free residual chlorine (FRC) test results within limits (0.2-0.5 mg/l) for the period Jan. to Nov. 2018

% of FRC tests result within limits 0.2 – 0.5 mg/l at households delivery points in Chamishko camp											
Month	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
% Tests	82%	90%	83%	70%	70%	67%	85%	83%	75%	85%	61%

% of FRC tests result within limits 0.2 – 0.5 mg/l at households delivery points in Sheikhan camp											
Month	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
%Tests	100%	100%	100%	88%	87%	92%	95%	94%	58%	87%	93%

% of FRC tests result within limits 0.2 – 0.5 mg/l at households delivery points in Essyan camp											
Month	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
%Tests	88%	98%	99%	100%	93%	95%	100%	92%	89%	86%	97%

% of FRC tests result within limits 0.2 – 0.5 mg/l at households delivery points in Mamrashan camp											
Month	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
%Tests	97%	97%	96%	93%	92%	89%	94%	93%	98%	88%	96%

According to Sphere Handbook the range of free residual chlorine at the point of delivery must be between 0.2 and 0.5 mg/l. The chlorine dosing units at some of the boreholes have malfunctioned in November 2018, however as indicated in the table above none of the test results were less than 0.1 mg/l.

130. Necessary water supply infrastructure constructed in host communities.

The following water projects were implemented during October and December 2017 in project targeted host communities, the need identified in the respective host communities is based on an assessment that was conducted by the WASH team in August 2017 and in coordination with the relevant directorates of water and sewage in Duhok and Ninawa governorates.

Type of project	Name of project	Geographical Location
Water supply	Water network	Ardawan neighbourhood
Water supply	Water network	Ayas neighbourhood
Water supply	Water network	Ba'adre collective
Water supply	Water pump station	Mahate collective
Water supply	Drilling borehole	Mamrashan camp
Water supply	Drilling borehole	Ayas and Ardawan neighbourhood
Water supply	Installing pumps	Kalakchi collective

MAIN FINDINGS:

According to the initial plan a borehole was scheduled to be constructed in the targeted host community however urgent needs identified by the WASH cluster and the BRHA in Mamrashan IDP camp took precedence. As a result, a borehole was constructed in Mamrashan IDP camp to respond to the increased water needs related to the expansion of the camp residents (2 more sectors) and a drop in the level of groundwater water during the summer months.

The Directorate of Mahate and Kalakchi collectives described the situation prior construction of the pumps saying that the pump was old and it was continuously malfunctioning as it had a capacity of 37 kW as it was operating at half capacity since the water couldn't reach people regularly. Following the installation of two new pumps with a total capacity of 75 kilowatts, the water could reach all residents and now no problems or complaints are raised to DoW about the availability of water.

According to the Directorate of Water and the Municipality of Sheikhan, the facilities constructed (drainage channels and pipes network) are of high quality, fully functional and serve the area adequately.

According to the Directorate of Water in Zakho, the borehole and the water network constructed for Ayas and Ardawan quarters is still fully functional and continues to provide water for the area.

Output 140: Local authorities provided with advanced potable water testing equipment to test additional water quality parameters.

Water Quality Tests by the Directorate of Environment

Directorate of the Environment (DoE) in Duhok governorate is the official governmental authority responsible for monitoring water quality. The bacteriology tests are conducted in all location every two to three months.

Result of bacteriology tests (E-Coli) for all wells of Chamishko and Sheikhan were acceptable and the water was fit for human consumption. Residents in Sheikhan camp raised concerns about the quality of the drinking water quality but according to the tests it is fit for human consumption and no issues were reported by Directorate of the Environment

Test Date	Location	Bacteriology Test (E-Coli)
02/04/2018	Sheikhan camp	Fit
12/09/2018	Sheikhan camp	Fit
18/09/2018	Chamishko camp	Fit
20/09/2018	Mamrashan camp	Fit
25/09/2018	Mamrashan camp	Fit
25/09/2018	Essyan camp	Fit

150. Rapid WASH assessments undertaken in all targeted neighbourhoods in Mosul:

West Mosul is an area that has endured traumatizing violence and destruction as a result of the first the initial fighting that came with ISIL taking the city in 2017 and then as a result of the relatively recent Mosul offensive designed to retake the city and remove ISIL. Although the fighting has ended, West Mosul remains an area that is characterized by difficult living conditions, crumbling infrastructure and a lack of governmental services. Those that reside in this area of the city have largely had to rely on East Mosul for daily essentials due to widespread shortages and lack of public services in the west. As the rebuilding phase continues much of the support for residents is coming from the coordinated efforts of humanitarian actors, weakened governmental departments and leaders within the community itself.

The Mosul response part of the project is being implemented by REACH and the design of the project and the decision to focus on the Al Mansur, Wadi Al Hajar and Jawsaq neighborhoods in West Mosul was made

based on the results of the Security and Safety Assessment done with CARE-International in November 2017.

This project was designed with the complexity of this context in mind and sought to further strengthen these humanitarian coordination efforts. Therefore, the REACH team worked to address both the issue of trash collection and disposal, as well as promote hygiene through the distribution of hygiene kits. Seeking to reinforce governmental capacity and provide resources to address these issues had the additional goal of reconnecting community members with the governmental departments tasked with and responsible for providing for them with these basic services.

A joint rapid assessment was conducted in November 2017 in Al-Mansour, Al-Jawsaq and Wadi Hajar neighbourhoods to identify the WASH needs of men, women, boys and girls in the area and to start actual planning and coordination on the ground for the planned activities.

The assessment confirmed that emergency water needs were mostly covered, and the city water network was running (although intermittently). In fact, the Department of Water and Sanitation was able to repair most of the water network in the target area, thus decreasing the need for water trucking.

Additionally, the assessment highlighted that there were significant unmet sanitation needs. Specifically, the report identified the lack of a solid waste disposal systems. Household waste was therefore being disposed of in communal areas, which led to serious public health concerns and increased risk of disease. These findings were validated by the WASH cluster lead for the Mosul response (UNICEF) and the Department of Water and Sanitation.

Output: 200 WASH – SANITATION:

210. A comprehensive multi-actor solid waste management plan is developed for IDP camps, underserved sites with newly displaced and host communities:

CARE and its local partners, camp management, local authorities and the Municipality of Duhok are jointly developing a solid waste management plan for the four targeted IDP camps as well as the respective host communities. This plan will help to ensure proper collection and disposal of garbage throughout the year.

A consultant is expected to produce a report at the end of December this year on developing solid waste management and recommendations.

220. Sanitation infrastructure in IDP camps is maintained and/or repaired:

Based on a technical WASH assessment that was done in February 2017 that identified the different sanitation facility-related needs of women, men, boys and girls - mainly latrines and showers in IDP camps, CARE and its partners are supporting the IDP camp management to repair critical components of existing latrines, showers and septic tanks to meet the sanitation needs of IDPs residing in camps. CARE and partners are liaising with the local Directorates of Water and Groundwater to ensure water supply systems are built, repaired and maintained in compliance with national standards. National standards include provisions for ensuring gendered WASH needs, such as locks and lighting of latrines.

The local Directorate, such as, directorates of sewage and water and camp management are the managing body for operating the sanitation systems, moreover, CARE and its partners O&M staff working in IDP camps are responsible for conducting the repair and maintenance of water supply and sanitation systems.

O&M staff are closely working with the community WASH Committees to upgrade, repair and maintain showers, latrines and septic tanks as well as ensuring the desludging of septic tanks on a regular basis are emptied to ensure community concerns raised are addressed.

MAIN FINDINGS:

90% (45% men & boys, 45% women & girls) in Chamishko and Sheikhan camps, while 78% and 72% of the respondents in Essyan and Mamrashan IDP camps respectively are satisfied with the access to the sanitation facilities for the households. Key informant with camp management, head of sectors and DoS reflect similar perceptions sanitation situation, where respondents in both Chamishko and Sheikhan camps reported improvements with minor regular issues, such as garbage collection, dislodging and care & maintenance issues. The team solve these issues on a regular basis depending on the available capacity. About 75% of which 40% men & boys and 35% women & girls are satisfied and the 25% other remaining are neither satisfied nor unsatisfied with the quality of the sanitation facilities. 1% were not satisfied with the sanitation facilities because they expect more support in sanitation situation, especially during the weekends and public holidays. The majority of the household sanitation facilities are used by 3-7 people in all camps.

Chamishko camp: 61% (32% men & boys, 29% women & girls) indicated that the sanitation facilities in the camp are fully functional and about 38% (19% men & boys, 19% women & girls) said that they are functional but occasionally out of order. 79% (39% men & boys, 40% women and girls) of the respondents stated that their sanitation facilities have lights, lock and doors that provide security. Only 6% (3% men & boys, 3% women and girls) of the respondents reported that their facilities lack one or more of the components (lights, locks or doors).

Sheikhan camps: More than 93% (41% men & boys, 52% women & girls) of the respondents indicated that the sanitation facilities are fully functional. About the same percentage 94% (45% men & boys, 49% women & girl) say that their facilities have functioning lights, locks and doors.

Nearly 80% (43% men & boys, 36% women & girls) of the tents have waste bins nearby mostly at a distance less than 20 meters with the furthest being about 40 meters from the tent. Women and girls were asked by women enumerators about the way they dispose of their sanitary materials during menstruation, and 99% responded in Chamishko that they dispose them off the in the bin. In Sheikhan camp 74% indicated that they use the waste bin for that, the remainder 26% of the respondents could not afford purchasing the material in the first place. However, the result of the baseline assessment showed that the percentage was mainly 53% of the respondents raised that they “don’t have private place for changing the menstrual hygiene and to dispose of their sanitary materials during menstruation”.

The majority of the beneficiaries in Chamishko and Sheikhan camps indicated that they do not receive any garbage bags for their households, as only 6% (3% men & boys, 3% women & girls) said they do. Those that reported receiving garbage bags explained that they were provided with the bags by CARE and partners or the camp management. In Essyan and Mamrashan camps residents reported receiving garbage bags on a weekly basis.

Sheikhan camp: 95% (46% men & boys, 49% women & girls) of the population is satisfied with the desludging services in the camp and find no difficulty accessing the service. About 4% of them complained about the bad odor of the septic tanks.



Chamishko camp: The desludging situation in Chamishko camp differs significantly from one sector to another. Some of the sectors suffer from damaged septic tanks that get filled up fast, therefore only about 39% (21% men & boys, 18% women & girls) reported being satisfied with the infrastructure of the septic tanks constructed by government at the beginning of the crisis. And 29% (15% men & boys, 14% women & girls) expressed being dissatisfied mostly because the septic tanks are not being desludged at the required frequency and they need to hire private trucks for this service.

76% (41% men & boys, 35% women & girls) are satisfied with the garbage collection service in Chamishko camp. 4% of the respondents were not satisfied for reasons including collection frequency, no provision of garbage bags and lack of containers. Asking the respondents about 74% (37% men & boys, 37% women & girls) answered that the garbage needs to be collected more often.

Chamishko camp: 66% (33% men & boys, 33% women & girls) of the respondents are aware of the sanitation awareness campaigns in the camp. Although 66% did not seem to agree on the frequency of the campaigns, but 83% (42% men & boys, 41% women & girls) of the respondents indicated that they did get visits from the hygiene promotion volunteers for sanitation awareness. The majority seemed to have remembered the topics discussed and 93% (47% men & boys, 46% women & girls) found the topics interesting and in line with their needs and 97% (36% men & boys, 61% women & girls) were able to implement the delivered messages.

Sheikhan camp: 90% (41% men & boys, 49% women & girls) of the respondents were aware about the sanitation awareness campaign in the camp. They indicated that they happen bi-weekly, monthly or on specific occasions. 87% (40% men & boys, 47% women & girls) said that they did get visits from the hygiene promotion volunteers, some 5% did not know and the other 8% did not get any visits. Only about 5% (1% men & boys, 4% women & girls) were unable to recall the key messages delivered through the visits, and about 97% (45% men & boys, 52% women & girls) were able to implement the delivered messages.

Essyan camp: 93% (44% men & boys, 49% women & girls) of the respondents were aware about the sanitation awareness campaign in the camp. They indicated that they happen bi-weekly, monthly or on specific occasions. 87% (40% men & boys, 47% women & girls) said that they did get visits from the hygiene promotion volunteers, 8% did not get any visits and 5% did not know. About 97% (45% men & boys, 52% women & girls) were able to implement the delivered messages.

As illustrated in the table below focusing on satisfaction of provided services in the IDP camp, such as dislodging, garbage collection and care & maintenance services, on average 86% of the respondents in the different camps (38% men & boys, 37% women & girls) reported being satisfied with the garbage collection services and 82% (40% men & boys and 42% women & girls) say that the dislodging services in the camps are satisfactory apart from minor issues, except for Chamishko camp where only 31% of people are satisfied with this services as they are facing many dislodging issues because of the poor infrastructure of the camp, the limited budget identified for the camp and capacity of the team. The camp management confirmed this view-the needs from the different sectors differ and the demand is higher than the capacity to respond to the needs.

Overall, how satisfied are you with the services	Options	Gender	Mamrashan		Essyan	
			Dislodging	Garbage collection	Dislodging	Garbage collection
Satisfied	Men & boys	46%	50%	32%	31%	



provided to your camp?	Somewhat satisfied	Women & girls	36%	48%	59%	57%
		Men & boys	4%	1%	3%	4%
	Not satisfied	Women & girls	7%	1%	3%	6%
		Men & boys	1%	0%	1%	1%
		Women & girls	6%	0%	2%	2%

	Options	Gender	Chamishko		Sheikhan	
			Dislodging	Garbage collection	Dislodging	Garbage collection
Overall, how satisfied are you with the services provided to your camp?	Satisfied	Men & boys	21%	41%	46%	45%
		Women & girls	18%	35%	49%	48%
	Somewhat satisfied	Men & boys	17%	11%	1%	1%
		Women & girls	16%	11%	4%	5%
	Not satisfied	Men & boys	15%	2%	0%	0%
		Women & girls	14%	3%	0%	0%

Result and Analysis

Care and Maintenance Service

The care and maintenance teams were managing the operation for the maintenance of the WASH related facilities starting from the point that water exits the borehole pump and ending at the maintenance of the septic tanks. However, during the later months of the project, the support for the provision of certain materials was cut from the affected population, such as door, windows, faucets and other materials, and the support was limited to the pipes, fitting and other infrastructure needs. This was due to the budget limitations and recommendations of national cluster, such as, WASH and BRHA and the low care level for the said materials from the side of the affected population. This decision was taken by the BRHA and agencies who works in WASH sectors across all the camps.

The survey showed that the care and maintenance teams took anywhere between half a day to more than three days (in Chamishko, Sheikhan, Essyan and Mamrashan camps) from the time the maintenance request is placed, but in most cases, it took the team between half a day to two days to respond. It is worth mentioning that the residents have to place a request with the camp management only then it is forwarded to the care and maintenance team to take action, this sometimes takes time and may have influenced the estimated response times indicated by the respondents.

Respondents were mostly satisfied with the quality of the work of the care and maintenance team, with at least 79% of people thinking that the quality was (excellent or good). Only 1% of the respondents in Chamishko camp reported



Fixing handwashing sink, Chamishko camp



that the quality was poor because they are not well-equipped and took too long to respond. None of the respondents reported that they have been asked to pay money for the services provided. A few of them

indicated that they had to pay money to purchase items not covered any longer by the care and maintenance service, such as replacing faucets or bathroom doors.

The overall satisfaction was very good at 85% on average with little variation between camps. Only 2% and 3% of the respondents in Chamishko and Sheikhan were unsatisfied with the service. In Chamishko, people complained about the rather long waiting times, especially during holidays. The reason people had to wait in some cases, as pointed out by the key informants, was because of the small size of the maintenance team and the heavy workload in the camp. In Sheikhan, some of the respondents were unhappy because they had to buy some materials to fix their facilities, such as faucets.

Most of respondents (93% (45% men & boys, 48% women & girls) in Chamishko, 99% (58% men & boys, 41% women & girls) in Mamrashan and 83% (41% men & boys, 42% women & girls) in Sheikhan), 89% (53% men & boys, 36% women & girls) agreed that they were aware of their right to complain and knew where to forward this complaint about the services. The people who were unable to lodge a complaint, stated that they dealt with the problem themselves.

Septic Tanks Desludging Services

People were asked about how frequently their septic tanks need to be desludged and the actual frequency they are being desludged. In Sheikhan camp about 78% of the people think that the service is being performed frequently enough, but 75% and 25% of the people in Chamishko and Essyan respectively, disagreed with that. This was mostly due to the shortage of desludging trucks as confirmed by the camp management and other key informants. They recommended using 1-2 extra trucks to be able to cover Chamishko camp alone.

When it comes to the quality of the septic tanks desludging services, respondents in Sheikhan and Mamrashan had no major problems with it as 100% in Mamrashan and 96% in Sheikhan were satisfied with the quality of work. However, in Chamishko, only 38% were satisfied. This, as described by the respondents, was due to several factors, such as the inequality in the provision of the service, tanks not being emptied completely, or not performing the desludging in the most hygienic manner. The camp management commented on the inequality issue and mentioned that septic tanks throughout the camp have various sizes and some need to be desludged more frequently than others.



Garbage Collection Service

In Chamishko, 88% of the respondents thought that the garbage is being collected frequently enough to prevent the accumulation of waste in the camp. The camp management and focal points pointed out that the garbage collection service was largely improved during the last seven months as opposed to the beginning of the project.

In Mamrashan, Essyan and Sheikhan, most people (97%, 87% and 96% respectively) found no problem with the garbage collection frequency

The same could be said about the cleanliness of the camps, where no respondents from Mamrashan and Sheikhan reported the camp as dirty (see annex 1 and 2). While in Chamishko around 12% of the respondents thought that the camp was dirty for various reasons (garbage containers are not emptied, garbage is thrown in places other than the garbage cans, or some of the garbage falls from the garbage trucks when collecting the garbage).



The overall satisfaction in Chamishko, Mamrashan and Sheikhan was 69% (40% M, 29% F), 88% (40% M, 48% F) and 88% (35% M, 53% F) respectively. 6% in Chamishko and 3% in Sheikhan were dissatisfied with the service. While the rest were neither satisfied nor unsatisfied.

In Chamishko, the major issue was that the garbage was not collected frequently enough and too few garbage cans/containers. Sheikhan did not have enough garbage cans as well.



Most of the respondents indicated that they felt that they had the chance to make a complaint about the garbage collection service. 89% of them in Mamrashan and Essyan said that they had not faced problems with the service, therefore they could not make a statement about the effectiveness of the complaint system.

230. Host community members are supported in upgrading sanitation facilities to national standards:

The following sanitation projects were implemented during October – December 2017 in project targeted host communities, based on an assessment that was conducted by the WASH team in coordination with relevant directorates of water and sewage in Duhok and Ninawa governorates.

Type of project	Name of project	Geographical Location
sanitation project	Cleaning Sewage outlets	Kalakchi collective
sanitation project	constructing Op channel	Mahate collective
sanitation project	constructing of sewage	Ardawan neighbourhood
sanitation project	constructing of sewage	Ba’adre collective

MAIN FINDINGS:

The situation before the construction of grey water channel was that the grey water channel was irregular and unclean, permeated by weeds and some other plants and it was difficult to clean it. In the winter when it rains, puddles of water form which affects people movement. Following the construction, the of the grey water channel in the host community, the water channel is cleaned more regularly. There are no foul odors, it is easier to clean and there are no water puddles.

According to the municipality, the open drainage channels which were constructed in Ba’adre and Kalakchi collectives are of good quality. The project is working well and has solved the drainage problem in that area.

The sanitation drainage channels that were constructed in Ayas and Ardawan neighbourhoods with high quality material, the construction was well designed and executed, the project continues to serve the two neighborhoods.

240. Environmental sanitation supplies, and training are provided to targeted communities:

Garbage bins and other necessary environmental sanitation supplies for waste management on regular basis are provided in four IDP camps dependent on the needs, the sanitation supplies are used for waste disposal by IDPs and picked up by the purchased garbage collection trucks for transport and disposal at the municipal garbage dump.

Perished plastic containers are replaced by heavy duty steel containers provided by CARE and its partners to the camps to sustain the activity for a longer period. Plastic containers are distributed in camps at strategic locations for easy pick up by the garbage trucks.

250. Local authorities are supported to improve community solid waste management facilities and knowledge:

CARE and partners have purchased three garbage collection trucks with each for Sheikhan, Essyan and Chamishko camps and 4 desludging trucks with each for one camp for waste management collection and disposal and hand them over to the municipalities. To facilitate effective management of garbage disposal, the trucks are under the direct supervision of the camp managements but running costs (fuel, repair and maintenance, hiring of staff - drivers and garbage collectors for each truck) would be borne by the

municipalities. However, due to the recent economic crisis in the region, CARE and partners are supporting the municipalities by covering the costs of the truck.

260. Garbage collection undertaken in targeted neighbourhoods of Mosul:

Garbage was collected for more than a month in three key sites in West Mosul; Al-Mansour, Al-Jawsaq and Wadi Hajar neighbourhoods. The cash for work components were coordinated with the Municipality and the procurement of household garbage bins followed the completion of household survey and beneficiary identification process. There was also an additional distribution of communal garbage bins, REACH also repaired the existing metal bins after consulting the Municipality.

A component to support local authorities in repairing garbage collection trucks owned by the Ninawa Municipality.

At the end the garbage collection process was able to reinforce a network of actors, both on the governmental level, as well as on the individual level. The opportunity to participate in the CFW component helped to some extent address the high unemployment and day laborers were better able to provide for their families. The relevant parties were able to reconnect and the services, the work of the collection, the garbage truck owners and the community as a whole benefited from this process.

Beyond the results specific to the trash removal was the new opportunity to once again establish positive community engagement. This is particularly meaningful in light of the trauma of the violence of the previous years as it provided an example of successful coordination. Community members and governmental officials became mobilized and, in the end, this was the best result. Through the establishment of a sustainable process, there were meetings held and a community conversation began to take place.

Output: 300 WASH – HYGIENE:

310. A voucher distribution system is established

A hygiene voucher distribution system was established in four IDP camps with the objective that IDPs could meet basic hygiene needs through the exchange of their vouchers in redeemable shops/markets. Hygiene vouchers are provided to beneficiaries once every two months and only for three rounds, the value of the voucher was 3 USD per family member for a period of two months. Distribution was organized according to camp management records and following a validation process (random sampling to make sure IDPs are physically living in the camps). The distribution of the hygiene voucher was reported as being insufficient to meet all household hygiene needs across all four camps.

Hygiene vouchers post distribution monitoring reports (PDM) provide evidence that hygiene voucher system is more preferable than in kind hygiene distributions with on average 96% of all IDP camps residents supporting the voucher system and reporting that the provision of hygiene vouchers improved their hygiene conditions.

In two IDP camps (Chamishko and Sheikhan) markets to exchange hygiene vouchers with items were identified outside the camp due to the inability to identify existing structure within those two camps with the capacity to respond to the demand or fulfilling the criteria requirements. However, key informants, such as, camp management, head of sectors recommended reducing the need of IDPs to leave the camps

to redeem their vouchers because of a variety of barriers including: individuals identified as vulnerable (e.g. female headed households, elderly households, individuals with disabilities etc.) not being able to access markets, the lack of transportation and care, the restricted mobility of women and girls who cannot travel alone outside the camp and the cost associated with transportation from the camp to the market. Key informant supports the idea of having local markets for the future grants inside the camps because it can increase the economic opportunities for camp residents and shop owner and facilitate the access of individuals and households identified as vulnerable.

In Mamrashan and Essyan IDP camps, the IDPs were able to redeem their vouchers in the camps, according to PDM reports 100% of respondents were fully satisfied with having local markets close to them. Moreover, camp managements and head of sectors support the same idea.

320. Vouchers for gender-sensitive hygiene items are distributed to IDPs

The aim of the voucher distribution was to improve access to hygiene products, and subsequently improve the health of IDPs in four IDP camps. The use of vouchers provided beneficiaries with a greater choice of the items, the ability to prioritise according to their household needs and provides some dignity (avoiding queues for hygiene kit distributions) and benefits the local markets in the camp.

Three rounds of hygiene voucher distributions were done in four IDP camps, Mamrashan camp in 2017 due to the urgent hygiene needs and the remaining IDP camps benefited from distributions between January to June 2018. The design of hygiene voucher was to conduct distributions among beneficiaries on bi-monthly basis for only three rounds due to the limits of budget. It covered all family members residing in the IDP camps. Individuals and households were identified using the camp management database followed by a verification process conducted by CARE and partners. CARE and partners also identified local markets ready to welcome the affected population and with the capacity to provide the 46 identified hygiene items required.

PDM FINDINGS:

Beneficiaries Satisfaction with distribution methodology: 97 % of the beneficiaries interviewed (62% were women & girls and 35% were men & boys) reported they are satisfied with the organization of the distributions because the distributions were conducted in a safe and closed location in the IDP camps. Moreover, there was a waiting area available for individuals identified as vulnerable and people with disabilities, female headed household (FHH), elderly individuals were prioritized during the distribution. Since the distributions scheduled at different times in each sector in the camp, on average it took 5 – 10 minutes for each person to go through the whole distribution process.

Camp residents were notified about the distribution date and place through various methods by partners. Many people got the notification from more than one source. For instance, 62% of the people in Chamishko were notified by focal points, followed by 48% notified by publications from Harikar. The situation was slightly different, where the main source was the publications from Harikar followed by notifications from other residents.

The respondents were asked about the way they received instructions on how to use the vouchers, it seemed that most people have received them either during or after the distribution (97% in Chamishko, 98% Mamrashan, 89% Essyan and 82% in Sheikhan). See table for the details.

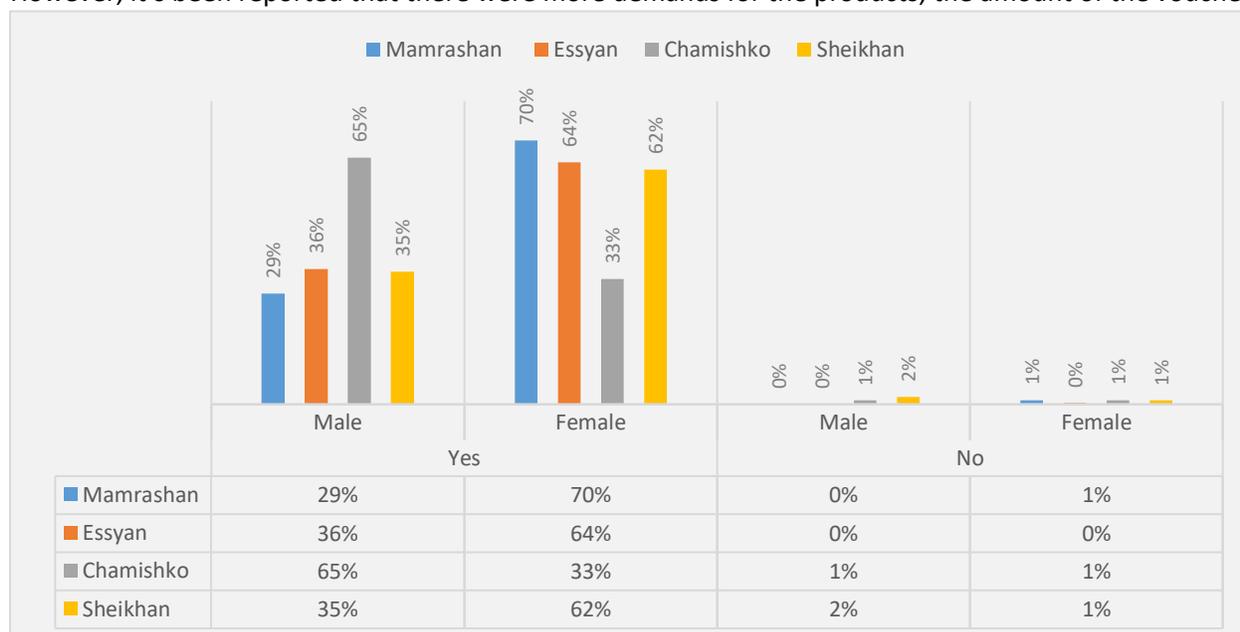
	Chamishko	Sheikhan	Mamrashan	Essyan
Posters and leaflets by Partners	48%	60%	55%	60%
Focal point or Mukhtar	62%	15%	34%	20%
Camp management	18%	8%	5%	2%
Neighbors or other residents	14%	46%	5%	18%
Others	1%	3%	1%	0%

Table 1: How were you notified about the distribution? Multiple choices were allowed.

Female respondents were asked about the suitability of the distribution point for women and none of them had any issues with how it was managed. Also, the help desk seemed to function well, as most people were either aware of its existent or used it and there were no reports of individuals facing challenges using the helpdesk services.

Provision of hygiene vouchers: People are mostly happy with the voucher modality. 95% of households interviewed reported that the provision of hygiene vouchers improved their hygiene conditions, 41% reported the items purchased were used within less than 1 month while 35% said were used with 1 month and 19% said were used within 1.5 month. The value of the voucher was 3 USD per family member for a period of two months. This was reported as being insufficient to meet all household hygiene needs as the voucher value per person does not appear to be sufficient for its intended duration. The majority of people feel that the value of the voucher is sufficient for a month or less.

The key informants, such as camp managements and head of sectors reported that the hygiene items purchased with the vouchers addressed the needs of people in terms of quality, quantity and coverage. However, it's been reported that there were more demands for the products; the amount of the voucher



per person was insufficient and suggested that for future projects, the amount be revised. Despite this the majority of respondents confirmed that the hygiene voucher did contribute to improving levels of family hygiene.

Table 2: Has the hygiene voucher grant contributed to improving levels of family hygiene?

Female respondents were asked by female enumerators about their ability to purchase the appropriate materials for menstrual hygiene, and 95% reported being able to do so.

330. Gender-balanced WASH committees are established or reinforced in IDP camps.

The WASH committee is a group that includes IDP community members and respective of service providers (stakeholders) who work together in the IDP camps to ensure WASH, and other activities as relevant, are implemented smoothly as planned. High-regard people (male and female) of the IDP Community (noble, religious, influence leader, etc.), school teacher, health staff, Representative of each of the identified vulnerable groups (female-headed family, widows, ISIS survivors, elderly people (with no extended family), people with specific needs), youth (male and female representatives between the ages 14-17 year) and Camp Management Representative are all eligible to join the WASH committee. The committees in IDP camps are formed with the support of the WASH program and the objective of the committee is to take part in the monitoring process of various program activities and carry out community consultation on specific topics, as necessary, through home visits, focus group discussion, community meetings and individual interviews. Committee members also have a responsibility to identify and bridge gaps between the IDP community and the implementing partners.

WASH committee in all IDP camps meet on monthly basis. However, once there is urgent needs they meet on Bi-weekly basis

FINDINGS:

The WASH Committees in Chamishko and Sheikhan were formed in August 2018, the committees received a few training sessions on certain WASH topics, and they have performed certain tasks in the community. Most of the persons that participated in the survey did not have a clear understanding of what the committee does and how the members are selected. That give an indication and clear result that WASH committee in all IDP camps isn't as active as it was supposed to be and this is due to multi reasons, such as, it's newly established and committee members are not very clear on their responsibilities and because most of the members are volunteers and not following the established procedures because incentives are not given to them. Training need to be given to them on different topics that can allow them to understand their responsibilities and bring communities concerns on WASH related issues.

340. Hygiene promotion volunteers are selected in IDP camps and provided with materials and resources

Hygiene promoters are primarily responsible for hygiene promotion outputs of an operational WASH response in the IDP camps. They manage the day-to-day hygiene promotion activities, with each Hygiene Promoter working with a group of Community Volunteers in a specific sector of the emergency-affected populations.

Hygiene Promotion Community Volunteers are responsible to carry out the day-to-day hygiene promotion activities of an operational WASH response at community level. They work by establishing a relationship with community members that allows them to be the interface between the emergency-affected community and the WASH response.

With the objective of mobilising current emergency-affected communities as appropriate for participation in planning, construction, operation and maintenance of WASH facilities and services, to create channels for dialogue between the WASH response and the affected population to ensure appropriate and

acceptable technical interventions and to allow the partners to be held to account for the quality of the WASH programming.

16 hygiene promotion staff (10 women, 6 men) are working for the WASH programme in all IDP camps with a maximum of 40 volunteers 50% women providing additional support depending on the WASH needs of IDP camps. Moreover, regularly hygiene promotors are trained on the needs of WASH among the people to be able to deliver the hygiene messages on timely basis and quality manners.

MAIN FINDINGS:

Chamishko camp: about 70% (40% men & boys, 35% women & girls) of the respondents have received hygiene awareness through tent visits or joint sessions provided by the hygiene teams. 95% (50% men & boys, 45% women & girls) have found the hygiene topics interesting and useful. This was also found in the qualitative survey, most of the participants in the focus group discussions think that the topics handled and the service in general have provided the community with significant knowledge about topic they were not aware of.

Overall, 79% (42% men & boys, 37% women & girls) are satisfied with the hygiene promotion services in the camp. The remainder were not satisfied mostly because they were not visited by the team or did not participate in the awareness sessions. Dishwashing detergent is always available at 71% (40% men & boys, 31% women & girls) of the surveyed households. 18% of them have detergent most of the times.

Sheikhan camp: About 81% (39% men & boys, 42% women & girls) of the respondents have had visits from the hygiene awareness team or participated in joint sessions. Almost all of them found the topics interesting and useful. 92% (44% men & boys, 48% women & girls) expressed being satisfied with the hygiene promotion service, the remainder are somewhat satisfied.

59% (29% men & boys, 30% women & girls) of the households surveyed always have dishwashing detergent. 91% of the female respondents are able to purchase menstruation hygiene products, 9% are unable to do so because of not having in dependent source of income.

In Chamishko people seem to prefer sessions over the home visits. They highlighted a couple of hygiene issues that they would like to be addressed: transmission of diseases and environmental hygiene. Violence against children and domestic violence were identified as the most pertinent and preferred topics of discussion within the context of the gender awareness sessions being conducted.

Host communities:

The participants of the group focus discussions confirmed that they did get visits from the hygiene and gender teams to raise awareness. The topics were interesting for most of the participants. In general, they were satisfied with the hygiene promotion and the gender awareness services.

Ba'adre and Mahate collectives: beneficiaries got hygiene awareness primarily through home visits, they found the time of the visits convenient, not too early in the morning. They found the topics discussed useful, although some of them already had information on some of the topic, but explained it was still good to review the information. They found environmental hygiene a topic of particular interest and were generally pleased with the hygiene promotion service.

The same could be said about the gender awareness service. People mostly prefer home visits, as it provides more freedom to talk. Regarding the accountability mechanism, it was not well established how they can communicate their concerns about the hygiene and gender awareness services. They indicated that they go to the “township” or municipality for any complaints.

350. Hygiene promotion undertaken in targeted neighbourhoods of Mosul

REACH conducted a household survey in preparation for the hygiene kit voucher distributions. During which it delivered hygiene promotion messages. These messages were introduced through a short presentation designed to trigger the interest of the interviewees. Following the presentation individuals were given the opportunity to voice their thoughts and opinions about the garbage issue in the area and discuss the ways people were contributing to it.

Output: 400 WASH – CAPACITY BUILDING:

420. Technical WASH training is identified and provided for partner WASH and maintenance staff, CARE staff and relevant authorities:

Readiness for capacity building: It was also apparent, from meeting with partner staff at office level and technical staff, that there is a need for training. The staff members were acutely aware of the need for lessons to be learned and internal and external training to be given, such as, M&E, finance, logistics, and hygiene and gender.etc.

430. Local Water Authorities responsible for maintenance of WASH facilities are supported:

In coordination with camp management and local community leaders (Mokhtars), CARE and partners trained borehole operators (staff from the Directorates of Water & Groundwater), on the O&M of deep boreholes to sustain the water supply. This mechanical training focused on the operation, repair and maintenance of generators, which power submersible pumps when the general electricity is disabled. Operators also trained on the mixing of chlorine solution to ensure chlorine injection is conducted according to the standards to ensure safety of drinking water and WASH facilities continue to operate effectively.

Readiness for capacity building: It was also apparent, from meeting with M&O technical, Hygiene and gender staff from all IDP camps, that there is a need for relevant training as some of the staff are changed and haven't got benefit from the trainings. The staff members were acutely aware of the need for lessons to be learned and internal training to be given.

440. CARE's partners have their organisational capacity strengthened in key areas (i.e. gender, finance, M&E, and project management):

Through the ongoing mentoring and close staff support and collaboration from existing CARE staff, is still ongoing throughout the project to ensure ongoing capacity building and improvement in key areas for organisational effectiveness and the areas to be covered for capacity building, such as, general managerial, financial, project management, MEAL, logistics and gender.

However, this area is been reported by various departments from partners and CARE national staff on field and office levels to be focused and provide capacity building through advanced trainings for different departments depend on the need of the staff.

Output: 500 WASH - GENDER:

510. Rapid Gender Analysis undertaken in all targeted communities

A Rapid Gender Analysis (RGA) is been conducted every six month in both IDP camps and host communities with the objective of better understanding the specific needs and concerns of men, women, girls, and boys, and how their roles and or responsibilities in the household and the community may have changed since the conflict. The results of this assessment feed into the project implementation design, so that the implementation of WASH project takes these various needs into account and understands the gender dimensions of this crisis and the differentiated gender needs and vulnerabilities with the host and the IDP communities.

Conducting a Rapid gender Assessment helped to understand how this crisis affected IDPs women, men, boys and girls including groups identified as vulnerable differently how are living in the targeted communities; also, to understand the different needs, capacity, coping mechanisms, power dynamics, mobility analysis of women, men, girls, boys and people with specific needs. The RGA also revealed other priority needs such as the deep gendered psychological impact particularly for women and girls who have lived with extremely restricted mobility and in fear of public punishments and for men and boys who have lived with severe pressure to provide for their families with extremely limited economic resources. Stigmatization of GBV survivors is an important issue to address through humanitarian interventions such as psychosocial support and community reintegration\social cohesion activities.

Family separation is a key concern and linked to rising numbers of FHH, widows, PSN and CHH. Mostly due to high numbers of FHH among communities, it is recommended for the remaining period of the project that activities should include women's safe spaces and education for boys and girls, in which psychosocial programming can be embedded.

Gender roles and responsibilities:

It has been more than three years that IDPs were settled in these camps and host communities. During this period, IDPs have been developed a level of routine and got used to the new life the way it is. The families live in caravans and tents in the camps and in normal houses\unfinished buildings in host communities, with the capacity of 6 individuals due to international WASH standards. Camps were built on a topographic area, and they have been divided into several sectors.

FGDs with men, women, boys, and girls separately show that life in these camps and host communities is structured within a strict patriarchal understanding of the roles and responsibilities of women, boys, girls and men. This understanding has an impact on the way in which women, men, boys, and girls live their lives, the opportunities they are afforded, and the violence and risks to which they are exposed throughout their lifetime.

Many women reported spending most of the time at home doing housework and taking care of kids. Most men said that they are responsible to be a bread winner and protector of their families while women take care of the kids and doing domestic works.

Implementation of findings:

The findings of the RGAs have informed the role of the partner gender worker teams and the development of the awareness raising initiatives. The role of Harikar and REACH gender workers has been a key factor contributing to the participation of women as volunteers within the context of the implementation WASH activities. For example, the role of the partner's gender worker teams encouraged women and girls to participate in care and maintenance works. Many of them volunteered regularly for over 3 months in a traditionally male dominated field. In addition, The Partner Gender Workers play a key role in providing essential information on GBV service provision and related referral pathways to households and individuals when conducting awareness-raising sessions on gender.

The next RGA is scheduled on March 2019 and will take the shape of a safety audit looking specifically at measures to mainstream combating and preventing GBV through the implementation of WASH service to promote gender equality.

520. Training (or refresher training) sessions are conducted for volunteers on hygiene promotion, child marriage, and referral systems for SGBV and other protection issues

Regular training sessions are provided to hygiene promoters, gender workers, WASH committees, volunteers, operators and care & maintenance team at the field level in all IDP camps.

In particular the objective of the Care and Maintenance training provided to women IDPs sought to provide women with a broader choice of income generating opportunities, respond to an immediate need in the camps (maintenance work), whilst simultaneously challenging gender stereotypes. Enable and empower women and girls to gain a life skill that will be a source for living and income generation activities after they graduate from this course if they are able to find job opportunities.

530. Supervised group sessions and community visits are conducted by volunteers on hygiene promotion and protection issues

The gender activities were launched immediately after starting the project through the recruitment of a woman and man gender worker team assigned to each camp. The objective of the gender workers is to conduct daily field visits and engage with the IDP and the host communities to collect information around gender and protection issues and raise awareness sessions on gender equality and other protection issues among the targeted communities.

Message are disseminated using various channels, including individual sessions, house-to-house visits and supervised group sessions with the community. The topics that the team covers includes personal hygiene, environmental and family hygiene with a focus on hand washing and safe water transportation and storage and messages on combating and preventing child marriage and other forms of SGBV.

According to the post intervention reports participants are disseminating these messages in the IDP camps to raise the awareness of community members on good hygiene practices. This activity aims to reduce the public health risks associated with poor hygiene behaviours, in particular around prevention of the spread of water-borne diseases, including cholera. In addition to general information dissemination

around hygiene promotion, hygiene promoters are promoting the prevention of child marriage and provide key information on available SGBV referral systems.

MAIN FINDINGS:

Chamishko camp: 54% (29% men & boys, 25% women & girls) of the respondents think that, according to their experience, women, men and boys including people with disabilities are equally consulted about their needs and the challenges they face accessing WASH services. 23% (11% men & boys, 12% women & girls) felt these groups were not equally consulted, the remainder did not have information on the subject.

In your experience were women, men, girls and boys including people with disabilities equally consulted about their needs and the challenges they face in accessing WASH services?	Yes	Men & boys	110	29%
		Women & girls	98	25%
	NO	Men & boys	44	11%
		Women & girls	45	12%
	I don't know	Men & boys	49	13%
		Women & girls	38	10%

93% (44% men & boys, 36% women & girls) of the respondents have not encountered or know of any cases where personnel, volunteers' CARE/partner or WASH committee members asked for money or favors in exchange for the service. 7% (4% men & boys, 3% women & girls) indicated that this has happened, either to them or people they know once humanitarian assistance are not available. 9% did not know if this has happened. The majority did not provide any explanations, one example was personnel working in the weekends. As a result of these findings CARE and partners will strengthen community-based awareness-raising on the prevention of sexual exploitation and abuse and the provision of information on safe and confidential reporting structures. None of the discussions with the focus groups revealed such behavior.

The favorite methods to report such cases according to the respondents was to report them to the camp management or the organization (in person, via a free hotline).

The most favorable methods for providing general feedbacks and complaints about the services were suggestion boxes 66% (31% men & boys, 35% women & girls), camp management 66% (31% men & boys, 35% women & girls), partners directly 44 (23% men & boys, 21% women & girls).

About 75% (41% men & boys, 34% women & girls) of the respondents were satisfied with the gender awareness services deliver through tent visits, training sessions, and focus group discussions. 23% (11% men & boys, 12% women & girls) were somewhat satisfied. The remaining two percent were not satisfied, as they did not get any visits from the gender awareness team.

58% (31% men & boys, 27% women & girls) of the respondents had personally participated in gender awareness sessions or had visits from awareness team. 95% (53% men & boys, 42% women & girls) of them benefited from the awareness and found the topics relevant to them. Combating children marriage,



domestic violence, violence against children, the importance of education and negligence, were among the favorite topics that were delivered to them.

75% (45% men & boys, 30% women & girls) of those that were visited by the gender team or participated in awareness session received information about GBV and protection related referral pathways.

84% (45% men & boys, 39% women & girls) feel that women, men, girls and boys were able to equally participate in the WASH committee. As to how the members of the WASH committee were selected, the respondents' opinion was divided, 41% (22% men & boys, 19% women & girls) thought that they were selected by the camp management, 22% (19% men & boys, 9% women & girls) thought that they were select through Mukhtars and community leaders, and 34% (18% men & boys, 16% women & girls) thought that they were directly selected by CARE/partners.

Tent to tent visits was identified as the preferred channel of communication for delivering awareness about gender topics to the affected population according to 76% (40% men & boys, 36% women & girls). The participants from the FGD also agreed with this choice, since it gives them more freedom to speak than in a group especially about topics they find sensitive. Group sessions were the second preferred means of delivery at 49% (25% men & boys, 24% women & girls), as this allows individuals to learn more about the topic through discussions with the others and hearing their opinions.

Sheikhan camp: the respondents had mixed opinions regarding whether women, men, girls and boys including people with disabilities are equally consulted about their needs and challenges they face in accessing WASH services. 35% (11% men & boys, 24% women & girls) answered "Yes", while 34% (17% men & boys, 17% women & girls) thought that they were not consulted, the rest of the respondents did not have enough information about this.

Some of the respondents identified groups of people that were not consulted such as persons with disabilities, and women.

In your experience were women, men, girls and boys including people with disabilities equally consulted about their needs and the challenges they face in accessing WASH services?	Yes	Men & boys	30	11%
		Women & girls	67	24%
	No	Men & boys	46	17%
		Women & girls	46	17%
	I don't know	Men & boys	52	19%
		Women & girls	34	12%

94% (44% men & boys, 50% women & girls) reported no incidents of Care/partners humanitarian workers asking for favors or money in exchange for services, while 4% had no information if such incidents occur, and 1% (4 respondents) reported that such behavior has happened. However, they either report to camp management or to UN hotline.

The most favorable way according to the respondents to report such incidents, is complaining to the camp management and the organization itself (WASH center, a free hotline).

Similarly, to provide feedback and make complaints about the services, the first favorable choice for the respondents was at the camp management according to 58% (20% men & boys, 38% women & girls), followed by the Organization directly 45% (21% men & boys, 24% women & girls).

Overall, 94% (44% men & boys, 50% women & girls) are satisfied with the gender awareness service. The rest are somewhat satisfied. 78% (33% men & boys, 45% women & girls) have participated personally in the gender awareness activities (tent visits, or sessions), of those 97% of have benefited from the awareness, and find the topics relevant and interesting.

As to which awareness topics were most interesting, the respondents found “combating child marriage”, “domestic violence”, “importance of education” and “negligence” to be the most relevant and useful.

About 78% (30% men & boys, 48% women & girls) indicated that they have been provided with information about GBV and protection related referral pathways

About 77% (33% men & boys, 44% women & girls) feel that women, men, girls and boys were able to equally participate in the WASH committee. 58% (21% men & boys, 37% women & girls) of the respondents think that the women and men in for the WASH committees are selected through camp management, other 41% (24% men & boys, 17% women & girls) think that they are selected through the Organization itself.

About 70% (27% men & boys, 43% women & girls) of the people prefer tent visits for receiving the gender awareness, followed by the group sessions at 20% (11% men & boys, 9% women & girls), as indicated from the qualitative survey, especially females better prefer tent visits as they feel they have more freedom and it is more convenient for them.

Of those interviewed 43% (18% men & boys, 25% women & girls) in Essyan camp and 64% (39% men & boys, 25% women & girls) in Mamrashan camp said women, men, girls and boys including people with disabilities were equally consulted about their needs and the challenges they face in accessing WASH services, and 29% (11% men & boys, 18% women & girls) in Essyan camp and 14% (3% men & boys, 11% women & girls) in Mamrashan camp said oppositely. Whereas 28% (7% men & boys, 21% women & girls) in Essyan camp and 22% (9% men & boys, 13% women & girls) in Mamrashan camp reported that they do not know.



5. Annexes:

Annex 1: Qualitative data analysis of IDP camps as well as host communities.

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – FGD results	Options	Chamshko camp			
		FGD with Men	FGD with women	FGD with boys	FGD with girls
Interview date: 18.11.2018, 21.11.2018					
Sex of facilitator:		Male	Female	Male	Female
Number participants: 86 participants					
Group sex:		Male	Female	Male	Female
Age range of participants:		18-59	18-59	12-18	12-18
Hygiene voucher distributions services					
1. Did hygiene items purchased with hygiene vouchers address the needs of people in terms of Quality, quantity and coverage?	♀ Yes ♂ No If Yes, Please explain how?	Yes, the hygiene items covered all our needs according to quality and quantity	Yes, the hygiene items purchased all needs according to the quality but about the quantity it was few. After they stopped voucher distribution it was difficult for us because already we need them.	The hygiene items according to quality was well but about quantity it was few specially for those families that consist of several individuals	The hygiene items according to quality was well but about quantity it was few

<p>2. On average who in the household collected the hygiene voucher?</p>	<p>♂ Man ♀ Woman ♀ Girl ♂ Boy</p>	<p>Mostly, women went to collect the hygiene voucher because the we had another works</p>	<p>Mostly, women went to collect the hygiene voucher</p>	<p>Overall, the men went to collect the hygiene voucher because in many families the father is household</p>	<p>Overall, the men went to collect the hygiene voucher because in many families the father is household</p>
<p>3. Who in the household decided on the use of the hygiene voucher? (What the voucher would be spent on? For example shampoo, soap, sanitary pads diapers etc.)</p>	<p>♂ Man (in man headed households) ♀ Women (in women headed households) ♂ Men and women (in man headed households)</p>	<p>In most cases, the mother decided on the use of hygiene voucher because the mother knew what they needed in the house</p>	<p>Man and women both of them decided on the use of hygiene voucher, and what are the items they needed to spent on</p>	<p>The mother decided on the use of hygiene voucher because she is headed household</p>	<p>In most cases, the mother decided on the use of hygiene voucher because the mother knew what they needed in the house</p>
<p>4. Did you feel the distributions went well – timely, peaceful, in the shade with water, short queues, without confusion over who was entitled to what?</p>	<p>♂ Yes ♀ No If Yes, Please explain how?</p>	<p>Yes, the distribution went well and did in the shade with water ,short queues, without confusion and at the appointment date</p>	<p>Yes, the distribution went well and did in the shade with water ,short queues, without confusion and at the appointment date</p>	<p>The distribution was so crowded and sometimes people made problems because of crowding. FGD2:- the distribution went well without confusion</p>	

<p>5. Did you receive enough information before the distribution about the date, time and location of the distributions?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, we received information about date ,time and location of distribution from sector leaders and from posters that had been Attached at specific sectors</p>	<p>Yes, we received information about date ,time and location of distribution from sector leaders and from posters that had been Attached at specific sectors, also from banner that were in camp</p>	<p>Before the distribution we didn't receive information about the date and location, we received information from our neighborhood.FGD2:-Yes, we received information about date ,time and location from sector leaders and from posters</p>	<p>Yes, we received information about date ,time and location from sector leaders</p>
<p>6. Did you receive enough information about which items you could purchase with the voucher?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, we received information from posters that clear to us which items we could purchased with the voucher.</p>	<p>Yes, we received information from posters that clear to us which items we could purchased with the voucher.</p>	<p>Yes, we received information from posters that clear to us which items we could purchased with the voucher.</p>	<p>Yes, we received information about which items could purchase with the voucher, the distribution staff told us</p>
<p>7. How do you rate the organization of distributions?</p>	<p> <input type="checkbox"/> Satisfied <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied </p>	<p>We satisfied with distribution process</p>	<p>Satisfied, the distribution organized well, they firstly present old and disabilities people to took their vouchers</p>	<p>somehow satisfied, because they organized many sectors together and this was bothered us FGD2:-we satisfied</p>	<p>Satisfied</p>

<p>8. Were the distribution points and processes suitable for women (especially pregnant and lactating women)?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, the distribution process was appropriate for pregnant and lactating women, because they took their voucher quickly without waiting</p>	<p>Yes, the distribution process was appropriate for pregnant and lactating women.</p>	<p>The distribution process was hard for some women because the location was far.FGD2:- Yes, the distribution process was appropriate for pregnant and lactating women, because they took their voucher quickly without waiting</p>	<p>No, if the distribution did in the summer it was hot, and it was so cold in the winter and these things affected the pregnant and lactating women</p>
<p>9. Were the distribution points and process suitable for people with disabilities?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes or no please explain how they were or were not suitable </p>	<p>The distribution process was so hard for disabilities , they didn't have enough ability to go to the process.</p>	<p>Yes, the distribution process was suitable for disabilities but really it was far from some sectors</p>	<p>The distribution process was good for disabilities.</p>	<p>No, it was hard for disabilities because most of the distribution service did near the camp management and this location was so far for disabilities</p>
<p>10. Was there an opportunity for you at the site to lodge a complaint (issues related to beneficiary lists, asking for any additional assistance)?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, there had a box to lodge a complaint if problems cases occurred</p>	<p>Yes, there had a box to lodge a complaint and to answered our queries, but we didn't complaint</p>	<p>We don't know, because we didn't participate in the distribution process</p>	<p>Yes, there had an opportunity to lodge a complaint but we didn't lodge a complaint because we didn't find any challenge during distribution</p>

<p>11. Were you satisfied with the quality of items that beneficiaries exchanged with their vouchers through the selected market after the distribution?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, the quality of items was very good and we satisfied with it</p>	<p>Yes, the quality of items was very good but some of them was expensive</p>	<p>Yes, the quality of items was very good and we satisfied with it</p>	<p>Satisfied with the quality of hygiene items</p>
<p>12. Did you find the voucher system was easy to use?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, the voucher system was easy to use and it was relax for us</p>	<p>Yes, the voucher system was so easy and we get it with ease and gave all rights to beneficiary</p>	<p>Yes, the voucher system was easy for using because it was clear and the market owner was very helpful</p>	<p>Yes, the system was easy for use and went quickly</p>
<p>Additional Comment/feedback:</p>					<p>We want to renew the contract</p>
<p>Care and Maintenance Services</p>					
<p>1. How long did it take CARE/partners team to respond to your problem?</p>	<p>If more than 24 hours, ask them what was the reason?</p>	<p>The response to our problems from care team is so fast and did before 24 hours</p>	<p>The response to our problems from care team is so fast and did before 24 hours</p>	<p>The care/partners team came early among 24 hours after reporting</p>	<p>Sometimes they came early and sometimes came late after 3-4 days or after 1 week</p>

2. How did you find the quality of maintenance team work?	Good, fair or poor	The quality of maintenance team work was good	The quality of maintenance team work was good	Good quality	The quality of maintenance team work was fair
3. How was the quality of the materials provided to you or any public area?	Good, fair or poor	The quality of materials were good and remained for several month	The quality of materials were good and remained more than 1 year	The quality of materials were good and remained more than 1 year	Quality of materials were good
4. Were you asked to pay for the services provided?	Yes or No If (Yes) please provide the details	The staff didn't asked for money instead to fix pipes and other Brocken things	No, they didn't ask about paying of money	The staff didn't asked for money instead to fix pipes and other Brocken things	We have not been asked to pay money in exchange for their work
5. Overall, how satisfied are you with the care and maintenance service?	<input type="radio"/> Satisfied <input type="radio"/> Somehow satisfied <input type="radio"/> Unsatisfied	We are satisfied with Maintenance work.	We satisfied with the care and maintenance service, we wish to stay because they benefit to us	We satisfied with the care and maintenance service	somehow satisfied, because sometimes there are delays in responding to the request.
Additional Comment/feedback:					
Dislodging services					

<p>1. Are septic tanks being dislodged frequently enough in your IDP camp?</p>	<p>Yes or No If (Yes) please provide the details</p>	<p>No, they came late because the IDP camp is big and we had just one septic tank</p>	<p>No, they came late because the IDP camp is big and we had just one septic tank</p>	<p>came late because camp is too big for only one septic tanks</p>	<p>No, we often have to pay for a private truck to desludge the septic tank because the queue is too long.</p>
<p>2. How did you find the quality of dislodging team work?</p>	<p>Good, fair or poor</p>	<p>Thaw quality of dislodging team was good</p>	<p>Thaw quality of dislodging team was good</p>	<p>The quality of dislodging team work was fair.</p>	<p>The quality of dislodging teamwork was fair</p>
<p>3. Overall, how satisfied are you with the Dislodging services provided to your IDP camp?</p>	<p>👍 Satisfied 👎 Somehow satisfied 👎 Unsatisfied</p>	<p>Unsatisfied with the dislodging service because they came too late</p>	<p>Overall, we satisfied with dislodging team work if they didn't delay to us</p>	<p>unsatisfied, there is only one truck and it takes too long for them to come, we have to hire a private truck</p>	<p>Unsatisfied with the dislodging service</p>
<p>4. Were you asked to pay for the services provided?</p>	<p>Yes or No If (Yes) please provide the details</p>	<p>didn't ask for money but we pay to private septic tanks</p>	<p>No, they didn't ask about paying of money</p>	<p>No, they didn't ask about paying of money</p>	<p>We give just money to the private septic tanks the septic tanks of harikar/care don't asked for money</p>
<p>Additional Comment/feedback:</p>		<p>The main challenge we faced when the sewage system filled and bad smell started</p>	<p>The main challenge we faced when the sewage system filled and bad smell started, and inability to use toilet permanently.</p>	<p>The main challenge is many of tents depends on the one sewage system so, the sewage system blocked very quickly.</p>	<p>The main challenge is many of tents depends on the one sewage system so, the sewage fill very quickly.</p>

Garbage Collection services					
1. What do you think, How clean is your IDP camp?	clean, fair, dirty, or very dirty If the location is dirty, explain whether garbage containers are full or garbage is just thrown elsewhere?	Generally, the camp is dirt because our population threw their trash randomly especially near the schoold.FGD2 the camp is clean 75%	Overall, the IDP camp is clean	The camp is dirty, because the garbage collection team work came late and our sectors doesn't have a specific garbage containers.FGD2:-the camp is clean	The camp is dirty, because we don't have enough garbage car to collect the garbage correctly.FGD2:-the camp is clean
2. How did you find the quality of garbage collection team work?	Good, fair or poor	The quality of garbage collection team work is good	The quality of garbage collection team work is good, and they help us as we needed	The quality of garbage collection team work is poor, because the workers throw our containers and they did their work very fast.FGD2:-the garbage collection team work is good but sometime they go quickly.	The quality of garbage collection team work is poor, because the garbage car go quickly and don't take all the garbage's, it remain in the containers.FGD2:-the quality of garbage team work is good
3. Were you asked to pay for the services provided?	Yes or No If (Yes) please provide the details	they didn't asked for money	No, they didn't ask about paying of money	No, they didn't ask about paying of money	

<p>4. Is garbage being collected often enough from your IDP camp?</p>	<p>Yes or No If (Yes) please provide the details</p>	<p>yes, the garbage collection team work collect the garbage fully</p>	<p>Yes, the garbage collection team work collect the garbage fully</p>	<p>No, they came too late some times because our camp is big and there are just two garbage trucks.</p>	<p>No, because they came too late</p>
<p>5. Overall, how satisfied are you with the garbage collection services?</p>	<p>👍 Satisfied 👎 Somehow satisfied 👎 Unsatisfied</p>	<p>Unsatisfied with the garbage collection service</p>	<p>We are satisfied with the garbage collection team work,</p>	<p>Somewhat satisfied, the quality of the work is not very good</p>	<p>Somehow satisfied, because of the delays</p>
<p>6. What are the main challenges in the area in the field of sewage system?</p>		<p>The only challenge is that not every family has garbage bins</p>		<p>The main challenge we facing is little amount of containers and garbage cars</p>	<p>The main challenge we facing is little amount of containers and garbage cars</p>
<p>Additional Comment/feedback:</p>			<p>We want to distribute to us the trash bags in order the collection process get easier</p>	<p>We need more containers and garbage car to cover the IDP camp quickly</p>	<p>We need garbage bins for each family</p>
<p>Hygiene Promotion services</p>					

<p>1. Do you get visits from our hygiene team or joint sessions provided by our teams in your IDP camp?</p>	<p>Tent visits, sessions or none</p>	<p>Yes, the hygiene team visited us through tent to tent, and also we jointed to them through sessions continuously</p>	<p>Yes, the hygiene team visited us through tent to tent, and also we jointed to them through sessions continuously</p>	<p>Yes, the hygiene team visited us through tent to tent</p>	<p>Some of us also jointed to them through sessions but we like to more when they visit our tent because in session we cant say what we want or if we have any complain we don't want everyone to know.</p>
<p>2. Do you find the hygiene topics interesting and useful?</p>		<p>we have information's about some topics but its good to be remained</p>	<p>Yes, the hygiene topics was interested and useful for us</p>	<p>Yes, the hygiene topics was interested and useful for us</p>	
<p>3. Were you informed of their visit beforehand? Did it take place at a time and a place that was convenient for you to participate?</p>	<p> <input type="checkbox"/> Yes, Explain <input type="checkbox"/> No, Explain <input type="checkbox"/> I don't know I was not able to benefit </p>	<p>Yes, the hygiene team work informed us about the time and location of their visiting</p>	<p>Yes, our sector leader informed us about their visiting , and more times they came at the leisure time, not at the lunch time or our home working time</p>	<p>Generally, for the tent visit we didn't know about hygiene team visiting but for sessions we received information about the time and location of visiting</p>	<p>Sometimes they informed us about date and location of hygiene team visiting</p>

<p>4. Which topic did you find most useful and why?</p>		<p>The most useful topics:- scabies, diarrhea, food hygiene, water reservation, personal hygiene,</p>	<p>The most useful topics:- personal and environmental hygiene, food hygiene, water reservation, and water tank cleaning, influenza,lice.water sanitation</p>	<p>The most useful topics:- lice,personal,environmental and food hygiene, electrical course, because our population need to this type of topics</p>	<p>The most useful topics:- lice, scabies, smoking and drinking with their consequences, electrical course, diarrhea, environmental hygiene, illiteracy course because our society faced to this type of disease and literacy course was so useful</p>
<p>5. Which topic did you find least useful and why?</p>		<p>No least useful topics because each person need to awareness about all type of topics</p>	<p>No least useful topics</p>	<p>All topics are actually useful</p>	<p>No least useful topics because each person need to awareness about all type of topics</p>
<p>6. Overall, how satisfied are you with the hygiene promotion service?</p>	<p>👍 Satisfied 👎 Somehow satisfied 👎 Unsatisfied</p>	<p>We satisfied with the hygiene promotion service</p>	<p>We satisfied with the hygiene promotion service</p>	<p>We satisfied with the hygiene promotion service</p>	<p>We satisfied with the hygiene promotion service</p>

<p>7. What do you think, what are the major hygiene issues in your area that we can work on for the remaining period of the project?</p>		<p>The main hygiene issues are poor cleaning, washing and how we deal with transferring disease so, we need continuous awareness</p>	<p>The main hygiene issues are transferring disease and how to collect the dirt properly</p>	<p>Focusing on the environmental hygiene and transferring disease</p>	<p>The main hygiene issue is uncleaning of the camp and around the camp</p>
<p>8. Were you able to access the hygiene services, including the plumbing care and maintenance work and the hygiene outreach sessions?</p>	<p>♣ Yes, explain ♣ No, explain In men headed households ensure that the women and the girls are consulted on this question and if there are elderly or people with disabilities in the household they are also provided with an opportunity to respond</p>	<p>Yes, we can access to hygiene service and maintenance service</p>	<p>Yes, we can access the hygiene service if it is near to our sectors But for disable people is it difficult to attended the session because sometime its to far or the weather is not good.</p>	<p>Yes, because no one forbidden us</p>	<p>Yes, we have ability to access the hygiene service</p>

<p>9. NOTE: This question only applies to community leaders- What are the challenges you are facing regarding disable, old and children' hygiene management?</p>		<p>No challenge</p>	<p>The challenge faced to old, disabilities, and children they can't go to the session and FGD discussion if it is near the camp management</p>	<p>The challenge faced to old, disabilities, and children they can't go to the session and FGD discussion, and difficulty on the use of toilet.</p>	<p>There was no challenge faced to disabilities, old and children</p>
<p>Additional Comment/feedback:</p>		<p>If disabilities have motile chairs and specific toilet it become better</p>	<p>We want from the responsible area to make our streets</p>		
<p>Gender Awareness services</p>					
<p>1. Did you benefit from a gender awareness visit from our team or join sessions provided by our teams?</p>	<p>Tent visits, sessions or none</p>	<p>Yes, they visited us through tent to tent visit and we jointed with them through session and FGD discussion</p>	<p>Yes, they visited us through tent to tent visit</p>	<p>Yes, they visited us through tent to tent visit</p>	<p>Yes, they visited us through tent to tent visit and we jointed with them through session and FGD discussion</p>
<p>2. Overall, how satisfied are you with the gender awareness service, such as tent to tent visits, gender training sessions, FGDs?</p>	<p>👇 Satisfied 👇 somehow satisfied 👇 not satisfied</p>	<p>somehow satisfied but we want them to visit us more in tents.</p>	<p>Satisfied , because all of us need to social awareness</p>	<p>Satisfied , because all of us need to social awareness</p>	<p>We are somehow satisfied wit the gender service.</p>

<p>3. Did you participate gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>Yes, we participated and joined with sessions that related to the social problems and gender situation</p>	<p>Yes, some participated and joined with sessions.</p>	<p>Just some of us participate in sessions.</p>	<p>Yes, we participated and joined with sessions that related to the social problems and gender situation</p>
<p>3.1 If Yes, Did you benefit from gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Yes, of course, we benefit from gender awareness through tent to tent visit and session</p>	<p>Yes, we benefit from their awareness</p>	
<p>3.2 If Yes, do you find the topics relevant and useful to you?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>Yes, the topic was useful and benefit, but we suggest if there have awareness about how the husband dealing and care for his wife and his family</p>	<p>Yes, the topics were useful and interesting to us, but we suggest it's better they visited us through tent to tent because we have personal problems and information's that never be taken in the session or FGD discussion</p>	<p>All topics are actually useful because sometime we need refresh of information.</p>	<p>Yes, the topics were useful and was relevant to our community</p>

3.3 If Yes, Which sessions did you find most useful?

- ‡ Combating Child Marriage
- ‡ Successful intimate partner relations
- ‡ Domestic Violence
- ‡ Gender-based violence
- ‡ Importance of Education
- ‡ Gender Equality
- ‡ Family Planning
- ‡ Neglect
- ‡ Violence against Children
- ‡ Acceptance of ISIL survivors
- ‡ Other (please specify)

The most useful topics:- neglect,gender-based violence,and gender equality,domestic violence,acceptance of ISIL survivors, and importance of education

The most useful topics:- Combating child marriage,Successful intimate partner relation and gender-based violence, technological violence

The most useful topics:- Successful intimate partner relation, combacting child marriage because our society need to this type of topics

The most useful topics:- combating child marriage , gender-based violence and important of education, because this type of topics relevant to our society

<p>3.4 If Yes, Which session did you find least useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>Yes, there had some least useful topic that made problems for example:- family planning, and relationship between spouses</p>	<p>All topics are useful for us and our kids</p>	<p>There were no useless topics</p>	<p>There were no useless topics</p>
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<p>4. In your experience were women, men, girls and boys including people with disabilities equally consulted about their needs and the challenges they face in accessing WASH services?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>Yes, They were particularly consulted</p>	<p>Yes, They were particularly consulted by the disabled and their challenges were the difficulty of using toilet facilities and difficulty of mobility</p>	<p>No</p>	<p>We don't know</p>
<p>5. Were certain groups not consulted?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>We don't know</p>	<p>Yes, they consulted us to attendees in hygiene session and access ability in the uses of toilet and every useful things that relevant to our services.</p>	<p>We don't know</p>	<p>We don't know</p>
<p>5.1 If Yes, Did the volunteers, gender workers, CARE and/or partner personnel provide you with information about GBV and protection related referral pathways? IDP hotline? GBV hotline for KRI?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I already had access to this information </p>	<p>No, they didn't give us</p>	<p>No, they didn't give us</p>	<p>No, they didn't give us</p>	<p>we have information about the referral of cases but not everyone want to be refer and share their problem with NGO or Health center.</p>

<p>6. Do you know that volunteers were identified to support the WASH activities?</p>	<ul style="list-style-type: none"> ⚡ Yes, but I don't know how they were selected ⚡ No ⚡ I am not sure 	<p>Yes, we know there are some volunteers support wash activities and hygiene promotion service</p>	<p>Yes, we know there are some volunteers support wash activities and hygiene promotion service, but we didn't know how they were selected, we thought that they were selected through camp management</p>	<p>we know that there were an interview for the volunteers that has been selected.</p>	<p>Yes we have information about that</p>
<p>7. How were women and men selected for the WASH committees?</p>	<ul style="list-style-type: none"> ⚡ Through camp management ⚡ Through the Mukhtars (and ⚡ Tent to Tent visit 	<p>We don't know how they were selected</p>	<p>We don't know how they were selected</p>	<p>Through camp management</p>	<p>we don't have information about the WASH committees</p>
<p>8. Which type of activity do you prefer and find most useful?</p>	<ul style="list-style-type: none"> ⚡ Group Session ⚡ Training Sessions ⚡ Awareness-raising and 	<p>The most useful activity is tent to tent visit and FGD discussion</p>	<p>The most useful activity are tent to tent visit, session and FGD discussion</p>	<p>The most useful activity are tent to tent visit and session</p>	<p>The most useful activity are training, and session</p>

<p>9. Do you know of anyone that was asked by CARE/partner personnel/volunteers/WASH committee members provide goods, cash or any other favor in exchange for access to WASH services and/or hygiene vouchers? (Enumerator to explain that humanitarian assistance is always free)</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>We don't know</p>	<p>No, they never asked</p>	<p>No, they never asked</p>	<p>We don't have information about that</p>
<p>Additional Comment/feedback:</p>		<p>in our opinion the mobile phone it is the safest way in reporting cases</p>	<p>In our opinion the mobile phone it is the safest way in reporting cases because most of us can't reading and writing to lodge a complaint .</p>		<p>In our opinion the mobile phone it is the safest way in reporting cases</p>
<p>Accountability</p>					
<p>1. Is there an opportunity for you at the IDP camp to lodge a complaint (issues related to WASH, gender, etc.)?</p>	<p>Yes, Through camp management we can lodge a complaint</p>	<p>Yes, Through camp management we can lodge a complaint</p>	<p>In our opinion the mobile phone it is the safest way in reporting cases</p>	<p>we go to camp management by any complain.</p>	

<p>2. Are there any factors that made difficult for you to complaint/feedback? If yes, what were the factors that made it difficult for you to raise your voice?</p>	<p>There are no factors resist us to lodge a complaint</p>	<p>Yes, the difficult factors to lodge a complaint is families factors it cause problems between us</p>	<p>the factors is that our parent want to raise the complain or solve the issue we talk with our parents about the issues and they try to raise complain it to the camp management.</p>	<p>No factors not to complain</p>
<p>3. If you have complaint/feedback on WASH related matters, where do you go?</p>	<p>We didn't lodge a complaint till now</p>	<p>We didn't lodge a complaint till now</p>	<p>Camp management and Harikar/wash center for example if the maintenance work dilate or the dislodge truck dilate</p>	<p>we go to camp management by feedbacks or complain</p>
<p>Additional Comment/feedback:</p>				
<p>End of interview</p>				
<p>Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!</p>				

Thanks for your time and contribution!

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – KI results	Options	Chamishko - camp management	Chamishko - Mukhtars (Head of sectors)	Chamishko - WASH committee
Interview date: 21.8.208, 22.11.2018		11/20/18		
Sex of facilitator:		Male		
Stakeholder's name:				
Stakeholder's role (organization and position):				
Sex of Stakeholder consulted:				
Hygiene voucher distributions services				
1. Did hygiene items purchased with hygiene vouchers address the needs of people in terms of Quality, quantity and coverage?	♀ Yes ♂ No If Yes, Please explain how?	Yes, to some extent. The hygiene vouchers were very important for the residents of the camp, the quantity did not cover the entire needs but it address a significant portion of them	The hygiene items according to quality was well but about quantity it was few	The hygiene items according to quality was well

<p>2. On average who in the household collected the hygiene voucher?</p>	<p> <input type="checkbox"/> Man <input type="checkbox"/> Woman <input type="checkbox"/> Girl <input type="checkbox"/> Boy </p>	<p>It depends on the household, but mostly men and women as only people above 18 were allowed to collect the vouchers.</p>	<p>Mostly, women went to collect the hygiene voucher</p>	<p>Mostly, women went to collect the hygiene voucher</p>
<p>3. Who in the household decided on the use of the hygiene voucher? (What the voucher would be spent on? For example shampoo, soap, sanitary pads diapers etc.)</p>	<p> <input type="checkbox"/> Man (in man headed households) <input type="checkbox"/> Women (in women headed households) <input type="checkbox"/> Men and women (in man headed households) </p>	<p>Men and women together in most cases.</p>	<p>In most cases, the mother decided on the use of hygiene voucher because the mother knew what they needed in the house</p>	<p>In most cases, the mother decided on the use of hygiene voucher because the mother knew what they needed in the house</p>
<p>4. Did you feel the distributions went well – timely, peaceful, in the shade with water, short queues, without confusion over who was entitled to what?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, the distributions went well without major problems, they were in a suitable place (in the camp management) which is easily known to everybody, the queues were well organized as a time table was used to serve people in groups.</p>	<p>Yes, the distribution went well and did in the shade with water ,short queues, without confusion and at the appointment date</p>	<p>Yes, the distribution went well and did in the shade with water ,short queues, without confusion and at the appointment date</p>

<p>5. Did you receive enough information before the distribution about the date, time and location of the distributions?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>I think the notification was adequate as most people attended the distribution on the designated times.</p>	<p>Yes, we received information about date ,time and location of distribution from sector leaders and from posters that had been Attached at specific sectors</p>	<p>Yes, we received information about date ,time and location of distribution from posters that had been Attached at specific sectors</p>
<p>6. Did you receive enough information about which items you could purchase with the voucher?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>The list of the hygiene products supported by the voucher was published in the camp management area.</p>	<p>Yes, we had information about which items could purchase with the voucher.</p>	<p>Yes, we had information about which items could purchase with the voucher.</p>
<p>7. How do you rate the organization of distributions?</p>	<p> <input type="checkbox"/> Satisfied <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied </p>	<p>Satisfied, no problems occurred.</p>	<p>We satisfied with distribution process</p>	<p>We satisfied with distribution process</p>
<p>8. Were the distribution points and processes suitable for women (especially pregnant and lactating women)?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, the staff helped pregnant women and were served first usually. Queues were separate for men and women, which made women more comfortable.</p>	<p>Yes, the distribution process was appropriate for pregnant and lactating women, because they took their voucher quickly without waiting</p>	<p>Yes, the distribution process was appropriate for pregnant and lactating women, because they took their voucher quickly without waiting</p>

<p>9. Were the distribution points and process suitable for people with disabilities?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes or no please explain how they were or were not suitable </p>	<p>It didn't cause any trouble to them and were helped with the queue</p>	<p>The distribution process was good for disabilities</p>	<p>Sometimes the distribution process was difficult for disabilities</p>
<p>10. Was there an opportunity for you at the site to lodge a complaint (issues related to beneficiary lists, asking for any additional assistance)?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>There was a desk dealing with the questions and issues in the distribution point.</p>	<p>Yes, there had a box to lodge a complaint in the case of problems</p>	<p>Yes, there had a box to lodge a complaint in the case of problems</p>
<p>11. Were you satisfied with the quality of items that beneficiaries exchanged with their vouchers through the selected market after the distribution?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>The quality of the items was good, the value of the voucher was a little low, but it still helped people a lot</p>	<p>We satisfied with distribution process</p>	<p>We satisfied with distribution process</p>
<p>12. Did you find the voucher system was easy to use?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>The system was easy to use, we do not know of any issues that happened. Instructional materials also help people to use them properly</p>	<p>Yes, the voucher system was easy to use and it was relax for us</p>	<p>Yes, the voucher system was easy to use and it was relax for us</p>

Additional Comment/feedback:		Vouchers help people a lot, we hope that CARE can continue distributing them.		
Care and Maintenance Services				
1. How long did it take CARE/partners team to respond to your problem?	If more than 24 hours, ask them what was the reason?	The response depends on the queue of the maintenance tasks, usually the response is fast..	The response to our problems delayed because the care team had many works	The response to our problems delayed because the camp is big
2. How did you find the quality of maintenance team work?	Good, fair or poor	The quality of the work is good.	The quality of maintenance team work was good but they need more workers	The quality of maintenance team work was good
3. How was the quality of the materials provided to you or any public area?	Good, fair or poor	Good, no issues here.	The quality of materials were good and remained more than 1 year	The quality of materials were good and remained more than 1 year
4. Were you asked to pay for the services provided?	Yes or No If (Yes) please provide the details	None, nothing reported.	No,they didn't ask about paying of money	No,they didn't ask about paying of money
5. Overall, how satisfied are you with the care and maintenance service?	<input type="radio"/> Satisfied <input type="radio"/> Somehow satisfied <input type="radio"/> Unsatisfied	Satisfied, but the staff is short and need more support.	We satisfied with the care and maintenance service	We satisfied with the care and maintenance service

Additional Comment/feedback:				
Desludging services				
1. Are septic tanks being dislodged frequently enough in your IDP camp?	Yes or No If (Yes) please provide the details	No, the capacity of the team is not enough as one truck cannot handle the load and there are a lot of the septic tanks that need repairs.	No, they came late because the IDP camp is big and we had just one septic tank	No, they came late because the IDP camp is big and we had just one septic tank
2. How did you find the quality of dislodging team work?	Good, fair or poor	The quality is good, but the queue for the service is too long.	The quality of disludging team was poor	The quality of disludging team was fair
3. Overall, how satisfied are you with the Desludging services provided to your IDP camp?	<input type="radio"/> Satisfied <input type="radio"/> Somehow satisfied <input type="radio"/> Unsatisfied	Somehow satisfied, one truck is not sufficient for the whole camp.	Unsatisfied with the disludging service because they came too late	Unsatisfied with the disludging service because they came too late
4. Were you asked to pay for the services provided?	Yes or No If (Yes) please provide the details	None, we have not received such reports.	No, they didn't ask about paying of money	No, they didn't ask about paying of money

Additional Comment/feedback:		An extra truck will be very helpful and will resolve a large percentage of the issues. Repairing the collapsed septic tanks will also reduce the load on the system.		
Garbage Collection services				
1. What do you think, How clean is your IDP camp?	clean, fair, dirty, or very dirty If the location is dirty, explain whether garbage containers are full or garbage is just thrown elsewhere?	The camp is clean, the garbage collection staff are doing a good job. Garbage is collected from the larger roads at which the garbage of smaller roads is accumulated	Generally, the camp is clean	If we compared to the last years, nowadays the camp is cleaner
2. How did you find the quality of garbage collection team work?	Good, fair or poor	The quality is of the work is good, it shows in cleanliness of the camp on daily basis	The quality of garbage collection team work is good	The quality of garbage collection team work is good
3. Were you asked to pay for the services provided?	Yes or No If (Yes) please provide the details	No incidents reported.	No, they didn't ask about paying of money	No, they didn't ask about paying of money
4. Is garbage being collected often enough from your IDP camp?	Yes or No If (Yes) please provide the details	Yes, in most cases it is adequate	Yes, the garbage collection team work collect the garbage fully	Yes, the garbage collection team work collect the garbage fully

5. Overall, how satisfied are you with the garbage collection services?	<input type="radio"/> Satisfied <input type="radio"/> Somehow satisfied <input type="radio"/> Unsatisfied	We as the camp management are satisfied with the garbage collection service.	Satisfied with the garbage collection service	Satisfied with the garbage collection service
6. What are the main challenges in the area in the field of sewage system?		Septic tanks fill up too fast and require frequent desludging.		
Additional Comment/feedback:				
Hygiene Promotion services				
1. Do you get visits from our hygiene team or joint sessions provided by our teams in your IDP camp?	Tent visits, sessions or none	The promotion team are seen doing visits and sessions in the camp.	Yes, the hygiene team visited us through tent to tent, and also we joined to them through sessions continuously	Yes, they give us the training
2. Do you find the hygiene topics interesting and useful?		Most of the topics are useful and relevant to the camp life.	Yes, the hygiene topics were interesting and useful for us	Yes, the hygiene topics were interesting and useful for us

<p>3. Were you informed of their visit beforehand? Did it take place at a time and a place that was convenient for you to participate?</p>	<p>👤 Yes, Explain 👤 No, Explain 👤 I don't know I was not able to benefit</p>	<p>I think only the sessions are held with prior notice.</p>	<p>Yes, the hygiene team work informed us about the time and location of their visiting</p>	<p>Yes, the hygiene team work informed us about the time and location of the training</p>
<p>4. Which topic did you find most useful and why?</p>		<p>Topics handling the common diseases during certain seasons are important, as well as waste management.</p>	<p>All topics was useful especially. Water tank cleaning, and avian influenza</p>	<p>All topics was useful</p>
<p>5. Which topic did you find least useful and why?</p>		<p>None that we could think of.</p>	<p>No least useful topics because each person need to awareness about all type of topics</p>	<p>No least useful topics</p>
<p>6. Overall, how satisfied are you with the hygiene promotion service?</p>	<p>👤 Satisfied 👤 Somehow satisfied 👤 Unsatisfied</p>	<p>The camp management is satisfied with the hygiene promotion services and the staff. The staff helps out during public events and provide valuable information to the residents of the camp</p>	<p>We satisfied with the hygiene promotion service</p>	<p>We satisfied with the hygiene promotion service</p>

<p>7. What do you think, what are the major hygiene issues in your area that we can work on for the remaining period of the project?</p>		<p>A lot of blockages in the sewage system are related to hygiene practices of the residents (for example flushing objects in the toilet).</p>	<p>The main hygiene issues are poor cleaning around the schools so, they need to be clean</p>	<p>The main hygiene issue is poor cleaning of the camp so, they need awareness</p>
<p>8. Were you able to access the hygiene services, including the plumbing care and maintenance work and the hygiene outreach sessions?</p>	<p> <input type="checkbox"/> Yes, explain <input type="checkbox"/> No, explain In men headed households ensure that the women and the girls are consulted on this question and if there are elderly or people with disabilities in the household they are also provided with an opportunity to respond </p>	<p>People can access the service well, as the tent visit can potentially reach everybody.</p>	<p>Yes, we can access to hygiene service and maintenance service</p>	<p>Yes, we can access to hygiene service and maintenance service</p>
<p>9. NOTE: This question only applies to community leaders-What are the challenges you are facing regarding disable, old and children' hygiene management?</p>				

Additional Comment/feedback:			If disabilities have motile chairs it become better	
Gender Awareness services				
1. Did you benefit from a gender awareness visit from our team or join sessions provided by our teams?	Tent visits, sessions or none	The gender team is active in the camp through visits, campaigns and sessions. Also during public events.	Yes, they visited us through tent to tent visit and we jointed with them through session and FGD discussion	Yes, they visited us through tent to tent visit and we jointed with them through session and FGD discussion
2. Overall, how satisfied are you with the gender awareness service, such as tent to tent visits, gender training sessions, FGDs?	<input type="checkbox"/> Satisfied <input type="checkbox"/> somehow satisfied <input type="checkbox"/> not satisfied	The activities of harikar are now being reported for a few months, and we are pleased with that. Satisfied.	Satisfied , because all of us need to social awareness	Satisfied , because all of us need to social awareness
3. Did you participate gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?	<input type="checkbox"/> Yes <input type="checkbox"/> No	We think people benefit from the service.	Yes, we participated and joined with sessions that related to the social problems and gender situation	Yes, we participated and joined with sessions that related to the social problems and gender situation

<p>3.1 If Yes, Did you benefit from gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Yes, we benefit from their awareness</p>	<p>Yes, we benefit from their awareness</p>
<p>3.2 If Yes, do you find the topics relevant and useful to you?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>We think the topics are relevant and useful.</p>	<p>Yes, the topics were useful and was relevant to our community</p>	<p>Yes, the topics were useful and was relevant to our community</p>
<p>3.3 If Yes, Which sessions did you find most useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>Topics are useful.</p>	<p>All topic was useful and interest</p>	<p>All topic was useful and interest</p>

<p>3.4 If Yes, Which session did you find least useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 		<p>There were no useless topics</p>	<p>There were no useless topics</p>
<p>4. In your experience were women, men, girls and boys including people with disabilities equally consulted about their needs and the challenges they face in accessing WASH services?</p>	<ul style="list-style-type: none"> ‡ Yes ‡ No ‡ I don't know 	<p>Changes do happene based on people's feedback.</p>	<p>Yes,They were particularly consulted</p>	<p>We don't know</p>

<p>5. Were certain groups not consulted?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>We are not sure how the consultation was carried out.</p>	<p>We don't know</p>	<p>We don't know</p>
<p>5.1 If Yes, Did the volunteers, gender workers, CARE and/or partner personnel provide you with information about GBV and protection related referral pathways? IDP hotline? GBV hotline for KRI?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I already had access to this information </p>	<p>We don't have sufficient information in this regard.</p>	<p>No, they didn't give us</p>	<p>No, they didn't give us</p>
<p>6. Do you know that volunteers were identified to support the WASH activities?</p>	<p> <input type="checkbox"/> Yes, but I don't know how they were selected <input type="checkbox"/> No <input type="checkbox"/> I am not sure </p>	<p>Yes, a lot of the volunteers are recommended by the camp management</p>	<p>Yes, we know there are some volunteers support wash activities and hygiene promotion service</p>	<p>Yes we know</p>

<p>7. How were women and men selected for the WASH committees?</p>	<ul style="list-style-type: none"> ‡ Through camp management ‡ Through the Mukhtars (and community leaders) ‡ Through the CARE and/or partner ‡ Through the volunteers ‡ I don't know 	<p>They are from various entities, from the organization itself, camp management and other leaders in the community</p>	<p>Through camp management</p>	<p>Through camp management</p>
<p>8. Which type of activity do you prefer and find most useful?</p>	<ul style="list-style-type: none"> ‡ Tent to Tent visit ‡ Group Session ‡ Training Sessions ‡ Awareness-raising and information provision sessions 	<p>All of them are useful, but we think people prefer session, because they can choose whether to go or not.</p>	<p>The most useful activity is FGD discussion</p>	<p>All activities were useful</p>

<p>9. Do you know of anyone that was asked by CARE/partner personnel/volunteers/WASH committee members provide goods, cash or any other favor in exchange for access to WASH services and/or hygiene vouchers? (Enumerator to explain that humanitarian assistance is always free)</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>No such incidents have been reported</p>	<p>No, they never asked</p>	<p>No, they never asked</p>
<p>Additional Comment/feedback:</p>		<p>in our opinion the mobile phone it is the safest way in reporting cases</p>		
<p>Accountability</p>				
<p>1. Is there an opportunity for you at the IDP camp to lodge a complaint (issues related to WASH, gender, etc.)?</p>	<p>The complaint box are not very active as we think. People do complain at the camp management when they have issues.</p>	<p>Yes, Through camp management we can lodge a complaint</p>	<p>Yes, Through camp management we can lodge a complaint</p>	

<p>2. Are there any factors that made difficult for you to complaint/feedback? If yes, what were the factors that made it difficult for you to raise your voice?</p>		<p>There are no factors resist us to lodge a complaint</p>	<p>There are no factors resist us to lodge a complaint</p>
<p>3. If you have complaint/feedback on WASH related matters, where do you go?</p>	<p>They complain at the camp management and the WASH center as well.</p>	<p>We didn't lodge a complaint till now</p>	<p>We didn't lodge a complaint till now</p>
<p>Additional Comment/feedback:</p>	<p>Boreholes: One more operator is required. Desludging: One extra truck will cover a lot of needs. Hygiene voucher: Would be very helpful to people.</p>		
<p>End of interview</p>			
<p>Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!</p>			

Thanks for your time and contribution!

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – FGD results	Sheikhan camp				
	Options	FGD with Men	FGD with women	FGD with boys	FGD with girls
Interview date: 18, 21,22/11/2018					
Sex of facilitator: 3 ma					
Number participants:10 each group					
Group sex: Male and Female					
Age range of participants:(12) to (17) and (18) to (59)					
Hygiene voucher distributions services					
1. Did hygiene items purchased with hygiene vouchers address the needs of people in terms of Quality, quantity and coverage?	↓ Yes ↓ No If Yes, Please explain how?	Yes, it did cover the needs in terms of quality and quantity the first two rounds, but when the support amount was reduced, it no longer support the quantity needs	The quality is good, but the amount does not cover most of the larger families needs.	The quality and quantity covered the needs of most families	It covered the quality and quantity in the first and second rounds, but in the third the amount was reduced

<p>2. On average who in the household collected the hygiene voucher?</p>	<p> <input type="checkbox"/> Man <input type="checkbox"/> Woman <input type="checkbox"/> Girl <input type="checkbox"/> Boy </p>	<p>Depends on the availability of the family members</p>	<p>Usually women receive the vouchers but other family members receive them whenever available.</p>	<p>Depends on the availability of the HH</p>	<p>Depends on the availability of the family members</p>
<p>3. Who in the household decided on the use of the hygiene voucher? (What the voucher would be spent on? For example shampoo, soap, sanitary pads diapers etc.)</p>	<p> <input type="checkbox"/> Man (in man headed households) <input type="checkbox"/> Women (in women headed households) <input type="checkbox"/> Men and women (in man headed households) </p>	<p>Mostly women exchanged the vouchers, since they know what the household needs. They exchanged for the various family needs such as shampoos, sanitary pads...etc.</p>	<p>Women decide how to exchange the vouchers since they are more aware of the household needs</p>	<p>Most of the times women decide on what to exchange the voucher with since they know the household needs better than the other family members</p>	<p>Usually women would decide on what to buy (shampoo, soap, diapers, sanitary pads)... depending on the needs of the family members</p>
<p>4. Did you feel the distributions went well – timely, peaceful, in the shade with water, short queues, without confusion over who was entitled to what?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, it went very well. People got adequate notification about the time and place of the distribution. The queues were short and without any disturbances.</p>	<p>Yes, it went well without any problems. People were cooperative and the distribution was organized and comfortable</p>	<p>It went well without trouble</p>	<p>Yes it went very well, in its designated time, safe and organized queues, without problems and with the assistance of the distribution team.</p>

<p>5. Did you receive enough information before the distribution about the date, time and location of the distributions?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, we received adequate information, the sector leaders notified the people on the place and time of the distributions.</p>	<p>Yes we had adequate information on the place and time of the distribution through the sector leaders.</p>	<p>Yes, the date and location was published in public places</p>	<p>Yes, through the sector leaders.</p>
<p>6. Did you receive enough information about which items you could purchase with the voucher?</p>	<p> <input type="checkbox"/> Yes * <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, the hygiene promotion team was providing the necessary information about what items are available for purchase.</p>	<p>Yes, I got enough information on the items available for purchase through the staff of the organization in addition to the information on leaflets.</p>	<p>Yes, through the organization's staff</p>	<p>Yes, through the organization's staff</p>
<p>7. How do you rate the organization of distributions?</p>	<p> <input type="checkbox"/> Satisfied * <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied </p>	<p>Satisfied, the process went smoothly without any problems.</p>	<p>satisfied, the distribution went well with good cooperation and good attitude of the staff</p>	<p>Satisfied, it was done with good organization and good care</p>	<p>Satisfied overall</p>

<p>8. Were the distribution points and processes suitable for women (especially pregnant and lactating women)?</p>	<p>☑ Yes * ☑ No If Yes, Please explain how?</p>	<p>Yes, it was suitable for women, and it was possible for other family members to receive the vouchers instead of them. Queues were managed to provide support for pregnant and lactating women.</p>	<p>Yes it was suitable for women, pregnant women were prioritized in the queue</p>	<p>Yes, the staff of the organization were cooperative and understanding and avoided causing any issues for the people</p>	<p>Yes, it was suitable for women, especially pregnant women were assisted</p>
<p>9. Were the distribution points and process suitable for people with disabilities?</p>	<p>☑ Yes* ☑ No If yes or no please explain how they were or were not suitable</p>	<p>Yes, it was suitable to them, and they were assisted in the queues.</p>	<p>Yes, the organization was facilitated for the PWD</p>	<p>Yes, it was suitable because the location is in the center of the camp which made it easy to access, but if delivered to them to their whom it would have been better</p>	<p>It was suitable for PWD, the attitude of the staff towards them was kind</p>
<p>10. Was there an opportunity for you at the site to lodge a complaint (issues related to beneficiary lists, asking for any additional assistance)?</p>	<p>☑ Yes * ☑ No If Yes, Please explain how?</p>	<p>Yes, there was a complaint box available.</p>	<p>Yes, through the camp management</p>	<p>The complaint box was available</p>	<p>Yes, to the organization itself</p>

<p>11. Were you satisfied with the quality of items that beneficiaries exchanged with their vouchers through the selected market after the distribution?</p>	<p>☑ Yes * ☑ No If Yes, Please explain how?</p>	<p>Yes, satisfied with the quality of the items, but the high prices at the selected markets prohibited getting the items at the required quantities.</p>	<p>Yes, the quality of the items available at the markets was good</p>	<p>The quality was good, but the prices were high at the markets</p>	<p>Yes satisfied with the quality of the items</p>
<p>12. Did you find the voucher system was easy to use?</p>	<p>☑ Yes * ☑ No If Yes, Please explain how?</p>	<p>It was easy to use, as any family member could go exchange the voucher.</p>	<p>The system is easy to use and addresses a lot of our needs</p>	<p>Yes because it allowed a lot of families to purchase hygiene items</p>	<p>Any available family member could go to exchange the voucher, easy to use.</p>
<p>Additional Comment/feedback:</p>		<p>It was preferred if the vouchers were delivered to vulnerable people such as elderly and PWD.</p>	<p>Increase the value of the vouchers because the prices are high at the markets, or liase with the markets to bring the prices down</p>	<p>It will be better if markets inside the camps were designated instead of the ones outside the camp</p>	<p>The prices were high in the markets</p>
<p>Care and Maintenance Services</p>					

1. How long did it take CARE/partners team to respond to your problem?	If more than 24 hours, ask them what was the reason?	The team responds at the nearest possible time depending on when the request was placed.	The response is fast, right after the order is placed	They respond at the nearest time, but sometimes delays happen because of the excessive load and the small size of the team	The team responds at the earliest convenience
2. How did you find the quality of maintenance team work?	Good *, fair or poor	The quality of the work of the team is good, they do their best to respond to the most number of requests.	The quality of the work is excellent, they work hard and organized	The work quality is good, they do their best with care	The quality of the work is good and organized, they do their work seriously and with care
3. How was the quality of the materials provided to you or any public area?	Good *, fair or poor	The quality of the materials is good.	The quality of the materials is high and suitable for the region	The quality of the materials is good for the purpose	The quality of the materials is good
4. Were you asked to pay for the services provided?	Yes or No * If (Yes) please provide the details	None of us faced this situation, they do an honest job and do their best to complete their tasks.	This do not happen, they do their work with good attitude	Has not happened	We've never seen this happen
5. Overall, how satisfied are you with the care and maintenance service?	<input type="checkbox"/> Satisfied * <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied	Satisfied with the service overall, they do their best and work overtime when necessary.	Satisfied, the maintenance team works hard with excellence	Very satisfied.	Satisfied, the staff even work outside of their working hours sometimes

Additional Comment/feedback:		Increase the size of the maintenance team because the current team cannot cover all of the issues	Increasing the number of plumbers will help reducing the delay	The service is good, but increasing the team size will be better	
Desludging services					
1. Are septic tanks being dislodged frequently enough in your IDP camp?	Yes * or No If (Yes) please provide the details	Yes, they are dislodged frequently enough, the staff do their best at the right time.	They are being desludged at the right time in the correct manner and good attitude	Yes, they are being desludged frequently enough with care	Yes, they are emptied at the desired frequency
2. How did you find the quality of dislodging team work?	Good *, fair or poor	the quality is good and we are satisfied with the service.	The team's work is good, they work hard and sincere	The quality is good, they make sure all requests are met	the quality of the work is good and their attitude is friendly
3. Overall, how satisfied are you with the Desludging services provided to your IDP camp?	<input type="checkbox"/> Satisfied * <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied	Satisfied overall, they do a good job without disturbing the residents.	Satisfied with the service overall	Satisfied. The team do their job at their best ability	Satisfied with the service, they work on time, with respect and without disturbances

4. Were you asked to pay for the services provided?	Yes or No * If (Yes) please provide the details	None of us faced this situation, they do an honest job and do their best to complete their tasks.	This did not happen	None	We've never seen this happen
Additional Comment/feedback:		One collection truck isn't sufficient for the camp, a second truck will provide better coverage.		The design of the septic tank is not good since it's made out of plastic which makes them fill up quickly	Replace the septic tanks manhole covers
Garbage Collection services					
1. What do you think, How clean is your IDP camp?	clean *, fair, dirty, or very dirty If the location is dirty, explain whether garbage containers are full or garbage is just thrown elsewhere?	Clean, because the service staff do their work well and keep the camp clean in addition, the residents are helpful with the staff.	The camp is very clean with the help of the organization's staff and the awareness they deliver in addition to the cooperation of the camp residents	Very clean	Overall, clean, the workers do their job constantly with the cooperation of the people
2. How did you find the quality of garbage collection team work?	Good *, fair or poor	The quality of the work is good, because they provide their best	They do their work well, it is well organized	Their work is good and done with care and respect	The quality of their work is high, they work on time and do their best

3. Were you asked to pay for the services provided?	Yes or No * If (Yes) please provide the details	No.	This has not happened	none	It hasn't happened
4. Is garbage being collected often enough from your IDP camp?	Yes* or No If (Yes) please provide the details	yes, the garbage is collected often enough.	It is being collected adequately but if the collection is done daily the result will be even better.	Yes, but collecting the garbage daily will improve the service as well as increasing the team size	Yes, it is frequently collected
5. Overall, how satisfied are you with the garbage collection services?	👍 Satisfied * 👎 Somehow satisfied 👎 Unsatisfied	Satisfied, but a second truck will be helpful.	satisfied, as the team do their best without negligence	Satisfied	Satisfied generally. They do their service without disturbances
6. What are the main challenges in the area in the field of sewage system?		The septic tank cover sink in the soil because of the nature of the soil of the camp which endangers the children in the camp.	The septic tanks covers sink into the soil in some areas posing a risk to the younger children	The plastic septic tanks	Some of the manholes get filled with rainwater which affect the other tents nearby
Additional Comment/feedback:		One garbage truck isn't sufficient for the camp, a second truck will provide better coverage.	Provide garbage bags in addition to providing garbage bins	Provide plastic bags to organize the garbage collection from households	Distribution of the garbage bag will have a positive impact on the lives of the people
Hygiene Promotion services					

<p>1. Do you get visits from our hygiene team or joint sessions provided by our teams in your IDP camp?</p>	<p>Tent visits*, sessions *or none</p>	<p>Yes, the hygiene promotion team visited our tents and we also attended the session that we were invited to, to provide us with useful information.</p>	<p>Yes, we got visits from the hygiene promotion team, also we attended the sessions they organize</p>	<p>We were visited in the tent and were invited to sessions as well</p>	<p>Yes, the HP team visited us in our tents and also provided sessions with useful information</p>
<p>2. Do you find the hygiene topics interesting and useful?</p>		<p>Yes, it was very useful since some people don't have much information on some of the delivered topics.</p>	<p>The topics were interesting as some of the information they delivered were unknown to us</p>	<p>very interesting, we learned new information that were useful</p>	<p>Yes, they are interesting and very helpful for the people in the camp as information are provided on topics that they were not familiar with</p>
<p>3. Were you informed of their visit beforehand? Did it take place at a time and a place that was convenient for you to participate?</p>	<p>⚡ Yes, Explain * ⚡ No, Explain ⚡ I don't know I was not able to benefit</p>	<p>Yes, the team provided adequate notifications for the session to avoid any obstacles for the attendees.</p>	<p>we were made aware of the time and place of the session as they would pick a suitable time and place with adequate notification</p>	<p>Yes, for the sessions</p>	<p>Yes, the sessions times and locations were communicated upfront</p>

<p>4. Which topic did you find most useful and why?</p>		<p>All the topics were useful specially the tank cleanings and waste management, since lots of people did not know about them and didn't know how to react.</p>	<p>All of the topics were important especially the illitracy courses and the tank cleaning</p>	<p>Cleaning water tanks was very useful as it was a big source of pollution</p>	<p>Electricity course, tanks cleaning, waste management and environmental hygiene</p>
<p>5. Which topic did you find least useful and why?</p>		<p>None</p>	<p>All of the topics were good</p>	<p>All topics were equally useful</p>	<p>None were useless, as people do need the information they provide</p>
<p>6. Overall, how satisfied are you with the hygiene promotion service?</p>	<p> <input type="checkbox"/> Satisfied * <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied </p>	<p>Very satisfied, useful topics were delivered and they were important for the camp. Their methods were good and treated everyone with respect.</p>	<p>Satisfied overall, the attitude was good</p>	<p>Satisfied, the staff was respectful and were eager to provide useful information</p>	<p>Satisfied with the service, they provide good information and treat people with respect</p>

<p>7. What do you think, what are the major hygiene issues in your area that we can work on for the remaining period of the project?</p>		<p>Cleaning the water tanks since all the household works depend on it.</p>	<p>Continue the tanks cleaning process while providing the tools necessary for the cleaning</p>	<p>Environmental hygiene and waste management</p>	<p>The environmental hygiene and tanks cleaning are very important</p>
<p>8. Were you able to access the hygiene services, including the plumbing care and maintenance work and the hygiene outreach sessions?</p>	<p> † Yes, explain † No, explain In men headed households ensure that the women and the girls are consulted on this question and if there are elderly or people with disabilities in the household they are also provided with an opportunity to respond </p>	<p>Yes, easily accessible, including for women and girls. The staff provides the information about when and where to go without disturbances.</p>	<p>Yes, they were easily accessible</p>	<p>They are accessible</p>	<p>The services are easily accessible and the way to get the services are well communicated to people through the hygiene promotion team</p>
<p>9. NOTE: This question only applies to community leaders- What are the challenges you are facing regarding disable, old and children' hygiene management?</p>					

Additional Comment/feedback:	The tent visits are useful, through them information are presented in a better way and accepted more by the people and	Deliver services to the vulnerable people at their homes	The best way to deliver the services to vulnerable people is to deliver them at their own homes to save them the effort	Continue and improve upon the hygiene promotion service	
Gender Awareness services					
1. Did you benefit from a gender awareness visit from our team or join sessions provided by our teams?	Tent visits*, sessions* or none	Yes, we benefited from the awareness through tent visits and the sessions	Yes we got visits and invitation to the sessions	Tent visits and session	Yes, through tent visits and sessions
2. Overall, how satisfied are you with the gender awareness service, such as tent to tent visits, gender training sessions, FGDs?	<input checked="" type="radio"/> Satisfied * <input checked="" type="radio"/> somehow satisfied <input type="radio"/> not satisfied	Satisfied, the information are helpful and cause no disturbances.	Generally satisfied with the topics and timing	Satisfied, as the community is in need of discussing these topics	Satisfied, interesting topics are discussed
3. Did you participate gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?	<input type="checkbox"/> Yes * <input type="checkbox"/> No	Yes, I have participated in sessions, and got visits to my tents so I can express my thoughts better.	Yes, I was visited and participated in sessions	Yes, we have participated in sessions, and got visits to	The tent visits are not declared upfront but they happen in a time that do not cause any inconvenience, but the sessions are declared upfront.

<p>3.1 If Yes, Did you benefit from gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<input type="checkbox"/> Yes * <input type="checkbox"/> No	<p>Yes, service was useful as a lot of residents did not have enough information on some of the topics delivered by the team.</p>	<p>We have benefitted from the topics because the society needs to discuss these topics</p>	<p>We found it useful to avoid some of the social problems</p>	<p>We've benefited a lot since many topics were important to us</p>
<p>3.2 If Yes, do you find the topics relevant and useful to you?</p>	<input type="checkbox"/> Yes * <input type="checkbox"/> No	<p>The topics were related to the camp life and our society.</p>	<p>They were relevant to the society</p>	<p>Yes, a lot of the topics reflect the society</p>	<p>Yes the topics are relevant to the society</p>
<p>3.3 If Yes, Which sessions did you find most useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage* ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education* ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>All of the topics were very important in general, specially combating child marriage and the importance of education, the public is in need for these two issues to be fixed</p>	<p>Equality between genders and child marriage</p>	<p>Combating child marriage, violence against children, and importance of education</p>	<p>Combating children marriage, importance of education and gender equality</p>

<p>3.4 If Yes, Which session did you find least useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>Combating child marriage is useful but it is not enough just to talk about it, actions are needed to eradicate this behaviour</p>	<p>All were good</p>	<p>The topics themselves are interesting, but the delivery can be improved via other ways</p>	<p>None</p>
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<p>4. In your experience were women, men, girls and boys including people with disabilities equally consulted about their needs and the challenges they face in accessing WASH services?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No* <input type="checkbox"/> I don't know </p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>
<p>5. Were certain groups not consulted?</p>	<p> <input type="checkbox"/> Yes* <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>	<p>No one was consulted because the camp was already established when they (the residents) arrived.</p>

<p>5.1 If Yes, Did the volunteers, gender workers, CARE and/or partner personnel provide you with information about GBV and protection related referral pathways? IDP hotline? GBV hotline for KRI?</p>	<p> <input type="checkbox"/> Yes* <input type="checkbox"/> No <input type="checkbox"/> I already had access to this information </p>	<p>Yes, we have been given information on how to handle such problems. Also the hotline is now available and shown in public</p>	<p>Yes, through the gender team and some cases were reported to the relevant entities</p>	<p>Yes, they were communicated to us</p>	<p>Yes, the gender team gave us the information on where to go in case of GBV incidents</p>
<p>6. Do you know that volunteers were identified to support the WASH activities?</p>	<p> <input type="checkbox"/> Yes, but I don't know how they were selected * <input type="checkbox"/> No <input type="checkbox"/> I am not sure </p>	<p>Yes they do know about the volunteers and the nature of their work.</p>	<p>Yes, we are aware of their existence and we see them working with the organization.</p>	<p>Yes, but we do not have a clear idea about how they were selected.</p>	<p>Yes we knew that they are identified through their interaction with us during their work</p>

<p>7. How were women and men selected for the WASH committees?</p>	<ul style="list-style-type: none"> ‡ Through camp management * ‡ Through the Mukhtars (and community leaders) ‡ Through the CARE and/or partner ‡ Through the volunteers ‡ I don't know 	<p>They were selected through the camp managment.</p>	<p>through the organization</p>	<p>They were probably selected through the camp management</p>	<p>The WASH committee members were selected through the organization</p>
<p>8. Which type of activity do you prefer and find most useful?</p>	<ul style="list-style-type: none"> ‡ Tent to Tent visit * ‡ Group Session ‡ Training Sessions ‡ Awareness-raising and information provision sessions 	<p>The tent visits are more useful since there is more freedom to express our opinions and the information are delivered better.</p>	<p>Group session and tent visits are important. Group sessions are good for exchanging information and visits are good for privacey</p>	<p>Tent visits and sessions, sessions are useful for discussions and tent visits are useful for better privacy and for those that cannot attend sessions</p>	<p>Tent visist are favorable because of the privacy. We have more freedom to talk about specific cases and the information are delivered to us clearer</p>

<p>9. Do you know of anyone that was asked by CARE/partner personnel/volunteers/ WASH committee members provide goods, cash or any other favor in exchange for access to WASH services and/or hygiene vouchers? (Enumerator to explain that humanitarian assistance is always free)</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No * <input type="checkbox"/> I don't know </p>	<p>No, no such incidents happened</p>	<p>No, we were not asked for any favors or to pay money in return and we do not know anyone that reported any such incident</p>	<p>no such cases are known to us</p>	<p>We do not know of any cases where organization employees asked for money</p>
<p>Additional Comment/feedback</p>	<p>The tent visits are more suitable for people to deliver the awareness.</p>	<p>The effectiveness of the hotline is the best method to report complaints and suggestions</p>	<p>The safest way to report is through someone you know in the organization's team since they will protect your privacy in addition to willingness to listen with respect</p>	<p>Continue with the service and awareness</p>	
<p>Accountability</p>					

1. Is there an opportunity for you at the IDP camp to lodge a complaint (issues related to WASH, gender, etc.)?	Yes, through the hotline.	Yes, to the organization directly	through the hotline and complaints box	No we do not have any opportunity, the only place to go is the organization center itself
2. Are there any factors that made difficult for you to complaint/feedback? If yes, what were the factors that made it difficult for you to raise your voice?	None, because everyone has the freedom to complain or give feedback.	no difficulty faced	The complaint box was ineffective therefore the new hotline will be useful	No difficulties, because we can complain to the organization directly or report to the camp management
3. If you have complaint/feedback on WASH related matters, where do you go?	We did not need to complain.	did not have any complaints	through the hotline	To date we had no reasons to file complaints
Additional Comment/feedback:	The fire extinguishers are necessary to be spreadout through the camp.	keep improving the services	reactivate the complaints box since some people use it to report complaints	It is important to provide fire extinguishers all over the camp and open a medical clinic for its importance for the camp
End of interview				
Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!				

Thanks for your time and contribution!

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – KI results	Options	Sheikhan - camp management	Sheikhan - Mukhtars (Head of sectors)
Interview date:		11/19/18	11/19/18
Sex of facilitator:		Male	Male
Stakeholder's name:		Camp management	
Stakeholder's role (organization and position):		Camp management team	Head of all sectors in the camp, including women teacher, nurses, women activists in the camp
Sex of Stakeholder consulted:			
Hygiene voucher distributions services			
1. Did hygiene items purchased with hygiene vouchers address the needs of people in terms of Quality, quantity and coverage?	⚡ Yes ⚡ No If Yes, Please explain how?	It covered the needs in terms of quality but the quantity was somewhat covered, since a portion of the value of the voucher was spent on transportation.	They did address the needs of the beneficiaries. Most people are affected after the distribution ceased.

<p>2. On average who in the household collected the hygiene voucher?</p>	<p>♂ Man ♀ Woman ♀ Girl ♂ Boy</p>	<p>The gender distribution was mostly even as observed, both men and women</p>	<p>Either head of household or other adults from the family</p>
<p>3. Who in the household decided on the use of the hygiene voucher? (What the voucher would be spent on? For example shampoo, soap, sanitary pads diapers etc.)</p>	<p>♂ Man (in man headed households) ♀ Women (in women headed households) ♂ Men and women (in man headed households)</p>	<p>Men and women together, usually</p>	<p>Joint decisions between men and women in most cases.</p>
<p>4. Did you feel the distributions went well – timely, peaceful, in the shade with water, short queues, without confusion over who was entitled to what?</p>	<p>♂ Yes ♀ No If Yes, Please explain how?</p>	<p>Yes, the distribution went well and smoothly.</p>	<p>The distributions went well and in peace.</p>

<p>5. Did you receive enough information before the distribution about the date, time and location of the distributions?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>People were notified about the distribution at least a day or two before the distribution.</p>	<p>Yes, prior to the distribution day.</p>
<p>6. Did you receive enough information about which items you could purchase with the voucher?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, the list of items was publicised in the camp in in the camp management area.</p>	<p>Yes, everone got adequate information.</p>
<p>7. How do you rate the organization of distributions?</p>	<p> <input type="checkbox"/> Satisfied <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied </p>	<p>The organization was very good, specially in round 3 it was finished well before time.</p>	<p>Satisfied.</p>
<p>8. Were the distribution points and processes suitable for women (especially pregnant and lactating women)?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes, it was suitable for women, the distribution was in the morning, staff from both genders were present and queues were not crowded.</p>	<p>Yes, it was suitable for women since the camp is small.</p>
<p>9. Were the distribution points and process suitable for people with disabilities?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes or no please explain how they were or were not suitable </p>	<p>It was suitable, people with disabilities were prioritized in queues and they had access to the distribution point.</p>	<p>Yes, vulnerable people were prioritized.</p>

<p>10. Was there an opportunity for you at the site to lodge a complaint (issues related to beneficiary lists, asking for any additional assistance)?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>Yes the staff was there to help with quesitons.</p>	<p>There was a complaint box and was used</p>
<p>11. Were you satisfied with the quality of items that beneficiaries exchanged with their vouchers through the selected market after the distribution?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>No issues with the quality</p>	<p>The quality was fair, the good quality items had high prices though.</p>
<p>12. Did you find the voucher system was easy to use?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Please explain how? </p>	<p>The vouchers were easy to use</p>	<p>It was easy. No complaints.</p>
<p>Additional Comment/feedback:</p>			
<p>Care and Maintenance Services</p>			
<p>1. How long did it take CARE/partners team to respond to your problem?</p>	<p>If more than 24 hours, ask them what was the reason?</p>	<p>They usually respond fast especially if not involved in a campaign.</p>	<p>Usually in the same day, delays can be during weekends.</p>

2. How did you find the quality of maintenance team work?	Good, fair or poor	The quality of the work is ok, but sometimes they lack the proper support and equipment	Good quality work.
3. How was the quality of the materials provided to you or any public area?	Good, fair or poor	The quality of the material is good	Good quality materials.
4. Were you asked to pay for the services provided?	Yes or No If (Yes) please provide the details	no reports of such cases	No
5. Overall, how satisfied are you with the care and maintenance service?	<input type="radio"/> Satisfied <input type="radio"/> Somehow satisfied <input type="radio"/> Unsatisfied	Somewhat satisfied, more flexibility and support is required especially during emergencies such as heavy storms and campaigns.	Satisfied.
Additional Comment/feedback:			Provide a mechanism for transporting the material. The storm drains are damaged because of the construction works. Wastewater drainage network requires more pipes (4 inches)
Desludging services			

<p>1. Are septic tanks being dislodged frequently enough in your IDP camp?</p>	<p>Yes or No If (Yes) please provide the details</p>	<p>The team is working continuously but there are a lot of septic tanks that requires repair as they get filled up very fast</p>	<p>No problems during the summer. But, during winter, rainwater infiltrates into the soil and tanks need to be desludged more often</p>
<p>2. How did you find the quality of dislodging team work?</p>	<p>Good, fair or poor</p>	<p>The quality is ok, it can be improved</p>	<p>Good</p>
<p>3. Overall, how satisfied are you with the Desludging services provided to your IDP camp?</p>	<p> <input type="radio"/> Satisfied <input type="radio"/> Somehow satisfied <input type="radio"/> Unsatisfied </p>	<p>Somewhat satisfied.</p>	<p>Satisfied</p>
<p>4. Were you asked to pay for the services provided?</p>	<p>Yes or No If (Yes) please provide the details</p>	<p>No</p>	<p>No.</p>
<p>Additional Comment/feedback:</p>			
<p>Garbage Collection services</p>			

1. What do you think, How clean is your IDP camp?	clean, fair, dirty, or very dirty If the location is dirty, explain whether garbage containers are full or garbage is just thrown elsewhere?	The camp is clean	Overall the camp is clean, but the camp lacks garbage containers.
2. How did you find the quality of garbage collection team work?	Good, fair or poor	The quality of the work is good	The quality of their work is very good.
3. Were you asked to pay for the services provided?	Yes or No If (Yes) please provide the details	no	no
4. Is garbage being collected often enough from your IDP camp?	Yes or No If (Yes) please provide the details	yes, it is managed well	The number of garbage collection staff is insufficient, therefore sometimes it can be inadequate.
5. Overall, how satisfied are you with the garbage collection services?	<input type="radio"/> Satisfied <input type="radio"/> Somehow satisfied <input type="radio"/> Unsatisfied	Satisfied	Mostly satisfied.
6. What are the main challenges in the area in the field of sewage system?		Damaged septic tanks causes extra load on the service team and cause discomfort for the residents.	
Additional Comment/feedback:			Road to the dumping area needs pavement to prevent delays during the rainy seasons.
Hygiene Promotion services			

<p>1. Do you get visits from our hygiene team or joint sessions provided by our teams in your IDP camp?</p>	<p>Tent visits, sessions or none</p>	<p>The HP conducts visits, sessions and other activities (during campaigns and special occasions).</p>	<p>Yes, they have visited us.</p>
<p>2. Do you find the hygiene topics interesting and useful?</p>		<p>The topics are interesting. The public engagement is somewhat weak.</p>	<p>They are mostly useful and we benefit from them.</p>
<p>3. Were you informed of their visit beforehand? Did it take place at a time and a place that was convenient for you to participate?</p>	<p> <input type="checkbox"/> Yes, Explain <input type="checkbox"/> No, Explain <input type="checkbox"/> I don't know I was not able to benefit </p>		<p>not for the visits, but yes for the sessions.</p>
<p>4. Which topic did you find most useful and why?</p>		<p>All topics in general are useful to the residents.</p>	<p>diarrhea, food hygiene, personal hygiene, lice, and scabies.</p>
<p>5. Which topic did you find least useful and why?</p>			<p>None</p>
<p>6. Overall, how satisfied are you with the hygiene promotion service?</p>	<p> <input type="checkbox"/> Satisfied <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied </p>	<p>Satisfied, overall</p>	<p>Satisfied.</p>

<p>7. What do you think, what are the major hygiene issues in your area that we can work on for the remaining period of the project?</p>			<p>No input.</p>
<p>8. Were you able to access the hygiene services, including the plumbing care and maintenance work and the hygiene outreach sessions?</p>	<p> † Yes, explain † No, explain In men headed households ensure that the women and the girls are consulted on this question and if there are elderly or people with disabilities in the household they are also provided with an opportunity to respond </p>	<p>I think most people are reached through the tent visits.</p>	<p>Yes, in most cases.</p>
<p>9. NOTE: This question only applies to community leaders- What are the challenges you are facing regarding disable, old and children' hygiene</p>			<p>Some of the PWD need the special toilets. Garbage bags are necessary.</p>
<p>Additional Comment/feedback:</p>			
<p>Gender Awareness services</p>			

<p>1. Did you benefit from a gender awareness visit from our team or join sessions provided by our teams?</p>	<p>Tent visits, sessions or none</p>	<p>The team does visits the tents and hold sessions.</p>	<p>Yes</p>
<p>2. Overall, how satisfied are you with the gender awareness service, such as tent to tent visits, gender training sessions, FGDs?</p>	<p> <input checked="" type="radio"/> Satisfied <input type="radio"/> somehow satisfied <input type="radio"/> not satisfied </p>	<p>Somewhat satisfied, the service itself is not very "visible" in the camp</p>	<p>Satisfied</p>
<p>3. Did you participate gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<p>Yes, we did.</p>
<p>3.1 If Yes, Did you benefit from gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<p>We did benefit from the awareness.</p>

<p>3.2 If Yes, do you find the topics relevant and useful to you?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Yes, they are relevant to the beneficiaries.</p>	<p>They are mostly relevant.</p>
<p>3.3 If Yes, Which sessions did you find most useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>In general the topics are useful.</p>	<p>Child marriage, family planning, negligence.</p>
<p>3.4 If Yes, Which session did you find least useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 		

<p>4. In your experience were women, men, girls and boys including people with disabilities equally consulted about their needs and the challenges they face in accessing WASH services?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>Yes to some extent</p>	<p>Yes, we think they are covered.</p>
<p>5. Were certain groups not consulted?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>		
<p>5.1 If Yes, Did the volunteers, gender workers, CARE and/or partner personnel provide you with information about GBV and protection related referral pathways? IDP hotline? GBV hotline for KRI?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I already had access to this information </p>		
<p>6. Do you know that volunteers were identified to support the WASH activities?</p>	<p> <input type="checkbox"/> Yes, but I don't know how they were selected <input type="checkbox"/> No <input type="checkbox"/> I am not sure </p>	<p>Yes</p>	<p>Yes (WASH committee members were in the group).</p>

<p>7. How were women and men selected for the WASH committees?</p>	<ul style="list-style-type: none"> ‡ Through camp management ‡ Through the Mukhtars (and community leaders) ‡ Through the CARE and/or partner ‡ Through the volunteers ‡ I don't know 		
<p>8. Which type of activity do you prefer and find most useful?</p>	<ul style="list-style-type: none"> ‡ Tent to Tent visit ‡ Group Session ‡ Training Sessions ‡ Awareness-raising and information provision sessions 	<p>All types are useful but the tent visits reach vulnerable people more with better privacy</p>	<p>Tent to tent visits, campaigns.</p>

<p>9. Do you know of anyone that was asked by CARE/partner personnel/volunteers/WASH committee members provide goods, cash or any other favor in exchange for access to WASH services and/or hygiene vouchers? (Enumerator to explain that humanitarian assistance is always free)</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>no</p>	<p>No</p>
<p>Additional Comment/feedback:</p>			
<p>Accountability</p>			
<p>1. Is there an opportunity for you at the IDP camp to lodge a complaint (issues related to WASH, gender, etc.)?</p>	<p>People come to the camp management with their complaints and I think they go to the WASH center as well</p>	<p>The complaint box was not effective. No actual opportunity .</p>	
<p>2. Are there any factors that made difficult for you to complaint/feedback? If yes, what were the factors that made it difficult for you to raise your voice?</p>	<p>The complaints box is not active.</p>	<p>Yes, no feedback on our complaints.</p>	

3. If you have complaint/feedback on WASH related matters, where do you go?	Camp management and WASH center.	Harikar's WASH center or camp management.
Additional Comment/feedback:		
End of interview		
Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!	The financial system of care/partner is not flexible and does not allow fast response in emergencies. No overtime compensation for the works is available for the maintenance staff.	

Thanks for your time and contribution!

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – FGD results		Ba'adre collective - Host community	
	Options	FGD with Men and boys	FGD with women and girls
Interview date:		11/27/18	11/27/18
Sex of facilitator:		Male	Female
Number participants:		10	12
Group sex:		Male	Female
Age range of participants:		12-59	12-59
Hygiene Promotion services			
1. Do you get visits from our hygiene team or joint sessions provided by our teams in your IDP camp?	Tent visits, sessions or none	Yes we got a visit from the Hygiene team they came to our house	Yes we got a visit from Your hygiene team
2. Do you find the hygiene topics interesting and useful?		Yes the topics helped us a lot	Yes the topics were very interesting people have to get awarness and this was a good way
3. Were you informed of their visit beforehand? Did it take place at a time and a place that was convenient for you to participate?	<ul style="list-style-type: none"> ♣ Yes, Explain ♣ No, Explain ♣ I don't know I was not able to benefit 	they came to our home and asked if they can talk to us and the time was conventient (10-12)	the place and time was conventient

4. Which topic did you find most useful and why?		The most important subject for us was Food hygiene because we didn't know how many diseases can spread by food	All topics were very important because all topics were related to our health and hygiene
5. Which topic did you find least useful and why?		All were useful, we knew some of the topics, but can be a good reminder.	All subjects were useful
6. Overall, how satisfied are you with the hygiene promotion service?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied	we are very satisfied with their services	Very satisfied because we need awareness about those topics and they explained the topics very well
7. What do you think, what are the major hygiene issues in your area that we can work on for the remaining period of the project?		Environmental Hygiene is also very important	Environmental Hygiene is very needed because it seems like no one is cared about that
8. Were you able to access the hygiene services, including the plumbing care and maintenance work and the hygiene outreach sessions?	<input type="checkbox"/> Yes, explain <input type="checkbox"/> No, explain In men headed households ensure that the women and the girls are consulted on this question and if there are elderly or people with disabilities in the household they are also provided with an opportunity to respond		

Additional Comment/feedback:			
Gender Awareness services			
1. Did you benefit from a gender awareness visit from our team or join sessions provided by our teams?	Tent visits, sessions or none	Yes we got a visit from the Gender team they came to our house and it benefit us a lot	Yes we got a visit from Your Gender team at our house it was very interesting
2. Overall, how satisfied are you with the gender awareness service, such as tent to tent visits, gender training sessions, FGDs?	<input checked="" type="radio"/> Satisfied <input checked="" type="radio"/> somehow satisfied <input type="radio"/> not satisfied	Yes the topics helped us a lot	Yes the topics were very interesting
3. Did you participate gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?	<input type="checkbox"/> Yes <input type="checkbox"/> No	the place and time was convenient	the place and time was convenient
3.1 If Yes, Did you benefit from gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?	<input type="checkbox"/> Yes <input type="checkbox"/> No	We benefit a lot, some of the topics are sensitive and not discussed elsewhere.	We benefit a lot because we could talk to someone who we no we could trust
3.2 If Yes, do you find the topics relevant and useful to you?	<input type="checkbox"/> Yes <input type="checkbox"/> No	All were useful, although some people know of the topics, but the topics are delivered in more details with the sessions	All subjects were useful

<p>3.3 If Yes, Which sessions did you find most useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>we are very satisfied with their servises</p>	<p>Very satisfied because we need awarness about those opics especially Successful intimate partner relation</p>
<p>3.4 If Yes, Which session did you find least useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>None of them, the topics are important even as freshers.</p>	<p>All topics were very important, helps learning something new</p>

<p>6. Did the volunteers, gender workers, CARE and/or partner personnel provide you with information about GBV and protection related referral pathways? IDP hotline? GBV hotline for KRI?</p>	<ul style="list-style-type: none"> ☑ Yes ☑ No ☑ I already had access to this information 		
<p>7. Do you know that volunteers were identified to support the WASH activities?</p>	<ul style="list-style-type: none"> ☑ Yes, but I don't know how they were selected ☑ No ☑ I am not sure 		
<p>8. How were women and men selected for the WASH committees?</p>	<ul style="list-style-type: none"> ☑ Through camp management ☑ Through the Mukhtars (and community leaders) ☑ Through the CARE and/or partner ☑ Through the volunteers ☑ I don't know 		

<p>9. Which type of activity do you prefer and find most useful?</p>	<ul style="list-style-type: none"> ♣ Tent to Tent visit ♣ Group Session ♣ Training Sessions ♣ Awareness-raising and information provision sessions 	<p>Home visits are better because we can feel comfortable</p>	<p>Visiting our homes is the best way because we can also talk about our problems</p>
<p>10. Do you know of anyone that was asked by CARE/partner personnel/volunteers/WASH committee members provide goods, cash or any other favor in exchange for access to WASH services and/or hygiene vouchers? (Enumerator to explain that humanitarian assistance is always free)</p>	<ul style="list-style-type: none"> ♣ Yes ♣ No ♣ I don't know 	<p>No</p>	<p>No</p>
<p>Additional Comment/feedback:</p>			
<p>Accountability</p>			
<p>1. Is there an opportunity for you at the IDP camp to lodge a complaint (issues related to WASH, gender, etc.)?</p>		<p>We go to Baadre township</p>	<p>We go to Baadre township</p>

<p>2. Are there any factors that made difficult for you to complaint/feedback? If yes, what were the factors that made it difficult for you to raise your voice?</p>	<p>No there are no factors</p>	<p>No there are no factors</p>
<p>3. If you have complaint/feedback on WASH related matters, where do you go?</p>	<p>If we can we solve them or we ask Baadre township for help</p>	<p>we ask Baadre township for help</p>
<p>End of interview</p>		
<p>Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!</p>		

Thanks for your time and contribution!

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – FGD results		Ayas and Ardawan neighbourhood - Host community	
	Options	FGD with Men and boys	FGD with women and girls
Interview date:		11/22/18	11/22/18
Sex of facilitator:		Male	Female
Number participants:		7	7
Group sex:		Male	Female
Age range of participants:		12-59	12-59
Hygiene Promotion services			
1. Do you get visits from our hygiene team or joint sessions provided by our teams in your IDP camp?	Tent visits, sessions or none	Yes, the hygiene team visited our house	Yes, the hygiene team visited our house
2. Do you find the hygiene topics interesting and useful?		Yes, the hygiene topics was interested and useful for us	Yes, the hygiene topics was interested and useful for us

<p>3. Were you informed of their visit beforehand? Did it take place at a time and a place that was convenient for you to participate?</p>	<p> <input type="checkbox"/> Yes, Explain <input type="checkbox"/> No, Explain <input type="checkbox"/> I don't know I was not able to benefit </p>	<p>We were not informed about the visits before time</p>	<p>Yes, before they visited us they informed us about the time and location of their visiting</p>
<p>4. Which topic did you find most useful and why?</p>		<p>All topic were useful. Some of the information was known to us.</p>	<p>All topic were useful</p>
<p>5. Which topic did you find least useful and why?</p>		<p>No least useful topics</p>	<p>No least useful topics</p>
<p>6. Overall, how satisfied are you with the hygiene promotion service?</p>	<p> <input type="checkbox"/> Satisfied <input type="checkbox"/> Somehow satisfied <input type="checkbox"/> Unsatisfied </p>	<p>We satisfied with the hygiene promotion service</p>	<p>We satisfied with the hygiene promotion service</p>
<p>7. What do you think, what are the major hygiene issues in your area that we can work on for the remaining period of the project?</p>		<p>there are no hygiene issues</p>	<p>Focusing on the transmisison of disease and environmental hygiene</p>

<p>8. Were you able to access the hygiene services, including the plumbing care and maintenance work and the hygiene outreach sessions?</p>	<p> † Yes, explain † No, explain In men headed households ensure that the women and the girls are consulted on this question and if there are elderly or people with disabilities in the household they are also provided with an opportunity to respond </p>	<p>Yes, we can access to hygiene service</p>	<p>Yes, we can access the hygiene service</p>
<p>9. NOTE: This question only applies to community leaders-What are the challenges you are facing regarding disable, old and children' hygiene management?</p>			
<p>Additional Comment/feedback:</p>		<p>We want to return to the camp but the camp management did't give us the tent, because we should paying the money, and it's expensive for us</p>	<p>We want to open illiteracy course for us</p>
<p>Gender Awareness services</p>			
<p>1. Did you benefit from a gender awareness visit from our team or join sessions provided by our teams?</p>	<p>Tent visits, sessions or none</p>	<p>Yes, they visited our house</p>	<p>Yes, they visited our house on several occasions</p>

<p>2. Overall, how satisfied are you with the gender awareness service, such as tent to tent visits, gender training sessions, FGDs?</p>	<p> <input checked="" type="radio"/> Satisfied <input checked="" type="radio"/> somehow satisfied <input checked="" type="radio"/> not satisfied </p>	<p>We are satisfied with the service in general</p>	<p>Satisfied</p>
<p>3. Did you participate gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	<p>We have not participated ourselves, but other members of the family did</p>	<p>Yes, we participated</p>
<p>3.1 If Yes, Did you benefit from gender awareness visits from CARE/partners team or joint gender sessions provided by our hygiene teams?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	<p>Yes, of course, we benefit from gender awareness</p>	<p>Yes, of course, we benefit from gender awareness</p>
<p>3.2 If Yes, do you find the topics relevant and useful to you?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	<p>Yes, the topic was relevant and benefit</p>	<p>Yes, the topic was relevant and benefit</p>

<p>3.3 If Yes, Which sessions did you find most useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>Yes, the topic was useful and benefit especially combating child marriage, neglect, importance of education, and violence against child</p>	<p>Yes, the topics were useful and intersted to us especially violence against child</p>
<p>3.4 If Yes, Which session did you find least useful?</p>	<ul style="list-style-type: none"> ‡ Combating Child Marriage ‡ Successful intimate partner relations ‡ Domestic Violence ‡ Gender-based violence ‡ Importance of Education ‡ Gender Equality ‡ Family Planning ‡ Neglect ‡ Violence against Children ‡ Acceptance of ISIL survivors ‡ Other (please specify) 	<p>There were no useless topics, I think all of them are useful for the community</p>	<p>There were no useless topics</p>

<p>4. In your experience were women, men, girls and boys including people with disabilities equally consulted about their needs and the challenges they face in accessing WASH services?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>We do not have adequate information on this</p>	<p>we don't know</p>
<p>5. Were certain groups not consulted?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know </p>	<p>We are not sure whether all groups are consulted</p>	<p>we don't know</p>
<p>Did the volunteers, gender workers, CARE and/or partner personnel provide you with information about GBV and protection related referral pathways? IDP hotline? GBV hotline for KRI?</p>	<p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I already had access to this information </p>	<p>No, they didn't give us</p>	<p>No information was provided by the organization.</p>
<p>6. Do you know that volunteers were identified to support the WASH activities?</p>	<p> <input type="checkbox"/> Yes, but I don't know how they were selected <input type="checkbox"/> No <input type="checkbox"/> I am not sure </p>	<p>We are not aware of this</p>	<p>No sure about this</p>

<p>7. How were women and men selected for the WASH committees?</p>	<ul style="list-style-type: none"> ♣ Through camp management ♣ Through the Mukhtars (and community leaders) ♣ Through the CARE and/or partner ♣ Through the volunteers ♣ I don't know 	<p>I don't know</p>	<p>not aware that a WASH committee is established.</p>
<p>8. Which type of activity do you prefer and find most useful?</p>	<ul style="list-style-type: none"> ♣ Tent to Tent visit ♣ Group Session ♣ Training Sessions ♣ Awareness-raising and information provision sessions 	<p>Sessions are more suitable for us because of the convenience and also they help hearing other people's opinions</p>	<p>Training sessions and awareness raising sessions.</p>
<p>9. Do you know of anyone that was asked by CARE/partner personnel/volunteers/WASH committee members provide goods, cash or any other favor in exchange for access to WASH services and/or hygiene vouchers? (Enumerator to explain that humanitarian assistance is always free)</p>	<ul style="list-style-type: none"> ♣ Yes ♣ No ♣ I don't know 	<p>I don't know</p>	<p>No information</p>

Additional Comment/feedback:		
Accountability		
1. Is there an opportunity for you at the IDP camp to lodge a complaint (issues related to WASH, gender, etc.)?		
2. Are there any factors that made difficult for you to complaint/feedback? If yes, what were the factors that made it difficult for you to raise your voice?		
3. If you have complaint/feedback on WASH related matters, where do you go?		
Additional Comment/feedback:		
End of interview		

Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!

Thanks for your time and contribution!

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – KI results	Options	Chamishko - DoW
		Directorate of Water
Interview date:		11/20/18
Sex of facilitator:		Male
Stakeholder's name:		
Stakeholder's role (organization and position):		Director
Sex of Stakeholder consulted:		Male
Water supply services		
1. How satisfied are you are with accessing water for household purposes, such as cooking, utensil washing and hand washing?	Satisfied (راض)	
ما مدى رضاك عن خدمات اسالة الماء لمساكن الاسر لأغراض الطبخ وغسل الاواني والنظافة الشخصية؟	Somewhat satisfied (راض الى حد ما)	
	Unsatisfied (غير راض)	
2. How satisfied you are with water drinking quality provided to beneficiaries?	Satisfied (راض)	
ما مدى رضاك عن جودة مياه الشرب المقدمة للمستفيدين؟	Somewhat satisfied (راض الى حد ما)	
	Unsatisfied (غير راض)	
3. How functional is the water system in your camp?	Fully functioning (فعال تماماً)	
ما مدى فعالية نظام اسالة المياه في المخيم؟	Functioning but sometimes it gets disrupted (فعالن ولكن تتخلله فترات عطل)	
4. How many liters of drinking water per day per person each household get it?	not functioning (غير فعال)	
ماكمية الماء التي تتلقاها كل اسرة في ايوم (باللتر).		

5. Are you/beneficiaries satisfied with the quality of water and sanitation projects that have been done so far by CARE/Partners? If not, why?

هل انت/والمستفيدين راضين عن جودة أنظمة اسالة المياه والصرف الصحي التي انشأتها منظمة كير وشركاؤها لحد الان؟

Satisfied (راض)

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

Additional Comment/feedback:

Boreholes constructed

1. How is the quality of boreholes constructed in Mamrashan IDP camp as well as in Ayas and Ardawan neighbourhoods?

ما مدى جودة الابار المحفورة في مخيم مام رشان وفي حي اياز و اردوان؟

2. Satisfaction of DoW with boreholes constructed in Mamrashan IDP camp as well as in Ayas and Ardawan neighbourhoods? As well as camp management?

ما مدى رضا مديريةية الماء وإدارة المخيم عن جودة الابار المحفورة في مخيم مام رشان وفي حي اياز و اردوان؟

Satisfied (راض)

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

Additional Comment/feedback:

Water quality testing

1. Satisfaction with the quality of water testing reports as well as with FRC results?

ما مدى رضاك عن جودة فحوصات المياه وفحوصات مقدار الكلور المتبقي؟

Satisfied (راض)

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

2. How often water quality testing is conducting?

3. Is there any presence of biological contamination in your IDP camp?

Additional Comment/feedback:

WASH committee

لجنة المياه والصرف الصحي والنظافة الصحية

- | | |
|--|---|
| 1. How do you see the role of WASH Committees established in your IDP camp? | Inserted Comments. |
| 2. How did you communicate to the community the selection of the WASH committee members? | Inserted Comments. |
| 3. How many women? How many men are on the committee? How often do they meet? | Allow the person to explain the structure of the WASH committees, do they include a diverse representation (across age, gender, disability and ethnic diversity?)
When and how often do they meet? |

Satisfaction of camp managements on the services provided

- | | |
|---|---|
| 1. How satisfied is the camp management with the care and maintenance services? | Satisfied (راض) |
| ما مدة رضا إدارة المخيم عن خدمة الصيانة؟ | Somewhat satisfied (راض الى حد ما)
Unsatisfied (غير راض) |
| 2. How satisfied is the camp management with the dislodging services? | Satisfied (راض) |
| ما مدة رضا إدارة المخيم عن خدمة افراغ خزانات الصرف الصحي؟ | Somewhat satisfied (راض الى حد ما)
Unsatisfied (غير راض) |
| 3. How satisfied is the camp management with the garbage collection services? | Satisfied (راض) |
| ما مدة رضا إدارة المخيم عن خدمة جمع القمامة؟ | Somewhat satisfied (راض الى حد ما)
Unsatisfied (غير راض) |
| 4. How satisfied is the camp management with the hygiene promotion services provided to IDPs? | Satisfied (راض) |
| ما مدة رضا إدارة المخيم عن خدمة تعزيز النظافة؟ | Somewhat satisfied (راض الى حد ما)
Unsatisfied (غير راض) |
| 5. How satisfied is the camp management with the gender awareness services provided to IDPs? | Satisfied (راض) |
| ما مدة رضا إدارة المخيم عن خدمة التوعية بالجنس؟ | Somewhat satisfied (راض الى حد ما) |

According to the camp management which sessions were most useful? Least useful? Does the camp management have Additional Feedback

Unsatisfied (غير راض)

The constructed borehole is still functioning and providing the neighbourhood (ayaz and ardawan) with the necessary water supply.

GAC2 Mid-term evaluation November 2018 Consolidated Qualitative information Qualitative analysis – KI results	Options	Sheikhan - DoW, Municipality
		Directorate of Water and Municipality
Interview date:		11/19/18
Sex of facilitator:		Male
Stakeholder's name:		
Stakeholder's role (organization and position):		
Sex of Stakeholder consulted:		Male
Water supply services		
1. How satisfied are you are with accessing water for household purposes, such as cooking, utensil washing and hand washing?	Satisfied (راض) Somewhat satisfied (راض الى حد ما) Unsatisfied (غير راض)	
2. How satisfied you are with water drinking quality provided to beneficiaries? ما مدى رضاك عن جودة مياه الشرب المقدمة للمستفيدين؟	Satisfied (راض) Somewhat satisfied (راض الى حد ما) Unsatisfied (غير راض)	
3. How functional is the water system in your camp? ما مدى فعالية نظام اسالة المياه في المخيم؟	Fully functioning (فعال تماماً) Functioning but sometimes it gets disrupted (فعالن ولكن تتخلله فترات عطل) not functioning (غير فعال)	
4. How many liters of drinking water per day per person each household get it? ماكمية الماء التي تتلقاها كل اسرة في ايوم (باللتر).		

5. Are you/beneficiaries satisfied with the quality of water and sanitation projects that have been done so far by CARE/Partners? If not, why?

هل انت/والمستفيدين راضين عن جودة أنظمة اسالة المياه والصرف الصحي التي انشأتها منظمة كير وشركاؤها لحد الان؟

Satisfied (راض)

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

Additional Comment/feedback:

Boreholes constructed

1. How is the quality of boreholes constructed in Mamrashan IDP camp as well as in Ayas and Ardawan neighbourhoods?

ما مدى جودة الابار المحفورة في مخيم مام رشان وفي حي اياز و اردوان؟

2. Satisfaction of DoW with boreholes constructed in Mamrashan IDP camp as well as in Ayas and Ardawan neighbourhoods? As well as camp management?

ما مدى رضا مديريةية الماء وإدارة المخيم عن جودة الابار المحفورة في مخيم مام رشان وفي حي اياز و اردوان؟

Satisfied (راض)

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

Additional Comment/feedback:

Water quality testing

1. Satisfaction with the quality of water testing reports as well as with FRC results?

ما مدى رضاك عن جودة فحوصات المياه وفحوصات مقدار الكلور المتبقي؟

Satisfied (راض)

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

2. How often water quality testing is conducting?

3. Is there any presence of biological contamination in your IDP camp?

Additional Comment/feedback:

WASH committee

لجنة المياه والصرف الصحي والنظافة الصحية

1. How do you see the role of WASH Committees established in your IDP camp?

Inserted Comments.

2. How did you communicate to the community the selection of the WASH committee members?

Inserted Comments.

3. How many women? How many men are on the committee? How often do they meet?

Allow the person to explain the structure of the WASH committees, do they include a diverse representation (across age, gender, disability and ethnic diversity?)
When and how often do they meet?

Satisfaction of camp managements on the services provided

1. How satisfied is the camp management with the care and maintenance services?

Satisfied (راض)

ما مدة رضا إدارة المخيم عن خدمة الصيانة؟

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

2. How satisfied is the camp management with the dislodging services?

Satisfied (راض)

ما مدة رضا إدارة المخيم عن خدمة افراغ خزانات الصرف الصحي؟

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

3. How satisfied is the camp management with the garbage collection services?

Satisfied (راض)

ما مدة رضا إدارة المخيم عن خدمة جمع القمامة؟

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

4. How satisfied is the camp management with the hygiene promotion services provided to IDPs?

Satisfied (راض)

ما مدة رضا إدارة المخيم عن خدمة تعزيز النظافة؟

Somewhat satisfied (راض الى حد ما)

Unsatisfied (غير راض)

5. How satisfied is the camp management with the gender awareness services provided to IDPs?

Satisfied (راض)

ما مدة رضا إدارة المخيم عن خدمة التوعية بالجنس؟

Somewhat satisfied (راض الى حد ما)

According to the camp management which sessions were most useful? Least useful? Does the camp management have Additional Feedback

Unsatisfied (غير راض)

The constructed facilities (drainage channels and pipes network) are of high quality and work well to date and serves the area adequately.