



Mid-Term Global Affairs Canada Project Evaluation Report

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

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Canada



1. Executive summary:

1.1 Introduction and context:

The armed conflict in Iraq continued to take a heavy toll on civilians. At least 24,015 civilians have been killed or injured in Iraq during the first eight months of 2014. Additionally, 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 or in areas of conflict are unknown. Children, pregnant women, persons with disabilities, and elderly people have been particularly vulnerable.

As of August 2014, an estimated 1.8 million Iraqis had 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 Government control, while 800,000 were displaced in the Kurdistan Region. Ensuring the protection and basic humanitarian needs of all civilians remains of critical importance.

In addition to the challenges experienced in conflict areas, the past two years have shown an alarmingly critical deterioration in the living conditions in host communities in Iraq not directly affected by violence. In safer areas, the population of some host communities has more than doubled with the arrival of millions of Iraqis fleeing fighting. Host families are sinking into poverty, sharing their shelter, water, and food resources with the growing numbers of IDPs. As their last reserves become depleted, tensions between displaced people and their hosts are increasing. Local crime and trafficking are on the rise, with more and more people resorting to negative coping mechanisms such as selling productive assets or embarking on perilous routes to refuge elsewhere. Without international or 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

Depending on the intensity of fighting in the months ahead, up to 13 million Iraqis may need humanitarian assistance by the end of 2016. Access to the most vulnerable people remains a key challenge, limiting the provision of life-saving assistance. As displacement protracts and people exhaust their income and assets, 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, resulting in already vulnerable displaced and host communities being unable

1.2 Project summary:

The project started in January 2017 to assist the IDP and host community vulnerable families 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 and emergency response in November 2017 in West Mosul of Ninawa Governorate in three neighbourhoods named Al-Mansour, Al-Jawsaq and Wadi Al-Hajar. The project is being implemented through 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, through a previous Global

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

Affairs Canada WASH project and the current one, had a significant impact in achieving the GAC aim of supporting vulnerable and conflict-affected people in the Kurdistan Region of Iraq. The ongoing WASH intervention aims to provide to 55,572 IDPs, host communities (27,318 women & 28,434 men)² with access to water supply, safe sanitary facilities and increased awareness on safe hygiene practices in a dignified, gender-sensitive and culturally appropriate manner.

CARE's WASH program is providing critical water, sanitation and hygiene (WASH) services to IDPs and the host communities in Duhok and Ninawa governorates to improve overall WASH services for women, men, boys and girls and to reduce tensions between the host community and IDPs. 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. CARE's programming choices also reflect the increased burden of host communities in the Iraqi crisis. Gender is mainstreamed throughout the implementation of the programme in the following ways: capacity building of the implementing partners to strengthen their knowledge and technical skillset on gender, tailored awareness-raising and advocacy efforts at the community level (including 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.

1.3 Purpose of the project evaluation:

Purpose of the Evaluation: The midterm project Evaluation is intended to assess the relevance, performance, management arrangements and success of 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 that project partners and the stakeholders might use to improve the design and implementation of other related projects and programs.

1.4 Methodology of Mid-term project evaluation summary:

The questionnaires employed for the Mid-term project evaluation are based on the tools developed by CARE International in Iraq. The tools used quantitative and qualitative methodology and were translated into Arabic to facilitate the implementation. The survey was 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), qualitative data was 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 including men and women with disabilities.

The sampling sought to be representative of the IDP camp residents and a simple random sampling methodology employed. Women headed households, child headed households and households with

² BRHA database

people with disabilities, elderly people and households representing minority and/or marginalized groups were prioritized for the household visits as well as FGDs. Focus group discussions included individuals of diverse background and ages.

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 directorate of water and sewage suggested that almost all 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, dislodging, care & maintenance 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. Both the host and the IDP camp residents benefit from tailored awareness-raising activities (FGD and household visits) on gender and the importance of gender equality. In two camps 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 can be taken from the 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 for output 120 and 220 shows 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 (men, women, girls and boys) with access to an improved source of drinking and water for other household purposes increased in the targeted IDP camps 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 across all IDP camps as citizens and camp managements indicated that the water and sanitation facilities are fully functional. On average 8% 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, the residents receive 50 liters of water per day per person which exceeds the WHO standards. As previously mentioned, the facilities and infrastructure established in each locations 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 most of focus group discussions held in the camps, however, it was estimated that each individual was receiving 40-50 litres of water a day.

The team also undertook to collect self-reported daily water usage (in liters) from households. However, responses proved to be unreliable across contexts. As such, these results were not included in this report.

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 (35%) and girls and boys at (21% and 3% respectively). Water storage in all camps on household level is mostly achieved using water tanks as only a small percentage use other methods or a combination thereof.

It was not clear for the respondents who is responsible for maintaining the water supply and sanitation facilities in the camp, as on average 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 one of these 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, but on average it took the team between half a day to two days to respond. 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 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 desludged more frequently than the other.

The overall satisfaction in Chamishko, Mamrashan and Sheikhan was 69%, 88% 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. Most of the respondents indicated that they felt that they had the chance to make a complaint about the garbage collection service. An 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.

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 school 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 school 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 the lack of soap sometimes. 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. The hand washing practices by the communities, as discussed before, have been positively influenced by the diseases sensitisation that has taken place throughout the communities. The widespread availability of soap, and the distributions, as well as the continual community sensitisations has ensured that the results are extremely positive.

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 opinion shared by the affected populations through household visits, key informant interviews with camp management, the head of sectors, borehole operators, community leaders (40% women and men), WASH committee and technical staff (40% women and men).

As demonstrated in the table below on the functionality of water systems in the IDP camp and the affected population’s satisfaction with the quality and amount of water provided to them, 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.

Options	Gender	Mamrashan	Essyan	Sheikhan	Chamishko
	Fully functioning	Men & Boys	47%	29%	41%
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%

Functionality of sanitation system in the IDP camps: 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 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. 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.



	Options	Gender	Mamrashan	Essyan	Sheikhan	Chamishko
How functional are the sanitation facilities, such as latrines, showers and hand washing stand in your camp?	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, such as the hygiene vouchers and sanitation component, water supply schedule, defining appropriate methods of garbage collection and dislodging septic tanks. The same observation applies to the hygiene and gender awareness components with the majority of households participating in the sensitisation trainings. The FGD The project also involved additional ownership and participation of the local communities by having community involved in every aspects of the project through WASH committee as it represents every group in the camps.



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530.	40
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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 give 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:

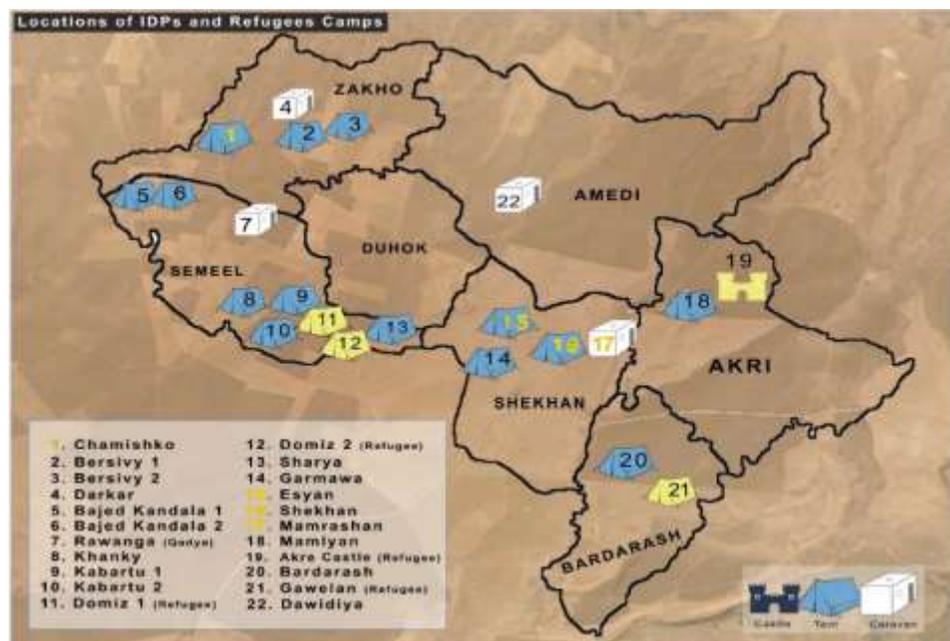
Mamrashan IDP Camp: is located in Duhok Governorate / Sheikhan district (Longitude 43.43325, Latitude 36.66941) and was established in 2014. According to camp management statistics currently 8,806 individuals are settled in the camp and living in 1,389 Caravans. 49.7 % are male, while 50.3 % are female. 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 raging 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:

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:

1. Documents Review
2. Key informant and stakeholder Survey Questionnaires
3. Household Survey Questionnaires
4. 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 were 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 KAP 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 maximum. 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 women 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 month 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. 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.

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

³ Board of relief and humanitarian affairs – Duhok governorate



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%

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 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.

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 (35%) and girls and boys at (21% and 3% respectively).

Water storage in Chamishko camp at the household level is mostly achieved using water tanks as only a small percentage use other methods 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%

	Sufficient for the household needs including washing clothes etc.	Women & girls	119	31%
		Men & boys	15	4%
	Only sufficient for the basic needs (bathing, handwashing)	Women & girls	26	7%
		Men & boys	16	4%
	Insufficient (water shortage)	Women & girls	25	6%
		Men & boys	9	2%
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.

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 large 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, to purchasing water from outside the camp (specifically in Sheikhan). 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% 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.

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, the remaining respondents though it was maintained by the water committee of the NGOs or other entities.

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%

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.

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

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.

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) of the respondents 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 with the quality of the sanitation facilities. 1% were not satisfied with the sanitation facilities. 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.

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 deslugged 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% 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 provided to your camp?	Options	Gender	Mamrashan		Essyan	
			Dislodging	Garbage collection	Dislodging	Garbage collection
	Satisfied	Men & boys		46%	50%	32%
Women & girls			36%	48%	59%	57%
Somewhat satisfied	Men & boys		4%	1%	3%	4%
	Women & girls		7%	1%	3%	6%
Not satisfied	Men & boys		1%	0%	1%	1%
	Women & girls		6%	0%	2%	2%

Overall, how satisfied are you with the services provided to your camp?	Options	Gender	Chamishko		Sheikhan	
			Dislodging	Garbage collection	Dislodging	Garbage collection
	Satisfied	Men & boys		21%	41%	46%
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



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 83%, 85%, 82% and 88% in Chamishko, Mamrashan, Essyan and Sheikhan respectively. 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% in Chamishko, 99% in Mamrashan and 83% in Sheikhan) 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 95% of the people in Chamishko and Mamrashan respectively, agreed 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 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 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 support 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.

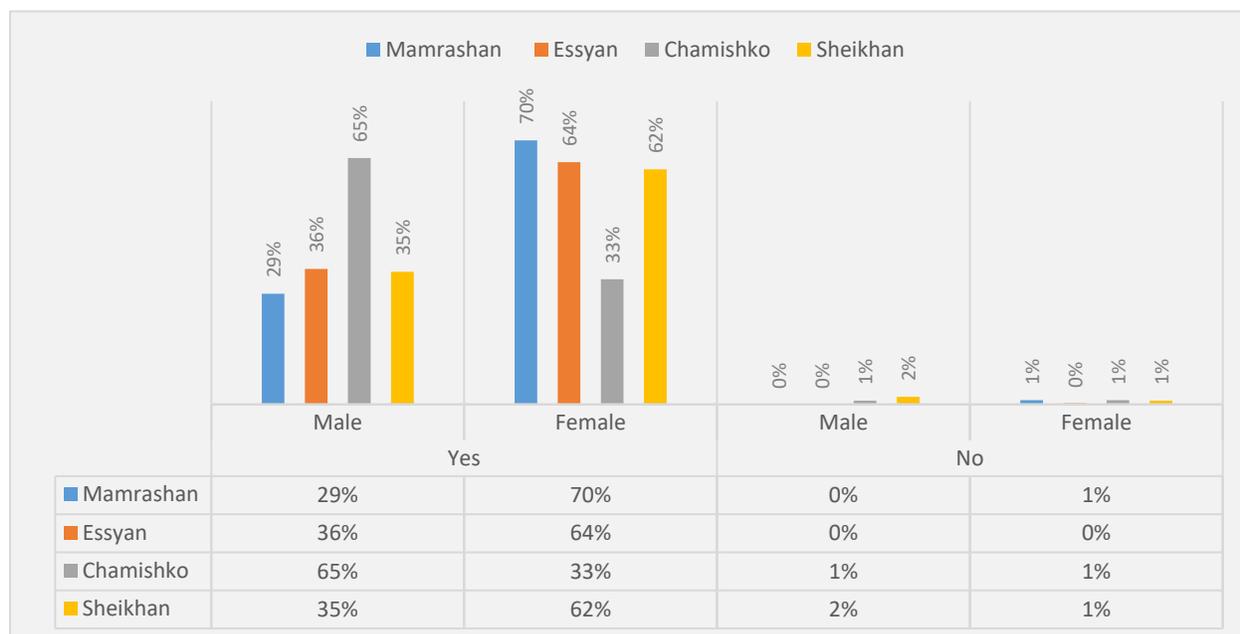
	Chamishko	Sheikhan	Mamrashan	Essyan
Posters and leaflets by Partners	48%	60%	55%	60%
Focal point or Mukhtar	62%	15%	34%	20%
Camp management	18%	8%	5%	2%
Neighbors or other residents	14%	46%	5%	18%
Others	1%	3%	1%	0%

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.

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

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 promoters 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.

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.

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

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. RECOMMENDATIONS

The recommendations were developed by the evaluation team, according to the findings of the evaluation. The evaluation team focused on the challenges of the WASH project and its possibilities for improvement, to help achieve its objective of improving WASH conditions for the most vulnerable population in IDP camps.

The recommendations were then discussed and clarified during a meeting with the CARE and partners WASH team. (This presentation will be done with CARE and partners staff once report is finalized)

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 welcome the current method.

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 challenges.

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

Visibility of activities is observed is one of the area that needs to be improved in all locations

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 support 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.

WASH committees newly formed in all IDP camps, WASH team will need to provide capacity building the committee member if different camps. As 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.

Long Term Recommendations:

More focus on sustainable solution rather on quick interventions with taking gender and equity too by adapting best mechanisms to achieve that.

Start working on exit strategy plan 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.

Capacity building 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.

Ensure the voice of beneficiaries be taken to consideration for the design of the activities for the remaining of the project's life.

6. Annexes:

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



Qualitative
analysis_Harikar_loc



Qualitative
analysis_REACH.xlsx

Annex 2: Quantitative data analysis of IDP camps.

Will be attached later

Annex 3: water quality monitoring report conducted by directorate of environment.



Annex 4: current statue of IDP camps citizens

