

WINTER SITUATION REPORT

IRAQ | 2018 - 2019 FINAL REPORT



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Report date	20 th March, 2019
Time period covered	Full 2018 – 2019 winter response (1 st November 2018 – 7 th March 2019)

Overview

178,566¹ families have been assisted with winter support during the 2018 - 2019 season

Thanks to the generosity of donors, partners have been able to cover the winter needs of the most vulnerable people in Iraq. Initial gaps in the prioritized response have been filled. In out of camp settings, partners have increased the originally planned number of winter NFI kits. UNICEF has reached 201,492 Internally Displaced children in 11 governorates with winter clothing.

Camps

Winter NFI needs of the camp population have been covered by **CRS, IOM, UNHCR and UNICEF** in more than **100 camps** across Iraq. **72,785 IDP households** living in formal camps have been assisted during the 2018 – 2019 season (from Nov. 1, 2018 till March 7th 2019). In-kind and/or cash modalities were used in several camps to cover people' needs in the most effective and efficient way.

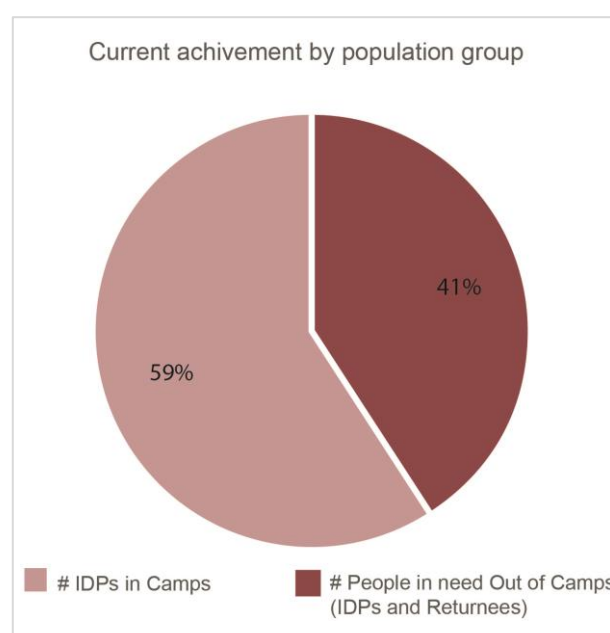
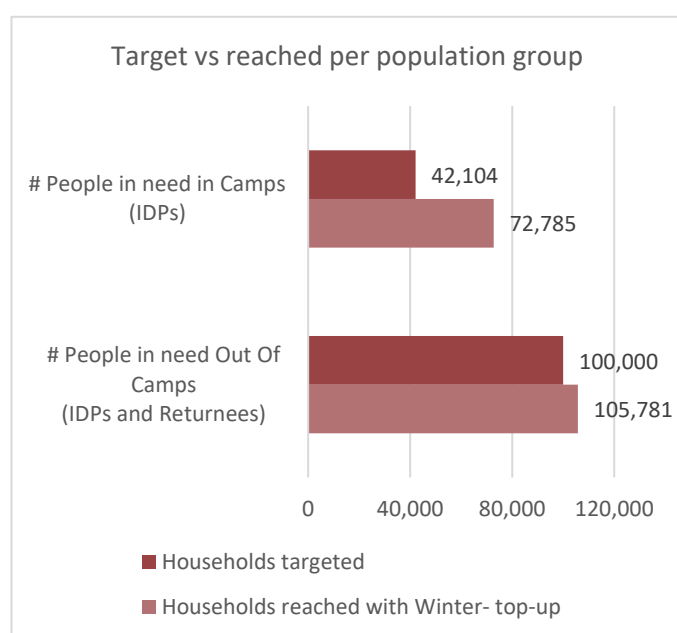
Out of camp – IDPs and returnees

The following partners have assisted highly vulnerable families in out of camp locations:

CNSF, CRS, DRC, GRC, ICRC, IOM, IRW, MISSION EAST, NRC, OXFAM, PWJ, TDH, TEARFUND, UNHCR, and UNICEF.

Across Iraq, covering all governorates affected by the conflict, partners managed to assist more than **105,781 families** living out of camps, including IDP and returnees, found in need of winter assistance. Cash modality was mainly used along some minor in-kind distributions of winter kits.

During the 2018 – 2019 winter season **126 %** of targeted  have been reached²



¹ The winter progress report no. 3 issued on Feb. 20, 2019 mistakenly quoted 185,620. This is due to wrong computing of cumulative figures instead of data for the concerned period only. The Shelter Cluster sincerely apologises for the confusion

² The winter progress report no. 3 issued on Feb. 20, 2019 mistakenly quoted 128%. This is due to wrong computing of cumulative figures as instead of data for the concerned period only. The Shelter Cluster sincerely apologises for the confusion

Accountability to Affected People

IDP Call Centre

During the winter period (November 2018 – February 2019) 2,532 calls were received by the IDP call centre, asking for assistance against the cold season through winter or basic NFI. Considering a total population of 178,566 families served with winter assistance, the number of calls (2,532) represents 1.4% of the total served population.

In 90% of cases (2,279 calls), the request was resolved by using the SNFI Cluster standard messaging. The remaining 10% of cases (253 calls) were referred to partners. Of the referred cases, 87.5% of the calls (220) were successfully resolved, while 12.5% of calls (33) are pending resolution at the time of this report. These cases are mainly related to hiccups with the cash for winter (issues with registration of the sim card, or difficulties in accessing the e-wallet). The Shelter Cluster is monitoring the resolution of these cases, in close collaboration with relevant partners, noting that these are a very minor proportion of the callers, and of the overall caseload assisted with winter assistance.

Top three reported issues

1. Request for seasonal NFI (winterisation items): 40%
2. Request for NFI kits: 39%
3. Cash for seasonal NFI (winter items): 21%

Top three caller locations

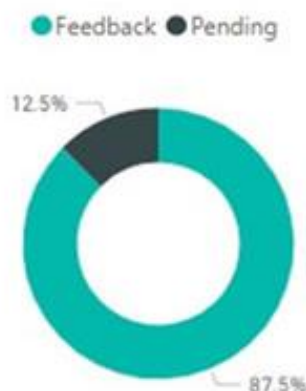
Camp (below figures are based on February 2019 camp population)

1. Qayyarah Airstip (386, equal to 5% of the total 7,173 family camp population)
2. Haj Ali (77, equal to 3% of the total 2,654 family camp population)
3. Jad'ah 1 & 2 (63, equal to 3% of the total 2,401 family camp population)

Non-camp:

1. Erbil (524)
2. Mosul (298)
3. Kirkuk (75)

Referred to partner

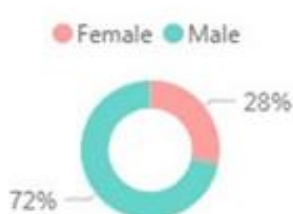


Total # of calls handled

2,532



Caller demographics



2,432
Incoming

100
Outgoing

Outstanding needs

Tent replacement in IDP camps

Despite the advocacy carried out by OCHA, UNHCR, and the Shelter Cluster ahead of the winter season in 2018, those tents installed by MoMD that have long exceeded their lifespan have not been replaced. The number of tents heavily damaged and thus in need of replacement is increasing, having sustained another winter season. Thus, needs will be even more acute during the next winter season if no action is taken meanwhile.

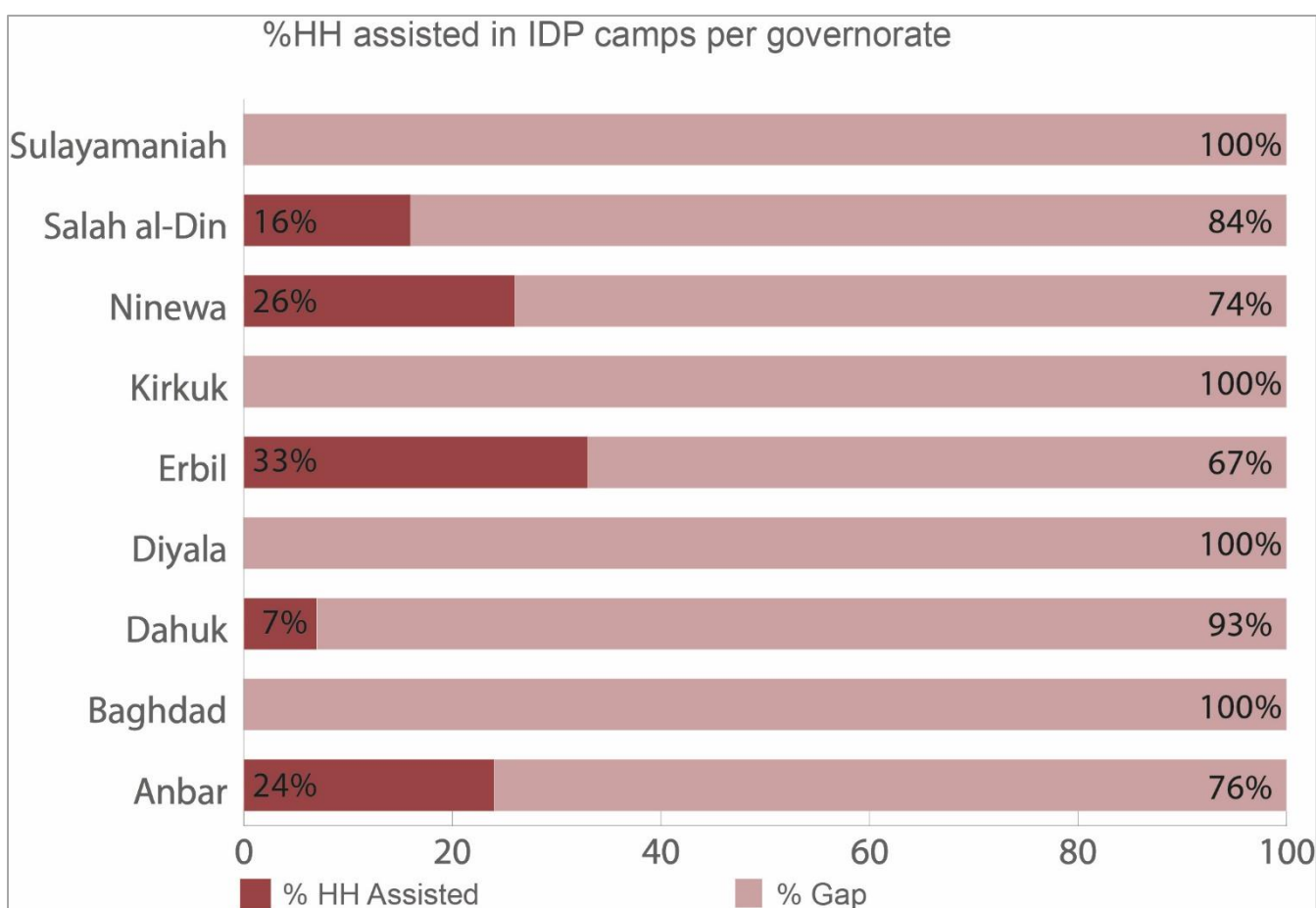
Funds have been promised, to replace MOMD tents in those camps where the needs have become life-saving due to the exhaustion of tents' capacity to provide minimum protection from harsh climatic conditions.

Government support for winter kerosene distributions

The GoI has supported IDP families in camps with kerosene distribution to cover the need for heating and/or cooking throughout December up to date. In close collaboration with CCCM Cluster, the Shelter Cluster has established a reporting tool using a kobo platform to monitor the distribution of kerosene in IDP camps. Data collected between December 2018 and February 2019 show that of the overall IDP camp population, only 19% were supported with some quantity of kerosene distribution. The amount distributed per family varies between 20 litres and 200 litres³ to cover both cooking and heating purposes. The frequency of distribution has ranged between monthly and one-off. Distribution methodology has differed from camp to camp, with some covered with in-kind and others through a voucher system.

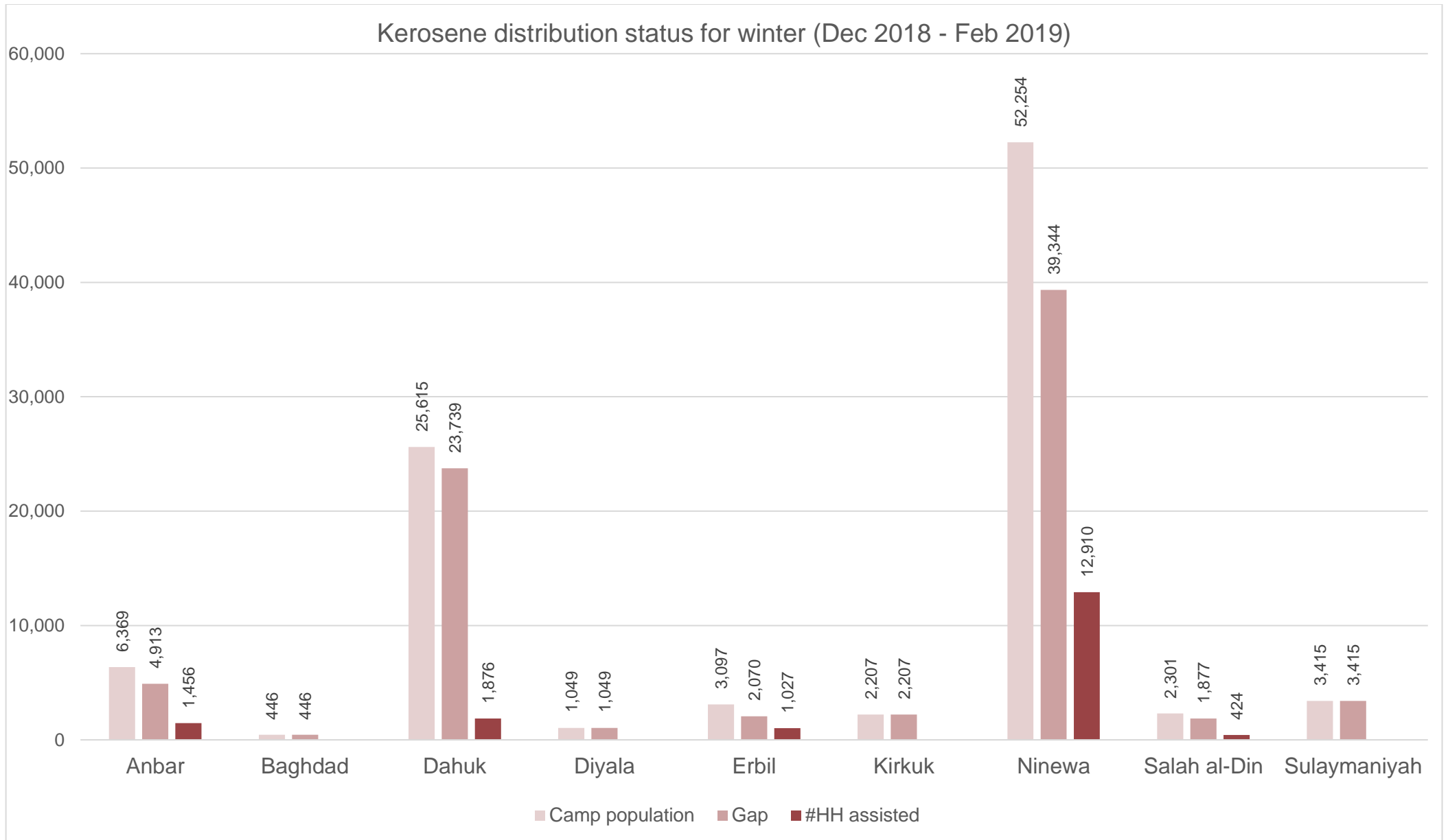
In out of camps location with high presence of vulnerable IDP, beneficiaries have complained about distances of collection points. Transport costs were a major barrier for them, to be able to collect kerosene at the established stations. Considerations should be made for the next winter season, so as to increase access especially for those living in critical shelter conditions.

Due to the insufficient quantity of kerosene distributed and delays in the activities, camp residents have adopted dangerous coping mechanisms, such as burning trash and the use of electrical water heaters directly into water tanks, without any protection from electrocution. This may also be the case for vulnerable people living out of camps in substandard accommodations.



³ The recommended quantity of kerosene is 40 litres/family/month for cooking purposes, with additional 60 litres/family/month for heating purposes during the winter months (Nov. – Feb.)

Kerosene distribution status for winter (Dec 2018 - Feb 2019)



Data source: Camp managers and Shelter Cluster

Constraints and lessons learned

Delays in distributions

Throughout the winter season delays in distributions prevented partners to deliver assistance on timely manners. Delays were mainly due to access challenges following the establishment of new custom procedures at checkpoints between KRG and Federal Iraq. The Shelter Cluster worked closely with Logistic Cluster and OCHA to clarify the new procedures for humanitarian organizations to request access and the responsible coordinating bodies. Lengthy procedures to release necessary permission documents halted the beginning of the winter response in a timely manner, while impacting also the delivery of other commodities such as food and medicines. Moreover, due to the heavy rains of November 23rd and the consequent floods in Ninewa and Northern Salah Al Din, the already allocated winter assistance for out of camp highly vulnerable families was diverted to the flood-affected population. Nonetheless, partners coordinated with the Shelter Cluster and quickly responded to the new needs and managed to successfully serve all people in need.

Cash modality

People in need in Iraq generally prefer cash-based intervention over in-kind assistance. While some winter programs were implemented through cash, some challenges have been reported by beneficiaries in regards to difficulties accessing the e-wallet as well as in registering their SIM cards. A voucher program implemented in Kirkuk targeting 378 return families has proven overall positive, with majority of people (82%) having met their basic winter needs in a flexible manner and accessing good quality items. However, during the Post Distribution Monitoring exercise some challenges were detected. First of all, identification of local vendors capable of exchanging vouchers with winter items was difficult in locations with small markets. Secondly, 18% of assisted families declared having exchanged the vouchers with cash. Of this small percentage, 28% stated having more pressing needs for food and medicines, while 43% claimed a need of more liquidity.

At times, insufficient and delayed distribution of kerosene for heating purposes by the Government has obliged partners to cover some highly vulnerable families with both cash and in-kind assistance, thus contributing to an overachievement of the winter plan.

Lessons learned

In general, the winter response was smooth across the country with no major challenges in the delivery of plans. Partners showed a high level of coordination, which allowed the Shelter Cluster to direct Organisations toward most pressing needs and fill the gaps. Following the heavy rains of November 23rd, the flood response was well coordinated between different stakeholders (OCHA, SNFI cluster, UNHCR, IOM, INGOs and NGOs.). The biggest needs especially in terms of temporary accommodation, replenishment of basic and winter NFI were promptly covered, with no duplication of assistance.

Overall the coordination was well maintained throughout the winter season, and beneficiaries shared a positive feedback regarding the assistance's quality, timeliness and quantity.

Through PDM, it was reported that some beneficiaries welcomed the in-kind support, while many preferred the use of cash modalities which provides more freedom of choice of products needed throughout winter (food, medicines, utilities, etc.).

In IDP camps, the preferred approach was a full population coverage, proving that people are still highly dependent on humanitarian assistance. With a decreasing funding landscape, more targeted methodologies will have to be explored ahead of the next winter season.



Photo Credit: IOM