



Iraq IDP Information Centre Report

December 2016

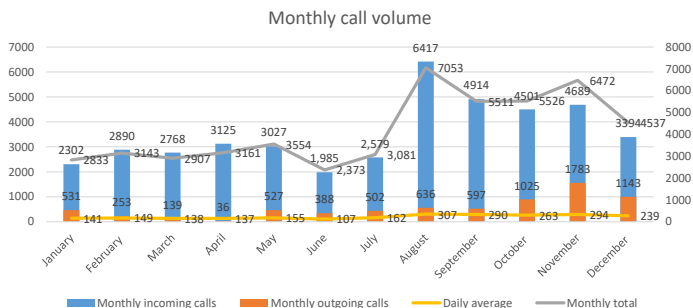
During December 2016, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 4,537 calls, which pushed the total number of processed calls since the launch of the call centre to over 54,000. By the end of December, 99.8% of cases were classified as closed.

During the reporting period, the top three locations where calls originated from were Erbil (21%), Ninewa (17%), and Dahuk (14%). In line with expectations following increased visibility efforts to raise awareness of the call centre's number in Ninewa – specifically in response to the launch of the 17 October 2016 Mosul offensive and the associated increase in displacement – the number of calls from Ninewa increased by nine and 10 percentage points in December 2016 as compared to October and November 2016, respectively. Meanwhile, in December 2016 calls from Anbar decreased by 5% and 11% as compared to October and November. Likewise, calls from Baghdad decreased by 6% when compared to the average for the previous two months. For the second-

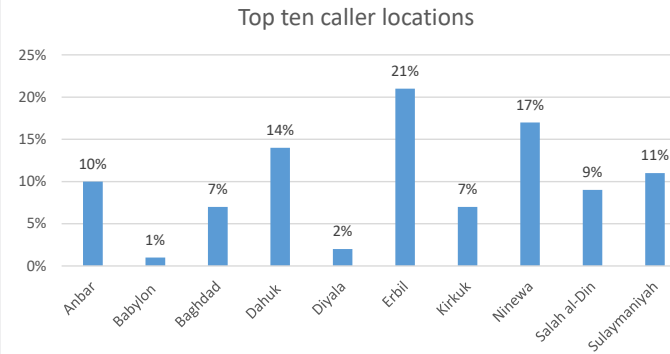
month running, calls from Kirkuk accounted for 7% of the total number of calls. In December 89% of callers identified themselves as internally displaced persons (IDPs), 6% returnees, 4% host community members, and 1% refugees.

When compared to November 2016 there was a seven percentage point increase to 32% in calls requesting information on food during December. Notably, this accounted for the majority of calls during this period. For the second consecutive month, the two highest number of calls regarding food assistance were made from Dahuk (26%) and Erbil (25%). In addition, calls from Ninewa ranked third and accounted for 20%. Specifically, these callers requested information on how to register for food assistance, why their names were removed from assistance lists, and how to deal with technical issues related to WFP's Scope cards.

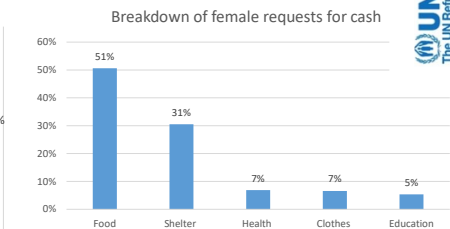
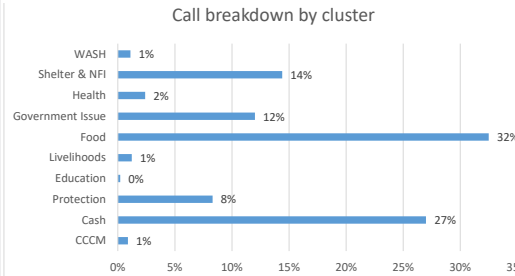
In parallel, calls requesting information on cash services dropped from first place in November 2016 to second place in December 2016 and



4,537 calls handled in December
54,461 the total number of calls handled by the Iraq IIC since its launch

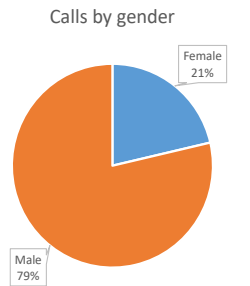
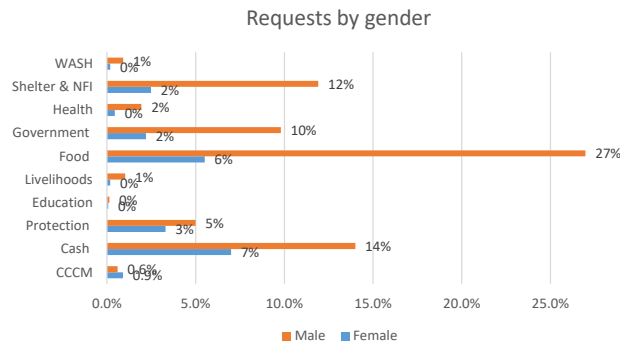
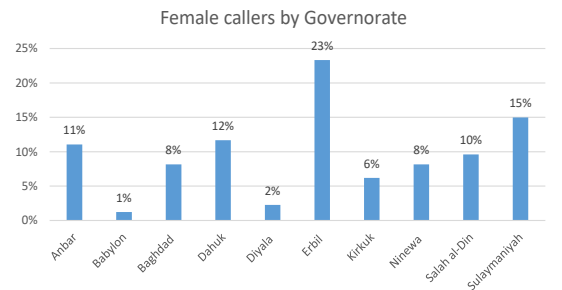


53% of calls from returnees were made from Anbar, followed by Ninewa (22%) and Salah al-Din (13%)

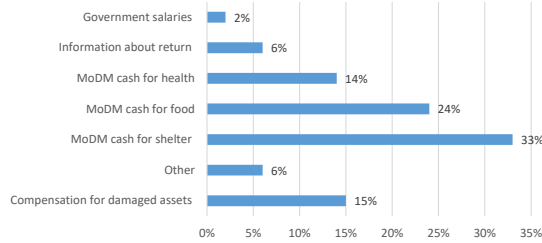


“Following information shared from the call centre, we verified feedback on the water issues in the camp and observed that waste management can be improved”

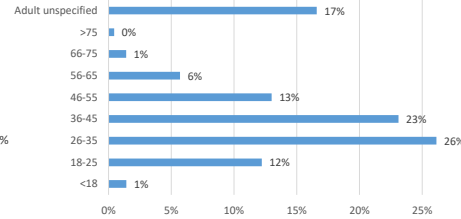
A partner shares updates on action taken following feedback received from the Iraq IIC



Breakdown of Government-related calls



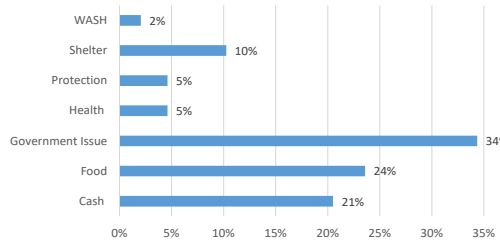
Call breakdown by age



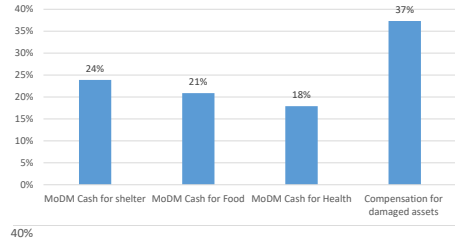
“Caller said that they called the MAG (Mine Action Group) hotline shared by the Iraq IIC and they received very helpful information and that they will be assisted shortly”

A repeat male caller from al-Hamdaniya, Ninewa, called to thank the Iraq IIC for sharing information on humanitarian mine action services in his area

Returnee priority needs



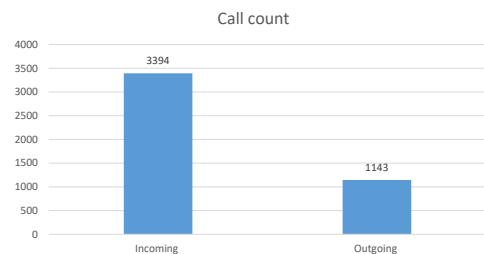
Returnee Government-related calls



Accountability in action

99.8% of incoming cases closed

1,143 number of outgoing calls made by operators



“Your alert has worked greatly as now we have a clearer idea of needs in this area and with this data we can push to clarify registration processes in this area”

A partner provided feedback on the impact of Iraq IIC data on programmatic operations within Iraq

38 job seekers were referred to the EL&SC cluster

1,225 the number of feedback calls, assessment referrals, and complaints the Iraq IIC handled

accounted for 27% of total calls. Top priority needs for cash in December 2016 followed noted trends throughout 2016, which highlighted food, shelter, and health as areas for continued assistance. Female callers who requested information on cash services, 51% identified food as a top need, followed by shelter (31%), health (7%), clothes (7%), and education (5%).

During the month in review, 21% of the callers were female, which was an increase of one-percentage point from November 2016 bringing it in line with the 2016 monthly average (21%). While only accounting for three of the country's 18 governorates, the Kurdistan Region of Iraq accounted for 50% of calls made by women, with 23% calling from Erbil, 15% Sulaymaniyah, and 12% Dahuk. Of the female callers calling from the rest of Iraq, the top four governorates were Anbar (11%), Salah al-Din (10%), Ninewa (8%), and Baghdad (8%). Of the female callers, 90% lived in out-of-camp settings, with 10% living in camps. Foremost concerns of female callers were accessing information on cash (7%), food (6%), and protection (3%). The majority of female callers seeking protection-related information sought legal advice, including how to replace missing legal documents.

During this reporting period, calls from returnees accounted for 6% of total calls, a 3% drop when compared to November. Returnees in Anbar constituted the majority of callers (53%) who returned to their area of origin, followed by Ninewa (22%), and Salah al-Din (13%). In December, the majority of returnee callers (34%) requested information on Government services, followed by food (24%), and cash (21%). Of the returnee calls regarding Government services, 37% requested information on restitution for conflict-damaged assets, while 63% requested information on the Ministry of Displacement and Migration (MoDM) cash grant. Specifically, those callers marked out shelter (24%), food (21%), and health (18%) as priority needs for Government cash assistance.

For the third consecutive month, the call centre experienced an uptick in calls from those affected by the offensive to re-take Mosul. As a result of intensified visibility efforts, operators handled a 78% increase in calls from Ninewa in December

2016 as compared to November 2016. Operators continued to communicate with callers who were either on the move, stranded between forces, or living in emergency camps. Priority concern of callers centred around access to winter clothes, fuel, health services, and clean water. The relevant information was disseminated to respective partners. A frequent caller to the Iraq

“A frequent caller to the Iraq IIC who used to call when trying to escape ISIS, called to report that he and his family were safe. While the call centre did not provide advice on escape options nor the military offensive, the caller called to express thanks for the provision of emotional support via the phone.”

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During this reporting period, the Iraq IIC forwarded 1,225 calls to partner agencies. Of these calls, details of 38 callers were sent to the Economic Livelihood cluster to register for work opportunities, and 75 complaints and feedback calls were shared with partners. Using the vulnerability matrix to assess first level vulnerability on the phone, the Iraq IIC forwarded 1,066 assistance assessments requests to partners in Dahuk, Diyala, Erbil, Kirkuk, Salah al-Din, and Sulaymaniyah.

All 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.