

*Empowered lives.  
Resilient nations.*

Iraq Crisis Response and Resilience Programme

# Annual Report 2017

United Nations Development Programme

# Table of Contents

1. Background  
Page 3
2. Iraq Crisis Response and Resilience Programme  
Page 6
3. Overview of ICRRP results in 2017  
Page 8
4. COMPONENT 1 : Improving Crisis Response  
Page 10
5. COMPONENT 2 : Improving Access to Basic Services  
Page 12
6. COMPONENT 3 : Improving Livelihood Opportunities  
Page 20
7. COMPONENT 4 : Protecting Vulnerable Women and Girls  
Page 30
8. COMPONENT 5 : Strengthen Social Cohesion and Reconciliation  
Page 33
9. The Way Forward: Piloting Area Based Recovery Approach (ABRA)  
Page 43

# 1 Background

Since the rise of the Islamic State of Iraq and the Levant (ISIL) in January 2014 and the subsequent large-scale humanitarian, political and security crises, over 2 million Internally Displaced People (IDPs) face challenges in returning to their homes due to prevailing security threats, extensive damage to public infrastructure, homes and lack of livelihood opportunities. Circa 3.68 million IDPs have returned to rebuild their lives and almost 250,000 Syrians remain in protracted displacement, mainly in the Kurdistan Region of Iraq (KRI). Notably, it is estimated that more than 60% of Syrian refugees and 90% of IDPs are living outside of camps.

As the displacement of Syrian refugees and IDPs becomes more protracted, there is significant need for the enhancement of self-reliance of refugees, host communities and IDPs. The large influx of Syrian refugees and IDPs entails increased competition for housing, employment and public services in host communities.

Iraqi people have also been facing many social challenges, including sectarianism, extremism and repeated waves of violence. The displacement caused by ISIL impacted upon Iraq's social structures, especially between different sects and amongst religious minorities.

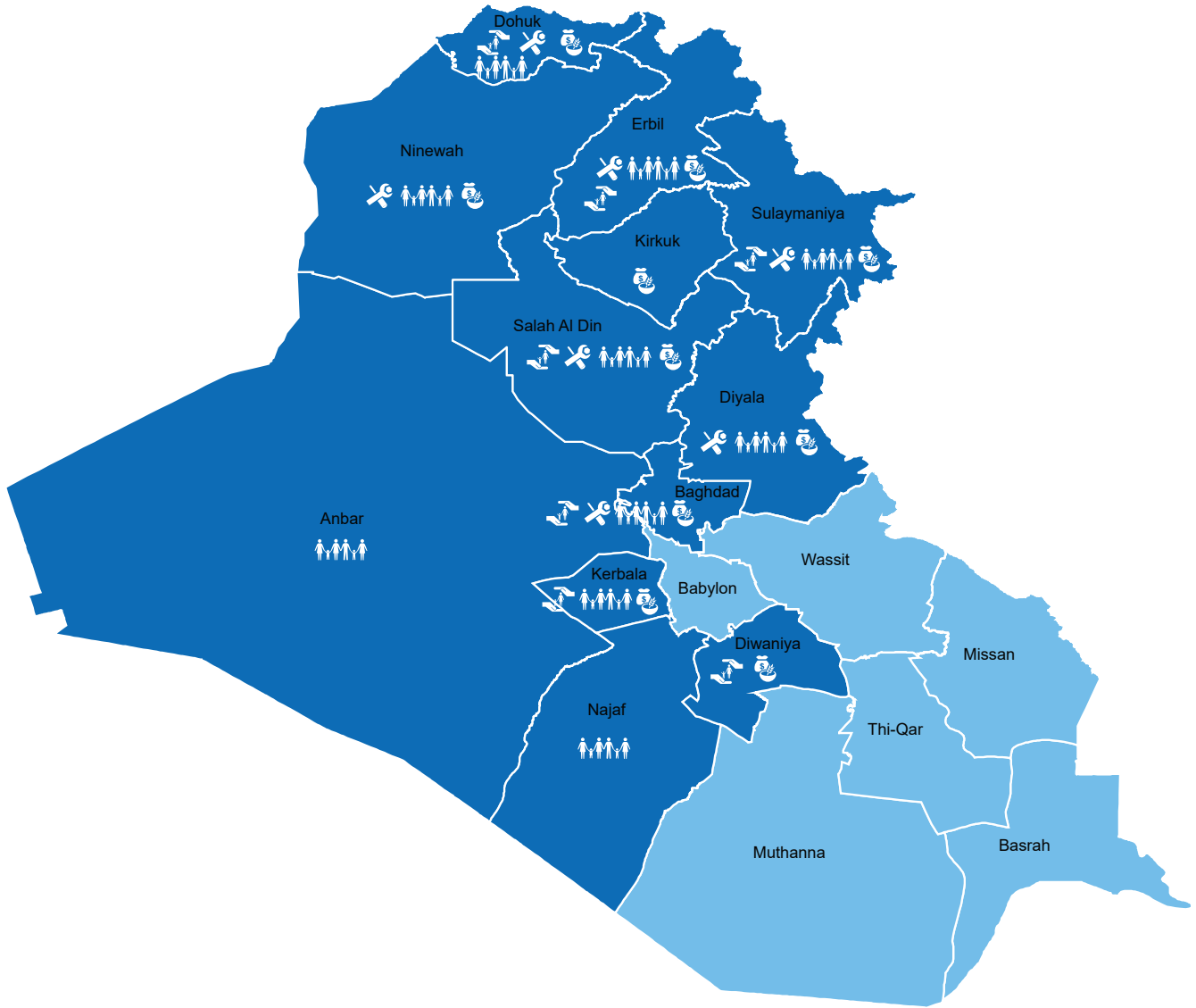
Resilience-building can create conditions supportive of voluntary and sustainable returns by ensuring access to






basic services, contributing to local economic recovery, promoting civic engagement and increasing confidence in state institutions. A holistic, integrated and community driven approach sets the stage for full recovery, preventing further deterioration of the post-crisis situation and rebuilding peoples' lives.

The scale of challenges in Iraq requires a transformative approach to overcome political and institutional barriers and to turn this regional crisis into an opportunity for large-scale social change.

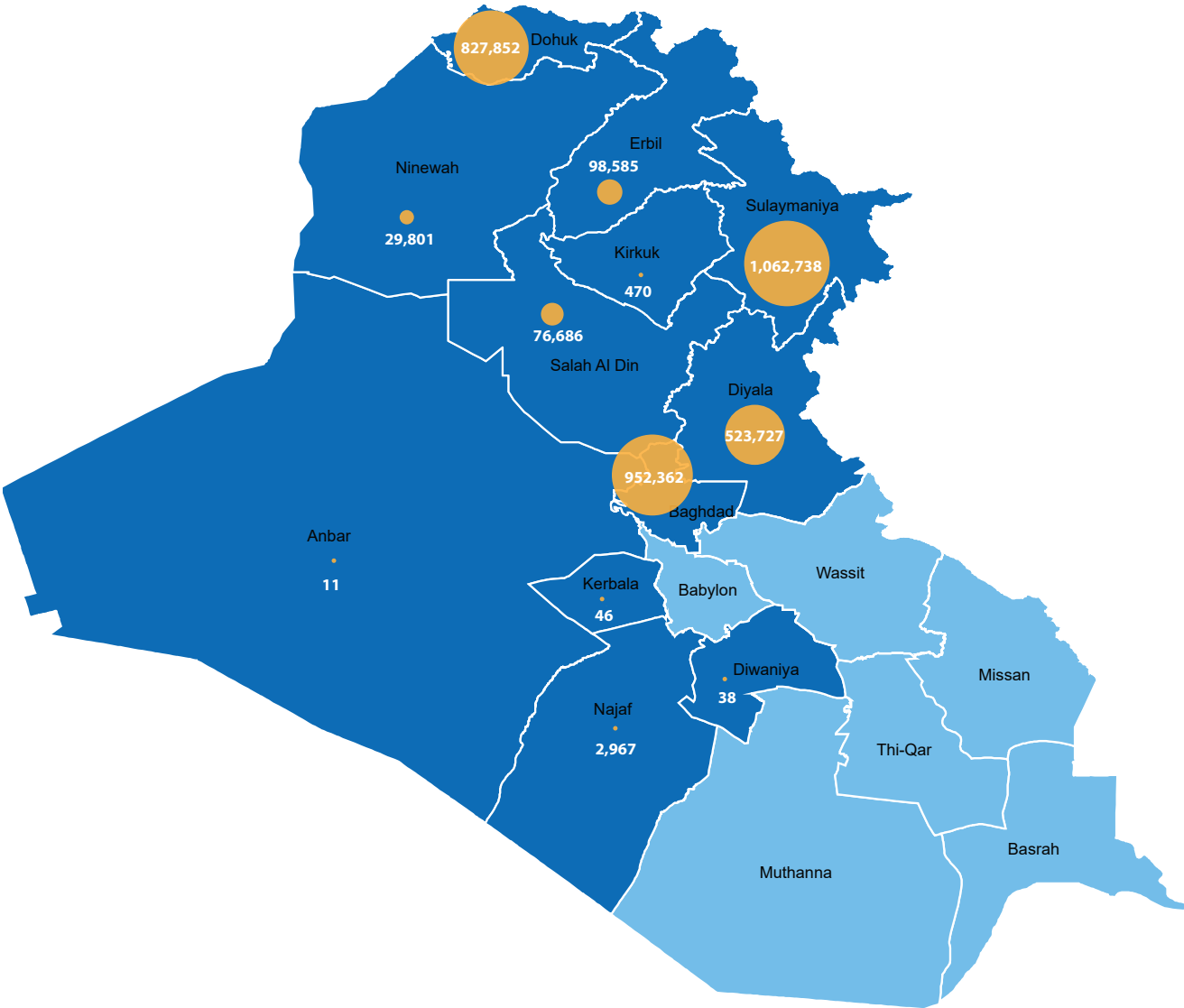
The concept of resilience rests on the ideal of **"build back better"**, using the opportunity of restoration and recovery to shape a sustainable environment and enable a self-reliant community better equipped to manage future crises.

# ICRRP Area of Coverage



-  **Livelihoods Component**
-  **Social Cohesion Component**
-  **Basic Services Component**
-  **Protection Component**
-  **Governorates of Iraq where ICRRP is active in 2017**

# ICRRP Beneficiaries in 2017



 Beneficiaries

 Governorates of Iraq where ICRRP is active in 2017

These figures may include some duplication of beneficiaries receiving assistance under different components.

# 2

## Iraq Crisis Response and Resilience Programme

UNDP developed the Iraq Crisis Response and Resilience Programme (ICRRP) to help people restore and rebuild their lives. ICRRP, a flagship programme of UNDP in Iraq, is providing immediate and long-term projects, targeting IDPs, Syrian Refugees, returnees and host communities, while supporting government and civil society. The programme also places emphasis on marginalized youth and vulnerable groups, such as women heads of households, widows and girls.

ICRRP complements life-saving and shorter-term stabilization activities, as well as the longer-term development programmes undertaken by other partners through directly addressing the humanitarian-development-peace nexus.

Specifically, the Programme aims to:

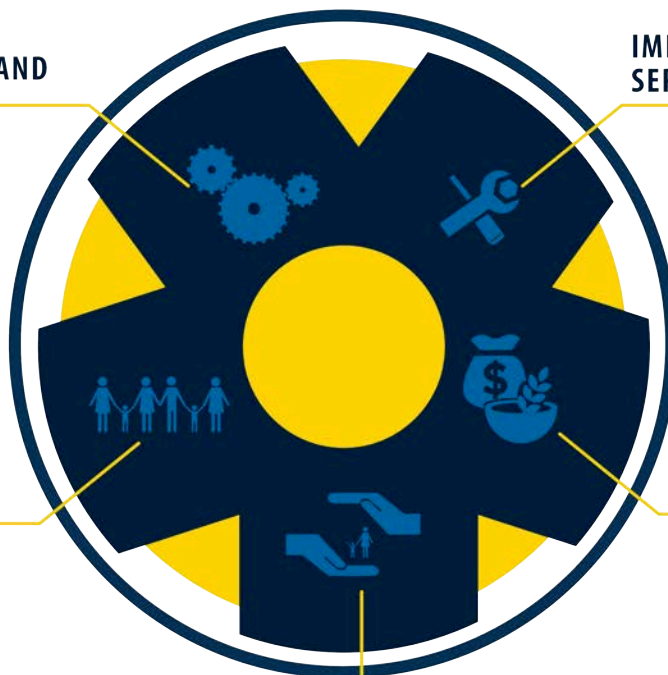
1. improve crisis response coordination, processes and management;
2. improve local access to basic services and institutional delivery and accountability for those services;
3. improve livelihoods opportunities particularly for communities with IDPs and refugees;
4. protect vulnerable communities, specifically women and youth, who are at risk of Conflict Related Sexual Violence (CRSV) and Gender Based Violence (GBV);
5. strengthen social cohesion and reconciliation through dialogue, peace education and capacity building of local communities.

**IMPROVE CRISIS RESPONSE COORDINATION, PROCESSES AND MANAGEMENT**

**IMPROVE ACCESS TO BASIC SERVICES**

**STRENGTHEN SOCIAL COHESION AND RECONCILIATION**

**IMPROVE LIVELIHOODS OPPORTUNITIES**



**PROTECT VULNERABLE COMMUNITIES**

The Programme has been operational since 2014 with a budget of US\$ 117 million between 2014-2017.

In 2017 ICRRP operated in 12 governorates across Iraq: in the KRI (Erbil, Duhok, Sulaymaniya and Halabja), in the Newly Liberated Areas (NLAs) of Diyala, Salah Al Din, Ninewah, Kirkuk, as well as in Baghdad, Diwaniya, Najaf and Karbala.

Activities are carried out in close collaboration with local authorities at the national and governorate level, as a critical basis for national ownership, as well as with the engagement of local communities, civil society, national and international Non-Governmental Organizations (NGOs).

Programme achievements in 2017 have been made possible due to the partnership and leadership of the Government of Iraq (GoI) and the Kurdistan Regional Government (KRG), as well as, the generous support from a number of donors, including:

- Government of Austria, Austrian Development Agency
- Government of France
- Government of Germany (Kreditanstalt für Wiederaufbau - KfW and Deutsche Gesellschaft für Internationale-GIZ)
- Government of Japan
- The United Kingdom/ Department for International Development (DFID)

In 2017 UNDP also collaborated with UN HABITAT, UNHCR and UN WOMEN for the implementation of projects under ICRRP focused on housing rehabilitation and women's empowerment.

The Project Board, comprising of government counterparts and donor partners, has provided strategic guidance and oversight support.



# 3

## Overview of ICRRP results in 2017



**16,741**

PEOPLE (44% WOMEN) WITH ENHANCED LIVELIHOODS



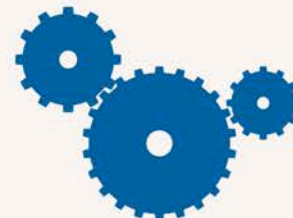
**3.3+ MILLION**

PEOPLE BENEFITED FROM IMPROVED BASIC SERVICES



**16,235**

PEOPLE (86% WOMEN) RECEIVED LEGAL SUPPORT FOR GENDER-BASED VIOLENCE



**NATIONAL INSTITUTIONS**

STRENGTHENED THEIR CAPACITIES AND SYSTEMS FOR CRISIS RESPONSE AND MANAGEMENT



**19,308**

PEOPLE (41% WOMEN) TOOK PART IN PEACE EDUCATION, CONFLICT SENSITIVITY AND COMMUNITY-BASED ACTIVITIES



## Gender, Early Recovery and Resilience in Iraq

Of the millions displaced as a result of the conflict and humanitarian crisis in Iraq, the adverse impact on the lives and livelihoods of women and girls have been exceptionally dire, particularly on those who have become women-headed households and those who have been victims of CRSV and GBV. As women comprise more than half of the displaced population in Iraq (51%), the instability in the region continues to trigger significant changes to family structures, leaving over 1.6 million widowed women and millions of female-headed households.

ICRRP has a strong focus on gender equality and women's empowerment and activities were tailored to address women's specific needs and priorities. Women represent over 40% of target beneficiaries.

In 2017, 7,366 women received livelihoods support through cash for work, small grants, vocational training as well as direct job placement in prominent private companies. Especially in conservative NLAs,

challenging gender stereotypes and engaging men has enabled women to work outside their home and significantly contribute to the revitalization of the local economy.

In addition, 16,235 women received legal support on CRSV and GBV in the KRI and in Baghdad, Diwaniyah, Diyala, Karbala, Ninewah, and Salah Al Din; 6,222 IDPs living in camps and Syrian refugees benefitted from legal and rights awareness sessions in the KRI and in Baghdad while 624 people benefitted from psychosocial support and awareness raising on GBV (65% women) in the KRI, including members of the host community and displaced people.

UNDP recognizes that women are not only victims of war but also play an important role in promoting peace and reconciliation. In total, over 7,000 women and girls participated in peace education and community-based



*Women engaging in social cohesion activities in Khak community, Sulaymaniyah.*

*Photo credit: UNDP Iraq/Parez Abdullah/2017*

# 4 COMPONENT 1: Improving Crisis Response

Recognizing the importance of government leadership in crisis response, strengthening the GoI and KRG's institutional and human capacities in the field of crisis response coordination was a priority for UNDP.

UNDP became the principal technical partner of the GoI and KRG to support establishment of government institutions mandated for crisis response coordination, and to support these newly created institutions to take on vital coordination activities in relation to humanitarian operations during one of the most critical stages of crises in Iraq's recent history.

Therefore, ICRRP has been supporting the GoI's Joint Coordination and Monitoring Centre (JCMC) and KRG's Joint Crisis Coordination Centre (JCC) to achieve several important milestones in 2017. This initial investment has yielded invaluable results as measured by the increased level of Government involvement and leadership in response coordination, as well as, the recognition accredited to the JCC and JCMC by key national and international humanitarian partners and Government institutions.

The JCMC and JCC have, as a result of ICRRP support:

- Improved skills and knowledge of 150 JCMC and JCC officials (22% women), in different areas of crisis management, including needs and gaps assessment, information management, monitoring and evaluation, and managing projects.

- Improved institutional structures, systems and human capacities for effective response to man-made and natural crises through 'surge technical capacity' deployment and provision of priority IT equipment and furniture.
- Formulated a joint Government and United Nations Humanitarian Response Plan for 2017 for management of the IDPs crisis.
- Developed and implemented the Mosul Contingency plan.



*JCMC visit to Kirkuk to assess the humanitarian situation*

*Photo credit: JCMC/2017*



*JCMC Networking meeting in Baghdad*

*Photo credit: JCMC/2017*



*Ms. Sarwen Qasim Mustafa, IT Manager, and Mr. Shalaw Kamaran Muhammad, IT Assistant, at work at the JCC in Erbil*

*Photo credit: UNDP Iraq/Claire Thomas/2018*



*Haiman Nahro Akram, Stabilization and First Phase Recovery Officer, at work at the JCC in Erbil*

*Photo credit: UNDP Iraq/Claire Thomas/2018*

# 5

## COMPONENT 2 : Improving Access to Basic Services

The first step to recovery, after a crisis, is ensuring people have access to services that are fundamental to daily life.

The pressure on towns and villages that are hosting both internally displaced people and refugees is considerable. In addition, infrastructure sustained severe damage under ISIL control and during the ensuing conflict to liberate the cities.

In 2017 UNDP continued to support local authorities to address the demand for basic services by prioritizing interventions for restoring, rehabilitating and maintaining sustainable infrastructure to deliver fundamental services, such as water, electricity, health, education, sewerage, housing and roads. The Programme focused on supporting host communities, as well as, Newly Liberated Areas as a way of facilitating

return of IDPs.

Over 3.3 million people have benefited from improved basic services in in the KRI (Duhok, Erbil, Sulaymaniyah, Halabja) in Baghdad and in the NLAs of Diyala, Ninewah and Salah Al Din.

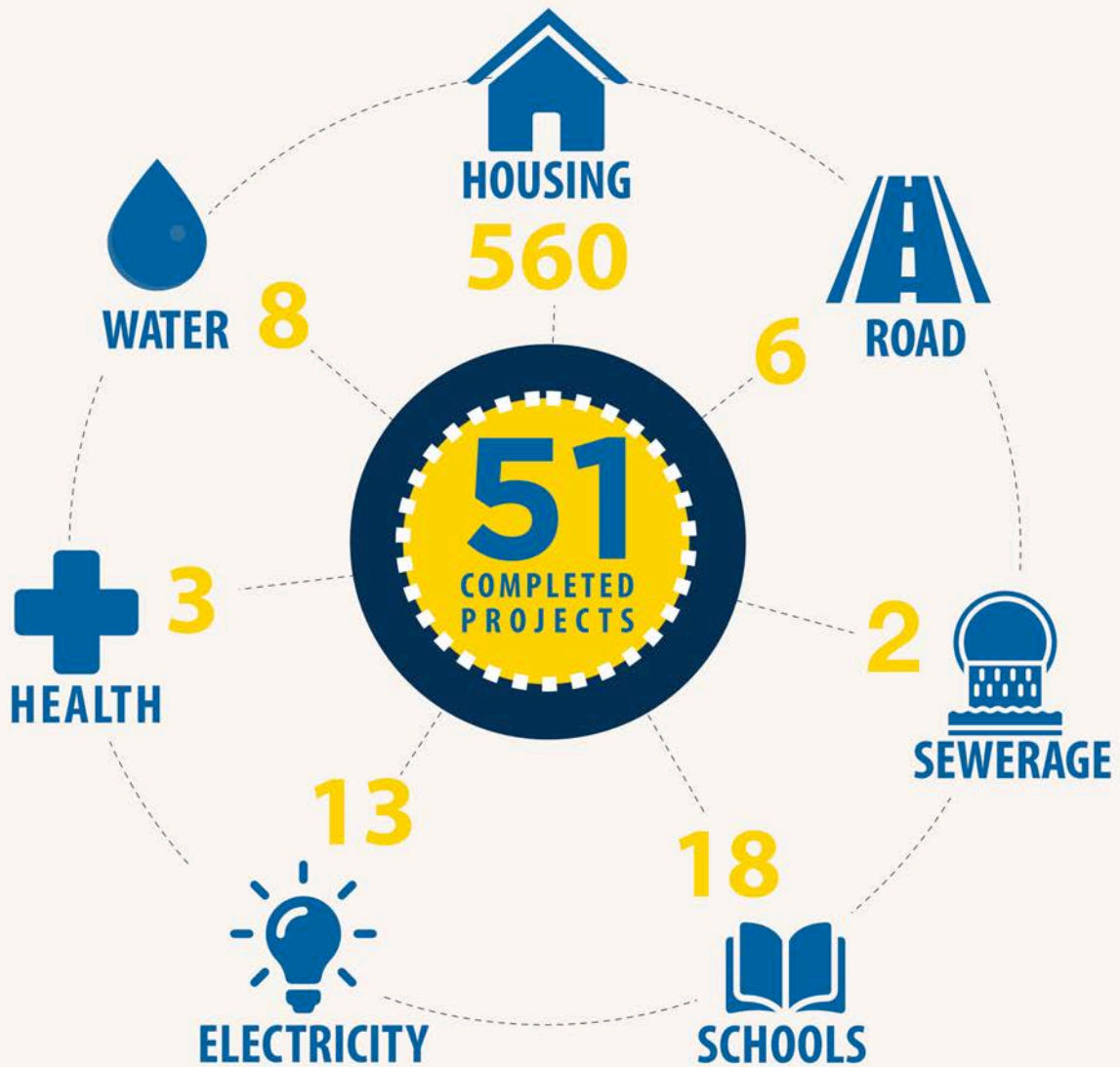
A total of 51 infrastructural projects were completed with strong ownership by government authorities. An additional 28 projects are going to be launched using a labour-intensive approach. The cash for work projects will provide support to restore or construct community basic service infrastructures in host communities as well as in IDP camps/settlements to provide basic services in a sustainable and cost-effective manner. The geographic focus is the KRI that collectively hosts the greatest number of Syrian refugees and displaced Iraqis.



UNDP and Erbil Governorate completed the rehabilitation of the main water treatment plant in Rawanduz sub-district, which provides safe drinking water to over 33,000 people, including 2,000 IDPs.

*"Because of the poor quality of water, local communities, especially children, were suffering from waterborne diseases. This project will increase the supply of drinking water to households from 1.5 hours over two days to 24 hours a day/seven days a week", said the Mayor of Rawanduz, Mrs. Kwestan Qadir.*

*Photo credit: UNDP Iraq/Karzan Saadon/2017*



**3.3+ MILLION PEOPLE**

HAVE BENEFITED FROM IMPROVED BASIC SERVICES  
(7 SECTORS) IN 8 GOVERNORATES

## CASE STUDIES

### Infrastructure rehabilitation boosts recovery opportunities

*“My sales have increased after the market road and sewage system was rehabilitated. This road used to be flooded and muddy in winter. Now host community members and internally displaced people can easily access the market.” said Bakri Sawzabrosh, greengrocer.*

*The Halabja Governorate was supported to rehabilitate the main market road in Shorsh neighborhood which hosts over 3,000 IDPs and over 5,000 Syrian refugees. The rainwater drainage system was also rehabilitated to prevent the market from flooding.*

*Photo credit: UNDP Iraq/Paola Piccione/2017*

## Water is essential for life! Restoring water systems



*In Sulaymaniyah, where one in every eight residents is an internally displaced person, ICRRP supported the Sulaymaniyah Governorate to repair key components of the main pipeline that transfers water from Dukan Lake to Sulaymaniyah Governorate. Local workers rehabilitated pumping stations and a treatment plant which helped alleviate water shortages and ensure an adequate supply of clean water to households in the Governorate. As a result over 800,000 inhabitants of Sulaymaniyah, including IDPs and Syrian refugees, have improved access to the water supply.*

*Photo credit: UNDP Iraq/Paola Piccione/2017*



*"In the Baghdad Governorate, the Central Water Plant (Al-Refoosh) in Abu Ghraib District, has been rehabilitated by the Directorate of Water, after being completely destroyed and out of service because of ISIL's operations. Electromechanical components have been fully restored and the plant is now operational up to 50% (5,000m<sup>3</sup>/hour) of its full capacity." said Mr. Abdul Rahim Karim, Head of Planning Unit, Directorate of Water, Baghdad.*

*Now the Abu Ghraib Plant serves more than 550,000 people, mostly displaced from Anbar and host community members, living in the sub-districts of Abu Ghraib.*

*Photo credit: UNDP Iraq/2017*



**A life of dignity for IDPs living inside the camps**

***Aswad Abid Khalif and his family (displaced from Mosul), living in Hasansham U2 Camp in Ninewah have access to electricity.***

*For IDPs living in displacement camps, the importance of light and electricity goes well beyond comfort – it stands for security, health, education and an improved quality of life. Over 7,000 IDPs in Hasansham U2 Camp have access to*





*electricity inside and outside their tents due to the generators and electrical networks provided. The electricity supply is also enabling air coolers to run in the tents, helping IDPs to cope with high summer temperatures.*

*Photo credit: UNDP Iraq/Paola Piccione/2018*

## Delivery of basic services helps returns to ISIL-liberated areas

In areas that were occupied by ISIL, schools were damaged and looted. Students were prevented from pursuing their education. Re-opening schools, enabling children to return to their studies has been crucial for rebuilding communities in the aftermath of the conflict with ISIL.



*ICRRP supported local authorities prioritizing the rehabilitation of 18 schools in Diyala which enabled more than 11,000 female and male students to resume their education and regain hope for a better life.*

*Photo credit: UNDP Iraq/Emad Chiad/2017*



Following the ISIL offensive on Sinjar district, over 275,000 people from Mount Sinjar area - including a vast majority of Yazidis - were driven out of their homes. Targeted destruction of houses during hostilities not only affects the right to adequate housing of affected people, but also impedes their safe and voluntary return to their region of origin.

*"My house was terribly damaged by ISIL fighters. When the offensive on Sinjar district started, my family and I had to take shelter in a camp for displaced people in Zakho. Thanks to this project, our house was rehabilitated so we were able to return to Ashti and restart our lives.", said Fleet Junde Domo, returnee.*

*Fleet is one of the beneficiaries of the housing rehabilitation project in Mount Sinjar area where 560 houses were rehabilitated enabling return of over 4,000 people. This project was a successful partnership between UNDP, UN-HABITAT and the Ninewah Governor's Office.*

*Photo credit: UN HABITAT and UNDP Iraq/Paola Piccione/2018*

# 6

## COMPONENT 3 : Improving Livelihood Opportunities

Support to sustainable livelihoods is a cornerstone of ICRRP's approach to enable the affected population to be more-self-reliant and less dependent on external aid, both in liberated areas and in areas hosting displaced populations (Syrian refugees and IDPs living inside and outside camps).

ICRRP's support focuses on a 3-track approach to assist people to rebuild their lives and restore their communities. This includes livelihoods interventions as well as innovative advocacy to support the private sector development and economic diversification.

### ICRRP Livelihoods Interventions



In 2017 a total of 16,741 (44% women), IDPs living in camps and outside camps, Syrian refugees, returnees and host people benefitted from livelihoods support in the KRI (Erbil, Duhok, and Sulaymaniyah Governorates), in the liberated areas of Diyala, Kirkuk, Ninewah and Salah Al Din and in the governorates hosting a large number of IDPs and refugees (Baghdad, Diwania and Karbala).

A total of 8,816 people (34% women) were employed through the cash for work scheme which enabled them to earn an income to cover their basic needs. The nature of work undertaken through cash for work interventions included rehabilitation and maintenance of 40 basic infrastructures projects, including parks, establishment of nurseries, repair works for schools, a library, water treatment plant and youth centres.

As a result of market and rapid needs assessments, micro grants for income generation and asset recovery were provided to 3,356 people (53% women) enabling them to start or restore small businesses. Many of the targeted women are heads of household, having lost husbands and family members during the conflict, and have struggled to provide for their families.

Women were supported throughout the business grant process, developing business plans and identifying spaces for shops, or mobile options for women who expected to return to their places of origin, as well as providing coaching and mentoring as needed. Business grants helped to support the start of a wide range of women-owned businesses in and out of the home, including a sporting goods shop, photocopy and printing shop, clothing stores, animal husbandry (sheep and chickens), bakeries, nurseries, beauty salons and cosmetics stores, a pet store, tailoring and fabric shops.

In addition, five medium enterprises were established in the KRI through a partnership with the Erbil Chamber of Commerce and Industry (ECCI). The grantees were selected in the areas of agro - businesses (queen bee breeding and honey production), niche markets (such as cut fresh flower production and fresh herb production), green economy (environment related businesses – clean energy, solid waste management, furniture from recycled materials) and have developed innovative business models implemented for the first time in the KRI.

These sectors have been identified and selected based on a research undertaken by ICRRP in 2017 on the potential niche markets in northern Iraq, as well as ECCI's observations and experience in these potential growth markets in the country.

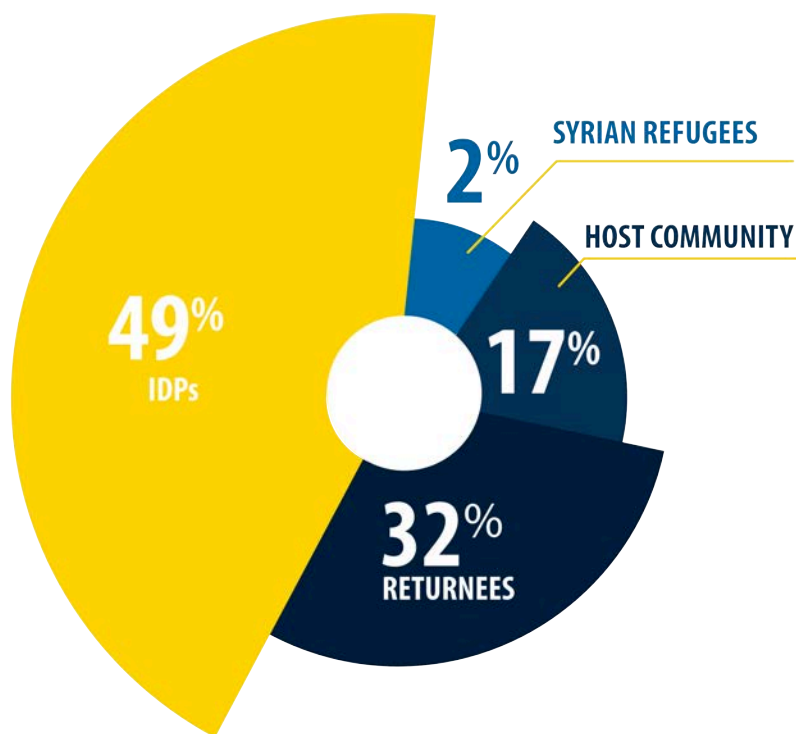
Additionally, as the private sector struggles to find qualified local labour to fill open positions or to expand business operations, vocational training programmes, including on-the-job and entrepreneurial trainings, were offered to 3,985 individuals (53% women). Training curricula are designed according to the Ministry of Labor and Social Affairs' (MoLSA) and the Department of Education's (DoE) standard curricula and were tailored to match the needs of the private sector.

ICRRP has also expanded its relationship with the private sector and supported a local NGOs to sign an agreement with 16 local companies to train and employ IDPs, refugees and host community members. In total, 584 people (36% women) were placed in full-time jobs<sup>1</sup> with legally binding contracts.

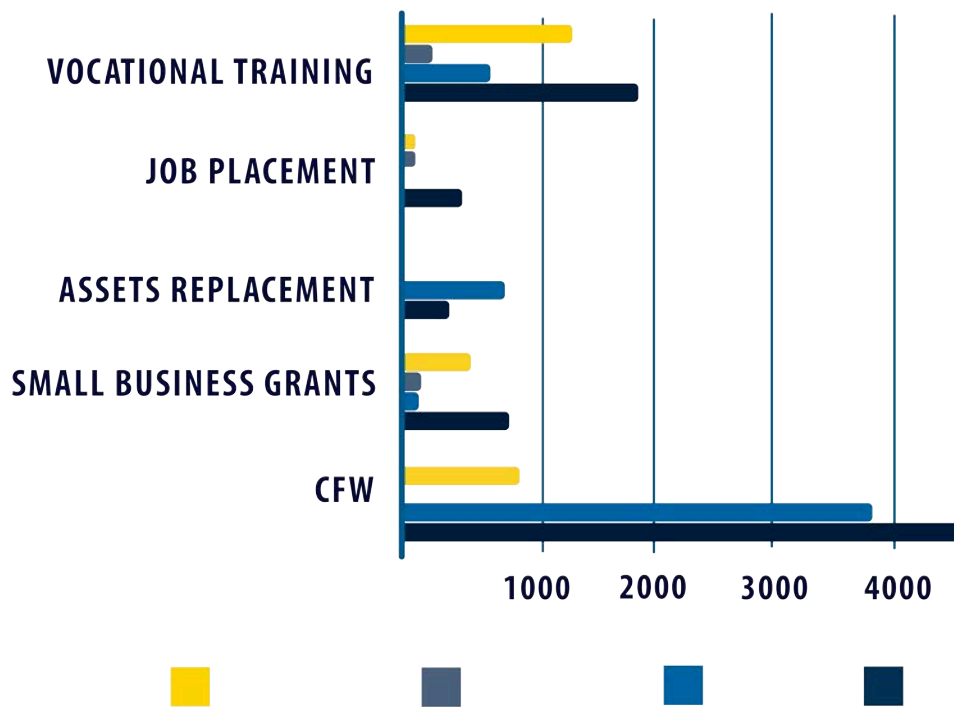
---

<sup>1</sup> As per the Iraq National Emergency Livelihoods Cluster, a job placement contract for a minimum duration of 6 months is considered permanent.

## Vulnerable groups reached through livelihoods interventions



## Vulnerable groups per livelihoods intervention





# 16,741 PEOPLE

(44% WOMEN) IN 10 GOVERNORATES ENHANCED THEIR LIVELIHOODS

**8,816 PEOPLE**  
EARNED AN INCOME THROUGH  
TEMPORARY EMERGENCY  
EMPLOYMENT



**3,356 PEOPLE**  
RESTORED OR STARTED  
THEIR SMALL AND MEDIUM  
BUSINESSES



**3,985 PEOPLE**  
ENHANCED THEIR VOCATIONAL AND  
ENTREPRENEURIAL SKILLS



**584 PEOPLE**  
FOUND A FULL-TIME JOB





## Innovative thinking for sustainable livelihoods

Did you know that fresh flowers, fruit processing and fresh herbs are promising niche markets in northern Iraq?

In 2017, ICRRP produced a study on **Niche Markets and Growth Sectors in Northern Iraq**. With millions affected by the security and economic crises in Iraq, livelihoods programmes can help the region to provide diverse and sustainable employment opportunities to promote economic growth. Agriculture programmes in particular have value-added opportunities to lead this growth and provide abundant employment opportunities in rural and urban areas.

The analysis of niche markets provides valuable information on the existing gaps, constraints and potential opportunities, including opportunities to link with existing initiatives and commercial interests. This will help to boost market performance either by establishing a new activity within the value chain that currently relies on imports, or by supporting and modernizing existing activities.

---

Private sector development is an engine for job creation and economic growth, contributing to rapid recovery and strengthening resilience. With ICRRP support, the Erbil Chamber of Commerce and Industry hosted a Business Forum titled “**The Role of the Private Sector in the Growth and Development of the Local Economy**”, involving private sector actors, civil society organizations, academics and aid and development organizations. Several priority areas were identified, including the need for the government to provide an enabling environment and strong regulatory framework, focus on niche markets as well as support to small and medium-sized enterprises. As a result of the Forum, a Roadmap targeting Government and private sector is expected to be produced over the course of 2018 to 2019 on how to support private sector growth and enhance its role in local economic development in the KRI.



## CASE STUDIES

### Partnership with the private sector



UNDP collaborated with one of the world's largest automakers to provide displaced Iraqi youth with access to high quality training and sustainable income opportunities. Under this flagship programme, ICRRP refers potential candidates to Toyota Iraq, while Toyota Iraq provides top class vocational and on-the-job training. ICRRP also facilitates job placement in local companies, working together with its partners, if Toyota Iraq cannot recruit all the trainees.

"I have a degree in mechanical engineering but had no working experience in this field. This programme helped me gain hands-on experience in vehicle maintenance. I am so glad I found a job at Toyota Iraq. With my steady salary, I can pay off my debts and provide for my wife and kids". Mr. Omar Hussein Ali, 27, from Ramadi, Baghdad.

Photo credit: UNDP Iraq/Cengiz Yar/2017; UNDP Iraq/Ayser Al-Obaidi/2017; UNDP Iraq/Claire Thomas/2018

## Strengthening livelihoods after ISIL to facilitate returns



*"My dream of opening a flower shop came true. I felt hopeless when I returned to Jalawla. Thanks to this project, I was provided with flower seeds and necessary equipment to engage in the floral business. Selling flowers and shrubs that I have grown, I am now able to support my four children and my husband." Zainab Ahmed Maolod, 45 returnee to Jalawla, Diyala.*

*Photo credit: UNDP Iraq/Ayser Al-Obaidi/2017*



*In 2017 Najah's bakery is the only one open in Bartella, in the Ninewah Plains. Baking bread runs in Najah's family; his father and grandfathers were bakers and he has been a baker for more than 35 years. He had to flee his home when ISIL approached the Ninewah Plains in 2014 and lost his bakery. Najah Said Matti was able to re-open the bakery with ICRRP's grant support when he returned to Bartella in June 2017.*

*He provided free bread to all his customers for the first four days he was open. He now fills orders for six restaurants in Bartella, more than 900 pieces of the local 'samoun' bread, as well as the local residents, and will soon provide jobs for at least four more workers.*

*Photo credit: UNDP Iraq/Linda Fawaz//2017*

## Strengthening women's resilience



***Yasmin Muhammad Ali, a Syrian refugee who took shelter in Duhok, is amongst the hundreds of people who are benefitting from an innovative project supporting savings groups piloted by ICRRP.***

***"I remember how I wanted to have my own business but I could not; I came here as a refugee and had to work as a daily worker in a pastry factory to support my family".***

*"When I was in Syria, my brother used to make a kind of traditional Syrian dessert called Mushabak, and sometimes I used to help him make it because I like to make desserts and pastries. When we first arrived here in Duhok, our financial condition was not good so I had to work as a daily worker in a pastry factory. I loved working in the factory and I always imagined myself with my own business as a baker.*

*I used to ask myself how it would be possible to have my own business as a woman. Now that I have my own bakery, I laugh when I remember how I thought I could never have my own business."*

*Photo credit: OXFAM/Noor Tahir/2018*

Maryam, a tailor, is among thousands of displaced people hosted in Al Qayyarah Airstrip Camp (Ninewah). As a result of the small grant received, Maryam is sewing dresses that she sells in the camp to increase her income.

Photo credit: UNDP Iraq/  
Gozde Avci/2018



Cash for work in Diyala has challenged gender stereotypes and enabled thousands of women to work outside their home and contribute to the revitalization of the local community and economy.

Photo credit: OXFAM/2017

## Promoting innovative businesses in green technology

UNDP and ECCI partnered to support development of niche industries, especially in agriculture and the green economy.

In Sulaymaniyah, a grant capacity building support and marketing/market linkage assistance was provided to the engineers who developed an engine carbon cleaning machine. The machine, after being hooked up to a car engine for approximately 40 minutes, improves the fuel efficiency and reduces carbon emissions. The technology is entirely locally

designed and constructed. The engineering team has since improved upon the design and produced and tested a similar technology for generators.

Their company is linked with several local businesses in Duhok, Erbil and Sulaymaniyah to provide the carbon cleaning service in auto service centres and car wash centres exposing customers for the first time to information on carbon reduction.



*Bahman Jamal connects an engine carbon cleaning machine to a vehicle at a carwash in Erbil. He and his two brothers developed and built the carbon cleaner and established a business with the support of ICRRP.*

*Photo credit: UNDP Iraq/Claire Thomas/2018*

# 7 COMPONENT 4 : Protecting Vulnerable Women and Girls

Conflict Related Sexual Violence (CRSV) and Gender Based Violence (GBV) are a widespread and alarming element of the crisis in Iraq. To respond to the specific needs of people at risk of CRSV and GBV, especially women and girls, ICRRP focused on providing legal support to survivors, increasing the capacity of government stakeholders and partners to address CRSV/GBV cases, as well as raising awareness on legal rights.

In 2017 ICRRP supported seven legal service centres and three mobile clinics in the KRI. These are operating in IDPs and refugee camps, as well outside the camps, in collaboration with the Directorate of Combating Violence Against Women (DCVAW), under the Ministry of Interior in the KRI, and the Independent Board of Human Rights (IBHR) in Baghdad.

A total of 13,520 IDPs and refugees (83% women)

benefitted from legal and social services support in the KRI and in Baghdad. In partnership with UN WOMEN, 2,715 women benefitted from protection services, including case management and psychosocial support as well as referrals to legal and health services in six governorates: Baghdad, Diwaniyah, Diyala, Karbala, Ninewah, and Salah Al Din.

Capacity to handle cases was also enhanced for 70 staff from DCVAW, IBHR, NGOs, legal aid centres and the mobile legal aid teams.

In addition, 6,222 IDPs living in camps and refugees (mostly female) attended legal and rights awareness sessions in the KRI and in Baghdad focusing on CRSV, GBV, child marriage, domestic violence and stigma. A considerable number of those who attended the awareness raising sessions sought help from the legal aid centres.



*Awareness raising materials*  
*Photo credit: UNDP Iraq/Martins/2016*



Legal aid provider at Kawergosk Camp, Erbil

Photo credit: UNDP Iraq/Martins/2016

# 13,520

IDPs and refugees (83% women) benefitted from legal and social services support in the KRI and in Baghdad.



# 2,715

women benefitted from protection services, including case management and referrals to legal and health services in six governorates



# 70

government staff, lawyers, and NGOs trained on case management



# 6,222

IDPs living in camps and refugees (mostly female) attended legal and rights awareness sessions in the KRI and in Baghdad





# 8

## COMPONENT 5 : Strengthen Social Cohesion and Reconciliation

Following the liberation from ISIL, reconstructing infrastructure, systems development and facilitating livelihood recovery is not sufficient to rebuild Iraqi society. A focus on social cohesion, promoting community-based dialogues and participatory peace and reconciliation initiatives is critical for a peaceful future in Iraq. However, most challenging is the recovery of communities, building trust and confidence between and among those that have been driven apart by violence and ISIL-fuelled hatred, and the long standing, deep-rooted tensions between communities in Iraq.

ICRRP social cohesion strategy aims to help build a strong, inclusive and tolerant society through a multi-pronged approach which a) enables communities from different ethnic and religious background to communicate, collaborate and understand each other through community-based interventions b) improve knowledge and skills through peace education, and c) improve understanding of context specific triggers of conflict and dynamics through conflict and development analysis and sensitivity to inform evidence-based planning and programming in targeted areas.

### ICRRP Approach To Promoting Social Cohesion



A Conflict Analysis Report for four locations in Salah Al Din, three locations in Ninewah and three locations in Diyala were produced, as well as, a social cohesion assessment for four locations in Duhok<sup>2</sup>.

They are based on insights from engagement with the people of Iraq, including students, academics, activists, state and non-state security actors, politicians, tribal and religious leaders, and women's groups. The findings provide insights into the recent developments in Iraq and highlight key issues contributing to the recent conflict, enabling development actors to identify entry points for providing support to local level actors to lead the process of identifying solutions, and to inform dialogues, as well as, trust-building mechanisms between and amongst communities and different local key institutions and the Federal Government.

In addition, a community reconciliation process has been supported in the Ninewah Governorate through capacity building and promotion of civic engagement targeting youth and women peace actors to work closely with the local government members, religious leaders representing Christians, Muslim Sunni and Shiites, tribal and community leaders, and academics to identify challenges and needs. Some of the principles agreed by the community reconciliation process are: respect for the rule of law, accountability of public institutions, fairness of elections, transitional justice, among others.

## Engaging Imams to foster social cohesion and coexistence

In partnership with the Ministry of Endowments and Religious Affairs, 2,318 Imams from Erbil, Halabja, Sulaymaniyah and Duhok Governorates were trained on peacebuilding and social cohesion, given their influential role in the communities.

The concepts of diversity, tolerance, social cohesion, prevention of extremism and women's rights were discussed along with concrete ways of disseminating peace messages amongst communities. This training

was the first of its kind in the Kurdistan Region of Iraq to reach such a large number of Imams.

"This training gave us an opportunity to discuss tolerance and co-existence. Imams need to play an active role in disseminating peace messages amongst communities during the weekly speeches" said Imam Abdulaah Akram, Bardarash, Mohamas Al-Mustafa mosque.

---

<sup>2</sup> Locations in Salah Al Din: Shirqat, Samarra, Beiji and Tuz Khurmatuth; locations in Ninewah: Hamdaniya, Bartila & Qayyarah; locations in Diyala: Baquaba, Jalawla and Khanaqeen; locations in Duhok: Duhok district, Sheikhan, Sumel, Zakho.

In partnership with the Ministry of Higher Education and Scientific Research, a constructive dialogue on peace education was initiated for the first time through the development of the Iraqi Universities Consortium for Peace Education involving seven Universities: Universities Kufa (Najaf), Baghdad, Tikrit, Anbar, Mosul, Duhok and Karbala.

As strategic tools for peace education at the University level, three peacebuilding texts were translated into Arabic and one Arabic training manual on peace skills was developed, in partnership with Eastern Mennonite University-Centre for Justice and Peacebuilding.

In addition, peacebuilding, conflict analysis and reconciliation skills of 98 academics (30% women) and 153 university students (40% women) were enhanced in Kufa (Najaf), Baghdad, Tikrit, Anbar, Mosul, Duhok and Karbala, in partnership with New York and Eastern Mennonite Universities.

As a result, the trained academics and students put the knowledge and skills gained into practice by leading 34 peace initiatives engaging 2,200 people (32% female) from different ethnic and religious groups.

“As Iraqi academics, you can play a critical role in guiding and educating future generations to value peace and human rights” said Saed Al-Atraniy, Head of the Minister’s Office, Federal Ministry of Higher Education and Scientific Research at the a launch of a training on reconciliation and peace skills for academics in March, 2018.

A total of 1,889 (32% women) people, including youth, representatives from local NGOs, activists and IDPs participated in introductory and advanced peace skills

trainings in Duhok and Kufa (Najaf), Baghdad, Tikrit, Anbar, Mosul, Duhok and Karbala. These trainings enhanced participants’ skills in active listening and communication with people from different cultures or backgrounds, and afforded them tools to resolve conflicts in a non-violent manner.

At the community level, seven community centres were supported by ICRRP in the Governorates of Duhok, Erbil, Sulaymaniya and Diyala in seven locations (Summel, Baquba, Jalawla, Khanaqeen, Khak, Kurani Ainkawa and Arbat).

A total of 12,271 people participated in community-based activities (50% women), which included sports, art, drama, recreational activities and language courses as a way to develop a common sense of belonging, building trust and improving understanding of others and recognition of the value of diversity. The mobilization of 379 local volunteers (38% female) was key in implementing community-based interventions in a participatory manner and promoting a culture of volunteerism among youth.

As empowerment of civil society organizations (CSOs), particularly local CSOs and NGOs, is essential for sustainability, strengthening local ownership and greater civil society engagement in project activities, ICRRP also continued its investments in building the capacities of three local NGOs to design and implement interventions that enhance dialogue, restore trust, and mitigate tensions.

## CONFLICT AND DEVELOPMENT ANALYSIS AND SENSITIVITY



- A Conflict Analysis Report for four locations in Salah Al Din, three locations in Ninewah and three locations in Diyala produced
- Social Cohesion Assessment for four locations in Duhok produced
- 2,318 imams from the KRI trained on peacebuilding and community cohesion.

## PEACE EDUCATION

- Iraqi Universities Consortium for Peace Education established involving 7 Universities
- Three peacebuilding books translated into Arabic and one peace skills manual developed
- 98 academics (30% women) and 153 university students (40% women) trained on peacebuilding, conflict analysis and reconciliation
- 1,889 people (32% women), including youth, representatives from local NGOs, activists and IDPs enhanced their peace skills

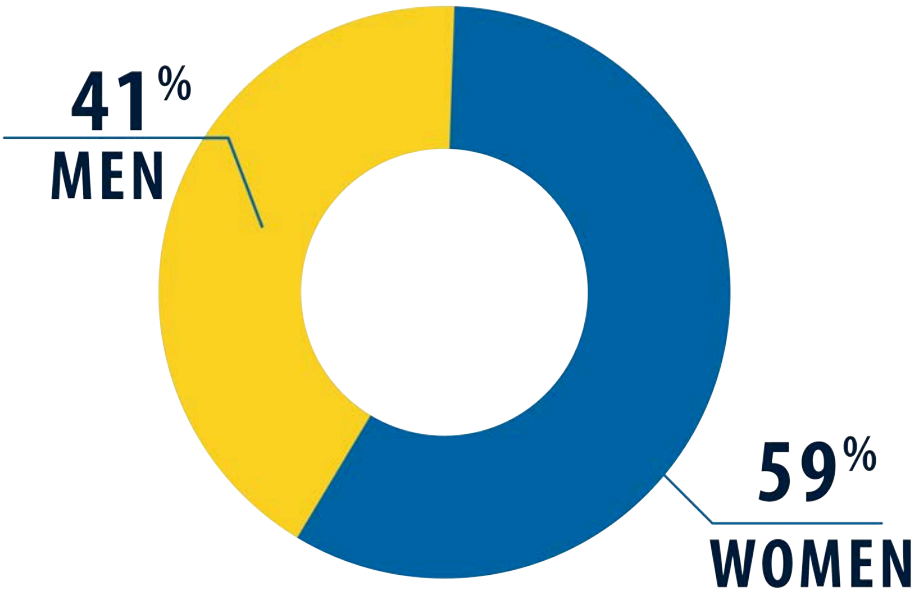


## COMMUNITY-BASED INTERVENTIONS



- 7 community centres supported in KRI and Diyala
- 12,650 people (50% women) engaged in community-based initiatives
- 2,200 people (32% women) engaged in 34 peace initiatives organized by trained academics and youth

# Women's involvement in peace education and community based activities



*Children from different ethnic and religious background engaging in social cohesion activities in Najaf*

*Photo credit: UNDP Iraq/Paola Piccione/2017*

## CASE STUDIES

### “Art can heal trauma; art can spread peace!”

For Iraqi youth, brushes, palettes and a good dose of creativity can be powerful tools to build a vision of peace and coexistence.

In Duhok, hundreds of displaced Iraqi youth, Syrian refugees and host community members participated in Peace through Art workshops supported by UNDP’s ICRRP. The workshops enabled young people from different ethnic and religious background to get to know each other and discuss peace and social cohesion issues using the universal language of art. The suffering that many IDPs and refugees endured is unspeakable. The participants in the art workshops also benefited from trauma healing support.

As a result of the Syrian crisis and the ISIL occupation, over the last four years, the urban population in Duhok has increased by 31 percent. This has not only put considerable pressure on the provision of basic services and livelihoods opportunities, but also increased the need to strengthen trust and tolerance amongst IDPs, refugees and host community members.

What does peace mean to you? What is the relation between peace and art? How can we express and disseminate peace messages through art? These are some of the questions addressed during the workshops and the answers given by the young artists are inspiring.



*“I used to cry every day. ISIL killed my father and kidnapped three of my sisters. I felt so angry for what has happened to my family. When I joined this workshop, I could only paint pictures of violence and suffering. I could not even talk. But little by little, art is healing my suffering. I cannot forget what happened to my family, but I have realized that there is hope for a better future.”*  
Hanefa Abbas Khlafa, 28,  
Yazidi from Mount Sinjar,  
Ninewah

*Photo credit: UNDP Iraq/Paola Piccione/2017*



*"Before participating in this project, I was not aware that peace could be expressed through art." For Taha Rizgar, 21, from Duhok, peace is a "Hand Full of Hope".*

*"This was my first time interacting with displaced people and refugees; I have learned so much about their culture and the suffering they went through. I hope they feel welcomed in Duhok." he said.*

*Photo credit: UNDP Iraq/Paola Piccione/2017*



*Thanks to this project, I found new friends - Christians, Yazidis, Muslims - and we feel we are part of the same humanity. I believe in peace and I want to keep expressing it through art. It allows us to transform negative energy into positive feelings." Iman Zeda Mohammed, 20, a Syrian refugee living in Duhok*

*Photo credit: UNDP Iraq/Karzan Saadon/2017*

## Sociocultural Centre in Arbat: a hub for promoting coexistence



*"I have no words to express the suffering we went through. While I managed to flee Yathrib along with my wife and our two daughters, my three sons were killed by ISIL. Since then we are hosted in a camp in Arbat and we thought we were forgotten. We are so glad we have a space where we can interact with other displaced people and members of the host community. We need support to heal our trauma."*

*Ibrahim Kuthair Ahmed, 71-year-old, and his family are amongst the thousands of people who are benefitting from a Socio-cultural Centre built through ICRRP support in Arbat, Sulaymaniyah. The Centre, inaugurated on 16 May 2017, is serving over 50,000 people living in Arbat area. It offers community-based activities, such as language courses, sports and recreational initiatives, to improve social cohesion amongst people from different ethnic and religious backgrounds as well as psychosocial and legal support targeting communities and local civil society networks.*

*The Centre is run by international and national non-governmental organizations under the auspices of the Directorate of Art and Culture of the Ministry of Youth and Culture and it will be handed over to the same Directorate in 2018.*

*Photo credit: UNDP Iraq/Paola Piccione/2017*





*Families registering at the Socio-Cultural Centre in Arbat*

*Photo credit: UNDP Iraq/Paola Piccione/2017*

## Youth voices- catalysts for peace



*"I believe that we, as Iraqi youth, can change our destiny as we are against conflict and sectarian violence."*

**Mr. Lurans Thiab Ahmad Al shamary, 24, displaced from Mosul, participating in the Peace Festival in Duhok.**

*"Life was terrible under ISIL. I had suicidal thoughts. I regained hope thanks to this project as I now feel I can do something meaningful for my community."*

**Ms. Maha Abdulkareem, 28, youth activist from Ninewah, participant in peace skills training.**

*"When I joined this GBV awareness course I encouraged my sister to participate to ensure she is aware of her rights and to make her realize that she has a brother who is backing her up whenever her rights get violated."*

**Mr. Bakhtiyar Khan, a volunteer from Kasnazan host community in Erbil.**



## Financial Overview (in US\$)

Donor	2017 Budget (USD)	2017 Expenditure (USD)
Austria	113,340	44,603
France	341,138	298,412
Germany (GiZ)	1,719,746	1,636,784
Germany (KfW)	24,753,331	24,556,297
Japan	9,372,382	7,300,520
UK (DfID)	1,458,643	903,353
<b>Total</b>	<b>37,758,580</b>	<b>34,739,969</b>

# 9 The Way Forward: Piloting Area Based Recovery Approach (ABRA)

## The Context

Today's post-ISIL Iraq faces multiple challenges, with over two million Internally Displaced People (IDPs) still unable to return home due to prevailing security threats, extensive damage to public infrastructure, homes and lack of opportunities for employment and income. Almost 3.9 million Iraqis have chosen to return to their towns and cities of origin in an effort to rebuild their lives and they are facing similar challenges. Moreover, seven years on, over 250,000 Syrians remain in protracted displacement in Iraq, primarily in the Kurdistan Region. This complex crisis will continue to impact heavily on the daily lives of Iraqis across the country; and more so, on those from marginalised groups.

Early economic revitalization in crises (conflict and disaster) is complex and multidimensional. This has required UNDP, along with UN partners, to champion integrated approaches to respond to the multi-dimensional risks and underlying causes and consequences of crisis. These are grounded within its commitment to the Sustainable Development Goals (SDGs) and in operationalizing the Humanitarian-Development-Peacebuilding (HDP) nexus.

The key factors preventing sustainable return are also increasing the likelihood of social tensions and hence there is an urgent need to continue supporting the restoration of basic infrastructure for the provision of essential services and revitalizing local economies. The corollary of such interventions will be greater

confidence in state institutions, as well as, job and income creation. A critical consideration in all such assistance should also be the buy-in from affected communities themselves.

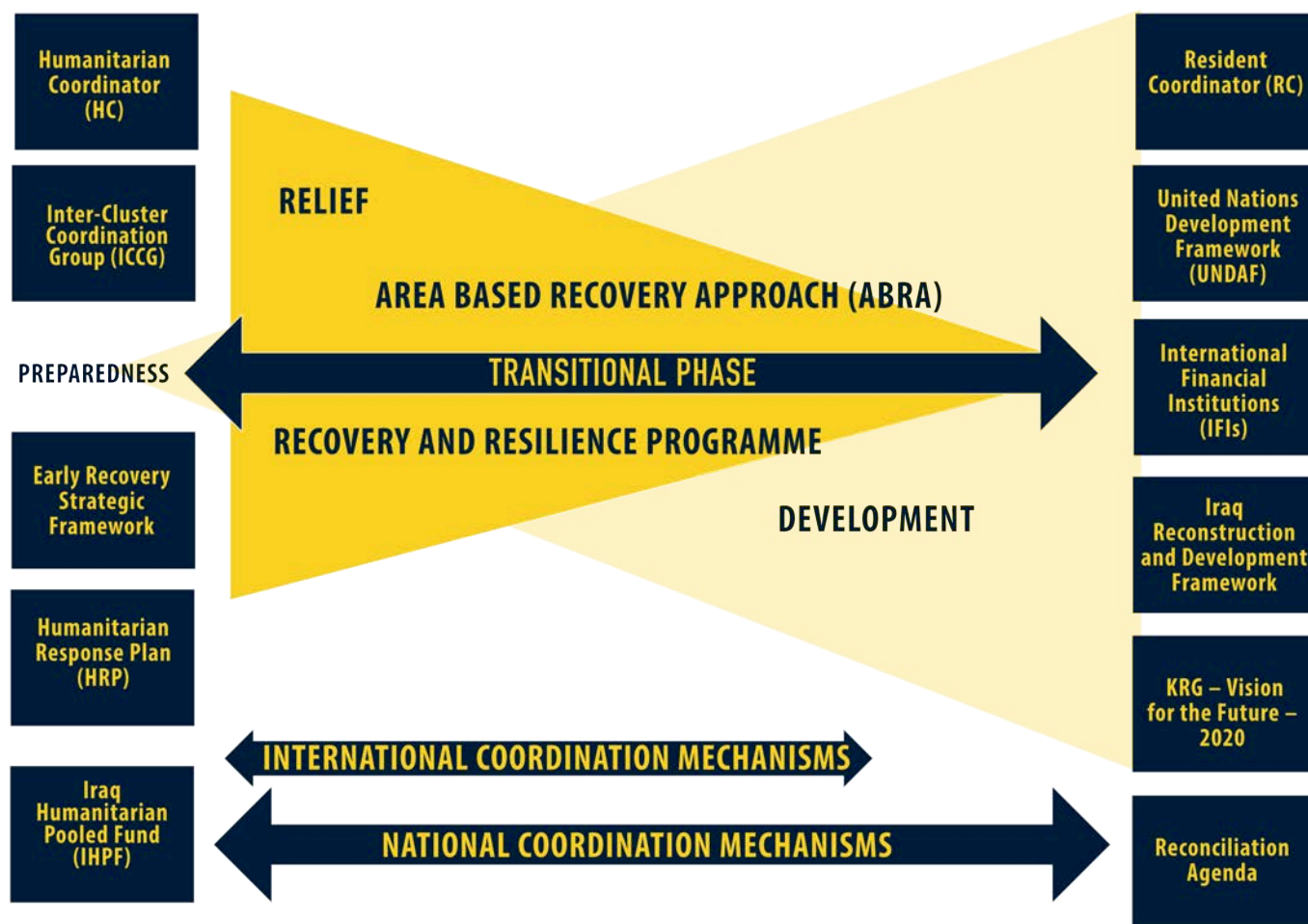
History teaches us that socio-economic interventions without appropriate community consultation are likely to fail and in the case of Iraq possibly fuel further tensions. For this reason, facilitating the engagement of the community in their own recovery process is critical to successful programming during this transition phase from emergency and stabilization interventions to longer-term recovery and development.

## Delivering as One

In an ever more resource constrained environment there is a need to avoid duplication between humanitarian and development partners, harness existing data and information to avoid assessment fatigue in the population and create greater synergy between sectoral responses. With decades of experience in convening agencies around common goals, UNDP will use the Area Based Recovery Approach (ABRA) to advocate for the principle of *Delivering as One*, particularly important for the transitional phase which does not have the established architecture and frameworks typical of the humanitarian response<sup>3</sup>. This approach is also synergistic with the Recovery and Resilience Plan (RRP) of the UN Country Team and allows for succession in the Funding Facility for Stabilization (FFS).

<sup>3</sup> <http://www.un.org/en/ga/deliveringasone/>

## Bridging the Humanitarian-Development-Peace Nexus



### The Lessons Learned

To ensure swift and smooth recovery in post-ISIL Iraq, ICRRP’s learning experience of the 2014-2016 period calls for comprehensive, integrated programming that harnesses the strengths of different programme components to increase the local multiplier effect, covers the broad range of needs and addresses the different levels of coordination with communities and government.

Lessons learned also show that there is a need to tailor assistance to socio-economic conditions that are distinctively different among the target areas and beneficiary groups, addressing underlining factors for

conflicts, and laying the foundation for longer-term recovery.

To cater for the highly diverse situations in affected communities, UNDP’s ICRRP Iraq has adapted the well-established area based approach, to identify and respond to the specific needs emerging within each individual community. Using a geographic “area” as the entry point for more effective interventions, assistance is provided to a variety of different community-identified groups, including **members of the host community, IDPs, returnees and refugees**. Groups and individuals assisted are identified through community beneficiary identification.

## ABRA IN BRIEF

ABRA means reaching specific geographical areas in Iraq, characterised by a complex humanitarian and development problem, through **an integrated, inclusive, participatory and flexible** approach, which is designed around **ground truth** data and promotes **localisation**.

**Integrated:** area-specific problems are addressed in a holistic manner that fully consider and harness the advantages of the complex interplay between actors and factors in that area.

**Inclusive:** activities reach “communities” rather than specific target groups within those communities, even though the identified communities may have been selected because of the high prevalence of a disadvantaged group. However, by reaching entire communities, the ABRA is non-discriminatory. ICRRP will also bring separate communities together and build positive relations between them.

**Participatory:** successfully tackling the area-specific problems requires the inclusion and participation of all stakeholders in the area (representing all socio-economic members of the community) in a process that leads to a locally identified and appropriate resolution

of the problem. This approach engages with the communities, local authorities, civil society, development and humanitarian partners for assessment, planning, implementation and monitoring while ensuring government and community ownership of the process.

**Flexible:** the programme must be highly responsive to changes in the area that may affect the problem so that its interventions remain relevant.

**Ground truth:** The way that people live, their history and their aspirations reflect the realities on the ground and tell us a lot about community dynamics. This is very important for ensuring that interventions are conflict sensitive and “*Do No Harm*”.

**Localisation:** implementing ABRA involves identifying locally available services, materials and goods, which allows for further investment by international organizations in local economic growth. Moreover, it creates more ownership within the community through their economic engagement in implementation, thereby creating a multiplier effect for local economic revitalization.



### Community-Led Recovery- Linking to Resilience

Utilizing a community-based approach, area-based recovery and development fosters partnerships between local authorities and citizens, and builds local capacities and linkages among actors at the local level. It encourages civic engagement and promotes wider political participation.

At the same time, area-based development feeds into national processes of policy and institutional reform, as well as international commitments, thereby linking micro-level with macro-level considerations, as shown in the graph above.

The **theory of change** will be adopted to make these links. Research has shown that short-term programming may not translate into long-term effects. For instance, temporary employment may not last beyond the end of the programme itself. In the absence of long-term employment opportunities, affected

communities are unable to generate income and sustain their livelihood, perhaps exacerbating tensions or leading to migration push factors.

In addition, addressing the root causes of conflict and disasters is paramount to strengthen inclusive, effective and accountable institutions and mechanisms for the peaceful resolution of conflict and for advancing social cohesion.

A well-managed transition from emergency responses to sound support systems, livelihoods recovery and social cohesion programming is therefore fundamental to promote resilient communities and sustainable peace.



### Connecting Communities

In the Iraq context, the community centres can play a critical role to further strengthen ABRA, as they can serve as the nucleus for a community-driven and owned recovery process. Centres can provide a physical space from which community engagement and planning processes can be undertaken, as well as, information dissemination, service provision and coordination.

In 2018 several community centres will be established by humanitarian partners in liberated areas with high returns. Moreover, the *leadership role* of the Joint Coordination and Monitoring Centre (JCMC) in the community centres will provide a catalytic opportunity to build confidence in state institutions while ensuring that the ABRA fits within broader strategic plans and programmes of the government.

While community centres are not established in all governorates of Iraq, the community centres model can be found over the entire country, including the proposed target areas for this intervention, and in many instances are supported by different ministries, particularly the Ministry of Youth and Sports. UNDP will be exploring options with its government partners and other relevant government agencies on supporting similar community models in areas hosting large numbers of IDPs and Syrian refugees. Through the ABRA approach, ICRRP aims to create synergies between different interventions, as shown in the graph below.



#### **CROSS CUTTING ISSUES ADDRESSED THROUGH ABRA**

- Gender equality and women's empowerment
- Environmental sustainability
- Disaster risk reduction and management
- Protection of the most vulnerable groups





WITH FUNDING FROM  
 AUSTRIAN  
DEVELOPMENT  
COOPERATION

