FALLUJAH CITY
AREA-BASED ASSESSMENT

NOVEMBER 2018 - JANUARY 2019

Fallujah Area-Based Assessment (ABA)

Produced by REACH Initiative (REACH) in collaboration with the International Organisation for Migration (IOM) and Danish Refugee Council (DRC). REACH would like to thank DRC for their participation in data collection for the Fallujah city ABA. ABAs support the Community Resource Centre (CRC) Initiative, a partnership between the humanitarian community and the Government of Iraq’s Joint Coordination and Monitoring Mechanism (JCMC).

REACH facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. All REACH activities are conducted through inter-agency aid coordination mechanisms.

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Overview
Fallujah city, capital of the district of the same name, is located in Anbar governorate, 69 kilometres west of Baghdad. It was the first city to fall under the control of the so-called Islamic State of Iraq and the Levant (ISIL) in 2014 and sustained significant damage during the presence of ISIL and military operations by the Government of the State of Iraq and the United Nations (UN) and its agencies. However, the REACH ABA found that several aspects of daily life remain negatively affected by the recent conflict. On the one hand, because many basic services are not functioning on the same level as before the arrival of ISIL, and on the other, because of a lack of livelihood opportunities in the city, affecting residents’ capacity to meet their needs of a predominantly returnee population.

The Fallujah city Area-Based Assessment (ABA) was carried out to make-up for the urban area. Qualitative findings included: secondary data review (SDR), semi-structured key informant interviews (KIIs) with community leaders, and with individuals with specialized knowledge of service provision in the area; community group discussions (CGDs), and participatory mapping sessions in neighbourhoods that make up the urban area. Qualitative findings are indicative only. The quantitative component is based on a 5% margin of error or wider margin of error or may be indicative only, which will be indicated where relevant.

The ABA employs a mixed methods approach, composed of both qualitative and quantitative components. The qualitative component was implemented under the framework of the Community Resource Centre (CRC) initiative, which supports the GoI to facilitate service delivery, coordination and service delivery mechanisms. In line with this objective, the Fallujah ABA informs the city’s CRC, established by the IOM in the north of Fallujah city and the Danish Refugee Council (SRC) in the south of the city, with the overall objective of informing localized response planning and prioritization of activities.

EXECUTIVE SUMMARY
Fallujah city

3% of the total caseload of IDPs nationwide. As finding for reasons for IDPs not returning to Fallujah concern a small subset, findings are indicative only.

Key Findings
Over two and a half years after the GIS defeated ISIL, Fallujah city, the stabilization of the city is well underway. Much of the damage has reportedly been repaired by efforts from the local government, Iraq’s Diwaniyah government, the United Nations (UN) and its agencies. Residents between the age of 18 to 29 were mostly commonly worried (95%) or seeking work, 37% compared to 29% city- wide. This further emphasizes the need for youth and women targeted programming, particularly with regards to livelihoods.

Livelihoods
• Despite the perceived availability of livelihood opportunities encouraging returns, all other findings indicated a lack of livelihood opportunities in Fallujah city. Employment generation activities in Fallujah was reported as a top reason by IDPs from Fallujah for not returning to their area of origin (AoO).

Priority Needs and Assistance
• Households in Fallujah city reported that their top three priority needs were employment (65%), medical care (62%), and food (52%).

Demographics
• A large proportion of the population of Fallujah city was very young, with almost two thirds of the total population being 20 years or younger. The largest adult age group was between 18 and 29 years, representing 23% of the population, with a further 42% under the age of 15. As such, special consideration should be taken to target youth development, capacity building and child protection across all interventions.

Findings related to subsets of the population may have a lower confidence level and/or wider margin of error or may be indicative only, which will be indicated where relevant.

Unfortunately, just over half of the households did not know how to contact any organization for help and support (53%).

Furthermore, just over half of the households did not want to sell their property to another returnee (58%).

• Nearly all households reported receiving some type of assistance from government or humanitarian actors in the six months prior to data collection (98%).

• 98% of respondents were returnee households. The main reasons returnees reported for not returning to Fallujah city were: the security situation was unstable (98%), other family or community members had returned (25%), and the availability of livelihood opportunities (17%).

• Nearly all households reported not having enough jobs for everyone (86%), followed by a lack of personal connections (27%).

• Employment rates did vary considerably across demographic groups. Only 3% of adults females reported to earn an income, compared to 59% of adult males. Residents between the age of 18 to 29 were mostly commonly worried (95%) or seeking work, 37% compared to 29% city-wide. This further emphasizes the need for youth and women targeted programming, particularly with regards to livelihoods.

Priority Needs and Assistance
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• Employment rates did vary considerably across demographic groups. Only 3% of adults females reported to earn an income, compared to 59% of adult males. Residents between the age of 18 to 29 were mostly commonly worried (95%) or seeking work, 37% compared to 29% city-wide. This further emphasizes the need for youth and women targeted programming, particularly with regards to livelihoods.

• The primary reported obstacles for those actively seeking work were that there were not enough jobs for everyone (85%), followed by a lack of personal connections (27%).

• In addition to limited livelihoods opportunities, almost half of the households in Fallujah had a negligible net income in the 30 days prior to data collection (42%). Nearly a quarter of households (24%) had over 5,000,000 IQD (4,200 USD) of debt.

As finding for reasons for IDPs not returning to Fallujah concern a small subset, findings are indicative only. Responses could provide multiple answers to this question.
For most households in Fallujah city, shelter maintenance was the primary reason for facing difficulties, as the cost of services being too high (65%).

A total of two public hospitals and 20 private health centers were identified in Fallujah city, as well as an additional private hospital, several private health clinics and pharmacies. These were all reported to be functioning.

However, it was reported that there was a lack of types of health facilities in the south of the city, especially pharmacies, and a lack of public health centers in the north of the city. Generally, the ABA found that fewer types of treatment were available in public facilities than before the arrival of ISIL. This led to residents either going to private facilities, where services were more expensive, or traveling to other locations, mostly Baghdad or the Kurdish Region of Iraq, in order to access public services, and further adding to household expenditures through transportation costs.

A qualitative data collection showed that key informants (KIs) had different perception of the types of treatments and services available in Fallujah city. This could be indicative of a lack of awareness of which services are provided by the different facilities throughout the city, or different availability in different parts of the city.

Although in most parts of Fallujah city the education system was found to be functional, a number of challenges remained, and the overall levels of functionality were reported to be lower than before the arrival of ISIL.

The major issues relating to education were identified as increased cost of education (e.g. public schools were reportedly asking families to pay a fee to support volunteer teachers), a lack of teachers and supplies (desk, chairs, books, stationery, blackboards), overcrowded classrooms, and long distances to a school in combination with bad roads, making the schools hardly reachable.

Since January 2014, 21% of school-aged children (6-11 years old) had missed at least one year of formal education, with those children having missed an average of one year and a half. At the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates, with the majority of school-aged children being considered to be attending at the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates, with the majority of school-aged children being considered to be attending at the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates, with the majority of school-aged children being considered to be attending at the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates, with the majority of school-aged children being considered to be attending at the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates, with the majority of school-aged children being considered to be attending at the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates, with the majority of school-aged children being considered to be attending at the time of data collection, the vast majority of school-aged children in Fallujah city were found to attend formal education (95%). However, both KIs and implementing partners working in Fallujah city cited anecdotal evidence of much poorer attendance rates, with the majority of school-aged children being considered to be attending at the time of data collection, the vast majority of school-aged children in Fallujah city. As this finding concerns a subset of the total population, it has a confidence level of 92% and a margin of error of 8%.

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In general, legal services in Fallujah city were accessible to most residents. A common reason for residents to need legal services was to recover lost land or property.

One tenth (10%) of households reported that they had land or property stolen since June 2016, with roughly half of those households indicating that they had not been able to legally recover their lost land or property, while nine out of ten of those households had filed a compensation or restitution claim for damages to their land, property or possessions.

One of the biggest challenges of the city was the non-functionality of al Jubail electricity station has led to other stations in the city being overburdened, as reported by electricity KIs.

In Fallujah city, the overall supply of electricity was reportedly sufficient in terms of number of hours per day; 84% of households had access to electricity, supply of electricity was reportedly below pre-ISIL levels both in the city being overburdened, as reported by electricity KIs.

The majority of households in Fallujah city faced difficulties in accessing healthcare, and 31% of those, 72% reported facing at least one difficulty in accessing healthcare in Fallujah city.

Approximately one fifth of residents had needed to access health services or medication the primary reasons were not able to access the needed health services or medication were the primary barriers to accessing healthcare in Fallujah city.

Informants (KIs) had different perceptions of the types of treatments and services available in Fallujah city. This could be indicative of a lack of awareness of which services are provided by the different facilities throughout the city, or different availability in different parts of the city.

While most of the conflit-related damage was reported to have been repaired, the quality of the water remained an issue (e.g. sand and bacteria in the water), partly due to the need for general maintenance of the water network.

All households had access to piped water and 99% of households used the piped water as their primary source of drinking water, whereas most reported all water sources to be contaminated or to have a bad smell. The other 64% used bottled water as primary drinking water source, further emphasizing the issue faced regarding access to potable water.

In areas without sufficient waste collection services were reportedly lacking. In areas without sufficient waste collection in Fallujah city was also reported to be below pre-ISIL levels.
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Fallujah city, capital of the district of the same name, is located in Anbar governorate, 90 kilometres west of Baghdad. It was the first Iraq city to fall under the control of the Islamic State of Iraq and the Levant (ISIL) in 2014 and sustained significant damage during the presence of ISIL until the Iraqi army retook the city in 2016. During that period the majority of residents of the city were displaced. 

Consequently, almost all residents of the city are returnees; as of February 2019, over 350,000 individuals (106,000 families) have returned to Fallujah district, according to the International Organization for Migration (IOM) Displacement Tracking Matrix (DTM). A recent IOM DTM report showed that 8,088 out-of-camp IDPs returned to Fallujah district were still not intending to return, and the top three reasons cited were: (1) lack of financial means, (2) homes were damaged or destroyed, and (3) perceived lack of livelihood opportunities. 

As the context in Iraq has transitioned into post-conflict recovery and stabilization, the priority of many local and international organizations has shifted to facilitating the safe and durable return of IDPs. The reintegration of displaced persons and the reconstruction of urban areas present complex challenges for the government and the humanitarian community, including multiple affected population groups with varying degrees of damage, needs, and service provision. In response to such needs, international organizations have implemented Community Resource Centres (CRC), joint initiatives with the government, and combined humanitarian service planning and prioritization activities. 

Fallujah city consists of 18 neighborhoods; the name, location, and boundaries of which are identified through community leader KIs and participatory mapping exercises. Those neighborhoods in the north and one neighborhood in the south were identified as more peripheral areas, but administratively and geographically close to the city and were therefore included in all qualitative and quantitative components of the ABA. 

Interviews

Geographical coverage

Area-Based Assessments (ABA) conducted with community leaders, multiple stakeholders, and residents to inform the two CRCs in Fallujah city, to inform the Joint Coordination and Monitoring Center (JCMC) representatives in Anbar. Both in-camp and out-of-camp IDPs in Fallujah district.

Both in-camp and out-of-camp IDPs in Fallujah district. 

Subject-matter Expert KIs: A total of 57 KIIs conducted with community leaders, multiple stakeholders, and residents to inform the two CRCs in Fallujah city, to inform the Joint Coordination and Monitoring Center (JCMC) representatives in Anbar. Both in-camp and out-of-camp IDPs in Fallujah district.

The quantitative component was a semi-structured key informant interviews (KII) with community leaders and individuals with specialized knowledge of service provision in the area, as well as IOM and online community mapping. The qualitative component was a semi-structured sample household-level survey, covering all neighborhoods and population groups in Fallujah city.

Both in-camp and out-of-camp IDPs in Fallujah district. 

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Household (HH)-level needs assessment

place from 26 November to 6 December 2018.

a general infrastructure map of Fallujah city.

technical coordination from REACH, to develop

mapping exercises were conducted by DRC, with

across the city, covering both the city centre and

the residential sections of the city, drawn

mapping sessions was conducted by REACH.

survey in all 18 neighbourhoods of Fallujah

Table 2. Number of KIIs conducted, per area of expertise

<table>
<thead>
<tr>
<th>Area of Expertise</th>
<th>Number of KIIs Conducted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal services</td>
<td>3</td>
</tr>
<tr>
<td>Basic services: electricity</td>
<td>3</td>
</tr>
<tr>
<td>Basic services: water</td>
<td>3</td>
</tr>
<tr>
<td>Education</td>
<td>3</td>
</tr>
<tr>
<td>Healthcare</td>
<td>3</td>
</tr>
<tr>
<td>Basic services water</td>
<td>3</td>
</tr>
<tr>
<td>Basic services solid waste and wastewater</td>
<td>3</td>
</tr>
<tr>
<td>Livestock</td>
<td>3</td>
</tr>
<tr>
<td>Legal services</td>
<td>3</td>
</tr>
</tbody>
</table>

in total, the survey was conducted with 419 households consisting of 2,036 individuals.

findings to subsites of the population may have a low confidence in the survey

and metropolitan areas. This was to ensure the number of sampling points per neighbourhood was proportionate to the estimated population of the neighbourhoods.

In order to determine how many individuals in Fallujah had a physical or mental disability and how severe these disabilities were, the household survey asked individuals a short set of questions to identify people with a disability. These questions were only asked to family members aged six years and above as the questions do not include key aspects of child development which may be relevant to children under the age of six.

Due to the limited level of access to Fallujah city, some of the components of data collection and data cleaning was led by REACH. All data was collected between 6 and 15 November 2018. The quality of the data collection is available on the REACH Resource Centre.

Interview responses were recorded electronically using KoboToolbox and a one-off training on the data collection tool and methodology was conducted, followed by a one-week pilot session. In order to ensure the collection of high quality data uniformly across the enumerator team. Overall coordination of data collection and data cleaning was led by REACH. All data was collected between 6 and 15 November 2018. The quality of the data collection is available on the REACH Resource Centre.

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ASSESSMENT FINDINGS

Demographics and movement intentions

The household survey found that the average household size in Fallujah city was five individuals. The most common demographic profile of the head of household was male (90%), married (89%), and between the age of 30 and 59 years old (76%). Female heads of households (10%) were mostly widowed. One out of three widowed female heads of households were 39 years old or younger. Five percent (5%) of households in Fallujah city had no adult male household member, which can be an indicator of household vulnerability. Especially in fragile or conflict-affected countries women are more likely to live in poorer households than men. Women are more likely to face barriers to safe economic opportunities, such as gender-based violence, economic exploitation and cultural and social barriers to accessing the labour market.

Slightly over half of the population were male (54%), and the other 46% were female. The population of Fallujah city was very young. Forty-two percent (42%) of the population was below 18 years of age and the largest adult age group was between 18 and 29 years old, representing 22% of the total adult population. This means almost two thirds of the total population was 29 years or younger. One 16-year-old girl was reported to be married and 17% of females between 16 and 50 years old were pregnant or lactating. No children below 16 years old were reported to be pregnant or lactating.

Nearly all households reported being returnees (99%), who displaced from Fallujah city in 2014 (88%). The other households predominantly displaced in 2015, with less than 1% displacing in 2016. This is not in line with secondary data indicating 50,000 residents (roughly one third of the estimated pre-ISIL population size) displaced from the city around the time the military operations took place in 2016. This could indicate that households who displaced in 2016 had not yet returned to the city. Non-returnee households either remained in Fallujah city during the ISIL occupation (1%) or fell into an “other” category (1%), as they moved to Fallujah for a reason other than conflict. The average length of displacement among the returnee households was approximately two and a half years. In July 2017, one year after the city was retaken, 72% of the respondents had returned to Fallujah city. The main reported reasons for returnee households to have returned to Fallujah city were: security situation was stable (88%), other family or community members had returned (25%), and the perceived availability of livelihood opportunities (17%).

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**Figure 2. Composition of population by age and sex**

- **Female (56%)**
  - Age: 0-5: 31% 6-17: 6% 18-59: 62%
  - Male (44%)
  - Age: 0-5: 14% 6-17: 31% 18-59: 55%

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**Figure 1. Proportion of households that displaced and returned, by month of displacement, for HHs displaced since 2014.**

- **Male (50%) Female (50%)**
  - 0-5: 3% 6-17: 53% 18-59: 30% 60+: 14%

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**Map 2: Estimated number of families per neighbourhood, as reported by community leaders.**

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**Note:**

*Household consists of all individuals under one roof who share their income and food, while a family consists of all individuals related by birth, marriage, and adoption under one roof.**

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**Source:**

*International Rescue Committee, 2019.*
People with disabilities

Overall, 8% of households reported having at least one family member with a disability. Moreover, 23% of individuals (44 individuals) were found to have a type-1 disability, meaning that the person had at least some difficulty in the domains of seeing, hearing, mobility, cognition, self-care, or communication. Out of these, 1.5% (3 individuals) were identified as having a type-2 disability, meaning that the person faced a lot of difficulties in at least one of the aforementioned domains or could not do it at all. It was reported that 17% of the 30 individuals had at least one family member with a disability related to an extreme hazard (homicide, house looting, IED) and for 72% of these individuals, that the disability affected his or her ability to perform daily living activities. According to SME KIs, community leader KIs, and CGD participants, individuals with disabilities faced greater difficulty in accessing basic services, such as education and healthcare (see specific sections for more detail).

Movement intentions

Nearly all households reported that they intended to remain in Fallujah city in the three months following data collection (96%), while the remaining 4% did not know what their movement intentions were. However, one out of three community leaders reported secondary displacement had taken place in their neighbourhood since the city was retaken in June 2015. Most community leaders indicated that between 10 and 30 families had returned to their neighbourhoods, but then later displaced again. Reasons for displacing again were partly consistent with the reported drivers of return, with the causes identified as a lack of jobs in Fallujah city or better job opportunities elsewhere, lack of basic services in the city, and their homes being damaged. These families were reported to have displaced to either the Kurdistan Region of Iraq (KRI) or Baghdad. Only one community leader from al-Malikiya neighbourhood in the south of Fallujah city, was that their homes were damaged or destroyed, they found a job in their area of displacement. Nine out of ten community leaders reported they were still displaced.

Ninety or more community leaders reported there were an increased number of families that were still displaced. Community leaders, roughly 3 out of 4, indicated between 10 and 30 families from their neighbourhood had not returned, however nine leaders also reported over a hundred families from their neighbourhood to still be in displacement. These higher numbers were reported in al-Jaghaify and al-Malikiya of Fallujah districts and 25% in al-Mukhtar and al-Sakaniya neighborhoods in the north of the city, were similar numbers of displaced families from al-Mukhtar and al-Sakaniya neighborhoods in the centre, were that between 10 and 30 families had returned to their neighbourhood since the city was retaken in June 2016. Most community leaders indicated that the main reasons for IDs not returning to Fallujah city was that their homes were damaged or destroyed, they found a job in their area of displacement (44%) because they were perceived to be affiliated with ISIL. This generally aligns with the top reasons for not returning reported by IDP households originating from Fallujah district. The top three reasons for not returning were (1) a lack of financial means, (2) homes were damaged or destroyed and (3) perceived lack of livelihood generating activities in their area of displacement, as found by the REACH Intentions Survey in February 2019.

Figure 3. Of the households that had displaced since 2014, top reported reasons for returning to Fallujah city.

<table>
<thead>
<tr>
<th>Reason for Returning</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security situation in origin was stable</td>
<td>17%</td>
</tr>
<tr>
<td>Limited services in area of displacement</td>
<td>25%</td>
</tr>
<tr>
<td>Do not feel integrated in the area of displacement</td>
<td>1%</td>
</tr>
</tbody>
</table>

Figure 4. Reasons for IDPs not returning to Fallujah city, as reported by community leaders.

<table>
<thead>
<tr>
<th>Reason for Not Returning</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Found job opportunities in AoD</td>
<td>26%</td>
</tr>
<tr>
<td>Perceived as affiliated with ISIL</td>
<td>10%</td>
</tr>
<tr>
<td>Security better in AoD</td>
<td>24%</td>
</tr>
<tr>
<td>Lack of job opportunities in AoD</td>
<td>4%</td>
</tr>
<tr>
<td>Lack of basic services in AoD</td>
<td>3%</td>
</tr>
<tr>
<td>Studies elsewhere</td>
<td>2%</td>
</tr>
<tr>
<td>Basic services better in AoD</td>
<td>1%</td>
</tr>
</tbody>
</table>
Self-reported priority needs

Households in Fallujah city reported that their top three most important needs were employment (63%), medical care (62%), and food (32%). Initial assessments have found that food and employment were often priority needs throughout Iraq, need for medical care was reported relatively more frequently in Fallujah city than the national level: 62% compared to 29% nationally. This indicates that households from Fallujah city had particularly high needs with regards to health and healthcare services.

Findings from both the households survey and KIIs highlighted that residents faced barriers in accessing health care primarily due to the high prices and limited availability of treatment and medicines in Fallujah city.

Assistance received

Nearly all households reported not having received any type of assistance from government or humanitarian actors in the six months prior to data collection (98%). Furthermore, over half of the households did not know how to contact any organisation for help and support (53%). Of households that did know how to contact organisations (47%), most stated they would visit the organisation’s office or centre (75%) or call the organisation (25%). Households indicated that their preferred means of receiving information from organisations in Fallujah city were television (25%), mobile phone (21%), or through local authorities (19%).
Livelihoods

The ABA found that there were significant challenges in the aftermath of hostilities in Fallujah city, which is supported by the finding that almost two thirds of households listed employment as one of their top three priority needs (67%). The main reported challenge was the lack of availability of jobs. This was explained as a result of two main factors: the number of jobs available in the city has decreased, and the participation of young adults looking for jobs has grown. This is likely influencing the economic vulnerability of households in the city, as evidenced by the finding that a notable proportion of the households had a negative income expenditure ratio (43%).

Income sources

The most frequently reported source of income for households in Fallujah city was employment (81%), with almost one quarter of the households earning an income through employment. The next most frequently cited source of income was pension (18%), followed by savings (13%). Employment rates were also found to be affected by demographics. There was a considerable gap between men and women, with 59% of all adult men earning an income, compared to only 31% of all adult females. Employment rates were also lower amongst people with disabilities, with only one out of five individuals with either a type-1 or type-2 disability being employed. In addition, employment rates were found to be lower for households without male adult household members (15%), with those households reporting employment earning a negative income in 30 days prior to data collection.

Employment

Although the majority of households (81%) reported employment as a source of income during the 30 days prior to data collection, on average one individual per household had earned an income in the same timeframe. In total, a third of all adults were earning an income through employment (33%), suggesting that while the majority of households had someone working, there could be insufficient access to livelihood opportunities in the area. On average, those who were earning an income worked 22 days out of the last 30 days, which could indicate that for those who are employed, the work is fairly stable and continuous. However, it is also possible that the available income per person or quality of work remains insufficient to meet household financial needs.

The most frequently reported occupations of adults earning an income were: construction (27%), teacher, lawyer, engineer or doctor (23%), small business ownership (19%), and vocational work (15%). Many respondents could provide multiple answers to this question.

Income, work and job availability

In July 2019, the ABA conducted a household survey in Fallujah city to measure the impact of conflict on livelihoods and the resilience of households in the area. While many households were earning an income during the 30 days prior to data collection, on average one individual per household had earned an income in the same timeframe. In total, a third of all adults were earning an income through employment (33%), suggesting that while the majority of households had someone working, there could be insufficient access to livelihood opportunities in the area. On average, those who were earning an income worked 22 days out of the last 30 days, which could indicate that for those who are employed, the work is fairly stable and continuous. However, it is also possible that the available income per person or quality of work remains insufficient to meet household financial needs.

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Figure 7: Income sources of households earning an income over the last 30 days

Employment 81%

Pension 18%

Support from community, friends, family 9%

Loans 8%

Social service (disability allowance) 3%

In-kind support 1%

Remittances 1%

Agricultural sector

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of the occupations reported, such as construction, often involve irregular and low paid work, suggesting insecurity or insufficiency of incomes. Indeed, according to KIs and CGD participants, wages for government employees were generally sufficient to meet the household’s living costs and paid on time, while all other types of wages suggested insecurity or insufficiency of income.

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The main reported obstacles to finding employment were increased competition for jobs or insufficient number of jobs for everyone (87%), lack of family/personal connections (27%), and limited geographic availability (20%).

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The medium monthly household income 30 days prior to data collection was 500,000 IQD (400 USD), and the median monthly expenditure was 475,000 IQD (400 USD). A notable proportion of households were found to have a deficit in the 30 days prior to data collection (48%), meaning that household expenditure exceeded income. The median household expenditure was 1,400,000 IQD (1,100 USD). The next most frequently reported reasons for accumulation of debt were basic household maintenance costs, further supporting findings that households had spent considerable amounts on education and healthcare (6%). Almost all households who were in debt reported borrowing from friends or relatives (90%) or from shops to cover basic needs (85%). Notably, no households reported relying on government aid, and less than 1% reported relying on humanitarian aid.

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The vast majority of households reported being in debt (86%). The median amount of debt among these households was 5,000,000 IQD (3,900 USD), and nearly a quarter of households (24%) had over 5,000,000 IQD (4,200 USD) of debt at the time of data collection. Of households in debt, 10% reported that this was due to other maintenance costs, further supporting findings that households had spent considerable amounts on education and healthcare (6%). Almost all households who were in debt reported borrowing from friends or relatives (90%) or from shops to cover basic needs (85%). Notably, no households reported relying on government aid, and less than 1% reported relying on humanitarian aid.

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Roughly three quarters of households said they felt like the cost of basic needs such as transportation, health, and food has gone up either a little (37%) or a lot (39%) over the three months prior to data collection. This is in line with increased prices reported by several participants of CGDs. However, it is possible that this feeling of increased cost is relative to a decrease in wages, leading to a relative increase in the cost of living.

In order to manage household expenses and needs, nearly half of the households (47%) reported resorting to at least one coping strategy. The most frequently reported strategies were spending savings (27%) and borrowing money (25%). Of the households that had resorted to at least one coping strategy, just under half (42%) reported having a negative net-income (42%).

This indicates that households with a deficit were not necessarily more likely to resort to coping strategies than those without, or did not report any potential resultant accumulation of debt as such.

 Respondents could provide multiple answers to this question, unless if answered 'Did not engage in any coping strategy to support the household'.
Almost half of the households reported food insecurity compared to other groups. The other 2% reported to have equal access to food among meals per day. Furthermore, nearly all households with no one reported to consume less than two meals per day, reported that both adults and minors were consuming an average of three meals per day, and potentially their food consumption. However, households spending less than 50% of their total income on food also indicated that households had other expenditures this month and therefore were not able to spend a bigger proportion, leading to food insecurity.

Even though almost all households were found to have an acceptable FCS, 3% of households had access to PDS in the three months prior to data collection (100%). Households reported having access to a functioning market, which is in line with the information provided by health KIs and CGD leaders. In al-Namea neighborhood, several community leaders reported a lack of functioning NFIs markets, especially for NFIs. Some other community leaders reported a lack of functioning health centres, while in the south there was a lack of type of facilities, especially pharmacies.

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In the three months prior to data collection, 85% of residents required access to healthcare services or treatment, including medicine. Of these, 31% were not able to access the healthcare services or treatment and 72% reported having faced at least one difficulty in accessing healthcare. By far the most frequently reported reason for residents to face difficulties was the cost of services being too high (65%), followed by a lack of medicine available at the hospital (6%) and the long distance to the treatment centre (3%).

Figure 14: Difficulties faced by individuals who needed to access healthcare in the 30 days prior to data collection.

![Figure 14: Difficulties faced by individuals who needed to access healthcare in the 30 days prior to data collection.](image-url)

65% said the cost of services was too high
6% said no medicine was available at the hospital
3% said the treatment centre was too far away
1% said no medicine was available at the pharmacy
1% said no support from family
28% said no issues

Healthcare facilities

During participatory mapping sessions, two public hospitals were identified in Fallujah city: the Fallujah General Hospital in al-Dhubat neighbourhood and the Fallujah Maternity and Children’s Hospital across the bridge from al-Andalus neighbourhood. Furthermore, a total of 25 public health facilities were identified in the city, in addition, one private hospital was located in al-Akberi neighbourhood and several private health clinics and pharmacies were located in al-Shuhada and al-Falahin neighbourhoods.

Table: Health facilities in Fallujah city

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Number</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Hospitals</td>
<td>27</td>
<td>Fallujah General Hospital</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fallujah Maternity Hospital</td>
</tr>
<tr>
<td>Private Hospitals</td>
<td>1</td>
<td>Fallujah General Hospital</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fallujah Maternity Hospital</td>
</tr>
<tr>
<td>Health Clinics</td>
<td>15</td>
<td>Fallujah city</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>23</td>
<td>Fallujah city</td>
</tr>
</tbody>
</table>

Although indicative findings suggested a much higher rate of access issues then reported in the household survey; only 3% of households reported facing difficulty gaining access because the treatment centre was too far away. Both CGD participants and health KIs reported residents often needed to travel to access healthcare, in addition to mapping sessions suggesting relatively distant to facilities from some households. In comparison, the Fallujah General Hospital provided basic surgery and emergency care, as reported by all health KIs and community leaders. However, CGD participants believed both surgery and emergency care needed to be available in Fallujah city.

Simultaneously, specific difficulties were reported in accessing treatment for chronic diseases by three out of four community leaders and all health KIs. Access to treatment for chronic diseases was reportedly often had to travel to Baghdad or Erbil. However, some community leaders and all health KIs reported treatment for chronic diseases was available in Fallujah city.

Finely, for mental care residents either go to Fallujah Maternity and Children’s Hospital or to Fallujah General Hospital, but also private clinics and some public health centres offered services for mental care, as reported by different KIs. Psychological support was said to be available at either the General Hospital or private clinics in Fallujah city. However, some residents were reportedly travelling to Baghdad or KRI to get psychological treatment.

Generally, the ABA found that less treatment was available in public facilities before the arrival of ISIL, leading residents to either go to private facilities, whose services are more expensive, or to travel to other locations, mostly Baghdad or KRI, in order to access public services.

However, mitigating factors could be that the wider community is not well informed about the availability of services and treatment in public facilities, or only aware of them in private facilities that were reportedly not affordable for many residents.
households. Six percent (6%) of the residents who needed to access healthcare in the three months prior to data collection said they faced difficulties accessing medicine due to lack of availability at the hospital. 2% of households reported that the cost of medicine was too high and 1% of households reported there were no medicines available at the pharmacies. Although the household survey found that only a small proportion of households faced such difficulties, nearly all community leaders reported difficulties for residents in accessing medication. Approximately half of the community leaders stated these difficulties were not in place before the ISIL-led period, while the other half said difficulties were similar. Mukhtars reported that in particular female-headed households, households with disabled family members and households with a member with a chronic disease face difficulties in accessing medication. This was reportedly related to the fact that these households were more likely to be economically vulnerable, compounding challenges relating to high cost of medication.

Overall, reported availability of health services varied largely. While the household survey found that healthcare was one of the top self-reported needs by households, and qualitative data collection found a large variety in the types of barriers faced to access healthcare, the household survey findings suggest that high cost of health services was the primary difficulty for households. The prominence of this financial barrier aligned with the reported lack of income sources for households and employment being the most frequently self-reported need by households.

Education

Although in most parts of Fallujah city the education system was found to be functional, a number of challenges remained, and the overall levels of functionality were found to be lower than in the cities of Misrata and Tikrit. Particular challenges in the education system were the increased cost of education (e.g. public schools were reportedly asking families to pay a fee to support voluntary teachers), a lack of teachers and supplies, overcrowded classrooms, and long distances to school in combination with bad roads, making the schools hard to reach for students.

Educational facilities

Participatory mapping identified generally wide availability of schools at all levels throughout Fallujah city, including: 39 primary schools, 38 middle schools, and 24 high schools across the city. Furthermore, 10 kindergartens were identified, and four private schools where mostly summer courses were offered; several of the primary and secondary schools were also

Medical staff, equipment, and medication

Of the 10% of individuals who needed to access healthcare in the three months prior to data collection, 3% said they could not access qualified health staff in the public health centre. It was generally reported by KIs that health facilities were insufficiently qualified staff available. This was reportedly due to doctors lacking an incentive to work in private facilities because of better salaries, and a lack of public funding limiting the hiring of new staff in public hospitals. All health KIs said doctors were receiving their salaries on time, which is consistent with the ABA findings in other cities of Iraq (e.g. Telafar and Hawija cities).

Generally, medicines were reported to be available, however not sufficiently in public facilities and not at an affordable price for all vulnerable, compounding challenges relating to high cost of medication.
reported to be private. A total of four colleges and one technical institute were also reported during participatory mapping sessions.4 All colleges belong to the University of Fallujah, as reported by implementing partners.5

While many schools had been destroyed before 2014, multiple rehabilitation projects, often led by UNDP, have focused on repairing this damage throughout the city. All community leaders reported that schools had facilities, however some indicated that they were not functioning well and in need of maintenance. Furthermore, roughly half of the community leader KIs reported there were no clean drinking water available in schools because filtration systems had not been maintained. Some indicated that they were not functioning adequately and in need of maintenance. Furthermore, there was no clean drinking water available in schools because filtration systems had not been maintained.

### Teachers, equipment, and supplies

Educational experts and community leader KIs reported that schools in Fallujah city did not have a sufficient number of teachers, primarily because of lack of public funding for teacher salaries. At the time of the visit of ESS and because some teachers had not returned to the city. Governmental hired teachers were reportedly receiving their salaries. However, schools were said to have started using voluntary teachers, who were only occasionally receiving financial compensation for their work, and a small amount to contribute to their salaries.

Additionally, all types of KIs reported schools in Fallujah city were missing equipment and facilities such as desks and chairs, mostly because it had stolen or damaged during the recent conflict. Sufficient new supplies had not been provided, reportedly due to lack of resources in the public sector. Education KIs reported that the main way to improve the education system in Fallujah was through the provision of additional teachers, supplies and equipment. Education KIs and participants in all CDGs reported that schools in their neighborhood were overcrowded, with an estimate between 30 and 70 children per classroom. KIs were divided about whether the problem was already the case pre-ESL, most with education KIs reporting overcrowded classrooms being an issue before 2014, while CDG participants disagreed and reported if having become a bigger issue during and after ESL. Education KIs reported the reason for overcrowded classrooms was the lack of school facilities. All components of qualitative data collection found that schools were working in shifts, varying between two to three shifts per day. Overcrowded classrooms and the division of the school day into multiple shifts were seen as a barrier to accessing education by CDG participants and education KIs, likely having a negative effect on the quality of education provided. Several KIs reported the need for more school facilities and teachers.

### Attendance

Almost all school-aged children (1-17 years) in Fallujah were found to attend formal education (99%). Both KIs and implementing partners working in Fallujah city indicated school children not attending education be a notable problem in Fallujah city. Of the 5% of children (21 children) who were not attending formal education, half were male and half female, and both thirds were 12 years or older. Furthermore, none were attending informal education, and two thirds had never attended school. School-aged children with disabilities, either with type-1 or type-2, were found to be attending school less frequently than other children, with only two out of ten reportedly attending formal education.6 Some KIs reported difficulties for disabled children in accessing education in schools was due to teachers not having sufficient time and attention for their needs due to overcrowded classrooms.

Attendance

Since January 2014, 21% of school-aged children had missed at least one year of formal education, with children having missed an average of one year and nine months of education.7 As indicated by an education KI and CDG participants, this has created difficulties for these children in re-enrolling in school. One education KI reported there were a few primary schools in Fallujah city for children who are not accepted in regular public schools as they missed years of education while in displacement.

### Barriers to accessing education

The main reported reason for not attending education was found to be a lack of means to afford tuition or related costs.8 Both education KIs and community leaders confirmed that households with lower financial means are more frequently facing barriers in accessing education and indicated that households mostly lacked the funds to pay for school equipment and supplies such as books, school uniforms, school bags, notebooks, etc.

In addition, travel costs were reported as a main reason for children to access education. While most school children were reportedly walking to school, some of them were also travelling by car or bus. CDG participants reported travel cost in the range of US$5.00 to US$9.00 (approximately 20 to 35 US$) per month.9 Distance to school was reported as a barrier to accessing education by both half of the community leader KIs and primary and secondary school students, and by half of the community leaders for high school students. For primary school children distance was mainly found to be an issue in the winter, as both bad weather conditions tend to lead to bad road conditions. This makes the walk to school dangerous, especially for young children. For secondary school children fewer schools are available, hence students often had to travel further to access education. Several community leader KIs indicated that long travel distances were particularly a barrier for girls, as they were not allowed to walk to school by themselves and transportation was often too expensive.

Map 4 shows that certain neighborhoods, especially the ones on the outskirts of the city, are more commonly lacking schools. For example, in al-Kubba neighborhood no school facilities were identified at all. Furthermore, in Daiyalat al-Kubba, al-Hashid and al-Deebish-Halabi neighborhoods no schools were identified at all. And in al-ijlah 2 only a primary school was found.10 Almost all CDG participants from these neighborhoods reported no school facilities which led children needed to travel to school, whereas in al-Nemara it was indicated that some students went to school by car or bus instead of on foot. In all these neighborhoods CDG participants reported the need for more schools in their area. Considering many households had reported travel cost to be a barrier to accessing education, challenges...

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Figure 16: Reasons for school-aged children not to attend school.

- Cannot afford to pay for tuition costs: 43%
- Child is disabled, unhealthy, or traumatized: 23%
- Child is disinterested: 12%
- Family needs the child to participate in remunerative activities: 7%
- Recent or continuous displacement: 3%
- Children need to stay at home and assist with household chores: 3%
- No space in school / school did not answer/ unable to register: 3%
- Other: 3%

These findings are based on a small subset of the school-aged children (30 children) and are therefore indicative only. As this finding concerns a subset of the total population, it has a confidence level of 95% and a margin of error of 7%.

Electricity

KIs with expert knowledge in electricity provision in the city (electricity KIs) identified four functional public power stations for Fallujah city, which were located in al-Sakaniya, al-Askary and al-Dhubat neighbourhoods, and one in the industrial area. An additional station, in al-Jubail neighbourhood in the south of Fallujah, was reportedly heavily damaged and non-functional. Several neighbourhoods in the south of the city were said to now rely on other power stations in the city to access the public grid. As a consequence, the electricity provided by these stations had to be shared by more households leading to households reportedly receiving less and weaker electricity. Subsequently, households rely more on generators, especially in al-Jubail and al-Shuhada neighbourhoods.

Most residents pay for electricity according to a meter measuring the household’s monthly electricity usage. All households had electricity connections to a public grid and electricity meters, allowing them to measure usage and pay accordingly.

Basic services

Map 5: Provision of basic services in Fallujah city, as identified in participatory mapping sessions.

- Water
- Sanitation
- Health facilities
- Power
- Communication services
- Transportation
- Education
- Employment
- Housing
- Safety
- Security
- Crime
- Governance
- Land use
- Environment
- Economy
- Social conditions

These services are provided at different levels: high, medium, low, or not available. The map indicates the prevalence of these services across the city, with colors representing different levels of availability.

Fallujah city

ABA | IRAQ

To accessing education may be greater for school-aged children residing in these neighbourhoods. KIs reported both boys and girls were facing specific barriers to accessing education. CGD participants reported boys frequently need to participate in remunerative activities to help the family. However, not all households with school-aged children reported monthly expenditures related to education, with 52% of households reporting having spent money on education in the 30 days prior to data collection, compared to 65% of households having at least one school-aged household member. The households who spent money on education in the 30 days prior to data collection had spent a median of 50,000 IQD that month.

As this finding concerns a subset of the total population, it has a confidence level of 95% and a margin of error of 7%.

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These services are provided at different levels: high, medium, low, or not available. The map indicates the prevalence of these services across the city, with colors representing different levels of availability.

Figure 16: Reasons for school-aged children not to attend school. These findings are based on a small subset of the school-aged children (30 children) and are therefore indicative only. As this finding concerns a subset of the total population, it has a confidence level of 95% and a margin of error of 7%.

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Most residents pay for electricity according to a meter measuring the household’s monthly electricity usage. All households had electricity connections to a public grid and electricity meters, allowing them to measure usage and pay accordingly.
related expenses in the 30 days prior to data collection, with a median expenditure on related expenses in the 30 days prior to data collection of 20,000 IQD (5.14 USD) per month. However, KIs described a price of 35,000 IQD (30 USD) as being low in comparison to previous prices. Price conversion is based on www.xe.com.

### Water

Electricity was reported to be available for 12 hours per day, according to community leader KIs. In al-Dhubat neighbourhood in the north of Fallujah there was less than 12 hours of daily electricity and in al-Jughaify 2 neighbourhood less than 12 hours of electricity per day reported by KIs. Electricity was reported to be available for a greater number of hours in the spring and autumn, and several years in winter. Applicant of the CGD participants indicated the availability of electricity to have improved compared to before the arrival of ISIL, due to renewed infrastructure work to the public network, however it is unclear whether the piped water was not clean enough to drink (87%), but near to all reported to use water treatment methods before consumption (99%).

Overall, the water provision in Fallujah city was reported to be below pre-ESL levels mostly in terms of quality. While much of the damage was not reported to have been repaired, the quality of piped water was reported to remain below pre-ESL level, partly due to the need of general maintenance of the water network. Water KIs indicated there were several water stations throughout the city. Water KIs identified three main water stations in the city: the Old Station, the New Station, and the al-Cement project. The latter reportedly used to be the station that provided water to the industrial area but at the time of data collection used to provide water to households. The sub-stations were identified as al-Risalah, al-Tahade, Old Shuhada and Old Shuhada-Dhubat. Water KIs reported the number of households that were not connected to the network to be between 45 and 60% (0.04 – 0.05 USD) per day. However, in the south of the city, electricity from the public grid was available between 7 and 12 hours per day, according to community leader KIs. In al-Dhubat neighbourhood in the north of Fallujah there was less than 12 hours of daily electricity and in al-Jughaify 2 neighbourhood less than 12 hours of electricity per day reported by KIs.

Electrical wiring. This was most prominently an issue in al-Shuhada, al-Shuhada-Dhubat, and al-Mukhtar neighbourhoods. In the latter, electricity from communal generators was available for a greater number of hours in the spring and autumn; this was especially the case in the south of the city. For example, in al-Andibia, al-Sajib, al-Shuhada-Dhubat, and al-Mukhtar neighbourhoods, all in the south of the city, electricity from the public grid was available between 7 and 12 hours per day, according to community leader KIs. In al-Dhubat neighbourhood in the north of Fallujah there was less than 12 hours of daily electricity and in al-Jughaify 2 neighbourhood less than 12 hours of electricity per day reported by KIs. Electricity was reported to be available for a greater number of hours in the spring and autumn, and several years in winter. Applicant of the CGD participants indicated the availability of electricity to have improved compared to before the arrival of ISIL, due to renewed infrastructure work to the public network, however it is unclear whether the piped water was not clean enough to drink (87%), but near to all reported to use water treatment methods before consumption (99%).

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**Figure 10**: Daily availability of electricity, according to the household survey.

<table>
<thead>
<tr>
<th>Hours per Day</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 12 hours</td>
<td>4%</td>
</tr>
<tr>
<td>1 to 2 hours</td>
<td>1%</td>
</tr>
<tr>
<td>2 to 5 hours</td>
<td>12%</td>
</tr>
<tr>
<td>5 to 6 hours</td>
<td>13%</td>
</tr>
<tr>
<td>6 to 12 hours</td>
<td>34%</td>
</tr>
<tr>
<td>13 to 24 hours</td>
<td>36%</td>
</tr>
</tbody>
</table>
Figure 18: Households’ primary source of drinking water 7 days prior to data collection.

In general, it was reported that damage to the water network had been repaired, predominantly by efforts from UNDP, IOM and the Iraqi government. Water KIs and CGD participants all indicated that to improve access to water in their area better water treatment systems needed to be put in place for the piped water and more pumps and stations were needed. Furthermore, two water KIs reported there to be an incomplete water project in the north of Fallujah that should be finished to improve water provision in the city.

Water KIs’ reported that damage to the wastewater network had also been repaired, predominantly by efforts from UNDP, IOM and the Iraqi government. CGD participants indicated that to improve access to wastewater removal services and more wastewater treatment systems needed to be put in place for private septic tanks to store wastewater and had access to wastewater removal services once the tank is full. Roughly half of community leader KIs reported the municipality was providing wastewater services, while the other half said private companies provide these services. For emplacing a septic tank, the price reportedly varied from 25,000 IQD (200 USD) for municipality services and 30,000 to 50,000 IQD (25 to 45 USD) for private companies.104

Over half of the community leaders indicated that the wastewater removal services did not meet the needs of the residents, as they were considered to be too expensive for households in their neighborhoods. In al-Mishkar neighborhood it was reported there was no good waste removal system in place, and consequently residents dumped wastewater in hike ditches in the ground. Few community leaders reported household in their neighborhoods to be connected to a sewerage system, namely in al-Anabila, al-Fallah, and some households in al-Shuhada-Dhubat neighborhood. In al-Saglawiyah a sewerage system was also reported to be in place, however damage and poor maintenance was reported to result in poor functionality of this system.
Legal services in Fallujah city were reported to be functional, with a court operating in the city and services accessible to most residents. However, one of the biggest protection-related challenges in the city related to housing, land, and property, as a result of damage to shelters, although rehabilitation efforts were ongoing. This mostly concerned safety risks related to damaged shelters, as many EUPs from Fallujah city reported this as a main reason for not returning to their homes.

Civil documentation

KIs with expert knowledge on the legal system in Fallujah (legal KIs) reported that obtaining or replacing official documentation had been a major challenge in Fallujah (legal KIs) reported that obtaining or replacing official documentation had been a major challenge in Fallujah city. Legal KIs and participants of CGDs reported the presence of an office to replace some civil documentation in al-Askaryyeh neighbourhood. CGD participants reported that residents had to travel to Ramadi city to replace passports, civil documentation and property documents. In roughly half of the CGDs, participants mentioned the distance to Ramadi as a barrier for residents trying to obtain new documentation. They further indicated that families with perceived affiliation to extremist groups faced difficulties in replacing documentation.

Shelter and housing, land, and property (HLP)

Buildings and infrastructure in Fallujah city suffered severe damage during the period of ISIL presence and subsequent military operations. Although damage was more severe in certain neighbourhoods, some households from al-neighbourhoods reported damage to their shelter. Overall, 22% of households reported their shelter to be functional, with a court operating in the city and services accessible to most residents. However, one of the biggest protection-related challenges in the city related to housing, land, and property, as a result of damage to shelters, although rehabilitation efforts were ongoing. This mostly concerned safety risks related to damaged shelters, as many EUPs from Fallujah city reported this as a main reason for not returning to their homes.

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Consequences of missing documents were reported as reduced opportunities, problems obtaining property, problems regulating for schools, and difficulties in accessing employment, as reported by legal KIs.

While KIs reported there still to be several residents with missing documentation, the ABA household survey found that less than 1% of individuals had lost, damaged, invalid or expired civil documentation. Where documents were reported to be missing, they were identified as PDS cards, birth and marriage certificates, and national documentation (ID, passport). Of those individuals, half were missing civil documents because of displacement and four out of five indicated that they were able to replace the documents. Moreover, 2% of children under five years old had not been registered with the relevant authorities, making them vulnerable to difficulties when accessing governmental services, such as education.

As this finding concerns a subset of the total population, findings are indicative only. As these findings concern a subset of the total population, findings are indicative only.

Neighbourhood

1

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Courts

KIs reported there was a court in al-Askary neighbourhood in Fallujah city. This court functioned as a court of first instance, a personal status court and a court of inquiry, according to legal KIs. They also stated that people had to pay fines to bring a legal case, which was posing a barrier for some individuals to access the legal system. Legal KIs were divided over whether there were free legal services available in the city, with one KI explaining that it was possible to get free advice, but any further services would cost money. Eighty-two percent (82%) of households stated they had utilised the service of official government institutions providing safety, protection, and justice since June 2016, meaning they have accessed a public institution such as a court or a police station.

In several CGDs it was reported that families with perceived affiliation to extremist groups were denied legal services. Participants also stated that it is possible to get acquitted from any affiliation with ISIL by signing a statement. KIs indicated that the group most in need of legal services were people from Fallujah who are currently still residing in camps, often in the areas surrounding the city. Furthermore, KIs reported widows and households who need compensation for damage to their property were frequently in need of legal services but faced greater cost related challenges.

Safety and social cohesion

Two percent (2%) of households reportedly faced stigmatization or discrimination in the location in which they were living, and 5% of households reported they did not feel safe from harm and violence in the city. Most households said there was no household member that had regular access to a local community leader, with only 6% of households reporting that they were able to play a role in decision making in their area.

110 “Personal Status Law is a term that applies to the rulings of the constitution related to marriage, divorce, alimony, will, inheritance in addition to other legal issues related to family” – 1001 Iraqi Thoughts, Feb 2019.
Conclusion

The recent conflict caused vast urban destruction and large displacement in Fallujah city. Findings from the ABA suggest that, for residents who have now returned to the city, a primary driver to take on unsustainable debt was repairing their homes, exacerbated by limited livelihood opportunities in the city. Livelihoods were negatively affected by damage and destruction to the industrial area, which used to provide many jobs for city residents. The lack of livelihood opportunities was mentioned as an issue by IDPs from Fallujah who indicated it to be a reason not to return, as well as a driver of secondary displacement from the city.

In addition, the lack of availability of treatment and medication in public healthcare facilities had led to increased cost and posed a barrier for residents to access healthcare. Residents were forced to get treatment in private, more expensive health facilities or needed to travel to public facilities in other cities, with consequent travel cost.

Although the vast majority of school-aged children were attending school, households reported several barriers to accessing education, i.e. cost of education, overcrowded schools, distance to schools, and shortage of teachers and equipment. In addition, KIs and implementing partners working in Fallujah city indicated school-aged children not attending education to be a notable problem in Fallujah city.

The quality of water was said to have declined due to damage to and lack of maintenance of the piped network. The supply of electricity in the south of the city was found to be affected due to damage to the network, in particular the non-functionality of one of the power stations in the south, resulting in weaker electricity. The frequency of waste collection in parts of the city had reduced due to damaging and looting of equipment, lack of staff and hard-to-reach areas in certain neighbourhoods. Quality and availability of basic services were found to be area and neighbourhood specific, with higher need for improvements identified in the south of the city and in the neighbourhoods in the far north of the city, above the railway crossing through Fallujah.

While basic services and infrastructure have improved considerably in the last couple of years since the GoI regained control of the city, and are in some cases back to pre-ISIL standards, households and KIs have pointed out that in many sectors improvements are needed to bring service provision in the city as a whole and to creating a sustainable environment for households looking to rebuild their lives. The main reported obstacle to create a sustainable environment for households was the economic vulnerability of households due to a lack of livelihood opportunities. This issue was reported as a barrier in accessing all aforementioned services. Households and KIs stated high cost of education, healthcare, shelter recovery and basic services resulted in difficulties accessing these services. This indicates a need for livelihood specific interventions. Considering the large proportion of children and young adults, special consideration should be taken to target youth development, capacity building and child protection across all interventions.