

CARE International in Iraq
Base-line Survey Report
Ministry of Foreign Affairs of the Czech Republic
(MoFA Czech) Project

Water, Sanitation and Hygiene project
(WASH)

June 2019
West Mosul



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LIST OF ACRONYMS:

ISIS	Islamic state in Iraq and Syria
ISF	Iraqi security forces
IDP	Internally displaced people
CWG	cash working group
DoS	Directorate of sanitation
NGO	Non-governmental organization
CTS	
VBIED	vehicle-borne improvised explosive device

1. Project Summary

Project Name	Improving Sanitation, Hygiene, Renovation of Sewage System MoFA – Czech Project
Estimate Number of Beneficiaries	1,000 households (7700 beneficiaries as individuals)
Details	Target: Al-Matahn neighborhood – West Mosul
	Water, Sanitation and Hygiene
	Project date: 01.06.2019 – 31.12.2019

There are two priority issues to be addressed by this project: a) significant health risks posed by accumulation of solid waste in key arteries of West Mosul (Cree stream), precluding the effective flow of gray water towards the river as well as damaged pipes which serve to remove black water from residential areas (Al-Thawra neighborhood), and b) limited civic engagement and ownership of residential environment, resulting in poor communal hygiene practices and a high burden on local authorities, which are operating under severely reduced capacity to address needs.

By securing a one-time clean-up of the Cree stream and repairs of the sewage system in Al Thawra and simultaneously raising awareness on environmental health while employing local residents in the clean-up campaign, the idea is that project will be a catalyst for behavior change around solid waste disposal and respect for common areas. By engaging with local communities on the importance of owning and participating in their mutual environment, as well as supporting the municipal authorities to plan for a cost-recovery structure integral to the sanitation services provided, the project seeks to enhance ownership and community engagement around sanitation and cleanliness in the residential areas targeted by the project.

In coordination with local authorities, this project addresses critical needs for sanitation services in West Mosul as a direct contribution to enable the affected populations to return home. The project aims to repair two vital sanitation resources/infrastructure in West Mosul and to support the municipal authorities to build their capacity to eventually recover their costs, once the situation allows. Finally, the project intends to mobilize local communities towards greater ownership for their local environment, to avoid the recurrence of such sanitation risks and maintain a cleaner, more habitable environment. In addition to mitigate a number of health risks related to poor sanitation in urban areas, CARE's engagement aims to promote social cohesion and community participation among vulnerable populations affected by the conflict.

Within 6 months of implementation in Al-Matahn neighborhood, 1,000 family (about 7700 individuals) including host community and IDPs were reached by following CARE's activities:

- Renovation and repair of sewage system
- Cleaning campaigns through cash for work (daily labors) and hiring garbage trucks
- Hygiene sessions conducted by community hygiene volunteers to promote for a healthy environment and sewage management and raise awareness among the population.
- Awareness sessions by community hygiene volunteers to create a healthier environment and to educate the community about a sustainable solid waste management, eventually leading to prevent infectious diseases.

2. Baseline survey:

The project is located in West Mosul (Al-Matahn neighborhood) at latitude; 36°20'11.5"N and longitude 43°05'26.01"E. Al-Matahn neighborhood topographically build on the area shaped like wide bowl, that's cause having slope on streets of the neighborhood. A base-line survey was conducted to identify the current water, hygiene and sanitation conditions in the neighborhood, beneficiaries' specific needs (disaggregated by men, women, boys and girls) and overall awareness towards water, hygiene and sanitation measures. In order to measure the impact of this projects base line data will be evaluated against end line data collected after project closure.

The instruments collected data across a range of indicators laid out both by WASH and MEAL teams, as described in the project log frame. Such an approach was thought to promote efficiency in data collection. Multiple instruments collected data against individual indicators, engaging in a process of 'triangulation' of findings.

The selected instruments comprised:

1. Documents Review
2. Key informant and stakeholder Survey Questionnaires
3. Household Survey Questionnaires
4. Community Groups FGD

The study gathered and assessed quantitative and qualitative data from 10% of the target population. 80 participants (representing 616 individual family members) were interviewed, which is 10% of the total number of neighborhood citizen. To reach the sample, neighborhood (divided into 4 parts) citizens were randomly identified from all parts to ensure representative data. In selecting these citizens, regard was also paid to the availability and consent to participate in the survey.

The quantitative and qualitative tools used for the baseline assessment were developed by CARE Iraq and were translated into Arabic to facilitate the implementation. Surveys were carried out digitally through KoBo on smartphones. The survey team was composed of 3 external enumerators and 1 team leader. An additional qualitative team consisted of 4 (2 M, 2 F) staff CARE from WASH and MEAL team. Qualitative data was collected through key informant interviews with Mukhtars, religious leaders, community leaders, women leaders, DoW, DoS and municipality of Al-Matahn neighbourhood and other NGOs operating in the area. Additionally, focus group discussions (FGD) were conducted with women, men, girls and boys of diverse ages, backgrounds including men and women with disabilities, women headed households, child headed households and households with people with disabilities, elderly people and households representing minority and/or marginalized groups were prioritized for the household visits as well as FGDs.

3. Methodology and Sampling:

This report is based on quantitative survey data and qualitative data collected through focus group discussions and interviews with key informants in the area including the Mukhtars, the community leaders and the department of Municipality. The findings from the key informants are incorporated into the results and analysis of the data.

The data collected from this survey will be used to:

- To obtain greater information of the population knowledge, attitudes, and behaviors concerning water, sanitation, and hygiene practices. These can be used as a baseline to measure progress against project indicators, covering access on supplies and information.
- To determine the areas of greatest need for WASH awareness assistance and the nature of these needs.

A. Data analysis

All quantitative and qualitative data was analyzed using KoBo Toolbox and Microsoft Excel. Based on the raw data, a master database was developed, and data cleaning was carried out. A quantitative and qualitative data framework was set up in Excel for all validated data (see Annex 1).

4. Main findings

The key objective of this study was to conduct a WASH baseline Assessment within Al-Matahn neighbourhood, West Mosul in Ninawa Governorate. This study analyses the water, sanitation and hygiene situation in the neighbourhood, priority needs in regard to water and sanitation for IDPs, returnees and host communities. The study combined various assessment methods as explained in the following: Firstly, the assessment team carried out discussions with INGOs implementing WASH activities in the area, to understand their approaches and what challenges they face in implementation. This analyses also included a review of relevant documents, such as; previous assessments been done by other actors. Secondly, quantitative surveys were formulated to collect data from IDPs, host community and returnees. Thirdly, the assessment team carried out qualitative interviews with a range of key informants and stakeholders such as Mukhtar, directorate of water (DoW), directorate of swage (DoS) and municipality, mayors, sub-mayors, representative of neighbourhoods and women representatives. Lastly, gender and age separated FGDs were held with community members.

4.1 Household demographics

- Average household size of targeted neighborhood was 4 male and 4 females.
- 84 % (34% M, 50% F) of the respondents were adult, 6% (3%M, 3% F) were elderly and 10% (8% M, 2% F) were child under 18 years old.
- 12% of accounted respondents were single (8% were male and 4% were female).
- 73% of accounted respondents were married (44% were male and 29% were female)
- 12% of participants were widowed (3% were male and 9% were female)
- 5% of participants were widowed (5% were female)
- The neighborhood sample shows household members are mainly adult, the average 74%, including, nearly 40% of adolescent and children from 5 – 17 years. Households also include 28 % of adult females and 18% adult males, 18 years old and older, with 3% of female and 3 % of male over 60 year.
- 41% of respondents were females, 59% of respondents were males.

Family member average			Adult under (18) age group		Adult (18-59) age group		Elderly (Over 60) age group	
Male	Female	Family Members	Male	Female	Male	Female	Male	Female
4	4	7	8%	4%	34%	50%	3%	3%

Table 1: Total target populations split by gender

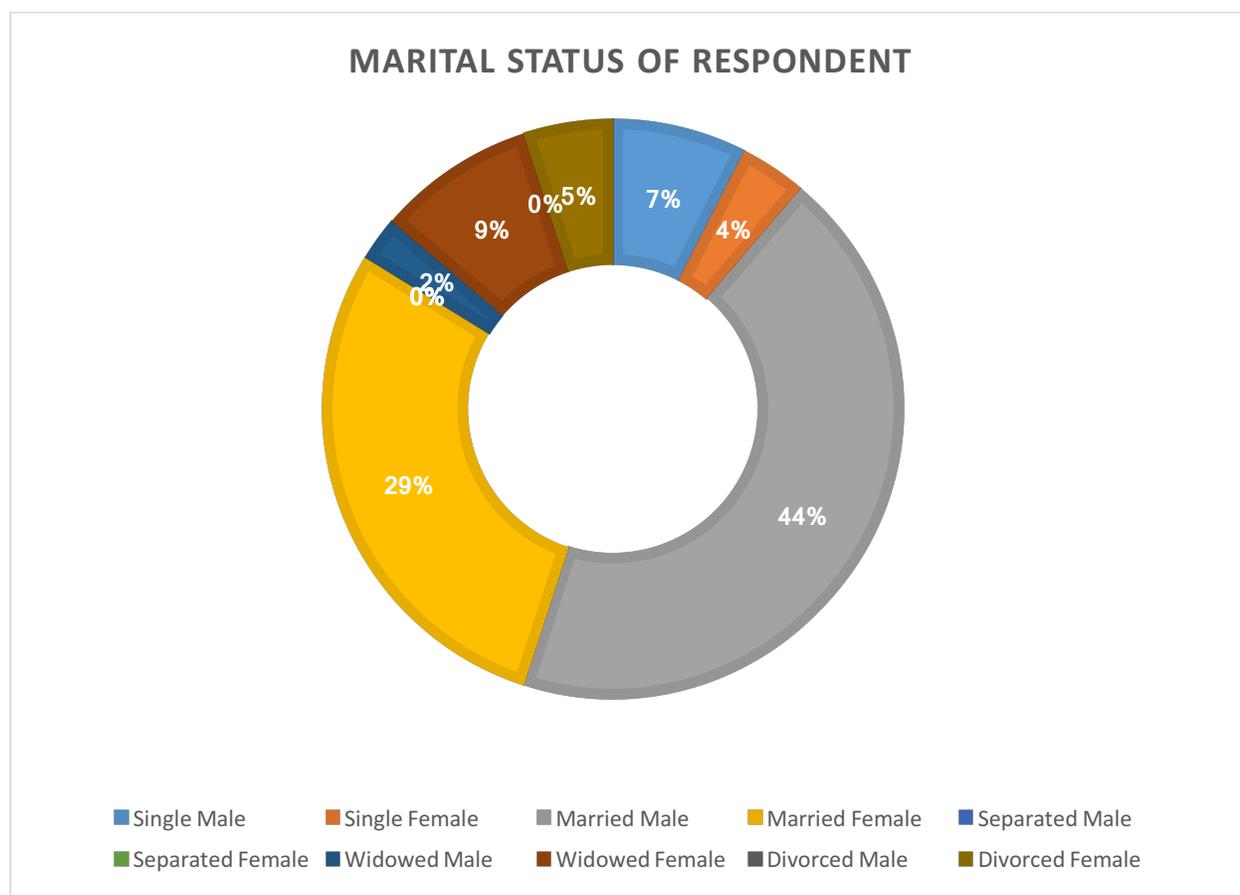


Figure 1: Total populations split by material status

4.2 Key project indicators tracked in the baseline survey

The Table 1 below reflects findings from the baseline survey in relation to indicators and outcomes and show the current sanitation situation in the neighborhood before project implementation.

Outcome	Indicator	Baseline Result
Outcome 1: Target population, particularly children and other vulnerable groups in	1.1. # of persons provided with sufficient and safe water for drinking, cooking and personal hygiene use (school children, Health centers and surrounding communities).	2.

conflict-affected, underserved, and epidemic-prone communities in West Mosul have improved access to equitable and sustainable WASH services by the end of the grant	1.12. All areas of Al-Matahn neighbourhood in West Mosul have access to clean water.	
Outcome 2: Conflict-affected persons, including children provided with sustainable access to life-saving water supply according to Sphere standards and WASH cluster recommendations in west Mosul. Including schools, health centers and feeding centers and community around these facilities	<p>1.2.1. % of water samples tested and met sphere standards (according to Sphere standards, Free residual chlorine - FRC ranges between 0.3 - .5 mg/l, sample of 100 ml with 0 coliforms at HH and Water points.</p> <p>1.2.2. # quantity L/P/D provision of water to Al-Matahn community.</p>	<p>1. 0%</p> <p>2. endline survey to determine</p>

5.3 Water

- Household respondent that, 98% (39% M, 59% F) of Drinking water is supplying to Al-Matahn neighborhood from both Al-Rafidain and Right Bank water pumping station, these two-water pumping station located in swest Mosul supply treated water from Tiger river. And according to household respondent 100% (41% M, 59% F) all neighborhood families don't treat water, because according to the Department of Municipality in West Mosul, water been treated in the pumping station before pumping it to the piped water supply system of the neighborhood.
- Water consumption: Household respondent that, 78% (33% M, 45% F) of head household are responsible for collecting water in home, and average rate of water using daily is about 660 liter per day (2 L for drinking, 254 L for personal Hygiene and praying, 257 L for washing clothes and dishes, 28 L for cleaning house, and 92 L for Garden/Agriculture/Livestock).

Table 1: Average amount of using water in family daily

Type of using water	Average amount of daily water (L)
Drinking (L)	29
Personal Hygiene and Praying (L)	254
Washing Clothes and Dishes (L)	257
Cleaning house (L)	28
Garden/Agriculture/Livestock (L)	92
Total (L/D)	660

- Household KIIs respondent that, 60% (24% M, 36% F) neighborhood are satisfied about the amount of the water that they get it daily and 40% (18% M, 22% F) are not satisfied about the amount of water and Community leader (Mukhtar) respondent that people from neighborhood were complaining continuously due to their house location and high of the houses and the pressure of the water to be pimped to all houses is not sufficient enough.

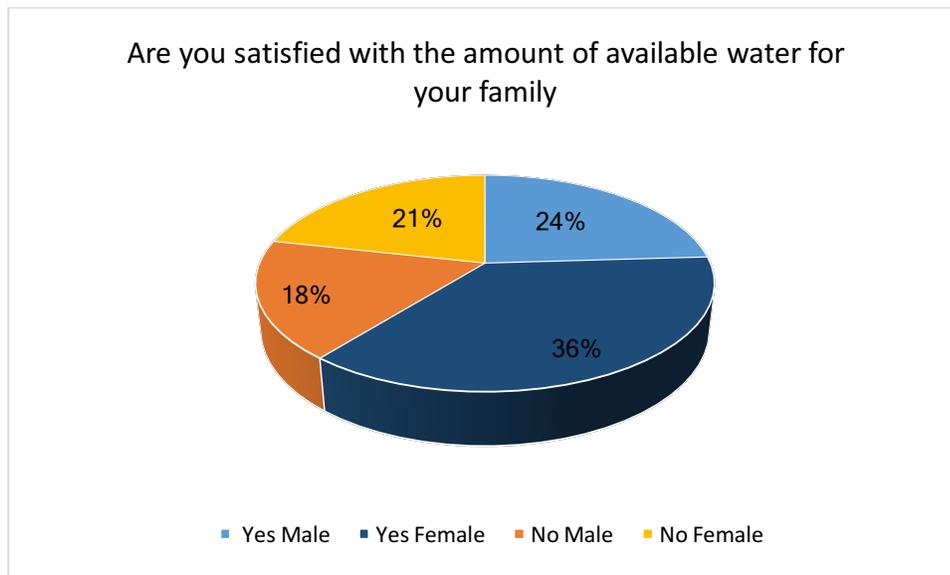


Figure 2: Rate of satisfaction for amount of water for each family

4.4 Sanitation management:

- After liberation of east Mosul and particularly Al-Matahn neighborhood in 9 April 2017 and due to war conflict infrastructure in Al-Matahn neighborhood and other neighborhoods in West Mosul has been heavily destroyed. After liberation, large drilling and sewage system were heavily destroyed. As a result, wreckage and rubble piled in the streets and scattered. With the absent of government and NGOs, the local community started initiatives to clean the neighborhood as to the extend their capacities can reach.
- Source of waste water for the sewage system: 73% (30% M, 43% F) of respondent reported that water from shower and cleaning house is flowed to the sewage system, Department of Municipality reported that sewage system is very old and been designed only for grey water and surface drainage , but due to expansion of the city , increase of rains and current conflict that most of the drainage and sewage system been blocked and need to be repaired and maintained .

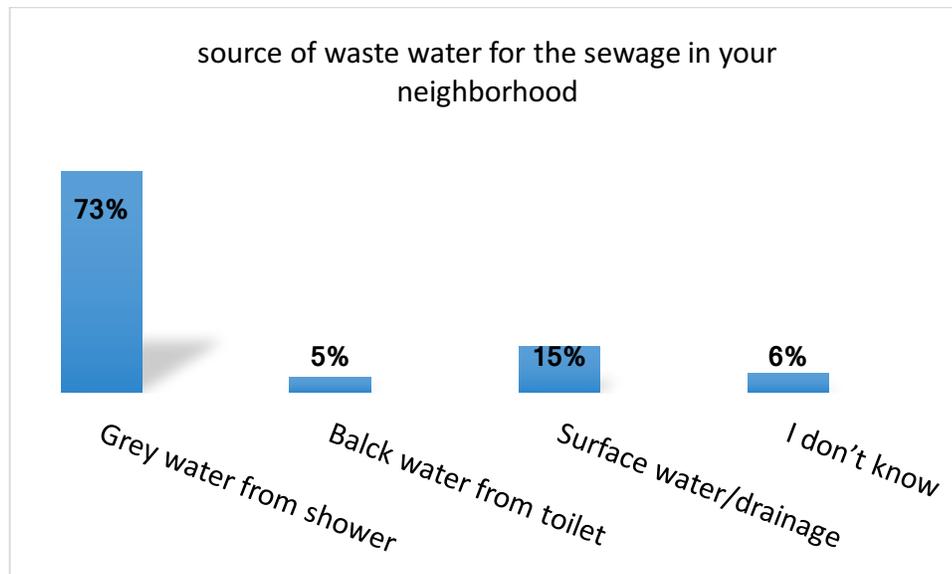


Figure 3: Source of wastewater for sewage system in neighborhood

- Collection of garbage and forming of garbage hill in end of each block , houses located in high steep area not getting enough water, lack of hygiene and sanitation awareness, and blocking of old sewage system during winter causes flood in the area and need cleaning , all above concerns and major problems of the neighborhood, people complain to NGOs and government to take care to their neighborhood and bring most needed services to them.
- Household garbage disposal: 100% (41% M, 59% F) of respondents are using other method of garbage disposal, such us collecting it in random place in the end of the block, opened hole and everyone can smell it. Children were taking basket of garbage and throwing it at the end of the block. Currently there is only an irregular government garbage collection routine in place which causes making individual households the proper disposal to a burden.
- Low frequency of solid waste/garbage collection: 34% (11% M, 23% F) reported that the government collects the garbage very rarely – however some others households reported that Dos collect garbage once a month. 28% (14% M, 14% F) of participants stated that garbage has been removed in the past once a week only in some parts of the neighbourhood. Department of Municipality KII responded, that they send their truck with cleaner to Al-Yarmouk, Al-Abar, Al-Thawra and other neighborhood according to fixed schedule, Municipality have lack of labor , truck and also they need to have big-Garbage container in the neighborhood to identify it as official collect center for neighborhood's garbage.

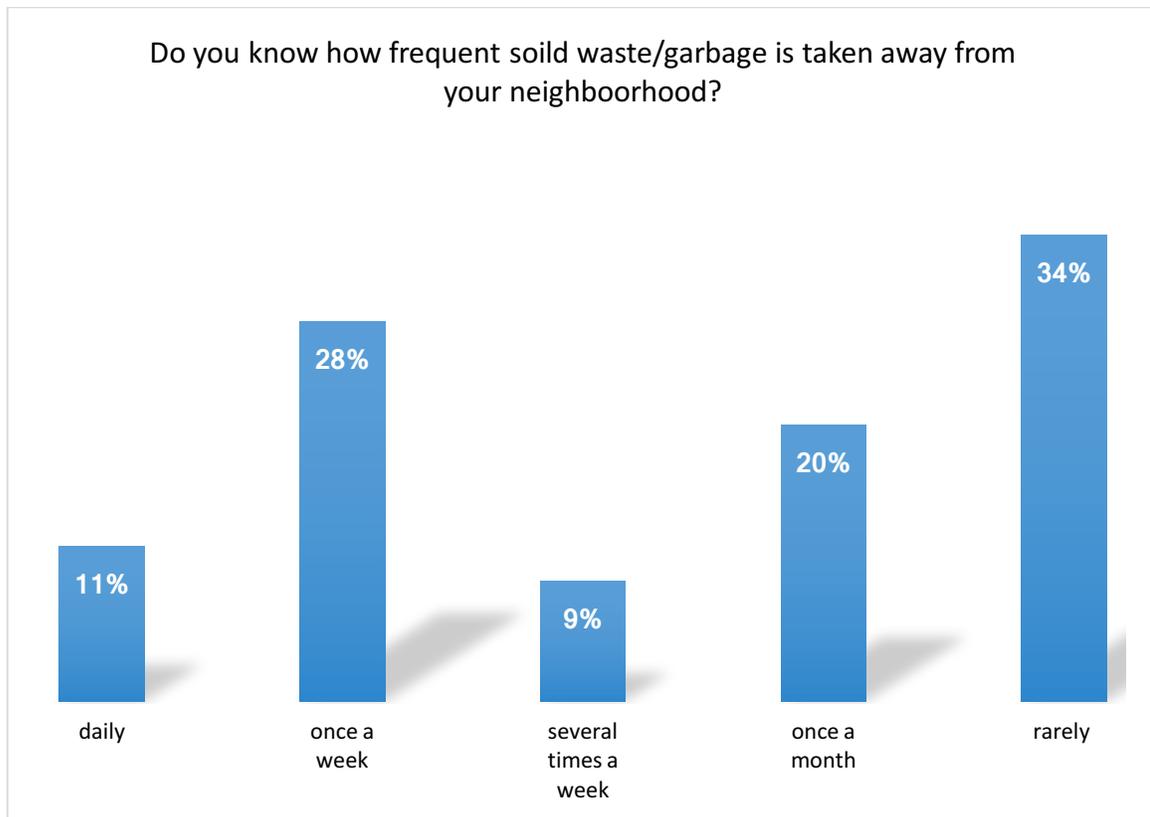


Figure 4: Frequent of solid waste/garbage been taken away from Al-Matahn neighborhood

- Garbage incineration: 100% (41% M, 59% F) reported that they don't burn the remaining garbage in front of their houses, they through it to end of the block , which its random collection area. Despite of that 61% (33% M, 28% F) of households collect garbage in random and non-organized collection point, which is located at the end of each block, because they don't have garbage bins in front of their houses.
- Large puddles or pools of stagnant water near your habitation/house: 94% (41% M, 53% F) of the participants report large puddles/pools of stagnant water with great concern knowing that these cause negative effects to their children.6% (0% M, 6% F) claim these to be located in more than 100 m distance from their house.
- Cleanliness: 57% (29% M, 28% F) of the participants report that the neighbourhood is somehow clean but needs more resources and efforts to come to the normal situation. Moreover, 40% (11% M, 29% F) think that it's dirty.
- Causes of the malfunctional sewage system in the neighborhood: 48% (18% M, 30% F) agreed that destruction due to the current conflict is the main cause. Furthermore, 45% (24% M, 21% F) think that the sewage system is old and requires maintenance.
- Training or education in water cleanliness, sanitation, or hygiene: 97% (38% M, 59% F) of the respondents agreed that they have not received any kind of training on water cleanliness, sanitation and hygiene education. Moreover; 31% (18% M, 13% F) agreed that they get messages about hygiene promotion ,cleanliness and saving drinking water from relatives and friends, also 46% (13%

M, 35% F) reported message for having cleanliness environment and be responsible is spread out through religious leaders during Friday praying.

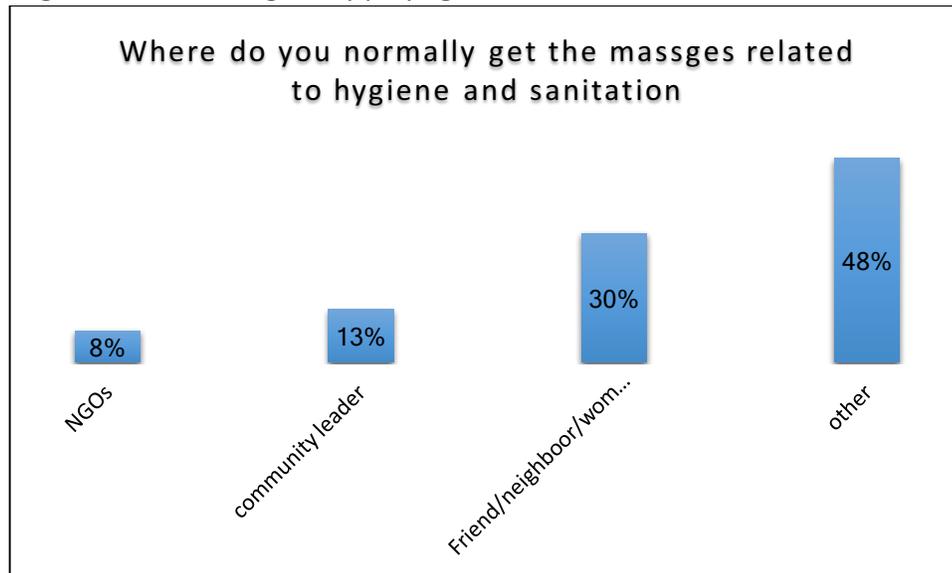


Figure 5: Source of hygiene , sanitation and water messages to people

5.5 Accountability

- 74% (30% M, 44% F) of respondent reported that they don't have any opportunity in the area to complains or raise feedback for solving their issues because they can't find any responsible authority in the area . However (11% M, 15% F) of respondent reported that they do not see an active system in place to complain for the quality of services provided by either government or INGOs. Moreover, during FGD participant stated that they have access to post complaints related to sanitation or any other sectors through Mukhtars. In addition, they believe that having separate FGDs with men and women without involving local authority makes them more comfortable as well as having a free hotline for those who are not able to participate in FGDs. In their opinion these discussions could encourage people to raise their voice.
- All participants ,100% (41% M, 59% F) reported they don't have any difficulties to complain and raise their voices , but in the same time there is not any identified actor to response and solve their problems, particularly Municipality and directorate of sewage is not fully functional in west Mosul and also because A-Matahn neighborhood administratively is part of the Al-Yarmouk neighborhood, there is not any official authority in the neighborhood except Mukhtar.
- FGD participants reported that there are some external factors that made difficulty to complain, as municipalities do not have a proper accountability system in place especially for vulnerable groups (FHH, elderly and disabled people) and easy access to the relevant directorate is difficult.

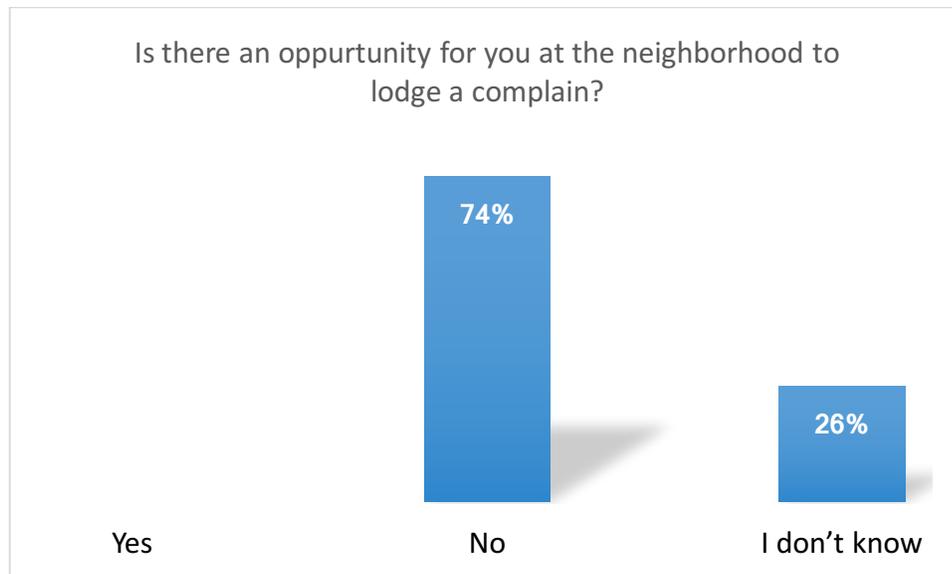


Figure 6: Opportunity for people to lodge a complain

4.6 Profiling of the Households from the Focus Group Discussions:

Two separate focus group discussions (FGDs) were conducted in the neighborhood with women and men. The first FGD was conducted by WASH and MEAL team and targeted men and boys (15 people participated). Their ages ranged from 32 - 60. The second FGD was conducted for females (10 women and girls participated). Their age ranged from 35 - 65. The outcomes and key findings of these FGD sessions were as follows:

A. Information sharing:

The participants stated that they feel comfortable to share information for the project and will raise their voices and include their opinions in decision-making processes where necessary. When field staff deliver the information about the project, it should reach the vulnerable groups by paying particular attention to their needs through alighted sessions.

B. Participation:

Males mentioned that they have participated in some FGDs related to the previous projects implemented in the area by involving them in the needs for the people of the neighborhood. Some females said that they did not participate in that kind of FGDs in the past, while others said either they participated or they were aware that other women have participated in FGDs in relate to the project implementation.

C. Key Informant

Mukhtar (community leader) is main person whose responsible for all neighborhood and making coordination between households and NGOs or local government, Mukhtar is able to collect people and form committee to make decision about any issues in the neighborhood, Mukhtar is recognized by local government.

4.7 Key informant interview

During the key informant interviews with Mukhtar in the neighborhood, it was reported that Mukhtars would like to collaborate with field staff to provide the necessary support to deliver assistance in a better quality.

Community leaders in the area reported that the project would help them to address some of the urgent needs in regard to the sanitation and hygiene. However, they reported that there are more actions to take to improve the sanitation situation in the neighborhood.

Department of Municipality in west Mosul are ready for facilitating project , because municipality is not very active in west Mosul and administratively is managed by east of Mosul .

5. Conclusion and recommendation

The recommendations were developed by the assessment team, according to the findings of the baseline Assessment. The team focused on the challenges of the WASH sector and its possibilities for improvement, while ensuring relevance for the living conditions for the most vulnerable population in Al-Matahn neighborhood and taking into consideration existing gender roles and responsibilities.

- Hygiene promotion awareness sessions, through FGDs as well as house to house sessions, distributing flyer, FGD group discussion and gathering, particularly for head of households and community leaders because those actors have big influence of the society and youth group, and always source of respect for all member of society, therefore spreading messages through them will be more powerful and active.
- Distribution of garbage bins and bags for households to keep their garbage in, also coordination with Mukhtar and community leaders (Such as religious leader, elders and teacher and other governmental employee) to identify collecting center in each block, in addition of distributing big garbage container in each center.
- Forming hygiene, sanitation and water committee from neighborhood and participate in design of project and be key point during implementation. Because attitude and behavior of cleaning neighborhood will extend and be more sustainable even after completion of the project, neighborhood will have their own committee and ritual and will care to their environment in better way.
- Cleaning and rehabilitation of all blocked drainage and sewage system re-construction of those part of sewage system that been damaged due to recent conflict.
- Repair of damaged piped water system , because 40% of the neighborhood are not receiving adequate amount of drinking water, rehabilitation can be done through coordination with department of municipality and department of water to guide us for the destruction point of water piped system
- Provide cash for work project for most vulnerable families to clean their neighborhood and be part of the project.

- There is great need to increase awareness on the risks of consumption of unsafe drinking water - one root cause of many diarrheal and water-borne diseases. Capacity building on water treatment using simple methods such boiling should be conducted if water sources don't be fixed.
- Water borne diseases are fairly common particularly among children and in a less extent among adults. There is slow respond towards seeking of the disease's treatment. Building relationship with health program activities is encouraged to ensure that all communicable health cases and parasitic diseases which normally are overlooked cases get treated timely.
- Solid waste management skills of the targeted population including key Mukhtars and local authorities should be enhanced through educational programs and hand on practices to keep their homestead clean and healthy. Cleaning materials should also be supplied regularly (if possible) to ensure good sanitation practices.
- Recommended project, in coordination with community leaders, Department of Municipality and Sewage department in West Mosul

Hygiene promotion activities

Hygiene awareness workshop

4 training in a week for 4 different part of neighborhood

Distribution of flyer and garbage bins

Material	Unit	Qty	Unit price \$	Total Price \$
Garbage bins (size ~ 100 L)	piece	500	\$ 30	\$ 15,000
Garbage container (size~ 1000 L	piece	10	\$ 1,000	\$ 10,000
Hygiene material (box of different materials), twice during project	piece	1000	\$ 25	\$ 25,000
Cash for work (50 person , 2 times week , for two months)	person	50	\$ 25	\$ 75,000
Total Cost \$				\$ 125,000

Sewage and Drainage Rehabilitation activities:

Rehabilitation of open channel drainage and re-construction of non-concreted sewage channel, in coordination with DoS

Material	Unit	Qty	Unit Price \$	Total Unit price \$
lean concrete, include solid bloc, labor and all required material	m	200	\$ 150	\$ 30,000
Total cost \$ for all activities				\$ 155,000

7. Annexes:

Annex 1: Photos taken in Al-Matahn neighbourhood.

	
Al-Matahn neighbourhood, west Mosul	Al-Matahn neighbourhood, west Mosul
	
Al-Matahn neighbourhood, west Mosul	Al-Matahn neighbourhood, west Mosul
	
Al-Matahn neighbourhood, west Mosul	Al-Matahn neighbourhood, west Mosul

Annex 2: Baseline data analysis

MoFA Czech Baseline Assessment December 2019 Consolidated Qualitative information Qualitative Analysis – FGD results	Options	Al-Mahatn neighbourhood	
		FGD with Men and boys	FGD with women and girls
Interview date:		12/6/19	13/06/2019
Sex of facilitator:		Male	Female
Number participants:		15	10
Group sex:		Male	Female
Age range of participants:		32-60	35-65
Location Name:		Al-Matahn	Al-Matahn
Ethnicities		100% Muslim, Arab	100% Muslim, Arab
Main source of drinking water for your neighborhood?	<input type="checkbox"/> Protected borehole/well/spring <input type="checkbox"/> Piped water supply <input type="checkbox"/> Water tanker (i.e. bladder, water tanks) <input type="checkbox"/> Others	Main sources of drinking water is through public piped water supply system from west Mosul water supply treatment system.	<p>* Main sources of drinking water is through public piped water supply system from west Mosul water supply treatment system.</p> <p>* we got water by main piped water supply system, but we don't get adequate amount of water, it took three days to get once</p>
Could you estimate how much water does your household spend on daily basis?		800-1000 liter of water for daily using services.	500-600 liter of water for daily using services.

<p>Are you satisfied with the AMOUNT of water available for your family?</p>	<p> <input checked="" type="checkbox"/> Yes, Explain <input checked="" type="checkbox"/> No, Explain </p>	<p>Yes, because we get adequate amount of water every day or two days once. Yes, Water is distributed daily with fixed schedule</p>	<p> * Yes, we have adequate water everyday and we don't have any problem with drinking water * we don't have enough amount of water, once on three days </p>
<p>Do you treat the water in any way before you drink it?</p>	<p> If yes, what main method do you use? <input type="checkbox"/> Boil <input type="checkbox"/> Solar disinfection <input type="checkbox"/> Chlorine tablet <input type="checkbox"/> Filter <input type="checkbox"/> Others </p>	<p>we don't treat water, because we get water form water treatmnet system , but we don't know if its treated or not .</p>	<p> * No, we don't treat drinking water , we get directly from water treatment station , and don't know if its treated or not. * Most of people get and drink untreated water from main source of drinking water </p>
<p>What is the biggest source of waste water of the sewage system in your neighbourhood?</p>	<p> <input type="checkbox"/> Grey water from shower <input type="checkbox"/> Black water from toilet <input type="checkbox"/> Surface water/drainages <input type="checkbox"/> I don't know <input type="checkbox"/> Others </p>	<p>Grey water from showe and surface water/drainges are main and biggest source of waste water to the sewage system.</p>	<p>* Grey water from showe and surface water/drainges are main and biggest source of waste water to the sewage system.</p>

<p>What is your main waste disposal method?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Burn it next to the house <input type="checkbox"/> Collect it in special drums or holes <input type="checkbox"/> Taking it to garbage collection center 	<p>most of people collect their at the end of alley , very random and neighborhood doesn't have any proper collect garbage can of identified place.</p>	<ul style="list-style-type: none"> * most of people collect their at the end of alley , very random and neighborhood doesn't have any proper collect garbage can of identified place. * All garbage collection area is cause of diseases and spreading mosquitoes and warms in area
<p>What are the causes of the non-functional sewage system in the neighbourhood?</p>		<p>all sewage system and drainage are very old, there are no maintenance and most of sewage get blocked by heavy rain and floods.</p>	<ul style="list-style-type: none"> * all sewage system and drainage are very old, there are no maintenance and most of sewage get blocked by heavy rain and floods. * Design of sewage system is old and doesn't have enough capacity after expansion of the neighbourhood * Also during war and conflict most of the drainage been blocked because of explosions

<p>Where do you normally get the message/s related to hygiene and sanitation?</p>	<p><input type="checkbox"/> NGOs <input type="checkbox"/> Community leader <input type="checkbox"/> Friend/Neighbor <input type="checkbox"/> Women/youth groups</p>	<p>*There are different local and international NGOs visit us occassionally and give us hygiene and sanitation messages. Such us REACH * meesages been spreaded by women and youth unformal groups.</p>	<p>we ddidnt get any kind of message or training related to hygiene and sanitation</p>
<p>Is there an opportunity for you at the neighbourhood to lodge a complaint (issues related to water and sanitation)?</p>	<p>If No, specify (Please explain the issue and the way you resolved it)?</p>	<p>Yes , we have oippurtunity to complain, but there are no body or any actor react or listen to people's complians No, we cant complain and there is nobody listen to our complain, for solving any broken pipe , people collect money and bring external plumper and fxier to fix it.</p>	<p>No, we don't have any chance or anybody to complain to them and inform them about the water , hugiene and sanitation issues.</p>
<p>Is there anyone with whom you can speak if you have questions or concerns relating to water, sanitation and hygiene?</p>		<p>* Yes,We mostly go and complian to neighborhood respresentative (Mukhtar) to tell him about people concerns about WASH of neighborhood. * we don't have anyone</p>	<p>No, we don't have any chance or anybody to complain to them and inform them about the water , hugiene and sanitation issues.</p>

<p>Who has access to and control of water and sanitation resources?</p>		<p>* local governmnet are responsible and controlling water and sanitation resources * Departmnet of water system, head of household and also Mukhtar can control and have access to water and sanitation system</p>	<p>We don't know whose controlling water and sanitation facilities in the neighborhood, military or governmnet</p>
<p>Who is responsible for water-use decisions and management? Make sure to ask for the organisation (NGO, government?) and gender of people involved</p>		<p>*local governmnet *Departmnet of water system, head of household and also Mukhtar can control and have access to water and sanitation system</p>	<p>Municipality and Local governmnet is responsible for managing water and sanitation fasilities</p>
<p>Can women and men both participate in community decision making structures such as water management committees?</p>		<p>Yes, both men and women can participate in community decision making , if they get oppurtunity to be part of the managmnet committee</p>	<p>Both men and women sometimes participate in committee and make decsions related to water , sanitation and hygiene issues</p>
<p>What roles would women have in a water management committee?</p>		<p>any role been given by management committee</p>	<p>any role been given by management committee</p>
<p>What roles would men have in water management committee?</p>		<p>any role been give by management committee to serve his community in best way</p>	<p>any role been give by management committee to serve his community in best way</p>

<p>How does the community decide on who participates in the water management committee?</p>		<p>forming management committee and selecting participants member , its under control of Mukhtar and community leaders</p>	<p>Mukhtar have decision on forming committee for water management</p>
<p>How would you like to see the water committee operate? Is it something you are interested participating in? Please explain why</p>		<p>we want water committee support its community and work under ineterst of whole community and serve them</p>	<p>* we want from water committee to bring us treated drinking water. * community are ready for all kind of support to any kind of committee in the neighborhood</p>
<p>Who is responsible for collecting water?</p>		<p>head of household</p>	<p>housewife</p>
<p>Who is responsible for cooking?</p>		<p>housewife</p>	<p>mostly women and girls</p>
<p>Who is responsible for bathing children?</p>		<p>Mother</p>	<p>mother</p>

<p>Who is responsible for watering the garden?</p>		<p>all member of family</p>	<p>most of houses don't have garden</p>
<p>Who is responsible for feeding livestock?</p>		<p>neighborhood doesn't have anykind of livestock</p>	<p>neighborhood doesn't have anykind of livestock</p>
<p>What cultural practices affect women's hygiene and sanitary needs, especially during menstruation? (e.g. Considerations around belief of impurity implies that access to certain spaces is limited/restricted.)</p>			<p>washing soap , dittal and soap liquid are important for washing and cleanning the sanitation facilities</p>
<p>Are water points and sanitation facilities safe for everyone to use (especially women, children and other vulnerable groups like older people and persons with disability)?</p>		<p>all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person</p>	<p>all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person</p>

<p>Are water points, toilets and bathing facilities located and designed for privacy and security? Are water points and sanitation facilities easily accessible and secure for vulnerable groups who have mobility problems as well as communication problems?</p>		<p>all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person</p>	<p>* all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person * most of toilets been built longtime ago, area of it is samller, and its septic tank have disgusting smell.</p>
<p>Additional Comment/feedback:</p>		<p>most important is find a quick solution for collecting garbage properly , by giving garbage bins for each family, forming committee and hygiene promotion in the area. Rehabilitation of sewage/broken drainage system on the area.</p>	<p>most important is find a quick solution for collecting garbage properly , by giving garbage bins for each family, forming committee and hygiene promotion in the area. Rehabilitation of sewage/broken drainage system on the area.</p>
<p>End of interview</p>			
<p>Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!</p>			

Thanks for your time and contribution!

MoFA Czech Baseline Assessment December 2019 Consolidated Qualitative information Qualitative Analysis – FGD results	Options	Al-Mahatn neighbourhood	
		Community Leader (Mukhtar)	FGD with women and girls
Interview date:		12/6/19	13/06/2019
Sex of facilitator:		Male	Female
Number participants:			
Group sex:			
Age range of participants:			
Location Name:		Al-Matahn	Al-Matahn
Ethnicities		100% Muslim, Arab	100% Muslim, Arab
Main source of drinking water for your neighborhood?	<input type="checkbox"/> Protected borehole/well/spring <input type="checkbox"/> Piped water supply <input type="checkbox"/> Water tanker (i.e. bladder, water tanks) <input type="checkbox"/> Others	Main sources of drinking water is through public piped water supply system from west Mosul water supply treatment system.	* Main sources of drinking water is through public piped water supply system from west Mosul water supply treatment system. * we got water by main piped water supply system, but we don't get adequate amount of water, it took three days to get once

<p>Could you estimate how much water does your household spend on daily basis?</p>		<p>800-1000 liter of water for daily using services.</p>	<p>500-600 liter of water for daily using services.</p>
<p>Are you satisfied with the AMOUNT of water available for your family?</p>	<p>👤 Yes, Explain 👤 No, Explain</p>	<p>Yes, because we get adequate amount of water every day or two days once. Yes, Water is distributed daily with fixed schedule</p>	<p>* Yes, we have adequate water everyday and we don't have any problem with drinking water * we don't have enough amount of water, once on three days</p>
<p>Do you treat the water in any way before you drink it?</p>	<p>If yes, what main method do you use? <input type="checkbox"/> Boil <input type="checkbox"/> Solar disinfection <input type="checkbox"/> Chlorine tablet <input type="checkbox"/> Filter <input type="checkbox"/> Others</p>	<p>we don't treat water, because we get water form water treatmnet system , but we don't know if its treated or not .</p>	<p>* No, we don't treat drinking water , we get directly from water treatment station , and don't know if its treated or not. * Most of people get and drink untreated water from main source of drinking water</p>
<p>What is the biggest source of waste water of the sewage system in your neighbourhood?</p>	<p><input type="checkbox"/> Grey water from shower <input type="checkbox"/> Black water from toilet <input type="checkbox"/> Surface water/drainages <input type="checkbox"/> I don't know <input type="checkbox"/> Others</p>	<p>Grey water from showe and surface water/drainges are main and biggest source of waste water to the sewage system.</p>	<p>* Grey water from showe and surface water/drainges are main and biggest source of waste water to the sewage system.</p>

<p>What is your main waste disposal method?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Burn it next to the house <input type="checkbox"/> Collect it in special drums or holes <input type="checkbox"/> Taking it to garbage collection center 	<p>most of people collect their at the end of alley , very random and neighborhood doenst have any proper collect garbage can of identified place.</p>	<p>* most of people collect their at the end of alley , very random and neighborhood doenst have any proper collect garbage can of identified place. * All garbage collection area is cause of diseases and spreading mosquitoes and warms in area</p>
<p>What are the causes of the non-functional sewage system in the neighbourhood?</p>		<p>all sewage system and drainage are very old, there are no maintenance and most of sewage get blocked by heavy rain and floods.</p>	<p>* all sewage system and drainage are very old, there are no maintenance and most of sewage get blocked by heavy rain and floods. * Design of sewage system is old and doesnot have enough capacity after expansion of the neighborhood * Also during war and conflict most of the drainage been blocked because of explositions</p>
<p>Where do you normally get the message/s related to hygiene and sanitation?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> NGOs <input type="checkbox"/> Community leader <input type="checkbox"/> Friend/Neighbor <input type="checkbox"/> Women/youth groups 	<p>*There are different local and international NGOs visit us occassionally and give us hygiene and sanitation messages. Such us REACH * meesages been spreaded by women and youth unformal groups.</p>	<p>we ddidnt get any kind of message or training related to hygiene and sanitation</p>

<p>Is there an opportunity for you at the neighbourhood to lodge a complaint (issues related to water and sanitation)?</p>	<p>If No, specify (Please explain the issue and the way you resolved it)?</p>	<p>Yes , we have oippurtunity to complain, but there are no body or any actor react or listen to people's complians No, we cant complain and there is nobody listen to our complain, for solving any broken pipe , people collect money and bring external plumper and fxier to fix it.</p>	<p>No, we don't have any chance or anybody to complain to them and inform them about the water , hugiene and sanitation issues.</p>
<p>Is there anyone with whom you can speak if you have questions or concerns relating to water, sanitation and hygiene?</p>		<p>* Yes,We mostly go and complian to neighborhood respresentative (Mukhtar) to tell him about people concerns about WASH of neighborhood. * we don't have anyone</p>	<p>No, we don't have any chance or anybody to complain to them and inform them about the water , hugiene and sanitation issues.</p>
<p>Who has access to and control of water and sanitation resources?</p>		<p>* local governmnet are responsible and controlling water and sanitation resources * Departmnet of water system, head of household and also Mukhtar can control and have access to water and sanitation system</p>	<p>We don't know whose controlling water and sanitation facilities in the neighborhood, military or governmnet</p>

<p>Who is responsible for water-use decisions and management? Make sure to ask for the organisation (NGO, government?) and gender of people involved</p>		<p>*local governmnet *Departmnet of water system, head of household and also Mukhtar can control and have access to water and sanitation system</p>	<p>Municipality and Local governmnet is responsible for managing water and sanitation fascilities</p>
<p>Can women and men both participate in community decision making structures such as water management committees?</p>		<p>Yes, both men and women can participate in community decision making , if they get oppurtunity to be part of the managmnet committee</p>	<p>Both men and women sometimes participate in committee and make decsions related to water , sanitation and hygiene issues</p>
<p>What roles would women have in a water management committee?</p>		<p>any role been given by management committee</p>	<p>any role been given by management committee</p>
<p>What roles would men have in water management committee?</p>		<p>any role been give by management committee to serve his community in best way</p>	<p>any role been give by management committee to serve his community in best way</p>
<p>How does the community decide on who participates in the water management committee?</p>		<p>forming management committee and selecting participants member , its under controll of Mukhtar and community leaders</p>	<p>Mukhtar have decision on forming committee for water management</p>

<p>How would you like to see the water committee operate? Is it something you are interested participating in? Please explain why</p>		<p>we want water committee support its community and work under ineterst of whole community and serve them</p>	<p>* we want from water committee to bring us treated drinking water. * community are ready for all kind of support to any kind of committee in the neighborhood</p>
<p>Who is responsible for collecting water?</p>		<p>head of household</p>	<p>housewife</p>
<p>Who is responsible for cooking?</p>		<p>housewife</p>	<p>mostly women and girls</p>
<p>Who is responsible for bathing children?</p>		<p>Mother</p>	<p>mother</p>
<p>Who is responsible for watering the garden?</p>		<p>all member of family</p>	<p>most of houses don't have gareden</p>

<p>Who is responsible for feeding livestock?</p>		<p>neighbourhood doesn't have anykind of livestock</p>	<p>neighbourhood doesn't have anykind of livestock</p>
<p>What cultural practices affect women's hygiene and sanitary needs, especially during menstruation? (e.g. Considerations around belief of impurity implies that access to certain spaces is limited/restricted.)</p>			<p>washing soap , dittol and soap liquid are important for washing and cleanning the sanitation facilities</p>
<p>Are water points and sanitation facilities safe for everyone to use (especially women, children and other vulnerable groups like older people and persons with disability)?</p>		<p>all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person</p>	<p>all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person</p>

<p>Are water points, toilets and bathing facilities located and designed for privacy and security? Are water points and sanitation facilities easily accessible and secure for vulnerable groups who have mobility problems as well as communication problems?</p>		<p>all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person</p>	<p>* all water and sanitation facilities are safe and biuld in convenient place, because all house have their own WASH facilities and are inside house, and its appropriate for all member , gender and disability person * most of toilets been built longtime ago, area of it is samller, and its septic tank have disgusting smell.</p>
<p>Additional Comment/feedback:</p>		<p>most important is find a quick solution for collecting garbage properly , by giving garbage bins for each family, forming committee and hygiene promotion in the area. Rehabilitation of sewerage/broken drainage system on the area.</p>	<p>most important is find a quick solution for collecting garbage properly , by giving garbage bins for each family, forming committee and hygiene promotion in the area. Rehabilitation of sewerage/broken drainage system on the area.</p>
<p>End of interview</p>			
<p>Based on the observation during the interview, Please highlight/specify any other issue/recommendations that have not been captured in the questionnaires!</p>	<ul style="list-style-type: none"> * providing of garbage for all neighborhood houses , and also garbage bags * rehabilitaion of drainage system * opening hygiene promotion awarness 	<ul style="list-style-type: none"> * providing of garbage for all neighborhood houses , and also garbage bags * rehabilitaion of drainage system * opening hygiene promotion 	

Thanks for your time and contribution!

Consolidated Quantitative information - Quantitative analysis			Al-Matahn Neighborhood		
Section 1: Respondent Information	Options	Gender	(80 Housheolds surveyed) Base-line June 2019		
			Number of responses	Percentage %	
is corespondent is head household	Yes	Male	42	53%	
		Female	28	35%	
	No	Male	2	3%	
		Female	19	24%	
Gender of respondent		Male	33	41%	
		Female	47	59%	
Age of respondent	Child (Under 18)	Male	6	8%	
		Female	3	4%	
	Adult (18-59)	Male	27	34%	
		Female	40	50%	
	Elderly (Over 60)	Male	2	3%	
		Female	2	3%	
Marital Status of respondent	Single	Single Male	6	8%	
		Single Female	3	4%	
	Married	Married Male	35	44%	
		Married Female	23	29%	
	Separated	Separated Male	0	0%	
		Separated Female	0	0%	
	Widowed	Widowed Male	2	3%	
		Widowed Female	7	9%	
	Divorced	Divorced Male	0	0%	
		Divorced Female	4	5%	
	Number of members in family	mean	Male	4	5%
			Female	4	5%

Section 1: Respondent Information				
Main source of Drinking water for household	Protected borhole/well	Male	1	1%
		Female	0	0%
	piped water supply	Male	31	39%
		Female	47	59%
	water tanker	Male	0	0%
		Female	0	0%
	other	Male	0	0%
		Female	0	0%
Who collect water for household	Me	Male	26	33%
		Female	36	45%
	Adult male	Male	3	4%
		Female	4	5%
	Adult Female	Male	3	4%
		Female	6	8%
	other	Male	0	0%
		Female	0	0%
Could you estimate how much water does your household spend on daily basis	drinking	Male		0%
		Female		0%
	personal hygiene and prayers	Male		0%
		Female		0%
	washing clothes	Male		0%
		Female		0%
	cleanning hous/dishes	Male		0%
		Female		0%
	garden/agriculture	Male		0%
		Female		0%
	other	Male		0%
		Female		0%
Are you satisfied with the amount of available water for your family	Yes	Male	19	24%
		Female	29	36%
	No	Male	14	18%
		Female	18	23%
		Male	0	0%

If no, why ?		Female	0	0%
		Male	0	0%
		Female	0	0%
Do you treat the water in any way before you drink it?	Yes	Male	0	0%
		Female	0	0%
	No	Male	33	41%
		Female	47	59%
If yes, what main method do you use	Boil	Male	0	0%
		Female	0	0%
	Solar disinfection	Male	0	0%
		Female	0	0%
	chlorine tablet	Male	0	0%
		Female	0	0%
	Filter	Male	0	0%
		Female	0	0%
	other	Male	0	0%
		Female	0	0%
Where does the household dispose of garbage	pits	Male	0	0%
		Female	0	0%
	plies	Male	0	0%
		Female	0	0%
	bins	Male	0	0%
		Female	0	0%
	I don't know	Male	0	0%
		Female	0	0%
	other	Male	33	41%
		Female	47	59%
Do you know how frequent soild waste/garbage is taken away from your neighborhood?	daily	Male	0	0%
		Female	9	11%
	once a week	Male	11	14%
		Female	11	14%
	several times a week	Male	5	6%
		Female	2	3%
	once a month	Male	7	9%
		Female	9	11%

	rarely	Male	9	11%
		Female	18	23%
Is the house indicating that they burn their garbage to remove it	Yes	Male	0	0%
		Female	0	0%
	No	Male	33	41%
		Female	47	59%
Are there any large garbage piles near your habitation	Yes	Male	33	41%
		Female	47	59%
	No	Male	0	0%
		Female	0	0%
Are there any large puddies or pools of stagnant water near your habitation/house?	Yes	Male	33	41%
		Female	47	59%
	No	Male	0	0%
		Female	0	0%
how do you rate the cleanliness of your neighborhood?	Clean	Male	0	0%
		Female	2	3%
	Somehow clean	Male	23	29%
		Female	22	28%
	Dirty	Male	9	11%
		Female	23	29%
What are the biggest source of waste water of the sewage in your neighborhood?	Grey water from shower	Male	24	30%
		Female	34	43%
	Balck water from toilet	Male	2	3%
		Female	2	3%
	Surface water/drainage	Male	6	8%
		Female	6	8%
	I don't know	Male	0	0%
		Female	5	6%
Are there any open sewage pits or pools near your habitation	Yes	Male	33	41%
		Female	42	53%
	No	Male	0	0%
		Female	5	6%
Burn it next to the house	Male	2	3%	
	Female	2	3%	

Whats your main waste disposal method	collect it in special drums or holes	Male	4	5%
		Female	23	29%
	taking it to garbage collection center	Male	26	33%
		Female	22	28%
	No response	Male	0	0%
		Female	0	0%
What are the cause of the nonfunctional sewage system in the neighborhood	destruction due to the current conflict	Male	14	18%
		Female	24	30%
	older sewage system	Male	19	24%
		Female	17	21%
	Rain/flood	Male	0	0%
		Female	0	0%
	poor planning of the insfrastructure system	Male	7	9%
		Female	0	0%
Who is handling/repairing the sewage system	governmnet	Male	24	30%
		Female	22	28%
	NGOs	Male	0	0%
		Female	2	3%
	No one is repairing it	Male	5	6%
		Female	16	20%
	I don't know	Male	4	5%
		Female	6	8%
Section 3: Accountability				
Where do you normally get the massges related to hygiene and sanitation	NGOs	Male	5	6%
		Female	1	1%
	community leader	Male	4	5%
		Female	6	8%
	Friend/neighbor/women youth group	Male	14	18%
		Female	10	13%
	other	Male	10	13%
		Female	28	35%
Have you received any	Yes	Male	2	3%

hygiene and sanitation related message in the last 6 months	Yes	Female	0	0%
	No	Male	30	38%
		Female	47	59%
Is there an opportunity for you at the neighborhood to lodge a complain?	Yes	Male	0	0%
		Female	0	0%
	No	Male	24	30%
		Female	35	44%
	I don't know	Male	9	11%
		Female	12	15%
Are there any factors that made difficult for you to complain/feedback?	Yes	Male	0	0%
		Female	0	0%
	No	Male	33	41%
		Female	47	59%