Iraq: Mosul Humanitarian Response

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Highlights

- As of 22 January 2017, 160,260 people were displaced by the Mosul crisis. This is a reduction from a peak of 162,042 people displaced on 18 January, following significant returns from Hasansham camp to areas of origin in different neighbourhoods of eastern Mosul city. This is the first time since the crisis began that the number of people displaced had dropped in absolute terms due to return movements.

- Since the conflict started, approximately 182,220 people have been displaced. Some 22,000 returnees and hundreds of thousands of highly vulnerable residents in newly-accessible areas continue to require humanitarian assistance.

- Trauma causality rates remain high near frontline areas, with many trauma cases requiring referral from eastern Mosul city to Erbil city. From 17 October 2016 to 18 January 2017, 1,610 wounded civilians have been sent to Erbil’s main hospitals to receive trauma care.

- This week multi-sectoral distributions by humanitarian partners in eastern Mosul city reached 56,100 people with ready-to-eat food, water and hygiene items.

Situation Overview

Access for humanitarian partners has expanded significantly in eastern Mosul city in recent weeks, as greater security over this area has been exercised by Iraqi Security forces following intensified fighting beginning on 29 December 2016. This expanded humanitarian access has significantly increased the number of affected people in eastern Mosul city reached by humanitarian assistance.

Greater security in eastern Mosul city is reflected in a large reduction of indirect fire (IDF) from ISIL positions, especially through mortar attacks, which essentially disrupted a return to normal life in newly accessible areas and hampered the delivery of humanitarian assistance. As a result of reduced IDF, humanitarian partners have scaled up movements and aid delivery in eastern Mosul city. Between 16 January and 22 January over 56,100 people in
eastern Mosul city received multi-sectoral aid packages from the UN and its partners, which include ready-to-eat food rations, water supplies and hygiene materials. Since 8 December, when multi-sector aid distributions were first undertaken in eastern Mosul city proper (excluding Gogachly), nearly 244,700 people in eastern Mosul city have received multi-sectoral aid packages.

According to the mayor of Mosul city, as of 13 January approximately 580,000 people were living in the 41 neighbourhoods that had been retaken at that time. Although food is of primary concern immediately after a neighbourhood is accessible, the development of markets in close proximity to newly accessible areas has meant that the humanitarian need for water, public health, and trauma care is most significant. As a semblance of normality has returned to many areas retaken in eastern Mosul in earlier phases of the military operation, displaced people have also begun to return from other parts of the city and increasingly larger numbers of returns from camps are being recorded.

As of 22 January 2017, 160,260 people were displaced by the Mosul crisis. This is a reduction from a peak of 162,042 people displaced on 18 January, following significant returns from Hasansham and Khazer camps to areas of origin in different neighbourhoods of eastern Mosul city. This is the first time since the crisis began that the number of people currently displaced had dropped in absolute terms due to return movements. Cumulatively, since the crisis began on 17 October, 182,220 people have been displaced.

The supply of water is a major humanitarian concern. Increased security in eastern Mosul city has also allowed UNICEF to now truck over 1,000m³ of water per day to supplement municipal water supplies. Significantly more water is needed in nearly all areas. Although networks are being repaired, many water mains require replacement and pumping stations require repair. Some pumping stations for eastern Mosul city remain under ISIL control on the western side of the Tigris River.

Trauma causality rates remain high near frontline areas, with many trauma cases requiring referral from eastern Mosul city to Erbil city. From 17 October 2016 to 18 January 2017, over 1,610 wounded civilians have been sent to Erbil’s main hospitals to receive trauma care.

The Ministry of Migration and Displacement (MoMD) distributed 750 dry food rations in eastern Mosul city (reception center) and 5,000 dry food rations in Qayarrah. MoMD also distributed ready-to-eat rations in the Qayarrah Airstrip emergency site.

There remains no humanitarian access to western Mosul city and the corridor to Tal Afar, which is under ISIL control, and there are increasing humanitarian concerns for the wellbeing of civilians in these areas, where hundreds of thousands of people are thought to be living. There are five bridges linking eastern and western Mosul city, all of which are too damaged for people to use to flee. For more than two months, major commercial supply routes into western Mosul city have been cut. Partners are planning for different humanitarian scenarios, for when fighting moves to western parts of the city.

Funding

Humanitarian partners continue to mobilize funding for the operation. Ninety-seven percent of the Mosul Flash Appeal, launched in July 2016, to prepare for the operation has been received. This has allowed partners to reach hundreds of thousands of people during the first stages of the campaign. In mid-December, partners presented an Advance Executive Summary of the 2017 Humanitarian Response Plan for Iraq estimating that USD 930 million is needed to reach 5.8 million Iraqis. Of this, approximately USD 570 million is being sought for the Mosul operation.

Humanitarian Response

Rapid Response Mechanism

Needs:

- Displaced people in newly accessible areas, or on their way to displacement camps and emergency sites, require immediate access to basic assistance and services.
Response:

- During the reporting period, Rapid Response Mechanism (RRM) partners distributed 3,819 emergency kits to 3,265 families, benefitting 17,797 displaced people, including 9,788 children. The majority of kits were distributed to displaced families arriving at Jad’ah camp and Qayarrah Airstrip emergency site (7,479 people), followed by the reception centre on the Mosul-Kirkuk Highway and the Asphalt Factory (6,651 people), Khazer camp (1,573 people), Nargizilla camp (984 people), Debaga camp (112 people), Orta Krab and ISF check point (463 people), Haj Ali camp (453 people), and Qaymawa camp (8 people).

- Since the beginning of the Mosul operation on 17 October, RRM partners have distributed emergency kits to 253,602 people (including 139,489 children), of whom some 29,354 people have been reached in newly accessible areas of eastern Mosul city.

- An RRM kit consists of 12 kgs of immediate response food rations, a hygiene kit to last a family a week, 12 litres of bottled drinking water and a water container. Where possible, the kits also include a dignity kit.

Gaps and constraints:

- RRM partners continue to experience some challenges in distributing in one retaken area due to inadequate security arrangements at the distribution site.

Camp Coordination and Camp Management

Needs:

- More than 140,000 displaced people are currently being sheltered in camps and emergency sites, with the remainder of displaced people living in host communities and informal sites.

- Hasansham, Qaymawa and Al Alam camps are now full and overall capacity to accommodate displaced families in these locations is limited. There are now 400 plots available again in Khazer camp, as some IDPs have returned to their place of origin. Jad’ah camp has also reached its temporary capacity, but a further expansion of Jad’ah IV camp extension has started. The Qayarrah Airstrip emergency site now has 4,500 occupied plots and Haj Ali has 256 occupied plots, meanwhile the construction of site extensions is in progress.

Response:

- In Hammam al Alil, MoDM is continuing the construction of 4,000 plots, with 1,000 plots expected to be ready with WASH facilities by the end of the month. Al-Sh’hamah has started to receive IDPs, however WASH facilities have not yet been completed. CCCM and WASH partners are advocating with the local authorities to limit the number of IDPs transported to this camp until services have been installed.

- The CCCM Cluster continues to advocate with humanitarian partners and local authorities to address primary gaps identified in emergency sites and camps.

Gaps & Constraints:

- The CCCM Cluster, with OCHA support, continues to engage with the local authorities in order to further enhance the coordination for camp planning.

Shelter and Non-Food Items

Needs:

- People inside and outside of camp settings continue to be in need of non-food items (NFIs). These include displaced families in make-shift shelters, those staying with host families and other vulnerable people remaining in or returning to their homes.

- Winter support such as tent winterisation, heating and fuel, warm clothing and blankets are priority needs.

Response:

- During the reporting period, 2,981 NFI kits were distributed in camps and 2,496 NFI kits were distributed to vulnerable families in out-of-camp settings. In addition, 2,201 families received winter top-up items in both camp and out-of-camp settings.

- Since the beginning of the response, a total of 73,484 NFI kits have been distributed, reaching more than 440,904 people. In addition, a total of 28,678 winter top-up kits including clothing kits, heaters, thermal mats and kerosene jerrycans have been distributed reaching more than 172,068 people.
In the last week, complementary seasonal items, such as supplementary blankets and quilts, stoves and heaters, were provided to more than 6,220 households. In total, 67,182 families have been reached with complementary seasonal items since 17 October 2016.

The Shelter and NFI interventions over the week were mainly focused on Debaga, Zelikan, Hasansham, Nargazilia and Al Alam camps, and in Qayyarah Airstrip and Haj Ali emergency sites. Out-of-camp distributions were undertaken in seven villages in Hamdaniya district, two villages in Mosul district and in the Qadisiya and Samah neighbourhoods of eastern Mosul city.

**Gaps & Constraints:**
- The main reported gap is cooking and heating fuels in some camps and the newly accessible areas, while more blankets and additional mattresses have also been requested.
- Access to eastern Mosul city suburbs is still limited for some partners due to their organizational security restrictions.

### Food Security

**Needs:**
- Displaced families and vulnerable people in newly accessible areas require ready-to-eat food, followed by dry food rations. For displaced people this assistance is provided upon arrival at screening sites and camps.
- In newly accessible areas, families report limited livelihood opportunities, and some people lack access to the Public Distribution System (PDS).

**Response:**
- During the reporting period, partners distributed dry food rations to 8,113 families (35,255 individuals) with 6,898 families (23,380 individuals) in Qayyarah Airstrip emergency site and, Jad’ah IV, Khazer, Haj Ali, Hasansham camps, while 772 families (3,860 individuals) also received dry food rations in Abbas Rajab, Al Riyad and Na’maniya villages.
- Cluster partners distributed ready-to-eat rations to 6,772 families (33,860 individuals) in the eastern Mosul city neighbourhoods of Palestine, Domiz, and Al Quds.
- Cluster partners distributed hot meals to 1,360 individuals in Khazer camp.
- The Ministry of Migration and Displacement (MoMSD) distributed 750 dry food rations in eastern Mosul city (reception center) and 5,000 dry food rations in Qayarrah. MoMD also distributed 7,000 ready-to-eat rations in Qayyarah Airstrip emergency site.
- Cluster partners are undertaking livelihood programmes, including agricultural cash-for-work schemes and emergency livestock interventions.

**Gaps & Constraints:**
- Restrictions on the movement of livestock between Erbil and Ninewa governorates, and the lack of space in camps for livestock, have meant some people are unwilling or unable to relocate to camps.

### Health

**Needs:**
- Significantly more primary and secondary health services are needed in eastern Mosul city and surrounding areas.
- There is a shortage of ambulance services in eastern Mosul city to transport trauma patients and emergency medical cases.

**Response:**
- Health partners have reported a total of 23,276 consultations during the reporting period. Of these, 4,216 consultations were for children under 5 years.
- This week, 2,569 reproductive health care consultations were reported, with 176 cases referred due to complications during pregnancy or delivery. 120 consultations for mental health or psychosocial support were recorded.
- A total of 660 polio and measles vaccinations were given to children under the age of 15 years this week.
- Twenty-one Emergency Health Kits, to treat 21,000 patients, were donated to Gogachly and Hammam Al Alli Primary Health Centres (PHCs).
- Emergency medicines, including antibiotics and medicine for chronic conditions, to treat 42,100 patients, were donated to Qahira, Zahraa and Qayarrah PHCs.
- The trauma stabilization point in Gogachly received patient beds and medical equipment to manage the trauma cases received from eastern Mosul city.
Two assessment missions were conducted during this week to Khazer and Hasansham camps, and to three PHCs in eastern Mosul city. Both assessments saw a shortage of medication and overloaded health facilities.

Six small generators were donated to Qayarrah and Hammam Al Alil PHCs.

**Gaps & Constraints:**

- There is insufficient stock of medication for pain management and sedation of patients with severe trauma injuries.
- There is a shortage of fuel and ambulances to refer trauma cases outside of eastern Mosul city.
- Trauma Stabilization Points (TSPs) and field hospitals require more trauma specialists.

**Water, Sanitation and Hygiene**

**Needs:**

- Further WASH services are required in Qayarrah Airstrip emergency site in anticipation of new IDP arrivals.
- Extension IV of Jad’ah camp remains in need of WASH support as more people are moved there.
- Newly accessible areas in eastern Mosul city have significant WASH needs, particularly clean drinking water.

**Response:**

- 134,618 displaced people (22,436 families) are receiving WASH services in camps and transit sites.
- Water trucking in Mosul is now reaching 70 water tanks at 5m³ each for public access to drinking water, with an average of 1,000m³ per day. Planning coordination with partners to increase the quantity of water provided is ongoing.
- Emergency WASH NFI distributions to 9,350 families in eastern Mosul were conducted during the week.
- Camp construction continues. 35,548 WASH-ready plots have been prepared across 12 camps and emergency sites and 564 plots in transit sites, to serve a potential 213,288 displaced people. The new reception centre in Hamdaniya was provided with drinking water and 10 latrines (6 for women, 4 for men) this week.
- WASH services within Haj Ali camp are scaling up as more people enter the camp. Reception centres continue to provide WASH services to all IDPs present.

**Gaps and constraints:**

- Funding for long term rehabilitation of water treatment plants is urgently needed to allow partners to deliver sustainable potable water access.
- The Jad’ah IV camp extension is awaiting confirmation of the government’s capacity to provide WASH services.

**Protection**

**Needs:**

- Explosive hazard contamination in eastern Mosul city and surrounds remains a potential threat.
- There is a need to increase outreach to IDPs in non-camp settings.
- The number of unaccompanied and separated children is increasing with each outflow of IDPs. There is a need to expedite Family Tracing and Reunification (FTR) services for unaccompanied children.
- This is a need for prioritized services for female headed households, particularly coordinated and gender sensitive planning during aid distributions.

**Response:**

- Since 17 October, 182,906 people have been reached by protection partners.
- 23 Rapid Protection Assessments (RPAs) have been conducted since 17 October in camp and out-of-camp settings. In the last week, two RPAs were carried out, in Jad’ah IV camp and the village of Al Adla. Issues related to the freedom of movement, access to basic services, family separation, child protection and property rights were highlighted. Maintaining the humanitarian character of camps is also a priority.
- Since 17 October, 7,330 families (38,000 people) were reached by protection monitoring teams. An additional 10,653 people have been reached with general psychosocial support and 3,748 cases have been referred by mobile protection teams for specialized assistance.
During the reporting period, 2,789 children (1,401 girls and 1,388 boys) received psychosocial support, and 1,536 children (687 girls and 849 boys) received psychological first aid. Since 17 October, 14,727 children (6,773 girls, 7,954 boys) have received psychosocial support. A further 18,219 children (8,601 girls, 1,618 boys) have received psychological first aid.

During the reporting period, 16 children (5 girls, 11 boys) have been referred to case workers, bringing the total to 125 children (45 girls and 80 boys) since 17 October. Some 68 unaccompanied and separated children (18 girls, 50 boys) were documented during the reporting period, bringing the total to 317 children (127 girls, 190 boys) since 17 October. A total of 901 children (391 girls and 510 boys) with protection concerns have been referred to specialized social services since 17 October.

Mine action sub-cluster partners continue clearance operations. Cleared areas included, among others, two school facilities in eastern Mosul city and three Primary Healthcare Centres, eight water borehole sites and a generator site, as well as a potential distribution point. Sixty threat impact assessments have been undertaken since 17 October 2016. Life-saving Mine Risk Education to mitigate the danger posed by explosive hazards were provided to 53,154 people since the beginning of Mosul operation.

During the reporting period, 922 women and girls and 287 men and boys were reached with information on Gender-based Violence (GBV), risk mitigation and available GBV services. Thirty-two referrals for various specialized care including GBV case management occurred this week. 272 women and girls received emergency psychosocial support and 198 humanitarian partners received capacity building on GBV. Forty GBV dignity kits were distributed with information on available GBV services.

Gaps and constraints:

- Ensuring the civilian character of displacement sites is an ongoing constraint in certain camps and emergency sites.
- The confiscation of identification documents in camps and emergency sites has impacted the freedom of movement of some IDPs.
- There is a clear gap in the provision of psycho-social support to men in the camp.

Education

Needs:

- Before the Ninewa Directorate of Education can re-open schools, urgent clearance of explosive hazards needs to be undertaken in newly accessible areas.
- Among people recently displaced by the Mosul emergency, 56,090 are school age children (55% of the population coming from eastern Mosul city). Of these, 41,752 are currently not accessing any form of education.

Response:

- Following support from Education Cluster partners, over 30 schools in newly accessible neighbourhoods of eastern Mosul city are being re-opened this week by the Ninewa Department of Education.
- This week, 1,188 (582 girls and 606 boys) displaced children received support for non-formal education programs in Khazer, Hasansham, Jad’ah, and Qaymawa camps and the Qayarah Airstrip emergency site. In total, 14,340 displaced children (7,112 girls and 7,227 boys) are participating in education programs in Temporary Learning Spaces (TLSs) in Khazer, Hasansham, Jad’ah, and Qaymawa camps, in rehabilitated classrooms in Tikrit and Alam towns and in the Qadisiyya neighborhood of eastern Mosul city.

Gaps & Constraints:

- Identifying teachers from within the displaced population to assist in Temporary Learning Spaces is a challenge.
- The Federal Ministry of Education has insufficient textbooks to send to camps for formal learning programs.
- Sufficient space is not being allocated for temporary classrooms within camps and emergency sites for the number of children living in each camp.

Logistics

Common Storage Space Available:

- 22,111m³ available (56% currently occupied)
Response

- Between 17 October and 22 January, a total of 19,550 m3 of NFIs, equivalent to 3,245 mt, has been handled on behalf of 27 humanitarian organisations.
- Following the joint mission to Hammam al Alil camp with CCCM and OCHA on 13 January, a common storage area was identified next to the camp, and a partner has to manage this warehouse. The Logistics Cluster is planning to erect Mobile Storage Units (MSUs) both to support the camp and for the prepositioning of items for response activities in southern and western Mosul.
- The Logistics Cluster participated in the inter-cluster visit to Gogachly on 12 January. Several warehouses located on the outskirts of Gogachly were identified, each with the capacity of 1750 m3. The Ministry of Migration and Displacement has confirmed that they will secure one warehouse for the Logistics Cluster to utilize as common storage. The Logistics Cluster has identified a partner to manage the warehouse.

Gaps and Constraints

- Warehouse management capacity has been identified as a key gap for both humanitarian and government partners. The Logistics Cluster has planned warehouse management training on 23 January in Zummar. Further additional trainings will be planned to build up this capacity.

Emergency Telecommunications

Response:

- The Emergency Telecommunications Cluster (ETC) successfully installed internet connectivity equipment in the DRC office in Qayarrah Airstrip emergency site this week, for the use of all humanitarian partners operating in the camp.
- The ETC Cluster, together with Télécoms Sans Frontières, continues to provide internet connectivity and security telecommunications (radio) services in the Mercy Hands and IOM offices in Qayarrah. Radio services cover Jad’ah camp and Qayarrah Airstrip and Haj Ali emergency sites.

Gaps and Constraints

- Delays in receiving official approvals to install security telecommunications equipment have slowed implementation.

Coordination and Common Services

Response:

- The Iraq Internally Displaced Persons Information Centre has handled 214 calls from people affected by the Mosul crisis. Of these calls, 168 were from IDPs, 32 from returnees, 13 calls from host communities. Approximately 34 per cent of calls were requests for food assistance, with specific queries on how to register and complaints of being removed from the distribution list. Approximately 22 per cent of calls were enquiries about government issues, such as calls about compensation for damaged assets. Health issues accounted for 3.7 per cent of calls while another 3.7 per cent of calls were for livelihood concerns.
- As of 22 January 2017, IOM’s Displacement Tracking Matrix (DTM) reports that 160,260 people (26,710 families) are living in displacement as a result of hostilities in and around Mosul city that began on 17 October 2016.

Gaps and constraints:

- Nothing significant to report.
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, Nineveh, 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 million people are currently displaced.