Iraq: Mosul Humanitarian Response
Situation Report No. 10 (28 November - 4 December 2016)

This report is produced by OCHA Iraq in collaboration with humanitarian partners. Due to the rapidly changing situation, it is possible that the numbers and locations listed in this report may no longer be current at the time of reading. The next report will be issued on or around 11 December.

Highlights

- 82,068 displaced people, over 8,000 returnees and hundreds of thousands of highly vulnerable residents in newly-retaken areas require assistance.

- As many as one million people are estimated to remain out of reach of humanitarian assistance in Mosul. The humanitarian community is extremely concerned for their safety as reports of food and water shortages continue to emerge.

- Trauma injuries among civilians have increased 7-fold since the previous reporting period, with 410 injuries mainly from gunshots, mines, shelling and mortar fire.

- Protection concerns define the Mosul crisis. 115 unaccompanied girls and boys have been registered for follow up with social workers. Over 57,600 people have been reached with protection services since 17 October.

239,000 People received emergency response packages of food, water and hygiene items (since 17 October)
224,000 People received food to last one month (since 17 October)
164,000 People received household items, including winterization kits (since 17 October)
49,000 Medical consultations were provided to 49,000 people (since 17 October)
82,000 People currently displaced to camps, emergency sites and host communities
43,000 Spaces are available now for new arrivals in camps and emergency sites

Situation Overview

Freezing temperatures and soaking winter rains have brought new miseries to the vulnerable people affected by the Mosul crisis, as overall displacement hit 82,068 this week. Half of the displaced population are children under 18, desperately in need of warm clothing and a dry place to sleep. In camps and emergency sites, tents are sheltering 80 per cent of these families from the cold weather. Outside of camps, remaining displaced families and highly vulnerable residents in newly-retaken areas are also in need of weatherproof shelter, blankets, fuel for heating, and other warming household items as winter bites in northern Iraq.

Spiralling civilian casualties inside Mosul city are spurring partners to ramp up trauma care nearer the front lines. Between 17 October and 30 November, 1,246 people injured by bullets, mines, shelling and mortar fire were referred for onward treatment to hospitals in Erbil. Children too are among the casualties, with 36 children reported killed and another 12 injured in Nineawa Governorate in October and November. Existing medical facilities are overwhelmed. At the Primary Health Care Centre (PHCC) in Al Zahra in eastern Mosul, health personnel see up to
1,000 patients a day, including 10 to 15 patients with mortar shell injuries. Due to limited health services in the area, the PHCC serves 9 other neighbouring suburbs with a total population of almost 150,000 people. Partners are rushing to bring trauma care closer to the front lines to give injured civilians the best chance of survival.

Potable water shortages remain critical in eastern Mosul and other retaken areas such as Hamam Al Alil. Water trucking is largely ensuring supplies of clean drinking water. Partners are working to repair electricity supply to a key water treatment plant in Salamiya that would restore piped drinking water to eastern Mosul. Chlorine supplies are being brought in to purify contaminated water sources and rehabilitation of boreholes could also provide longer term water solutions.

Just over 7,500 people have been newly displaced in the reporting period. Depending on evolutions in the military operations, displacement could climb quickly in the coming days and weeks. Mosul displacement dynamics continue to be complex and increasingly merged with the growing crisis in Hawiga, Kirkuk Governorate. As many as 1,000 people from Hawiga have arrived at Al Alam/Rubeida camp in Salah al-Din Governorate in the past week. Qayyarah Jad’ah camp also hosts families displaced by the ongoing insecurity in Hawiga. In close coordination with the Government, camp capacity is growing by the day, with full, coordinated oversight on real-time camp construction thanks to tighter joint operational planning with the Joint Crisis Coordination Centre (JCCC) and the Ministry of Migration and Displacement (MoMD). Dedicated efforts continue to ensure that minimum humanitarian standards align across key sectors, particularly Shelter and WASH, to deliver cross-sectoral response at camps and emergency sites.

Establishing and maintaining humanitarian access remains critical to ensure distribution close to the front lines. During this reporting period, partners distributed urgent water and hygiene relief to 2,000 families in Al Shura. Winterization items, including blankets and quilts, also reached 2,700 families in the Al Shura area. Between 28 and 30 November, MoMD led the way on winterization in Hasansham, Khazer, Debaga and Qayyarah Jad’ah camps with the distribution of 13,550 blankets, 1,100 family tents and over 2,000 stoves for heating. In the same period, MoMD delivered almost 5,000 family food baskets to people in camps and in eastern Mosul city. Despite these consistent efforts to deliver various types of relief in areas close to the front lines, humanitarian partners continue to report access challenges. Vulnerable people in precarious and dangerous situations are in desperate need of ongoing support and the humanitarian community continues to call on all parties to the conflict to ensure humanitarian access and allow aid deliveries to reach all people in need.

Funding

As of 5 December, contributions for the Mosul Flash Appeal have grown to US$234.6 million, representing 83 per cent of the required amount. Reports of additional funding are in the process of being confirmed. With the incoming contributions, partners continue to ramp up preparedness efforts to boost camp capacity, winterization support and other emergency supplies. Partners are planning for new priorities as they arise to respond to all people in need. Further funding is required to meet the requirements of a crisis evolving in complexity and still far from fulfilling the worst-case scenario. The Central Emergency Response Fund (CERF) has set aside $22.5 million to rapid response funding to provide acute front-line, life-saving assistance in support of the Mosul response. CERF funds
are tentatively slated to support additional assistance for maternal health, trauma care, winterization activities and access to emergency sites. In-kind contributions from the European Union Civil Protection Mechanism, including 17,000 blankets and 1,000 tents, are set to arrive in Erbil in the coming week, in time to provide winter items and shelter to thousands of families from Mosul. Overall funding requirements for Iraq in 2017, including the Mosul response, are presently under review and will be presented at the Top Donor Group for Iraq on 16 December. The 2016 Humanitarian Response Plan for all of Iraq has received 78 per cent of the $861 million needed to provide life-saving assistance to 7.3 million vulnerable Iraqis.

**Humanitarian Response**

**Rapid Response Mechanism**

*Needs:*

- The number of people on the move in need of first-line immediate support continues to grow alongside displacement trends.
- People in newly-retaken areas require urgent assistance because basic services have collapsed.
- Displaced families in host communities in recently-retaken areas, or on their way to camps and emergency sites require rapid response mechanism (RRM) assistance.

*Response:*

- During the reporting period, 2,727 RRM kits were distributed to 2,283 families (12,267 people, including 6,011 children), mostly arriving at Khazer, Hasansham, Debaga and Qaymawa (Zelikan) camps.
- Since 17 October, RRM partners distributed kits to 130,349 people (including 67,414 children) including 23,177 people in newly-retaken areas. This cumulative figure is higher than DTM displacement records because it includes people who were displaced and have now returned back to their homes, or have experienced multiple displacements.

*Gaps and constraints:*

- Nothing special to report.

**Camp Coordination and Camp Management**

*Needs:*

- 80 per cent of currently displaced people (approximately 66,000 people) have found shelter in camps and emergency sites. The remainder has chosen to stay in host communities and informal sites.
Displacement continues to rise steadily. Hasansham U3, Khazer M1 and Qaymawa (Zelikan) camps are full. Government expansion areas are under construction in coordination with partners. The Qayyarah Jad’ah camp extension is now receiving new arrivals.

Response:
- The Government and humanitarian partners are developing an overview of joint camp capacity, with 43,000 individual spaces currently available for new arrivals.
- Additional space for approximately 440,000 more people is under construction or planned.
- Several site-planning missions took place in the reporting period to identify new, additional sites.
- CCCM partners continue to support the preparation of emergency sites to ensure that the Shelter, WASH, Logistics, Health, Food Security, Protection and Education Clusters can provide assistance and services.
- The cluster is supporting the recruitment of extra camp management capacity from available partners.

Gaps & Constraints:
- In camp settings, the establishment of support services needs to keep pace with the preparation of plots, to ensure that people have access to the full range of facilities in the sites. In the case of sudden mass displacement, a significant number of plots could be made available, but without services.

Shelter and Non-Food Items

Needs:
- People inside and outside camp settings are in need of non-food items (NFIs). Groups of people in need include displaced families in makeshift shelters, those staying with host families and other vulnerable people remaining in their homes.
- In and out of camps, displaced families need appropriate and dignified shelter.
- With the arrival of winter temperatures, protective shelter, heating and fuel, warm clothing and blankets are priority needs.

Response:
- Since the beginning of the response, 27,275 family NFI kits have been distributed in camps and to vulnerable communities out of camps. With temperatures dipping below freezing overnight, 37 per cent of these families (10,135 households) also received additional winter top-up items including heaters, jerry cans for fuel and thermal mats. In addition, 83% per cent of the 27,275 families received complementary seasonal items such as shoes, carpets and supplementary blankets. This brings the total number of people reached with NFIs since 17 October to 163,650.
- In addition, 6,483 families have received winter clothing kits since 17 October.
- A total of 17,210 family tents have been pitched to provide shelter in camps and emergency sites. To provide short-term, emergency solutions to people in camps on arrival, 3,194 family emergency shelter kits have also been distributed. In addition, 1,400 emergency sealing off kits have been provided to families in out of camp settings to waterproof buildings damaged by conflict.

Gaps & Constraints:
- Support to host families is a response gap that the Cluster is seeking to address.
- The need for greater coordination with Shelter/NFI actors operating outside of the Cluster is ongoing, with some progress made.

Food Security

Needs:
- Up to one million people from Mosul and the surrounding areas could require food assistance in the coming months.
- Displaced families require ready-to-eat food assistance upon arrival at screening sites and camps, and follow-up assistance in the form of a monthly food ration.
- Vulnerable people in retaken areas, including displaced people, resident and host communities require ready-to-eat food as an immediate response once humanitarian access becomes possible, and further assistance in the form of dry food rations to complement government assistance.
- In newly-retaken areas, families report limited employment opportunities and rising food prices as their main concerns. They often lack access to the Public Distribution System (PDS).

Response:
- 43,000 People can be accommodated today in camps and emergency sites.
- 163,650 People reached with NFIs since 17 October.
- 223,639 People reached with 30-day food rations since 17 October.
During the reporting period, cluster partners distributed dry food rations to a total of 7,974 families (38,618 people), including 8,972 displaced people sheltered in four camps (Khazer M1, Khazer M2, Hasansham U3, Qayyarah Jad‘ah,) and 29,646 vulnerable people in 28 newly-retaken communities.

Cluster partners distributed 14,270 hot meals to displaced people in Khazer M1, Khazer M2, Hasansham U3 and Debaga camps.

MoMD distributed more than 5,000 dry food rations to eastern Mosul (Al Khathraa Apartments, Ahdan Quarter, Alqahira) and Debaga Camp.

Gaps & Constraints:
- The Cluster continues to strengthen coordination among partners providing food assistance in newly-accessible areas, including eastern Mosul city. Efforts are ongoing to ensure that resources are maximized to meet humanitarian needs on the ground.

Health

Needs:
- 82,000 displaced people, over 8,000 returnees, and hundreds of thousands of vulnerable people in retaken areas require health care. Initial assessments indicate that several health infrastructures have been damaged. In some locations, there are shortages of medical staff, medicines and medical supplies.
- Since the fighting reached urban areas of Mosul, the number of casualties requiring trauma care and referrals to secondary and tertiary level care has increased significantly. During the reporting period, 410 injuries were reported, mainly for gunshot wounds, mine injuries and mortar injuries, a 7-fold increase from the previous reporting period.
- As more areas in Mosul become accessible over the coming weeks, it is anticipated that more than 200,000 people will be in need of emergency health services. These include almost 40,000 people who will require urgent interventions and subsequent hospital care and 8,000 pregnant women requiring services for deliveries and newborn care.

Response:
- During the reporting period, 454 medical cases were referred to secondary or tertiary level care, almost double the number for the previous reporting period (21-27 November).
- Medical services for more than 50,000 people living in eastern Mosul city are provided through a primary health care centre (PHCC) in Al Zahra, managed by the Ninewa Directorate of Health. In response to urgent trauma care needs at the PHCC, partners provided: one trauma kit (sufficient for 250 interventions); 10 basic Interagency Emergency Health Kits (IEHK) sufficient for 10,000 people for approximately three months; medicines and antibiotics; and supplies for a delivery room to support maternal health. Additional health partners are mobilizing to operate closer to or in eastern Mosul city to provide extra trauma care.
- During the reporting period, Directorates of Health of Dahuk, Erbil and Ninewa governorates, and health partners, conducted 16,148 consultations, including 3,401 consultations for children under five years of age, and 2,081 reproductive health care consultations.
- Health authorities administered 3,259 doses of measles and polio vaccines.
- Health partners are providing services to displaced families in camps and screening sites (Qayyarah Jad‘ah, Khazer M1, Hasansham U3, Qaymawa camps, and Nargizlia screening site) and vulnerable people in newly-accessible areas. 10 IHEK kits were provided in Khazer camp to support primary health needs.

Gaps & Constraints:
- Efforts continue to ensure that trauma response care plans and service delivery meet the needs of fleeing families. Hamdaniya hospital is the closest main referral hospital to Mosul city, but is currently non-functional due to damages, lack of staff, equipment, and medical supplies. Security remains an issue to deliver medicines and kits to eastern Mosul city.
- Provision of mental health and psychosocial support services in camps and newly-accessible areas needs to be increased.
- Access to medicines and treatment for patients with chronic illnesses needs to be ensured.

Water, Sanitation and Hygiene

Needs:
- 66,000 displaced people in camps require WASH services.
Assessments in newly re-taken areas of eastern Mosul city indicate a critical shortage of safe drinking water. The municipal water supply system is not operating, and people are dependent on shallow wells and untreated river water.

In Hamam Al Alil, the water treatment plant is significantly damaged, and raw river water is being supplied directly into the distribution system. This poses a serious risk to health for all residents.

Response:

- Emergency water trucking for 300,000 people began on 1 December. 300m³ per day is being trucked for one month, targeting 10 litres per person per day in eastern Mosul.
- Since 17 October, additional water trucking in 17 off-camp locations has reached 63,552 people.
- At least 65,599 displaced people (10,933 families) are receiving WASH services in camps and transit sites.
- 21,286 WASH-ready plots have been prepared across 12 camps and emergency sites and 282 plots in transit sites, to serve a potential 129,408 displaced people.
- Construction of water and sanitation infrastructure in the first phase of the Haj Ali emergency site has begun, with completion expected in the coming days.
- A working group for water treatment plants has been established to coordinate immediate efforts to ensure water supply, and to strategize longer-term rehabilitation needed to sustain quality service delivery.

Gaps and constraints:

- More sustainable solutions are urgently needed to supply potable water to eastern Mosul and other newly-retaken areas.
- Water supply from water treatment plants is dependent on power supply. Some plants use large quantities of fuel for generators and the supply and resupply of fuel must be anticipated in the short term.
- The installation of WASH services needs to keep pace with the construction of emergency sites to prepare adequately for any sudden spike in displacement.

**Protection**

Needs:

- Displaced people in and out of camps and non-displaced vulnerable residents are in need of protection. Female-headed households, pregnant women, disabled persons, children, the elderly, and individuals at specific risk due to perceived ISIL affiliation, are particularly vulnerable.
- A Rapid Protection Assessment (RPA) in Qayyarah Jad’ah camp found that vulnerable new arrivals have been restricted in their freedom of movement and have not received access to basic services.

Response:

- Since 17 October, 6,581 children (3,195 girls, 3,386 boys) have received psychosocial support. A further 7,797 children (4,047 girls, 3,750 boys) and 2,169 parents (1,134 women, 1,035 men) have received psychological first aid. 47 more unaccompanied and separated children (20 girls, 27 boys) have been registered for follow-up by case workers, bringing the total to 115 (33 girls, 82 boys).
- During the reporting period, 1,562 people received information on gender-based violence (GBV) risk mitigation and available GBV services. Emergency psychosocial support was provided to 708 women, with 1,047 referrals for specialized care, including GBV case management. Since 17 October, 3,024 women have received emergency psychosocial support; 1,816 women were referred onwards for specialized care.
- Since 17 October, an additional 3,514 people have been reached with general psychosocial support and 288 cases have been referred by mobile protection teams for specialized assistance.
- Mine Action sub-cluster partners have reached 9,129 people with explosive hazard risk education and 1,344 people with specialized mine victims’ psychosocial support. The sub-Cluster provides emergency hazard risk awareness training to humanitarian implementing partners.
- 15 Rapid Protection Assessments (RPA) have been conducted since 17 October in camp and out of camp settings. Between 21 and 27 November, one RPA in Qayyarah Jad’ah camp took place.
- The presence of protection partners in Qayyarah Jad’ah camp has been regularized.

Gaps & Constraints:

- Limited protection monitoring and services in newly-retaken areas south of Mosul remain a significant gap.
- Without community reconciliation mechanisms in place, effective protection and assistance for individuals perceived to be associated with ISIL will continue to be affected.
- Ensuring the civilian character of certain displacement sites is a major constraint south of Mosul.
Specialized partners have begun working in camps and emergency sites on disability inclusion. Work is ongoing to enable disabled persons and the elderly to access common services more easily.

A significant gap exists in child protection activities targeting adolescent boys and girls.

Psychosocial services for displaced people are still not sufficient to meet all needs.

More needs to be done to improve accessibility of schools by girls and older adolescent girls, enhance privacy of bathrooms, and establishment of safe cooking spaces in camps and emergency sites.

**Education**

**Needs:**

- Among the displaced population, 27,228 children are out of school.
- An unknown number of children in newly-retaken communities are in need of education, having missed school entirely or been schooled under ISIL for more than two years.

**Response:**

- 2,662 children (1,318 girls) newly enrolled in catch-up classes in Khazer and Hasansham camps.
- 285 children (136 girls) access Early Childhood Development services in Qayyarah Jad’ah camp.
- Two needs assessments were conducted with 13 teachers and 15 children from a host community school in Hamam Al All. The assessment was conducted for a project to support 12 schools in the area targeting over 6,000 children.

**Gaps & Constraints:**

- A further 18,539 displaced school-aged children are currently without access to education.
- Funding gaps for education activities in out of camp areas limits capacity to scale up assistance in newly retaken areas, where children have been out of school for more than two years.
- A shortage of teachers in some camps continues to affect the response, and double shifts have been adopted to resolve congestion constraints in some Temporary Learning Spaces (TLS).
- Winterization of TLS facilities needs to accelerate.
- In Hasansham U3 camp, space for education activities remains inadequate. The partners are advocating with the relevant authorities for increasing educational space.

**Logistics**

**Response:**

- Since 17 October, 1,250mt (7,017m3) of NFI cargo was handled by the Cluster on behalf of 17 humanitarian organizations responding to the Mosul operation.
- The storage space in Hajj Ali is now operational with a capacity of 640 m3. An additional 640m3 was added to the common storage space at Qayyarah Airstrip. Common storage will be expanded in Khazer camp by 1280 m3
- The One Stop Shop (OSS) for customs clearance for cargo entering the KRI is now open and expected to be functional as of this week.
- In cooperation with the EU Civil Protection Mechanism, the Cluster is arranging customs clearance for incoming in-kind contributions from EU member states.
- The Logistics Cluster continues to support MoMD with the transport of family tents to Qayyarah Airstrip, in addition to the provision of storage capacity in the area. A total of 1,600 family tents have been transported on behalf of the MoMD to date.

**Gaps and Constraints:**

- A funding source is yet to be identified to cover the full estimated cost of US$5.8 million for the repair of the Al Qayyarah Bridge.

**Emergency Telecommunications**

**Response:**

- The ETC Cluster carried out an assessment mission to Hasansham and Khazer camps to determine the needs for security telecommunications (radio) and internet connectivity services.
- The ETC continues to provide refresher radio training to humanitarians, especially those who are carrying out field missions to new camps. As the
security situation is increasingly volatile, the ability to use radios and carry out radio checks is crucial.

Gaps and constraints:
- Nothing significant to report.

**Coordination and Common Services**

Response:
- The REACH Initiative provides rapid assessment and mapping capacity in all accessible areas, tracking needs, profiles and displacement dynamics. This reporting period, REACH produced a new rapid displacement overview on Khazer camp that identified the need for increased healthcare, WASH and winterization. REACH also published a humanitarian overview on Hawiga and surrounding areas.
- IOM's Emergency Tracking continues to provide daily displacement information via its Mosul portal.

Gaps and constraints:
- Nothing significant to report.

**General Coordination**

At the strategic level, a third meeting of the High Advisory Team (HAT) that includes the Government of Iraq, Kurdistan Regional Government, militaries and the Humanitarian Coordinator took place on 28 November. The HAT ensures overall coordination among all actors in the Mosul humanitarian response. An Emergency Cell comprised of the main cluster lead agencies involved in the Mosul response and chaired by the Humanitarian Coordinator meets three times a week. The Humanitarian Country Team remains the strategic coordination structure among UN and NGO partners to oversee the humanitarian response in Iraq. At the operational level, a series of site visits by MoMD, the Joint Crisis Coordination Centre (JCCC), OCHA, and the CCCM and WASH clusters to six camps and emergency sites took place between 21 and 26 November. The visits further strengthened cooperation to provide safe and dignified accommodation for displaced families. The Joint Working Group, composed of the JCCC, MoMD and OCHA, meets once a week to ensure operational coordination for the Mosul humanitarian response. OCHA has set up the Humanitarian Operations Centre (HOC) in Erbil. The HOC strengthens coordination between clusters, zone coordinators and the Humanitarian Coordinator. A UN civil-military humanitarian coordination framework facilitates humanitarian access, the protection of civilians, and the security of humanitarian aid workers.

**Background on the crisis**

Wide-scale violence and armed conflict erupted in Iraq in January 2014. Initially concentrated in Anbar Governorate, with the cities of Ramadi and Falluja particularly affected, the violence and its impact quickly grew, displacing over 500,000 people by May. In June 2014, the Islamic State of Iraq and the Levant (ISIL), together with other armed groups, attacked and seized control of the country’s second largest city, Mosul, and large portions of northern Iraq, including areas of Diyala, Kirkuk, Ninewa, and Salah al-Din governorates. This has led to ongoing armed conflict, massive internal displacement, serious and systematic violations of civilian protection and basic human rights, interrupted access to basic services, and severe strain on host communities. As a result, Iraq is now contending with one of the largest humanitarian crises in the world, with over 10 million people in need of humanitarian assistance. Over 4 million Iraqis have been internally displaced by violence since January 2014. Of these, 3.3 million people are currently displaced.

**For further information, please contact:**
For media queries: Karim Elkorany, elkorany@un.org, Tel: +964 790 193 1292
For other queries: Louise Barber, barber@un.org

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