

Iraq Humanitarian Country Team Internally-Displaced Persons Information Centre

Iraq IDP Information Centre Report August 2016

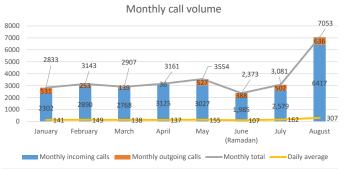
During August 2016, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled a record 7,053 calls, more than doubling the previous highest number of calls recorded in May (3,554) and pushing the total number of calls handled by the call centre past 32,000. This jump in calls was in line with expectations following the relaunch of the SMS broadcast campaign to raise awareness of the call centre and the addition of four new operators to the team. By the end of the month 99.8% of cases were classified as closed.

Requests for information on food assistance and cash assistance topped the call breakdown list, accounting for 32% and 27% of calls, respectively. Calls relating to Government services accounted for 22% of all calls.

The majority of people requesting information on food assistance called from Erbil (29%), Dahuk (24%), and Sulaymaniyah (13%). For the third month in a row, Erbil and Dahuk ranked in the top three of locations requesting information on food assistance. As with previous months, in August the majority of callers (70%) requesting information on food-security matters asked why their name had been removed from food assistance lists. Meanwhile 27% of food-related calls requested information on how to register for assistance assessment. For the second-month running, only 1% of food-related calls complained that the value of food assistance was not enough to cover needs.

Using the vulnerability matrix that the Iraq IIC designed with the World Food Programme (WFP), the call centre referred 172 families to be reassessed for food assistance in this reporting period. At the end of the month, WFP announced it had suspended its targeted criteria appeal.

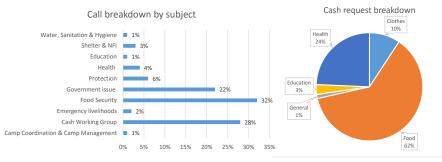
In April, WFP launched SCOPE, a digital cash card system to provide food assistance to displaced populations in Iraq. In August, the Iraq IIC operators were trained in the SCOPE programme and the call centre became a key complaints



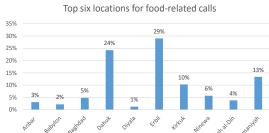


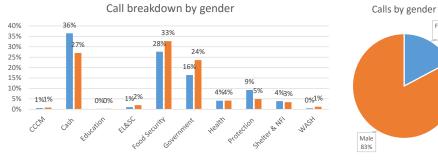
IIC since its launch

Top ten caller locations 18% 16% 16% 16% 143% 16% 14% the increase 12% 12% 10% in calls from 9% 10% 8% Babylon 8% 6% in August 4% compared 2% to Julv ∩%



"Following feedback from your mechanism (Iraq IIC) and others, we are working with all stakeholders to improve messaging on how cash programming works" A humanitarian agency responds to feedback from the call centre



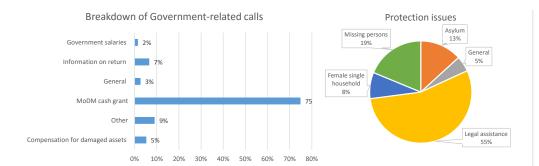


Female Male

Female

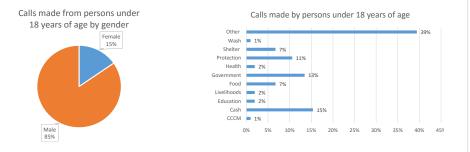
17%

OCHA



"Caller called on behalf of 100 families stuck at a screening site. They requested food and water"

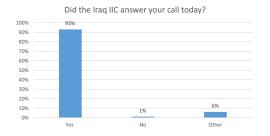
A male caller displaced from al-Hawiga called the Iraq IIC to report waiting times at screening sites. This report was forwarded to relevant parties.



Accountability in action

99.8% of incoming cases closed

636 number of outgoing calls made by operators



"The caller complained that a staff employee was rude and disrespectful to IDPs including to the elderly"

The Iraq IIC forwarded this complaint from a caller in Anbar to the relevant agency, which gave a briefing to all field staff to treat IDPs with respect.

1 operator training session on Housing, Land & Property

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

mechanism for the electronic card programme. All technical feedback and queries relating to SCOPE cards, as well as feedback relating to food programming across Iraq was shared with WFP for follow up.

Holding a steady position in the top three caller priority needs throughout 2016, calls relating to cash dropped two percentage point from July, accounting for 27% in August. Callers identified their key cash needs as shelter (39%), food (62%), and health (15%). Five percent of cash callers requested cash for clothes. For the second month in a row, the majority of callers requesting cash assistance called from Kirkuk, accounting for 22% of cash calls. The number of people from Baghdad calling about cash increased six percentage points in August compared to July.

Of the 22% of calls relating to Government services, 75% of those calls requested information on the government cash grant, 7% asked for information on how to return to their home areas (46% of these callers were from Anbar; 28% Salah al-Din; 12% Diyala; 7% Baghdad; 3% Ninewa; 3% Babylon; and 1% were from Kirkuk), and 5% asked for compensation for damaged assets (47% of callers were from Anbar; 26% Diyala; 23% Salah al-Din; 3% Baghdad; and 1% from Ninewa). In line with previous months, requests for information on Government salary accounted for 2% of Government-related calls.

Of the callers who had protection-related concerns, 55% requested legal assistance to replace lost or register documents including birth, marriage, and death certificates. Of these callers 24% are currently located in Erbil, 18% Kirkuk, 18% Sulaymaniyah, 11% Baghdad, 9% Dahuk, Salah al-Din 6%, Anbar 5%, Diyala 3%, Ninewa 2%, Wassit 2%, Najaf 1%, and 1% from Basrah.

During August, the Iraq IIC received 44 calls requesting asylum advice, however only 14% of these callers were non-Iraqi nationals. Operators informed the Iraqi callers that only refugees (non-Iraqi nationals) can seek asylum within Iraq. Operators directed the six Syrian callers seeking asylum advice to UNHCR hotlines.

During this reporting period, 19% of protectionrelated calls were reports of missing people, with the majority of callers currently living in Baghdad (18%), Kirkuk (16%), Salah al-Din (14%), and Diyala (11%).

In August, the Iraq IIC experienced an increase in calls from people dissatisfied with their treatment in camps. These reports were forwarded to relevant parties.

During August, the number of female callers dropped one percentage point from 18% in July to 17% in August. The priority needs for women during this period were cash, accounting for 36%

"During August, the Iraq IIC handled a record 7,053 calls"

of calls from women, food (38%), and Government services (16%). For 9% of women callers who had protection-related calls, 40% sought helping replacing or registering legal documentation.

For callers who are under 18 years of age, their priority needs reflected the needs of their adult counterpart, with 15% of callers primarily asking for information on cash assistance and 15% on Government-services. Of the 11% of under 18-year-olds calling about protection-related issues, they were primarily based in Anbar and mainly sought legal assistance.

As in previous months, during August, the Iraq IIC forwarded reports of confiscated documents and possible forced relocation of people displaced from Anbar and Salah al-Din to Kirkuk to protection and human rights agencies operating in the area. Additionally, the call centre continued to share with relevant partners calls from Iraqis displaced to Syria but seeking re-entry to Iraq. In September, it was reported that entry had been granted to some members of this group.

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

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