



**OVER  
3 MILLION PEOPLE  
DISPLACED  
BY CONFLICT  
ACROSS IRAQ**

NORWEGIAN  
REFUGEE COUNCIL

**NRC**

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# Standing up for people forced to flee

The Norwegian Refugee Council assisted more than 6.8 million people worldwide in 2016, and with your support, we can help even more.

The Norwegian Refugee Council is an independent, humanitarian organisation helping people forced to flee.

We deliver high-quality aid where needs are greatest. Today, we work in both new and protracted crises across 31 countries, where we provide food assistance, clean water, shelter, legal aid, and education.

We promote and defend displaced people's rights and dignity in local communities, with national governments and in the international arena.

Our expert deployment capacity NORCAP boasts around 1,000 experts from all over the world. These experts stand ready to deploy at a moment's

notice to support the UN and local authorities in humanitarian crises.

NRC's Internal Displacement Monitoring Centre in Geneva is a global leader in monitoring, reporting on and advocating for people displaced within their own country.

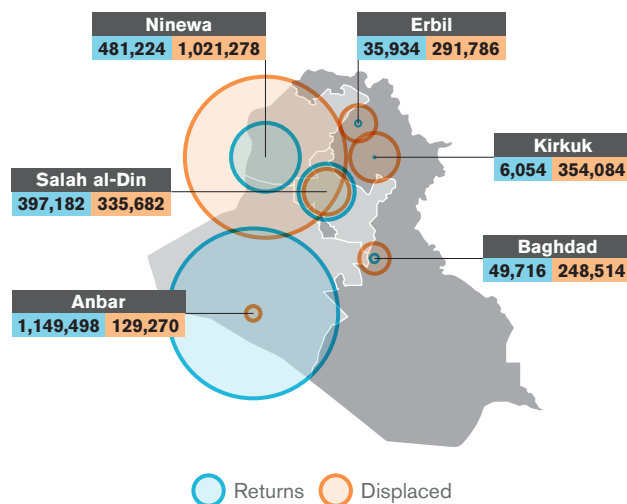
Around 6,000 men and women work for the Norwegian Refugee Council. Most of us are hired locally to work in the field, and a small number are based at our head office in Oslo. Many of our colleagues were once forced to flee their homes.

# Continuous conflict and displacement

Humanitarian crisis in Iraq remains one of the largest and most volatile in the world. Although Iraq has a long history of displacement, the pace has been nearly without precedent over the past three years. In 2014, two million civilians were displaced in Iraq; in 2015, an additional 1.4 million were forced to flee. Every one of the nine major military campaigns during 2016 has created new displacement: close to one million people have been newly displaced by the conflict with the IS. Although over two million Iraqis have returned home, more than three million Iraqis remain displaced across federal Iraq and the Kurdish region of Iraq.<sup>i</sup>

The continuous conflict and economic stagnation have affected nearly every aspect of Iraqi society. Poverty rates in the Kurdish region have doubled and unemployment has trebled in many communities. Payrolls for government employees have been cut or delayed. Agricultural production has declined by 40 per cent, undermining the country's food sufficiency, and hundreds of thousands of people have been forced to migrate to urban areas for jobs and support.

Schools in governorates that were occupied by the IS are forced to convene three sequential sessions to cope with the increased number of students. Nearly 3.7 million school-aged Iraqi children attend school irregularly or not at all, and more than 760,000 displaced children have missed an entire year of education.



**Iraq Displacement & Returns in 2017**

*International Organisation for Migration, Displacement Tracking Matrix, 29 October 2017*



# An uncertain future

As Iraqi authorities retake more territory from the IS, there is a huge need for stabilisation – to rebuild homes, hospitals and schools – as well as reconciliation between different ethnic, religious and tribal groups. While sectarian divisions have always existed in Iraq, recent years of conflict have widened these.

More and more people are returning back to areas retaken from IS control – as many as 2.3 million. Local buildings and land may be contaminated with unexploded ordnance and public services and markets may be disrupted, if functioning at all.

Increasingly people are moving to urban areas, but concerns remain regarding the security and voluntary nature of those returning to their homes. Reports of evictions and forced displacement of families suspected of IS affiliation are common and incidents of displaced people being blocked from returning home are also increasing.

Those moving back to conflict-affected areas have often lost their homes and livelihoods. Housing, land and property issues are a top priority. Women face particular challenges both during displacement and once they return as they have fewer opportunities for livelihoods, education and housing.



**9.7 million**  
Healthcare



**8.7 million**  
Protection



**6.3 million**  
Water and sanitation



**3.9 million**  
Shelter and  
household goods



**3.7 million**  
Education

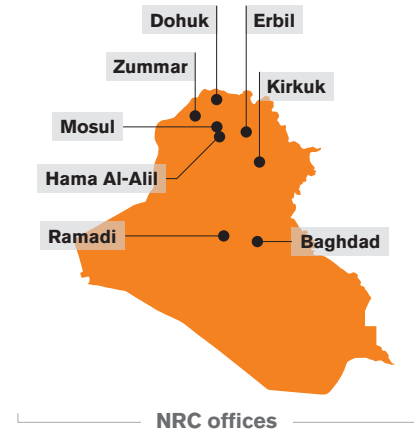
## Humanitarian needs in Iraq

*United Nations Office for the Coordination of Humanitarian Affairs, Humanitarian Response Plan, IRAQ, January – December 2017*

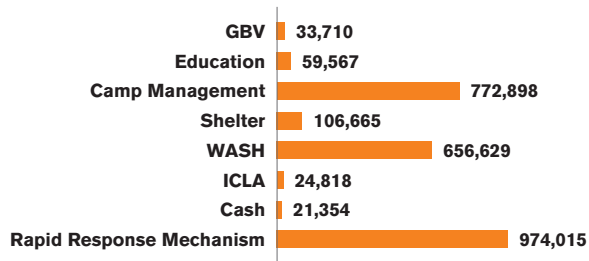
# NRC in Iraq

NRC has been present in Iraq since 2010 when an office was opened in Baghdad. In Iraq, NRC reaches displaced Iraqis and Syrian refugees with emergency assistance. In recent years, we have scaled up our response to meet the largescale crisis facing the country.

Since August 2014, NRC has responded to four of the largest displacement waves in the country – Sinjar, Ramadi, Falluja and most recently Mosul, Hawija and Kirkuk. NRC is gradually shifting our focus toward the returnee population in their recovery efforts and the barriers that prevent people from returning to their homes, effectively creating secondary displacement.



## 1.2 MILLION PEOPLE ASSISTED IN 2017



People assisted by Sector



**52 million**  
Budget 2017



**59**  
International staff



**480**  
National staff



# Priorities and strategy

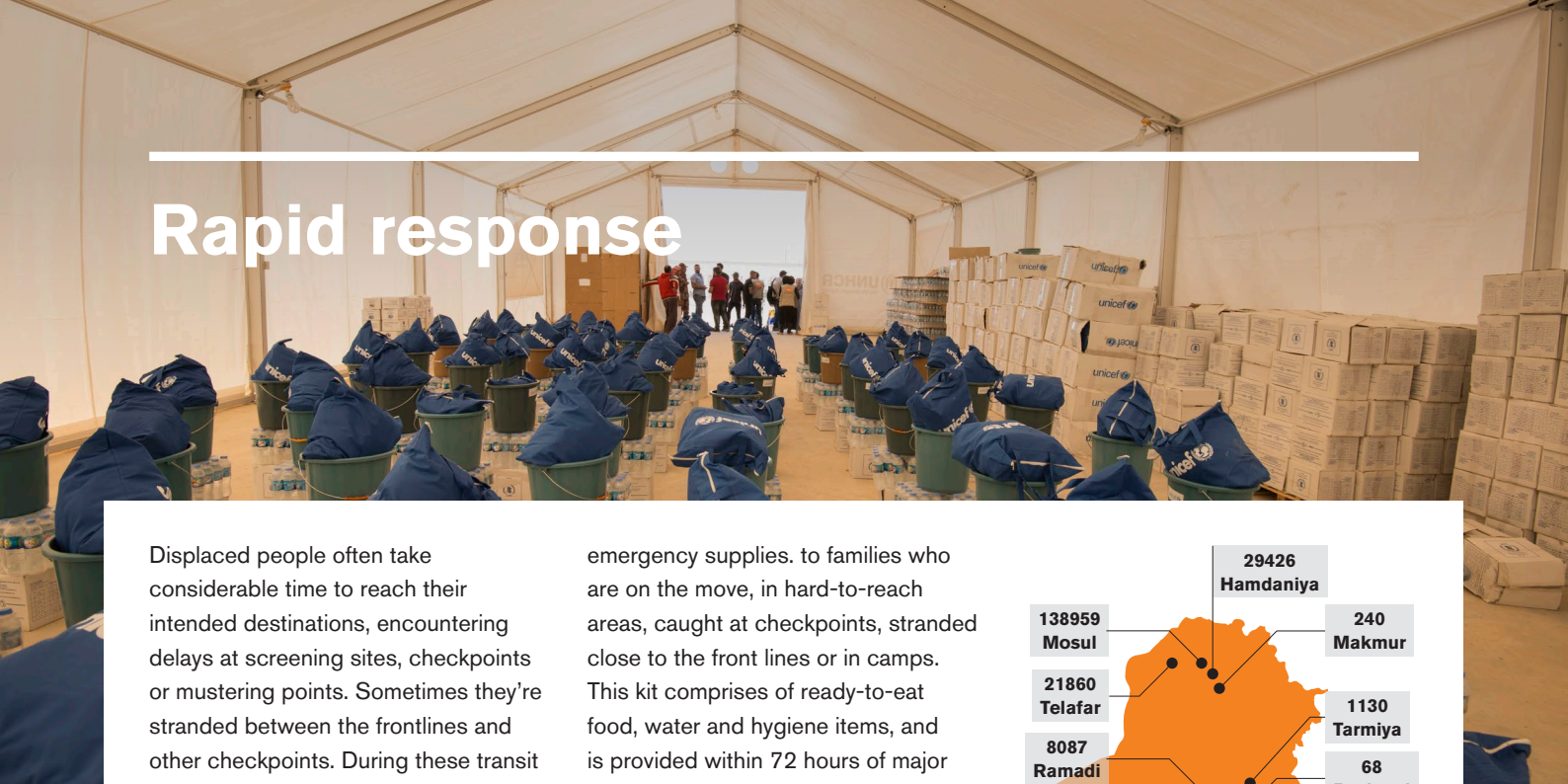
NRC Iraq prioritises vulnerable people in areas that are difficult to reach. Our goal is to always be prepared to work in new settings, so we are establishing more local partnerships in Iraq.

NRC provides holistic aid. We link our first line response to our longer-term assistance. Because of the volatile context, we will maintain our emergency response. However, we're gradually shifting our focus, expanding our livelihoods programme to support returnees and host communities as they recover from the conflict. The volatile Iraqi context means that we target people who have remained home as well as those who are returning to informal settlements or retaken areas (once they are safe).

Outreach to local authorities and communities are fundamental to the recovery process. As a consequence, NRC will support governance structures in coordination and partnership with other service providers. Our approach helps national authorities fulfil the responsibility that they have towards returning populations. We will seek funding for returnee communities in urban centres which should not only increase services and livelihood opportunities, but also promote social cohesion. Communication with communities, engagement with local stakeholders and coordination with the authorities will be paramount elements of NRC's site management in areas of return.



# Rapid response

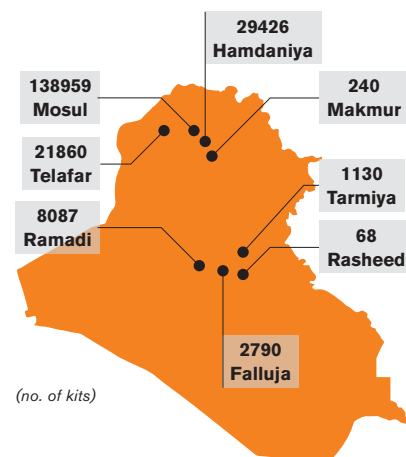


Displaced people often take considerable time to reach their intended destinations, encountering delays at screening sites, checkpoints or mustering points. Sometimes they're stranded between the frontlines and other checkpoints. During these transit periods, people are in critical need of emergency supplies – food and water. Water is crucial, especially in the summer's extreme heat and especially for children. As people arrive in camps and informal settlements, they usually don't receive the food and water they need immediately. This is compounded by the fact most flee without hygiene and personal supplies. As a result, people need a first line response before receiving further assistance from the different emergency sectors.

NRC is part of the joint agency Rapid Response Mechanism (RRM), that delivers first line response through the distribution of immediate, life-saving

emergency supplies. to families who are on the move, in hard-to-reach areas, caught at checkpoints, stranded close to the front lines or in camps. This kit comprises of ready-to-eat food, water and hygiene items, and is provided within 72 hours of major population movements.

Throughout 2017, NRC has responded in Anbar, Ninewa, Erbil, Dohuk and Baghdad governorates. We respond with RRM where displacement occurs, flexibly, to the urgent needs of vulnerable populations. In the first nine months of 2017, NRC distributed over 200,000 kits, aiding over one million individuals. For people displaced from Mosul, NRC was the lead RRM partner in Ninewa governorate, conducting distributions at different sites, ensuring that people arriving in emergency sites had their immediate needs met.



(no. of kits)

**NRC distributed a total  
202,560 kits aiding almost  
all those who fled**

Almost one million people fled Mosul during the military offensive



# Camp management

Over two-thirds of those displaced in Iraq are located in governorates where NRC operates.<sup>ii</sup> Less than a third of these people live in displacement camps. Many live in abandoned or unfinished structures, public buildings or rented accommodation, which makes it difficult to locate and reach people. NRC's camp management programme provides coordination and information services for displaced people across Iraq, regardless of their location. Coordinating with partners helps ensure that all services are provided in camp, and guarantees a protected space for residents.

## Formal settlements

NRC currently manages a displacement camp in Hamam al Alil, outside Mosul (population – 23,000). We install markets, community centres and other public spaces, and provide information and awareness campaigns.

We also supervise a community accountability programme to respond to residents' comments and issues. In Anbar governorate, NRC has provided training, coaching and in-kind support, like office space and equipment, to camp managers since 2016. We also establish and maintain humanitarian facilities within the sites.

## Informal settlements

We monitor and map the needs of displaced populations in informal settlements to determine their obstacles to in receiving assistance. We carry out basic repairs and refurbishment, and undertake fire prevention and site safety measures.

## Referrals

NRC refers displaced people to other teams and external agencies. Our Information, Counselling and

Legal Assistance team helps families negotiate with landlords to lower rents. Buildings in need of infrastructure upgrades are referred to our shelter and WASH teams, who can install and repair sanitation facilities and water reservoirs, drainage systems and footpaths or distribute building materials.



**NRC assisted people in 3,000 families Baghdad, Anbar and Kirkuk governorates, in almost 1,000 informal settlements. In Hamam al Alil camp, we coordinate services for more than 3,500 families.**

700,000 people (approx.) live in displacement camps in Iraq

# Shelter

As more and more areas in Iraq have been retaken by Iraqi forces, more than two million people have returned home. Ninewa, Anbar and Salah al-din are the main areas where people have returned, but obstacles still exist. Substantial numbers of returnees are facing widespread destruction and need shelter assistance. In some towns, the level of destruction is all but complete and urban planning must be restored before anything else.

Mosul, Ramadi and Falluja have experienced catastrophic damage. In west Mosul, at least 53,000 houses have been totally destroyed (almost a third of the neighbourhoods); another half are moderately damaged. Spontaneous settlements, with poor or little infrastructure are likely to grow on the outskirts of Mosul. Most people live in unfinished buildings as the housing shortage drives up rents – a trend that is likely to continue in other urban areas.

Because people are likely to remain displaced for a long time, shelter will continue to be a need in the first-line response and, for those rebuilding, as a longer-term need. To reduce housing inequality and discrimination, underprivileged women belonging to low-income groups will be prioritised.

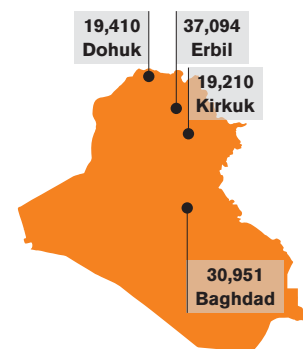
## Emergency support

NRC provides temporary shelter and basic household items to help people manage their immediate needs. In this phase, it's important to provide enough support to ensure that those fleeing are not forced to return before it is safe.

## Transitional phase

When people are displaced or when they return home they often rent houses or squat in abandoned or unfinished buildings. NRC repairs and upgrades

sub-standard shelters to improve living conditions. People's resources are often drained by rent and eviction jeopardises their security. In return for durable upgrades, NRC negotiates with landlords to formalise rent agreements and reduce rents, so that financial resources are not depleted.



**NRC assisted 106,665  
people with shelter**

3.6 million people in Iraq need shelter or household goods



# Water, sanitation and hygiene

Years of conflict in Iraq's urban areas have devastated the infrastructure that provides basic services. Water pipes, sewage networks, treatment plants and pumping stations often go unseen until they stop working. In some cases, entire districts are cut off from the water supply. This increases the risk of disease outbreaks caused by poor sanitation and insufficient clean water.

NRC's WASH activities span urban, camp and informal settlements where displaced people reside. Our teams work according to the three phases of crisis.

## Acute emergency

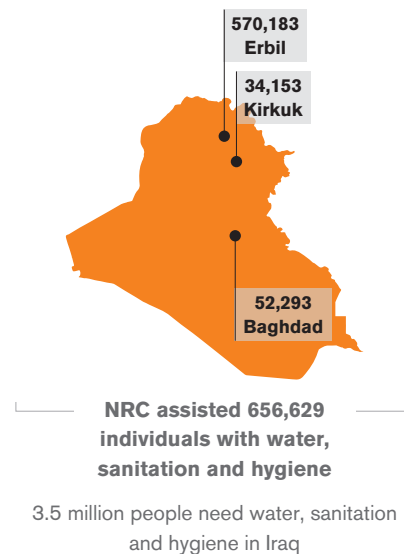
In this phase, we provide a safe and sufficient water supply, as well as latrines and critical hygiene solutions to prevent outbreaks of communicable diseases.

## Protracted crisis

As a crisis becomes long-term, we initially supply water trucks and water storage tanks, and then an extended water network. We endeavour to construct robust water quality monitoring systems for daily water deliveries, working hand-in-hand with authorities and the community so that water is not wasted and that systems can be maintained. We compliment the latrines we construct with cleaning kits, conduct weekly trainings and follow-up with individual visits.

## Early recovery

We find long-term, sustainable solutions to basic needs in urban areas helping to get municipal services back online. Setting up emergency water treatment units that can pump up to one million litres of safe water per day, we install community water points and



commission water trucks to distribute water to places where pipelines are damaged. In collaboration with the government, we assess and repair water treatment plants, water pipelines, sewage networks and pumping stations.

A woman with dark hair tied back, wearing an orange shirt, is speaking and looking slightly to her right. She is in a tent-like environment with white fabric walls. In the background, there are yellow plastic chairs and other people, some wearing red shirts. The lighting is warm and indoor.

# Information, counselling and legal assistance

In Iraq, official identification papers are needed for almost everything from enrolling in school, to travelling throughout the country. Children born in areas occupied by IS are Iraqi, but marriage and birth certificates issued under IS are not recognized. NRC's Information, Counselling and Legal Assistance (ICLA) programme is a cornerstone of the organisation's work in many countries, as it helps people claim their rights both while they are displaced and when they return home.

Coordinating with relevant authorities, including the Nationality Directorate and Civil Status Directorate in Baghdad, ICLA teams in all our offices help people obtain their official documents and realise their rights in all our offices.

## **Emergency response**

To respond to the information needs of newly-displaced people, we provide information and updates on screening, registration and transport, as well as messages aimed at preventing family separation, promoting access to basic services and emergency support.

## **Housing, land and property (HLP) rights**

We help people obtain land ownership documents, claim compensation for property damaged or destroyed in the conflict, negotiate lease agreements and resolve tenancy disputes. We promote women's awareness of their property rights and assist them to obtain the documents necessary to assert those rights such as guardianship certificates, divorce certificates and inheritance deeds.





**NRC assisted over  
24,000 people through  
the ICLA program in Iraq**

8.7 million people in Iraq need protection

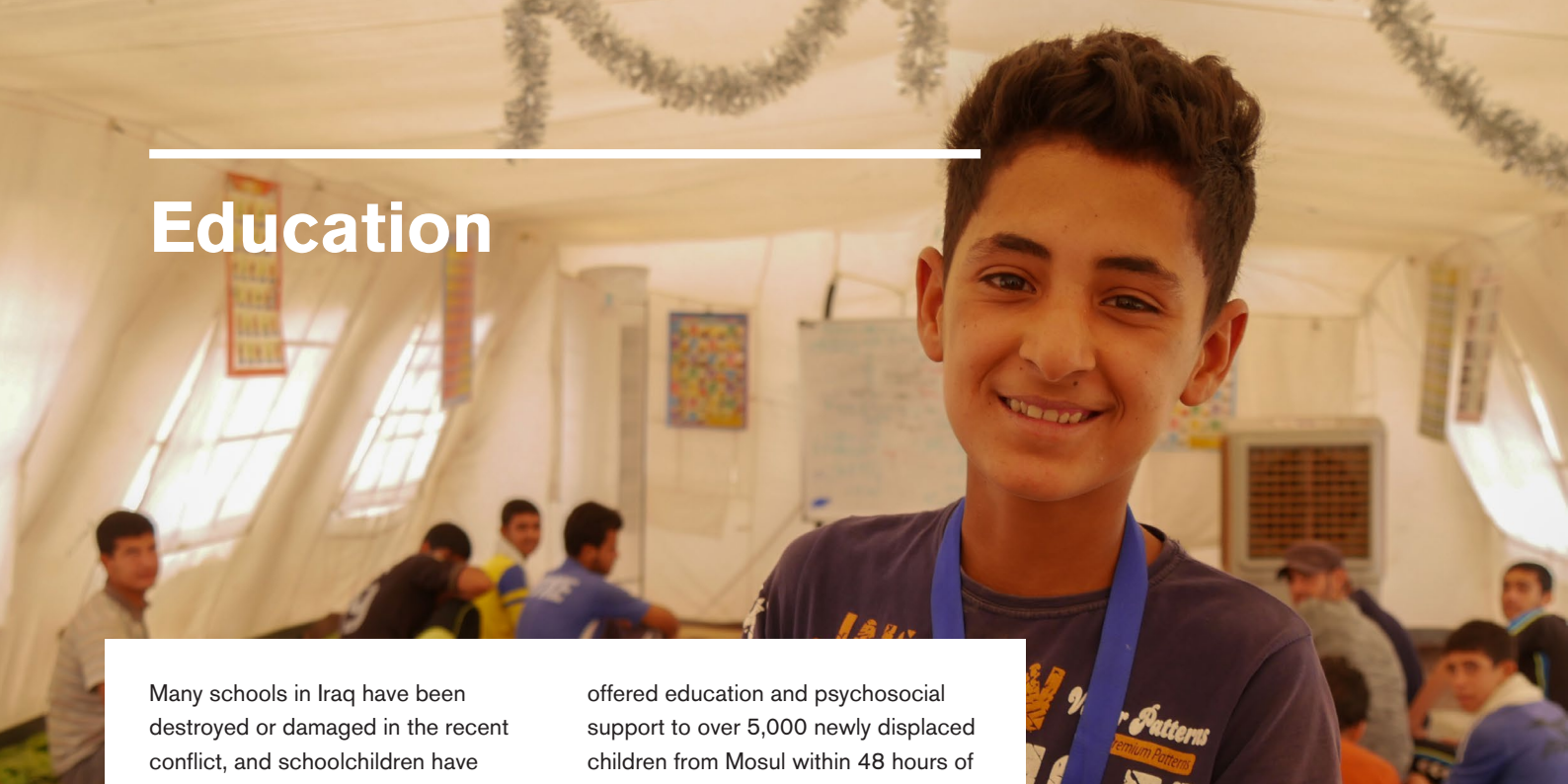
## Legal status and identity

Conflict-affected people in Iraq don't always appreciate the importance of registering as a returnee or displaced person and sometimes, of civil documentation itself. Integrated with our RRM and cash programmes, ICLA staff help people obtain documents such as birth certificates, ID cards, nationality certificates, marriage certificates, public distribution system cards (PDS) and residency permits or housing support letters – all of which are required to obtain basic services. We assist with group information sessions, mobile counselling, social media and capacity building for local authorities, humanitarian partners and community leaders. We also provide financial assistance so that people can travel to courts or government offices or pay administrative fees,

## Building Community Leaders

Our ICLA teams train and mentor community leaders, customary and civil justice actors, displaced people, and government staff and others on property rights, collaborative dispute resolution and registration and civil documentation.

# Education

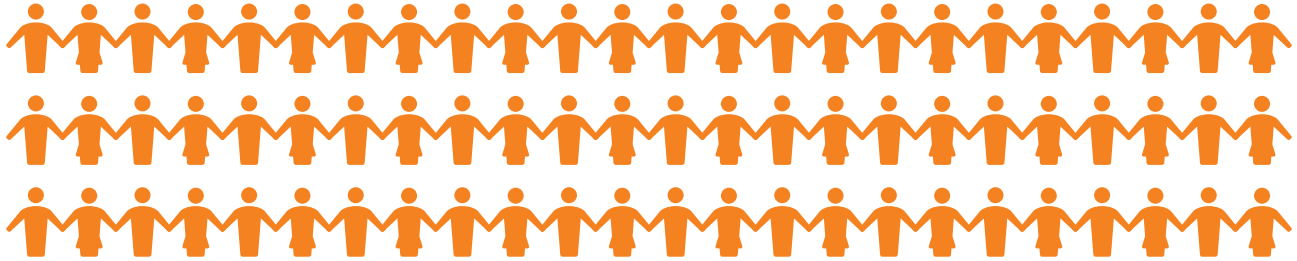


Many schools in Iraq have been destroyed or damaged in the recent conflict, and schoolchildren have experienced the horrors of war and displacement.<sup>iv</sup> Thousands of displaced and newly returned children do not attend school and are exposed to violence or exploitation, including recruitment into armed groups, child labour and early marriage. NRC provides quality education for conflict-affected, school-aged children and youth.

Over the past year, NRC has constructed over 50 new pre-fabricated classrooms. Attendance rates in NRC-supported schools were consistently above 90 per cent for both male and female students. In Hasam Sham and Khazer camps, we

offered education and psychosocial support to over 5,000 newly displaced children from Mosul within 48 hours of their initial displacement. NRC is the only INGO in Anbar supporting both non-formal and formal education to highly neglected displaced children. NRC is the Education Cluster co-lead in all governorates of intervention.

Our main priority for 2017-18 will be to reintegrate children from newly retaken areas back into the formal school system, and to provide psychosocial support to them. Most children from these areas have not attended school for three years and require catch-up classes or other support to re-enter the system. Many schools in these areas also need rehabilitation.



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## **NRC enrolled 54,000 children in school and assisted 5,500 more through education programmes**

3 million school-age children in Iraq need education

### **Better Learning Programme (BLP)**

The BLP helps traumatised children recover their learning capacity while promoting social cohesion through education. It provides psychosocial support and stress management to children and teachers with deep-breathing and stretching exercises. After-school activities aid the healing process in host communities and improve social cohesion.

### **School support centres (SSCs)**

SSCs are annexes to formal schools that deliver education services in close coordination with school officials. When formal schools have not yet opened, SSCs provide catch-up classes and recreational activities. When formal schools reopen, NRC provides overflow classrooms, substitute teachers, teaching and learning materials, and administrative support. Our ICLA programme provides legal support to help students obtain the documents they need for enrolment.

### **Youth recreation and training**

We offer language training, computer literacy, peace education, business skills, sports and arts classes to young people. In post-conflict environments, simple skills like these help young people take advantage of the opportunities that emerge as the economy recovers. In 2018 NRC will establish urban youth education centres to help young people to reintegrate into formal learning or access vocational and business training.



# Cash

NRC has advocated for cash assistance where there are functioning markets in Iraq, so that displaced people can make their own choices and meet their own needs. As the current conflict ends, the shift from short-term assistance to recovery programming will catalyse a shift from cash transfers to livelihoods programmes within NRC.

Our multi-purpose cash assistance offers one-time or several cash transfers to displaced families, depending on their vulnerability. We are part of the Cash Consortium of Iraq, which pools organisational resources to ensure better coordinated, harmonised cash assistance across larger geographical areas. Since 2016, NRC has supported over 46,000 people with cash aid. This includes 5,988 families, who received a one-time cash transfer,

of whom 4,745 households received two additional transfers; and 1,827 host community households with three months of cash support. We deliver cash assistance in east and west Mosul, Dohuk governorate, and around Ramadi and Falluja.

In 2018, we will expand our cash assistance portfolio with more cash transfers to returnees and host community households. We will continue to reinforce cash delivery mechanisms in order to respond quickly to new influxes of displaced people. We will integrate cash assistance into our other programme activities, particularly our livelihoods programs.





# Livelihoods

After years of displacement and disruption to the economy, up to 8.3 million people need assistance to support themselves and their families. Jobs, assets and social connections have been lost. Savings have been spent and debts incurred. Recovery programmes need to take this into account and NRC is committed to seeing conflict-affected populations through to the point where they are once again self-reliant.

Livelihoods programming is new to NRC in Iraq but our work will prioritise small businesses to get up and running, to grow or adapt, building skills to help prepare people for job opportunities. We will encourage more open work environments for women and youth and reinforce social safety nets to revitalise communities and improve access to safe dignified work and services.

## **Community Engagement, Social Projects and Hubs**

NRC will work with whole communities to identify their priorities and needs so that programmes are designed to maximise people's resources. Community Hubs will be a place for training sessions, to advertise skills, information, and referrals to other NRC services. They will also be linked to central service centres, bridging urban and rural communities.

## **Entrepreneurial Training and Business Development Support**

Training in marketing, accounting, business planning and investment along with cash grants will help people take 'the next step' towards self-employment opportunities – and contribute to local market development.

## **Employability and Marketability Training**

Skills enhancement focuses on building the professional competencies that improve people's chances of finding suitable employment. Paired with skills matching programmes, they aim to fill labour market gaps, growth sectors, and employers' needs. Vulnerable youth will also be targeted with support to help them secure on-the-job training.

Self-employment or formal wage employment may not be feasible for some of the most vulnerable people. NRC will put them at the centre of livelihoods programmes by offering training courses and supporting group-based income generating activities so that they can also benefit from the post-conflict economy.

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# Gender-based violence

People at risk of gender-based violence (GBV), especially women and girls, have been neglected across all sectors. But the potential to minimise the risks and provide quality care for survivors is great. <sup>iii</sup>

NRC is one of the leading agencies in both Erbil and Kirkuk governorates working on GBV prevention and response. In 2017, we expanded our activities within Ninewa governorate to respond to people who fled from Mosul.

## Safe spaces

Our trained staff provide psychosocial activities to people above the age of twelve including social, recreational and learning activities. This is done in community centres across four refugee and eight displacement camps, as well as centres in Kirkuk city and close to Erbil.

## Counselling and case management

Our community and women's centres, our mobile community centre activities and our drop-in centres offer counselling and case management, provided by trained social workers, in line with international standards. We also train service providers in health, psychosocial, protection and the legal fields to adhere to safety, confidentiality and non-discrimination principles when assisting GBV survivors.

## Community engagement

NRC trains and mentors women and girls in camps and other centres to conduct safety audits, a tool that analyses the services and other resources that are available to them. As a result, they determine the risks to their protection and propose solutions. This information is collected and shared with other sectors, such as WASH and shelter, to ensure that the risks are addressed. We also train

community leaders and members on GBV core concepts, the prevention of sexual exploitation and abuse and support them to lead awareness campaigns on GBV issues. NRC train service providers working with GBV survivors on basic GBV concepts.

## Coordination

As the co-lead of two GBV Working Groups and the GBV Strategic Advisory Group, NRC helps to develop the GBV Standard Operating Procedures for Kirkuk and Erbil. We have also developed the Mobile GBV Emergency Response curriculum for the Mosul and Hawiga and trained staff in this curriculum.



**NRC assisted over 33,000 people through gender-based violence programmes in 2017**

8.7 million people need protection across Iraq'

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# Partners



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra



European Union  
Civil Protection and  
Humanitarian Aid



- i NRC Middle East Regional Office, Amman, Towards a Regional Durable Solutions Strategy for Syria and Iraq, 10 July 2017
- ii IOM, Displacement Tracking Matrix, Mosul Portal, 18 October 2017, <http://iraqdtm.iom.int/EmergencyTracking.aspx>
- iii UN Children's Fund, UN High Commissioner for Refugees, Iraq Protection Cluster, Iraq GBV Sub-Cluster Strategy for 2016
- iv United Nations Office for the Coordination of Humanitarian Affairs, *Humanitarian Needs Overview*, 2017 <https://www.humanitarianresponse.info/en/operations/iraq/document/2017-iraq-humanitarian-needs-overview>

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