

Local communities in West Mosul, Iraq attempt to rehabilitate public and social infrastructure from ruins three years after ISIL laid siege to the city, January 2019

# QUICK IMPACT PROJECTS

Needs Overview March-May 2019



FUNDED BY THE EUROPEAN UNION

EU REGIONAL TRUST FUND 'MADAD'

الصندوق الاستئماني الأوروبي 'مدد'



Telafar and Mosul Districts,  
Ninewa Governorate, Iraq

ACTED leads a community consultation in the Al-Risala Secondary School, West Mosul, Iraq in January 2019.

# What are QUICK IMPACT PROJECTS?

**QUICK IMPACT PROJECTS (QiPs)** support the **recovery** and **stabilization** processes in areas with high concentration of people of concern by strengthening **social cohesion** and facilitating communities' **access to livelihoods, social services and communal infrastructures**. The design of ACTED's QiPs is based on community consultations which allow for a prioritization of works that directly respond to the needs of residents. The final selection of QiPs is based on the assessment of the immediate impact on service provision and capacity to **bridge the gap between relief and longer-term development**. Examples of QiPs implemented by [ACTED in 2018](#) across Al-Jadida Municipality, Mosul, Iraq include the rehabilitation of a damaged water treatment plant and garbage trucks, provision of collective bins and water pumps, and delivery of sewing courses and equipment to vulnerable women.

Under the European Union MADAD funded consortium project: “**Supporting resilience for host communities, returnees and internally displaced persons (IDPs) in Iraq.**”, four consortia members: ACTED, People in Need, Welthungerhilfe, and Polish Humanitarian Action aim to strengthen the resilience of Internally Displaced People (IDPs) in Iraq as well as support the recovery of host communities and their administrations through an integrated area-based approach. As part of the efforts to support livelihood options, access to employment, and productive capacity of host communities, returnees and IDPs, ACTED is implementing **five Quick Impact projects (QiPs)** in Telafar and Mosul districts focusing on livelihoods, access to services, or communal infrastructures. This set of factsheets seek to highlight the priority needs and recommendations by key stakeholders to inform QiPs design and implementation.



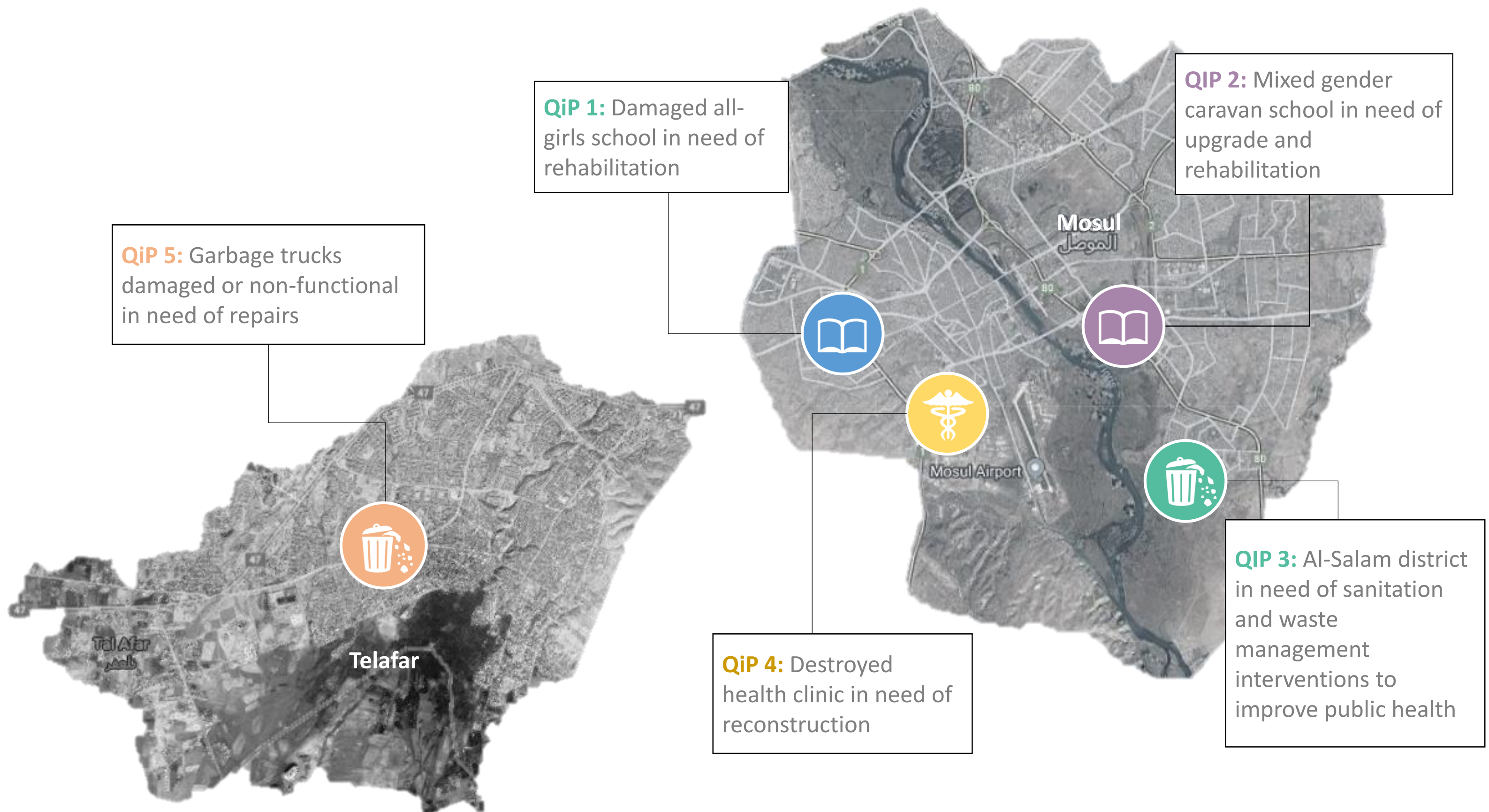
Residents of the Al-Risala neighborhood in West Mosul, Iraq participate in a community consultation in January 2019

# THE NEEDS

## Mosul and Telafar

Two years after Mosul and Telafar were retaken from the Islamic State of Iraq and the Levant (ISIL), residents are attempting to restore livelihoods and recover from conflict. **Despite the transition from emergency to the recovery phase, many residents continue to face barriers to restore a sense of normalcy and access basic services.** In January 2018, the World Bank estimated that over 70% of basic infrastructure in cities like Mosul and Telafar are destroyed (*Reconstruction & Investment Part 2. Damage and Needs Assessment of Affected Governorates*). REACH's area-based assessments (2018) show that key areas which require support include the rehabilitation of solid waste management, electrical, and water infrastructure as well as clearing rubble and repairing roads.

The map below highlights the areas of intervention and needs targeted by ACTED's five quick impact projects in Mosul and Telafar districts, Ninewa governorate of Iraq.



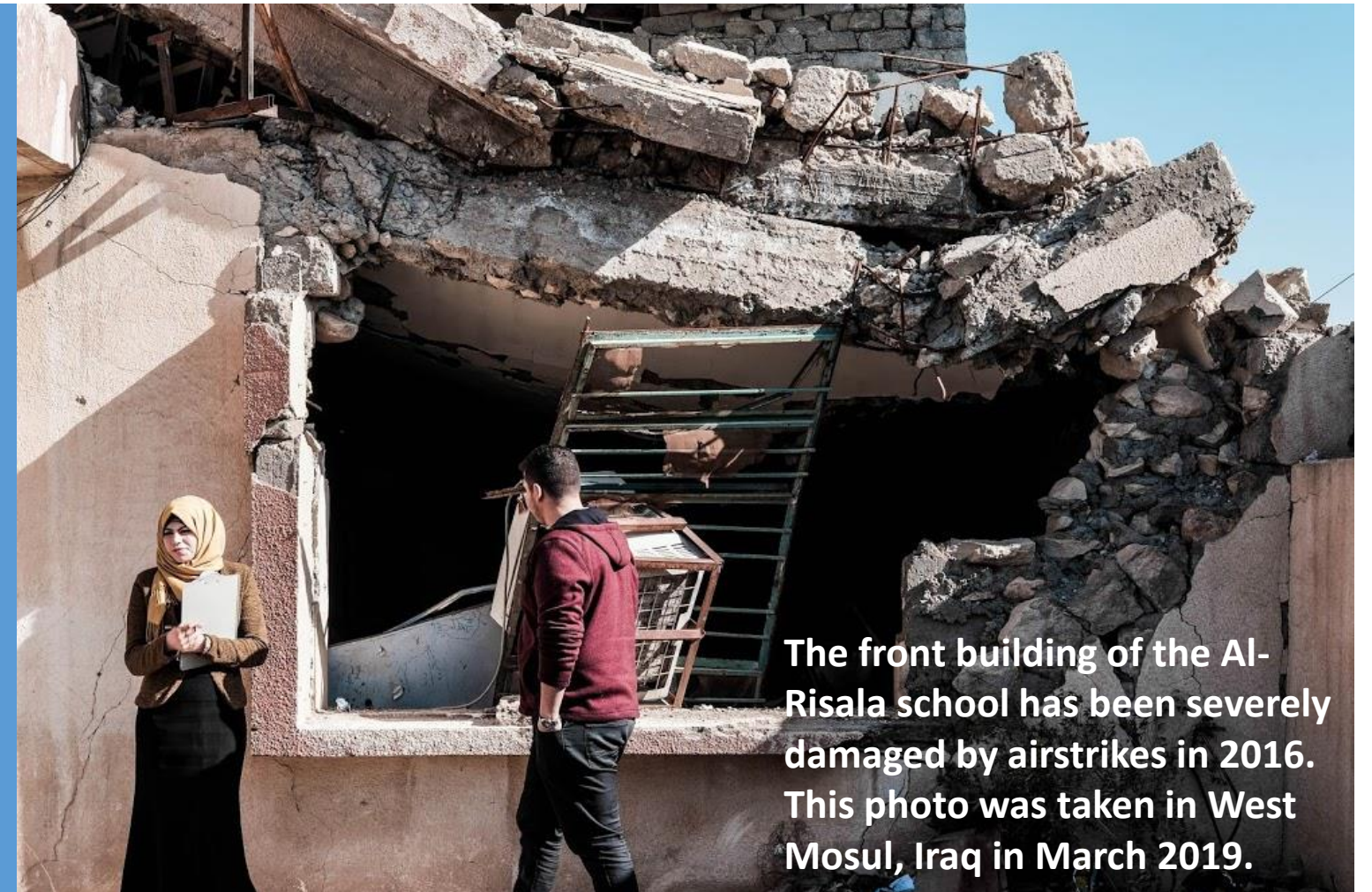


# 1. SCHOOL REHABILITATION

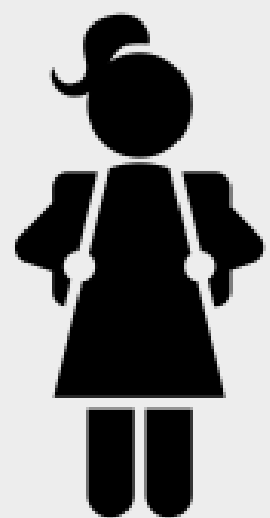
## West Mosul

This photo taken in January 2019 depicts the Al-Risala Secondary school building in West Mosul, Iraq pierced with bullet holes by ISIS during the conflict. “Our students are reminded of the wartime military operations. Many of them have left for other schools,” says a teacher during an interview.

# Al-Risala All-Girls Secondary School in West Mosul

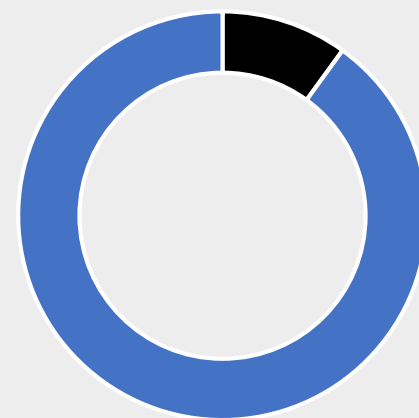


The front building of the Al-Risala school has been severely damaged by airstrikes in 2016. This photo was taken in West Mosul, Iraq in March 2019.



Over  
**2,100**  
students

attend classes in the morning and afternoon shifts each day.



**90%**  
returnees

make up the student population, along with 10% internally displaced people from Telafar and Sinjar.



**No**  
electricity or  
water

impacts the learning of students and motivation of teachers.

## Background

The Al-Risala Secondary School located in Western Mosul fell victim to the conflict between ISIS and government forces in 2016. The front of the school building (picture above) next to the main entrance was annihilated by airstrikes. The collapsed roof threatens the safety for the school community who continues to utilize the facility every day. With over **four classrooms** destroyed, 90-100 students are crammed into each of the remaining classrooms. The lack of basic water or functional sanitation facilities constitute a major challenge for all members.

## Methodology

In March 2019, ACTED’s Appraisal, Monitoring, and Evaluation Unit (AMEU) conducted 2 focus group discussions with 23 teachers (5 male and 18 female) from both shifts as well as a follow-up interview with one of the FGD participants to understand the situation and identify priority needs. All photos displayed below were taken by AMEU staff in the Al-Risala school in March 2019.

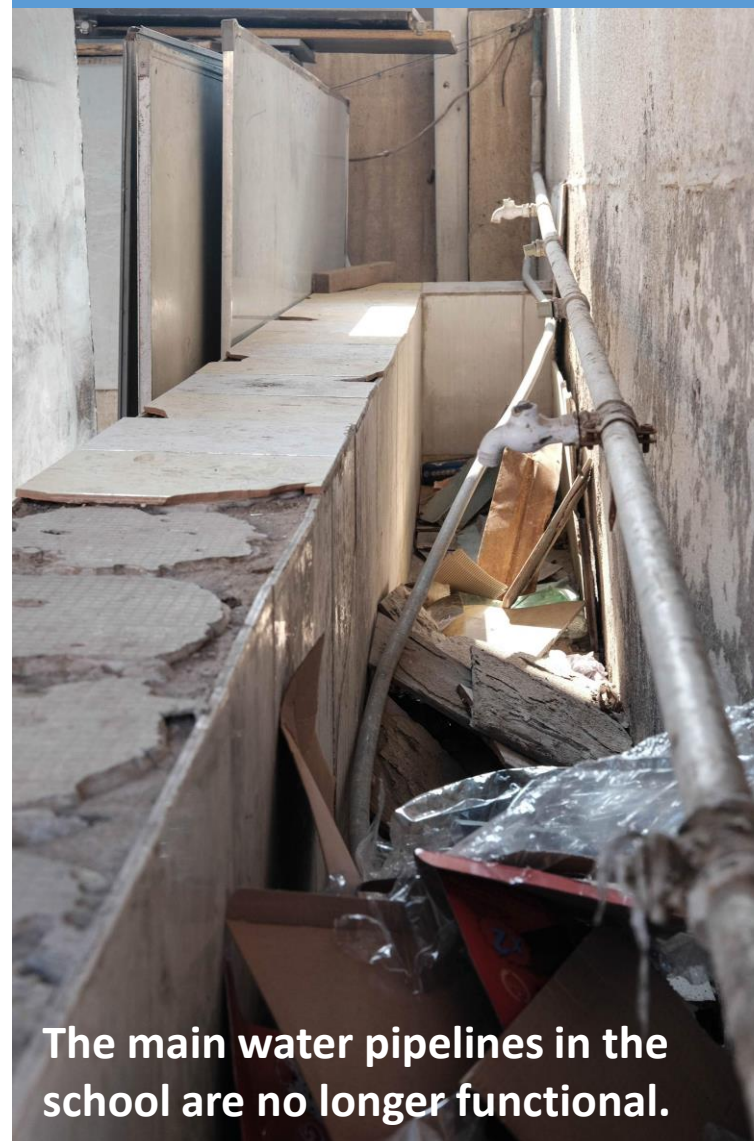
## Situation and priority needs

Damaged infrastructure



As the photo shows, damaged classrooms with crumbling walls are still being used as a learning space to accommodate the high caseload of students.

No water supply



The main water pipelines in the school are no longer functional.

The school suffers from a lack of water supply and partially functional latrines (toilet holes are blocked and lead to poor sanitation). “The lack of water affects general cleanliness and hand hygiene. Students would bring their own water bottles with them or avoid using the toilets until they go home after school.”– Key Informant (teacher).

Partially functional latrines



Inside the school latrines, toilet holes are blocked, which leads to poor sanitation conditions.

## RECOMMENDATIONS

Besides addressing the priority needs above, teachers suggested constructing a gate at the right side of the school building to reduce congestion at the main entrance. Other areas of support include the provision of school supplies, books for the library, and building of additional classrooms.



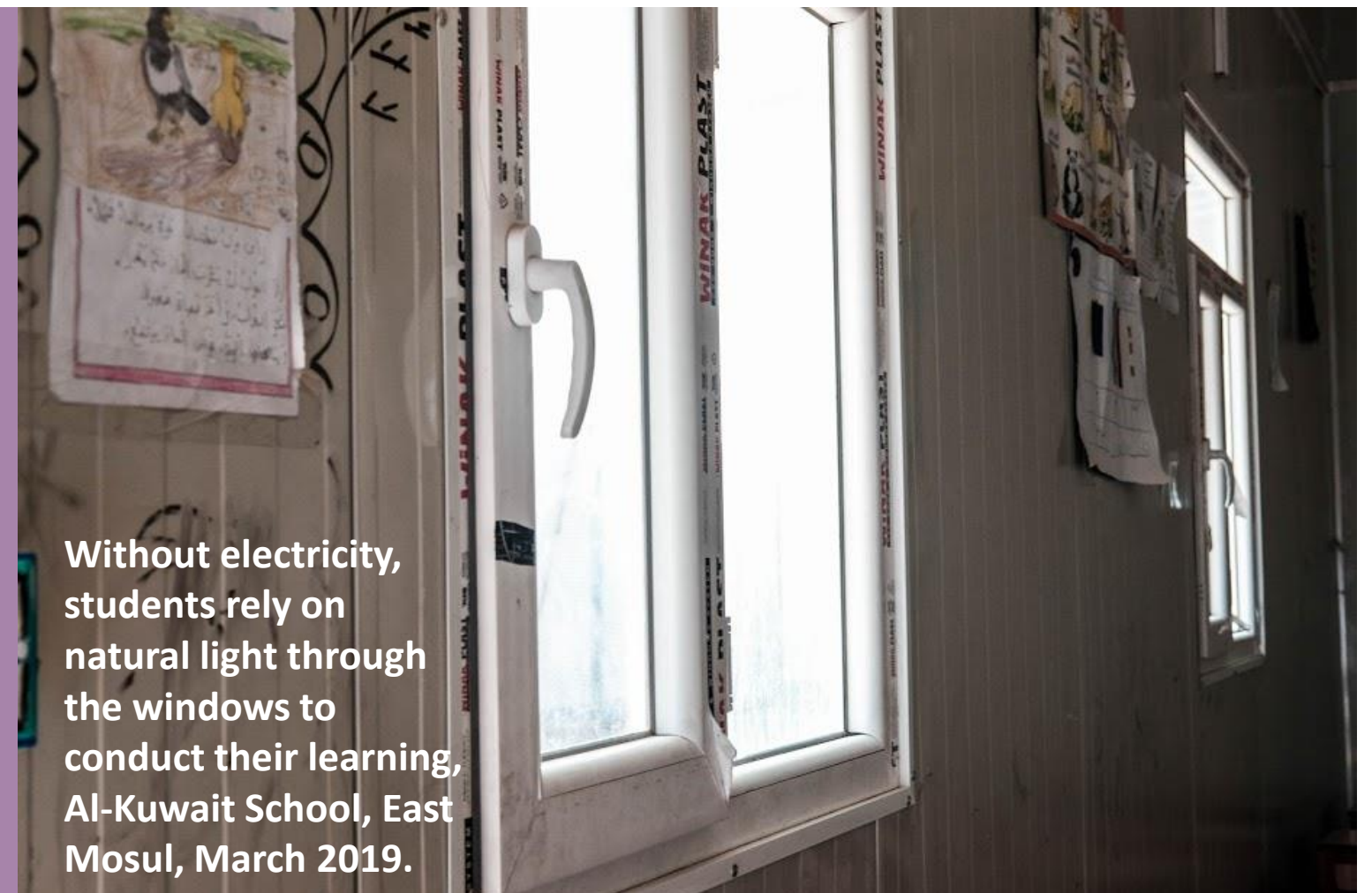
## 2. SCHOOL REHABILITATION

East Mosul

This photo taken in January 2019 depicts the caravan Al-Kuwait school in East Mosul, Iraq.



# Al-Kuwait Primary School in East Mosul



Without electricity, students rely on natural light through the windows to conduct their learning, Al-Kuwait School, East Mosul, March 2019.



Accommodates  
over **1,300**  
students

through a morning and afternoon shift. Boys and girls rotate weekly between these two shifts.



Majority  
**returnees**

make up the student population, along with internally displaced people from Sinjar and Telafar.



Lacks  
basic  
utilities

There is no electricity and only limited supply of water.

## Background

The Al-Kuwait School is made up of 13 caravans and located in the outskirts of the city in Eastern Mosul. Despite being equipped with electric generators, ceiling fans and air conditioning, there is currently no electricity to power these utilities. Furthermore, the absence of child-friendly spaces and limited water supply make it difficult for students to advance their education. Without electricity in the classrooms (picture above), students rely on natural lighting to conduct their learning.

## Methodology

In March 2019, ACTED's Appraisal, Monitoring, and Evaluation Unit (AMEU) conducted 2 focus group discussions with 21 teachers (10 male and 11 female) from both shifts to understand the situation and identify priority needs. All photos displayed below were taken by AMEU staff in the Al-Kuwait school in March 2019.

## Situation and priority needs

Unreliable water supply



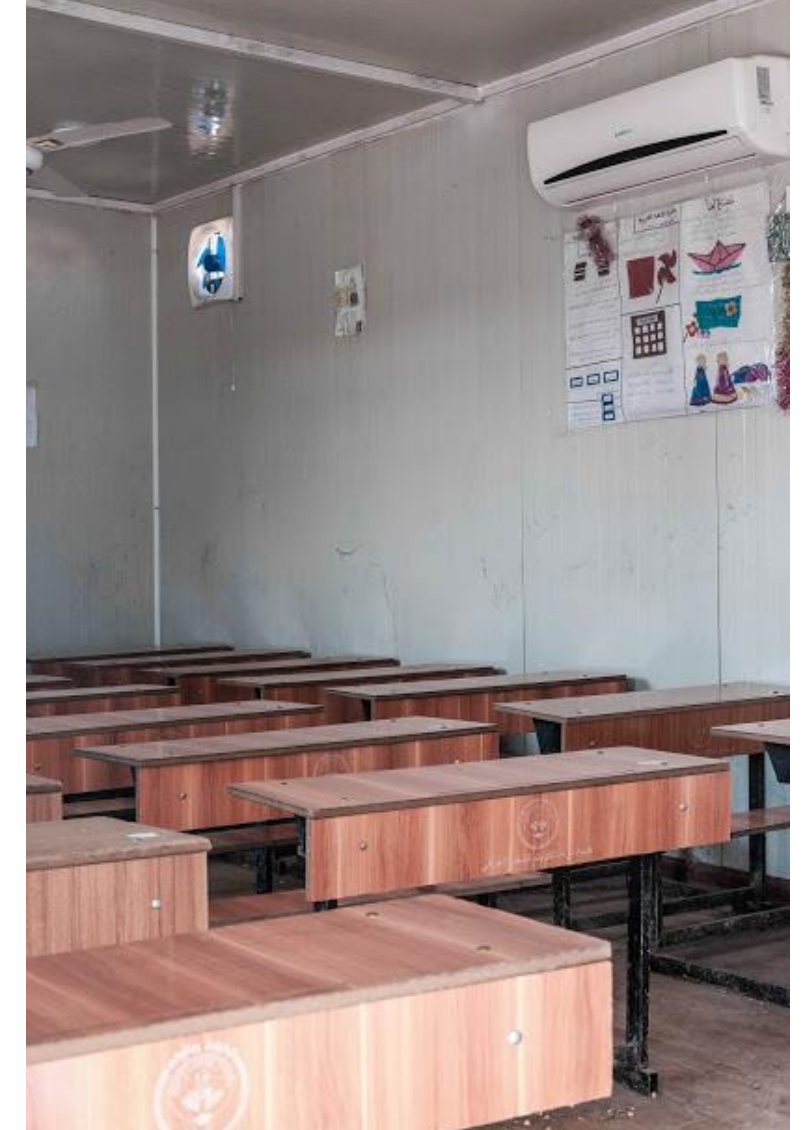
Students drink directly from the pipelines installed close to the ground as pictured above which are exposed to contaminants. Teachers reported insufficient water to meet basic needs.

No electricity



As the image shows, a mess of electrical wires hang from the utility poles in front of the school. The school has a generator but lacks funding to purchase fuel. Teachers occasionally spend money out of pocket to run the generator during exams periods.

Classroom overcrowding



Overcrowded classrooms was one of the main issues reported by the FGD participants. Approximately 50 students share a classroom as pictured above.

## RECOMMENDATIONS

Besides addressing the needs above, teachers recommend paving the school yard, providing a school bell and first aid kits, installing separate latrines for faculty and students, and increasing the number of classrooms.



### 3. SOLID WASTE MANAGEMENT

East Mosul

This photo taken in May 2019 depicts the Al-Atibaa neighborhood in Al-Salam district in East Mosul, Iraq littered with garbage and waste water due to a poor solid waste management system.

# Solid Waste Management in East Mosul



Garbage and waste water accumulate on the street of the Al-Atibaa neighborhood in East Mosul, Iraq, May 2019.



**2,000**  
families  
disposed waste

into public collection points which were emptied by the municipality before the conflict.



**No**  
garbage bins

After the conflict, approximately 2% of residents have access to public bins; the rest of them are reportedly damaged.



Public  
health risks

Residents reported foul smell and insect infestation along the main roads due to trash accumulation.

## Background

The Al-Salam district located in East Mosul is home to residents of average socioeconomic status. Before the conflict, residents reported efficient provision of basic services by the municipality. However, the military operations over the past few years have disrupted the government's capacity to conduct waste management, which includes installing public bins, collecting trash regularly, and keeping the streets clean.

## Methodology

In May 2019, ACTED’s Appraisal, Monitoring, and Evaluation Unit (AMEU) conducted 1 focus group discussions with residents of Al-Atibaa neighborhood (5 males) to understand the current situation and elicit feedback on solutions to the challenges. All photos displayed below were taken by AMEU staff in the Al-Salam district in March 2019.

## Situation and priority needs

Lack of public bins



Residents reported a lack of containers, which result in garbage spilling over on the streets as pictured above.

Waste burning



Smoke fills the air as residents burned waste in front of their homes in Al-Atibaa neighborhood, West Mosul.

Without a functional waste management system, many people resort to waste burning. This method inflicts damage on the environment and exposes local communities to harmful air pollutants.

Poor hygiene awareness



Due to the lack of collective bins, trash is littered on the streets of Al-Atibaa neighborhood in West Mosul.

“It is difficult to increase people’s awareness [to dispose trash properly,]” says FGD participant. Efforts should be made to promote important hygiene messages.

## RECOMMENDATIONS

Residents suggested that instead of cleaning the neighborhood through a one-off event, ACTED should consider durable solutions such as the provision of garbage bags to households, tools and equipment to the Municipality, and promotion of hygiene awareness via visibility materials in shops and schools.



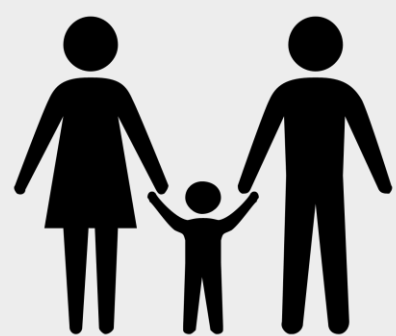
## 4. HEALTH CLINIC REHABILITATION

**West Mosul**

This photo taken in May 2019 depicts the Al-Mamoon Clinic located in West Mosul, Iraq which sustained extensive damage to the infrastructure, hallways, roofs, windows, and doors during the conflict. This health facility is no longer operational to meet the needs of the residents.

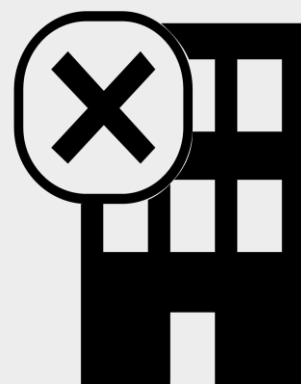
# Health Clinic Rehabilitation in West Mosul

Bits of steel and crumbled concrete littered the ground of the Al-Mamoon health clinic due to extensive damages during military operations in 2016. This photo was taken in the clinic in West Mosul, Iraq, May 2019.



Served around  
**5,000**  
residents when  
operational

After the local clinic was destroyed during the conflict, most residents travel long distances to access other clinics in neighboring cities.



Damaged  
**Facility**

led medical staff to abandon the clinic in search of employment elsewhere.



**No**  
electricity  
or water

Destruction of utilities and sanitation in the clinic have compromised local residents' access to healthcare.

## Background

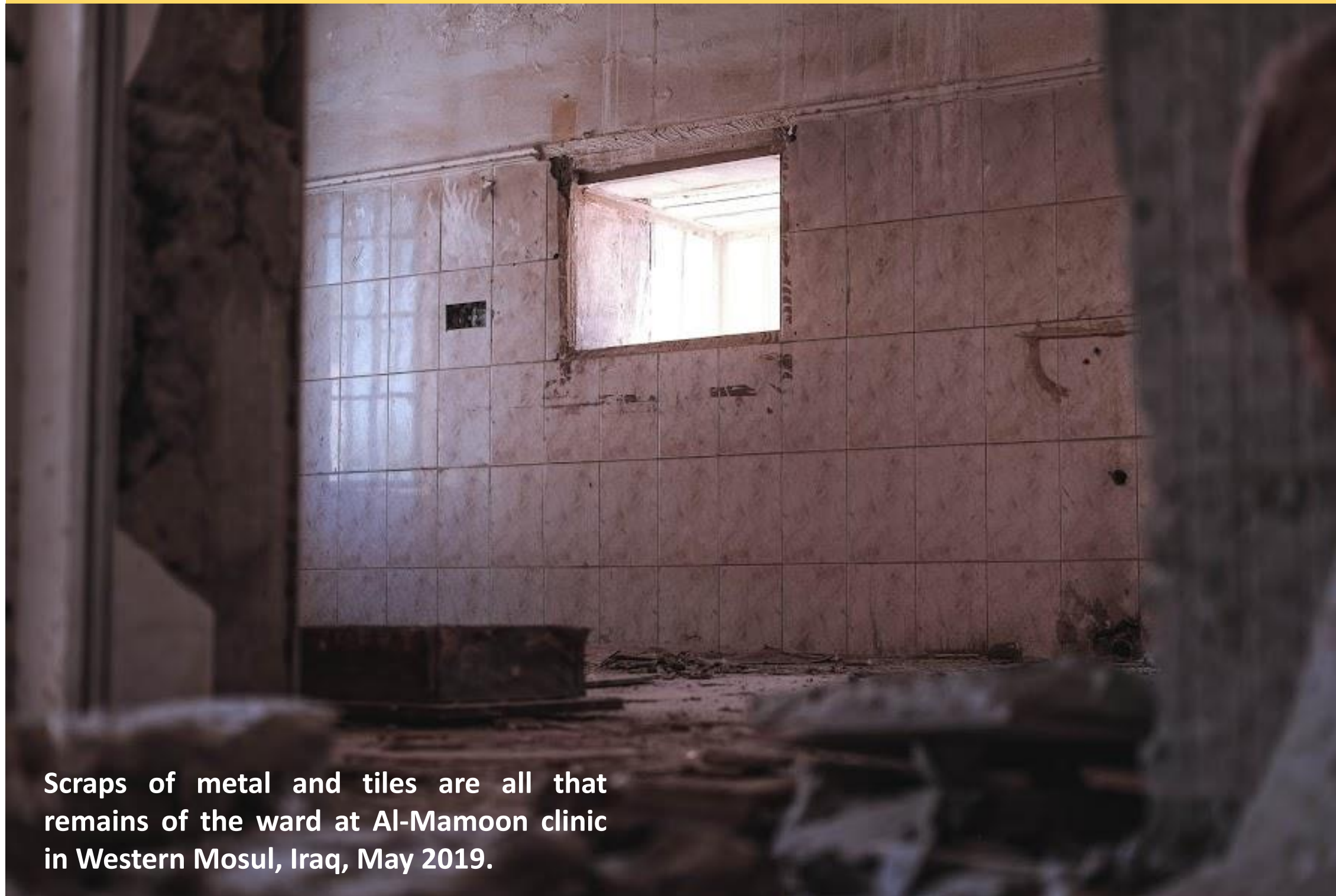
The Al-Mamoon health clinic is located in Western Mosul. Before the conflict, the clinic provided primary health care and pharmaceutical services to approximately 5,000 residents. After the conflict, the facility was abandoned by staff due to the total destruction of utilities, water, hygiene and sanitation, and medical equipment and supplies. The nearest health center is located at the end of the neighborhood, which is difficult for many families to access.

## Methodology

In May 2019, ACTED's Appraisal, Monitoring, and Evaluation Unit (AMEU) conducted 1 key informant interview with the Director of Health Care in Al-Mamoon neighborhood to understand the current situation and elicit feedback and suggestion to improve the rehabilitation of the clinic.

## Situation and priority needs

Requires extensive renovations to restore services



Scraps of metal and tiles are all that remains of the ward at Al-Mamoon clinic in Western Mosul, Iraq, May 2019.

According to the key informant, the nearest operational health facility for the neighborhood is located at the other end of the city and operates only six hours each day. Due to the distance, most families of a low socioeconomic status do not seek healthcare services or treatment except in cases of emergencies.

For this clinic, key informants reported that the renovation of the infrastructure and restoration of water supply and electricity constitute the top priority.

## RECOMMENDATIONS

**Key informant also suggested constructing a small room for the guard and liaising with the Ministry of Health to increase the number of medical staff dedicated to this clinic once it resumes health services.**





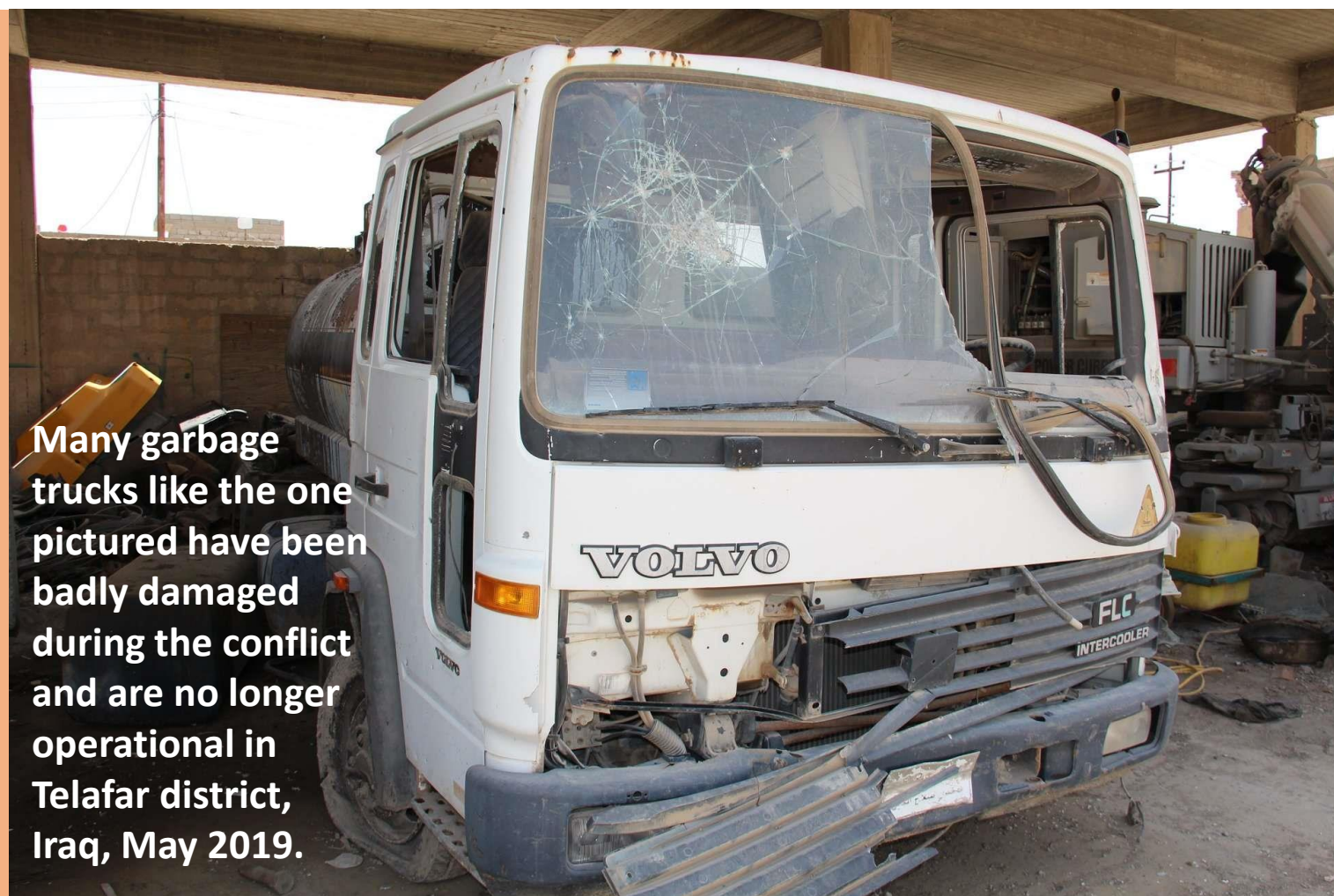
## 5. Solid Waste Management

Telafar

This photo taken in May 2019 depicts one of many damaged garbage trucks that belongs to the Telafar Municipality, Iraq. “There are insufficient resources and tools to maintain an efficient waste management system. This situation poses public health risks that are difficult to control. Flies, insects, and mice easily transmit germs and diseases to the residents,” explains the Director of Machinery.

# Solid Waste Management in Telafar

Many garbage trucks like the one pictured have been badly damaged during the conflict and are no longer operational in Telafar district, Iraq, May 2019.



**240,000**  
residents in  
Telafar district



**55%**  
returnees



Inadequate  
labor and  
machinery

Most residents disposed waste into designated collection points which were emptied by the municipality about twice a week before the conflict.

IDPs make up about 40% of the population.

are the main causes of an ineffective waste management system in Telafar, according to key informants.

## Background

Telafar, the second largest city in Ninewa governorate after Mosul was one of the last remaining territories under control of ISIL and sustained significant damages during military operations by the Government to retake the city in 2017. Telafar has a highly diverse ethno-religious composition and is home to Sunni and Shia Arabs, Kurds, and Turkmen. In the pre-ISIL period, waste collection occurred daily in most neighborhoods. Currently the only waste management services occur along the main street of the city. Neighborhoods located beyond the municipality do not have access to waste collection services (*REACH Area-Based Assessment Sep 2018*).

## Methodology

In May 2019, ACTED's Appraisal, Monitoring, and Evaluation unit (AMEU) conducted 2 key informant interviews with the Director of Machinery Department and Director of the Telafar Municipality to understand the solid waste management situation.

## Situation

### Graph 1: Methods of waste disposal in Telafar district pre- and post-conflict (according to key informant)

Key informants reported that waste collection points do not currently cover the entire city, which causes waste accumulation on the major roads. The situation is particularly bad in areas outside the reach of service provision: **North Al Kefah, Zahrra, South Al Kefah, and Al- Kharab Alkabir villages.**

After the conflict, the number of cleaning staff decreased from 700 to 125 members. According to key informants, the residents rely on themselves to collect and dispose waste. The incidence of open dumping and burning of trash increased after the conflict due to insufficient service delivery (graph 1). Such waste disposal methods have grave health and environmental implications, especially for conflict-impacted communities who are attempting to rebuild their lives.



## RECOMMENDATIONS

**Besides rehabilitating 10 garbage trucks, key informants suggest ACTED to consider providing waste containers, street-cleaning workers and cleaning equipment and tools to the Municipality. Additionally, KIs recommend conducting awareness-raising sessions on best hygiene practices, waste reduction, and recycling.**

# WAY FORWARD

**Photo:** residents of Al-Atibaa neighborhood, East Mosul await the reconstruction of infrastructure and delivery of basic public goods and services as the context transitions from an emergency to one of recovery and stabilization.

This set of factsheets have synthesized photographic and qualitative data from community leaders, local authorities, and resident households in Mosul and Telafar with the aim of informing the planning of ACTED's five Quick Impact Projects and prioritization of needs. The findings aim to support the project team to understand the current situation and consider the views of key stakeholders during project implementation. The final section summarizes **key recommendations from ACTED AMEU.**

## QiP 1

ACTED programs can consider adopting the views of teachers where possible, such as to construct a gate at the right side of the school building to reduce congestion at the main entrance. If budget allows, the school can benefit from receiving supplies such as books for the library and construction of additional classrooms.

## QiP 2

ACTED programs can consider paving the school yard; water currently accumulates on the surface of the gravel ground during rainy season. If budget allows, the school can benefit from a bell and provision of first aid kits, installation of separate latrines for faculty and students, and additional caravans to accommodate the high caseload of students.

## QiP 3

Past QiP implementation experiences by ACTED have shown that public collective bins are not always upkept by the target community if the local municipality lacks capacity to empty the bins regularly, a finding confirmed by a FGD conducted in May 2019 under QiP 3. As suggested by FGD participants, ACTED should liaise with the local authorities to ensure regular solid waste removal services are provided after the project ends. Participants also suggested that ACTED could allocate resources to supply more collective bins rather than to conduct one-off initiatives to clean the neighborhood.

## QiP 4

Key informant suggests restoring basic utilities of the health clinic such as water and electricity to resume provision of health services to residents. Additionally, ACTED could liaise with the Ministry of Health to ensure adequate medical staff are employed to operate the health clinic upon the completion of repair works.

## QiP 5

To enhance sustainability and go beyond a one-off cleaning or reconstruction initiative, this quick impact project can be complemented with the provision of garbage bags and waste bins for households as well as promotion of hygiene messages to reduce, recycle, and reuse materials.

### CONTACT INFORMATION

Contact person for this action: Zita Andrassy (Consortium Coordinator); [zita.andrassy@acted.org](mailto:zita.andrassy@acted.org)

Website of the action: <https://www.acted.org/test2/?lang=en>