



Iraq IDP Information Centre Report

January 2017

During January 2017, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 5,787 calls. Top three caller locations in January were Ninewa (21%), Erbil (18%) and Dahuk (13%).

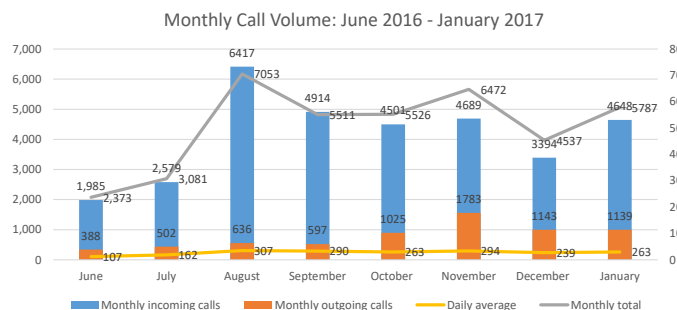
Food accounted for 32% of all calls, with 41% of such calls seeking information on why names were removed from distribution lists, and 36% seeking information on food assistance registration. IDPs made 92% of food calls from Erbil (28%), Dahuk (27%) and Ninewa (23%). Returnees made 2% of food calls from Ninewa (59%), Anbar (16%) and Salah al-Din (9%). Queries and feedback on WFP's mobile money services Asia Hawala and transfer modalities SCOPE accounted for 6% and 1% of total calls related to food, respectively.

Calls for cash made up 23% of all calls, citing shelter (63%), health (46%) and food (38%) as primary needs. Requests for cash for education dropped three-percentage points from 9% last month to 6% this month. Top three locations for cash were Erbil (24%), Ninewa (13%) and Salah

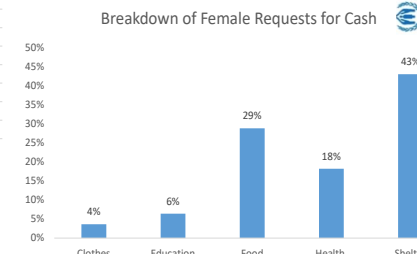
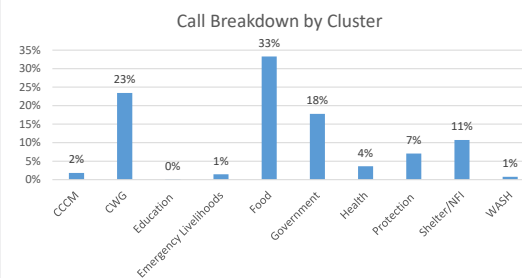
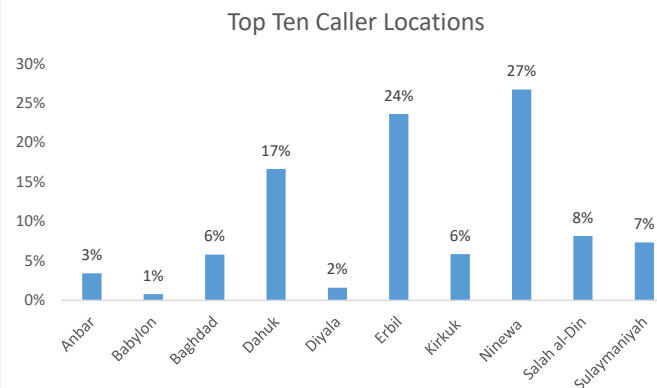
al-Din (13%). Callers were advised on ways to register for assistance assessment and trends were forwarded to partners.

Calls for Shelter/NFIs accounted for 10% of total calls – a fall of four percentage points compared to last month - and 88% of these callers requested winterisation items. Top three caller locations for shelter were Ninewa (32%), IDP camps (31%) and Erbil (10%). An additional 7% were emergency requests by IDPs in Ninewa: Al Hamdaniya (49%), Mosul (29%) and camps in Zones West and East (22%). Callers were advised on how to register for assistance assessment and trends were forwarded to partners.

Protection-related calls accounted for 7% of calls, with requests for information on legal assistance topping at 64%, of these callers 30% called from camps in Anbar, Kirkuk and Ninewa, 24% from out-of-camps settings in Ninewa and 8% from out-of-camps settings in Dahuk. All requests for legal assistance were referred to legal hotline numbers.

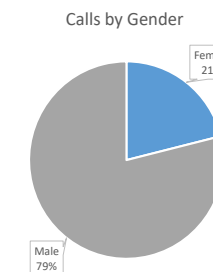
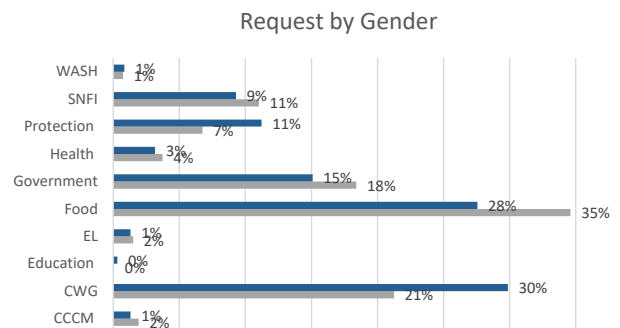
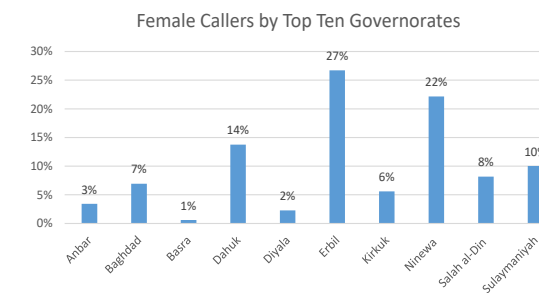


5,787 calls handled in January
60,248 the total number of calls handled by the Iraq IIC since its launch



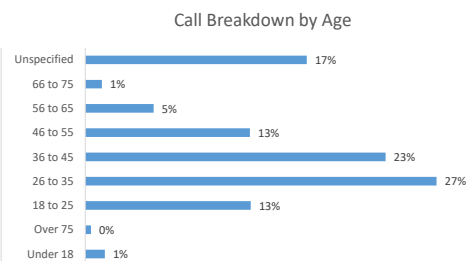
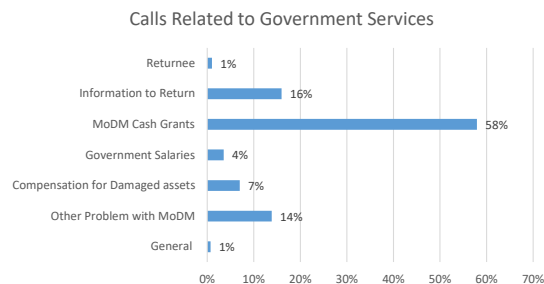
“Operators provided callers with mine clearance hotline numbers and forwarded details of the reported locations of mines/UXOs to the Mine Action Sub Cluster focal points”

During January, the call centre forwarded five reports of mines/UXOs in Ninewa



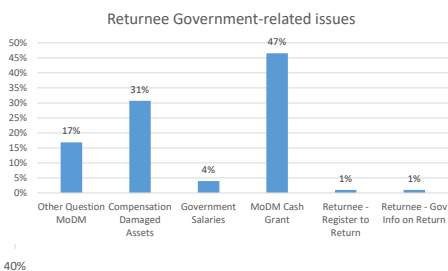
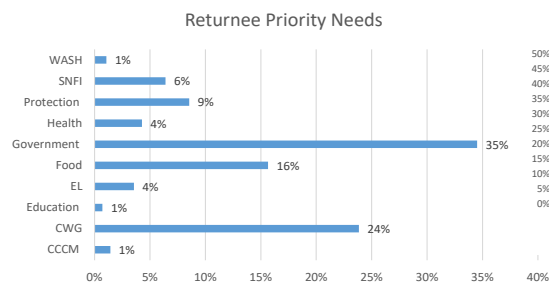
292% the percentage increase in the number of callers from Ninewa who called the call centre following the launch of a Korek targeted SMS campaign in Ninewa





“Caller called to thank the Iraq IIC for sharing the contact details for the legal assistance helpline. She added that she has received the information that she needed to move her case forward.”

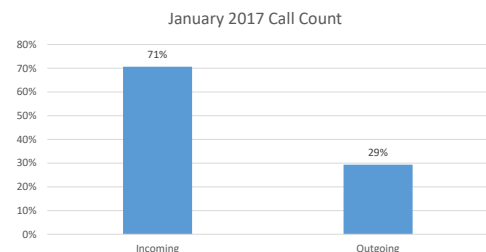
A female caller from Baghdad called to thank the Iraq IIC for sharing hotline information on legal assistance in the capital city.



Accountability in action

98% of incoming cases closed

1,661 number of outgoing calls made by operators



68 job seekers were referred to the EL cluster

1,139 the number of feedback calls, assessment referrals, and complaints the Iraq IIC handled

“The call centre provides useful inputs that is shaping the drafting of the 2017 CWG Communications Strategy to be shared with partners”

The CWG provides feedback on the impact of Iraq IIC evidenced-based data

During this reporting period, there was a fourteen-percentage point increase in the number of Iraqis seeking asylum advice.

Calls from females accounted for 21% of total calls, with food (30%), government (16%) and protection (12%) being cited as primary issues. Female single headed households accounted for 10% of protection calls, calling from Erbil (30%), Salah al-Din (18%) and Kirkuk (11%), citing cash for food (32%), shelter (32%), health (24%) and education (9%) as top needs. One per cent of female callers were under 18 years of age; 60% of these callers called from Ninewa to enquire about government grants, cash, unfair distribution, non-food items and legal assistance.

Calls relating to camp management accounted for 2% of calls, of which 48% provided feedback on treatment of IDPs in camps. Reports of unfair distribution and confiscated identity documents (IDs) accounted for 11% and 2% of total CCCM calls, respectively. Unfair distributions were reported in Ninewa (73%), Anbar (18%) and Erbil (9%). Reports of confiscated IDs and mistreatment of IDPs were made from Ninewa camps. Reports of poor electricity supply in camps accounted for 9% of calls, with 89% and 11% of calls being made from camps in Ninewa and Anbar, respectively.

One per cent of callers called about WASH activities, with 53% reporting water insecurity and poor sanitation (21%). Of these callers, 60% called from camps (Anbar 9% and Ninewa 91%) and 32% from Mosul. The WASH cluster is working with the Iraq IIC to identify easy-to-reach communal water points in affected areas, including in return areas.

Health calls accounted for 3% of total calls, with 32% calling from camps in Ninewa (31%) and Erbil (10%). Health treatment (88%), general health issues (6%) or emergency health-related issues (4%) were the main queries. To address returnee psychosocial needs, the Iraq IIC is working with the Mental Health Psychosocial Support Sub-Cluster to identify mental health providers outside IDP camps in Anbar, Kirkuk, Ninewa and Salah al-Din.

Returnees accounted for 5% of calls this month, with 53% calling Ninewa, 28% Anbar and 8% from Salah al-Din. Top priorities for returnees

were information on government services (34%), cash (23%) and food (15%). Returnees sought government grants for food (55%), shelter (36%) and health (23%). These callers called from Ninewa (49%), Anbar (36%) and Salah al-Din (8%). Eight per cent of returnee callers enquired about compensation for damaged assets in Ninewa (47%), Anbar (27%) and Salah al-Din (13%). Two potential returnees called about the lack of educational services in Ninewa.

“The WASH cluster is working with the call centre to identify easy-to-reach communal water points in affected areas, including in return areas.”

Calls from Ninewa jumped thirty-one percentage points in January compared to December. Calls from Telafar (Al Amala) accounted for 20% of calls related to Mosul, with most callers seeking information on food. During January, the call centre received five reports of mines/UXOs in Al Qayarah and in Hamdaniya. Iraq IIC provided these callers with mine clearance hotline numbers and forwarded details of the locations to Mine Action Sub-Cluster focal points. Thirty three per cent of calls regarding confiscated IDs and all calls relating to unfair treatment of IDPs were all related to Mosul. Callers asked about the return of their IDs. Top caller locations were Mosul (35%), Ninewa camps (29%) and Telafar (21%). The top caller locations for missing family were Al Hamdaniya (50%), Mosul (39%) and Telafar (11%).

This month, 68% callers became aware of the Iraq IIC by SMS. IDPs accounted for 87% of calls, returnees 5%, host communities 5%, refugees 2%, and 1% were miscellaneous. Refugee calls were referred to relevant refugee hotlines.

Iraq IIC reports are available for download on the humanitarian community portal: humanitarianresponse.info. Iraq IIC data is visualized through IOM’s Community Response Map: iraq.communityresponse.org.

If you have any questions or comments about the content of this report, or if you would like to learn more about the Iraq IIC, please contact Charlotte Lancaster, UNOPS Iraq IIC Project Manager, at +964 751 135 2970 or iraqic@unops.org.