



Two women walk past a pool of water and mud as the sun sets in Zozan City IDP camp in Dohuk.
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Case study 2

A CCCM implemented IDP tracking project allows easy monitoring of service delivery and changing conditions

Context

In June, July and August 2014, as the conflict escalated and ISIL expanded control over Ninewa and Diyala, a total of at least 900,000 people fled their homes in search of safety, which precipitated a large influx of Internally Displaced Persons (IDPs) into the Kurdistan Region of Iraq (KRI), in particular Dohuk governorate. With little time to prepare for thousands of new arrivals, multiple spontaneous sites appeared very quickly, while government and humanitarian actors hurried to construct formal camps. In this context, REACH and the CCCM Cluster recognized the need for an operational overview of camp conditions, and a designation on the differences between displacement sites.

To address this information gap, REACH launched a camp profiling exercise of formal IDP camps in the KRI and disputed areas of Ninewa and Diyala in the last quarter of 2014. This consisted of household-level assessments sampled at the camp level and accompanying infrastructure and spatial analysis, the camp profiles included multi-sectoral indicators as agreed with CCCM Cluster

members and other cluster leads.

The project was planned in two phases. In the first phase, REACH and the CCCM Cluster sought to create an initial baseline overview of indicators, needs and gaps in the camps. This was to be followed by a second phase to monitor developments over time as the humanitarian response to the IDP emergency continued every three months throughout 2015, enabling the inclusion of new (and accessible) camps. A third round of profiling was restarted in September 2015.

The overall aim of the project was to inform the humanitarian response to IDPs living in camp settings at an operational and strategic level. The project sought to facilitate the identification of needs and response gaps to support the upcoming Humanitarian Response Plan (HRP), as well as to allow camp management agencies to more easily monitor service delivery and changing conditions over time.

CCCM Activities

Data collection for the IDP tracking project was conducted through



Displacement Data

Country: Iraq

Cause of displacement: conflict

Conflict date: June 2014

Number of people affected/ displaced: 900,000

Project location: Kurdistan Region of Iraq (KRI), Dohuk

CCCM Cluster: Activated

Keywords

- Disaster risk reduction
- Household surveys
- Information management
- Profiling

household-level surveys using Open Data Kit (ODK), a free and open-source set of tools which help organizations author, field, and manage mobile data collection solutions. A representative sample of households was randomly selected based on camp management population figures at the time. The CCCM Cluster was closely involved in the choice of indicators and established minimum targets for each sector. The household-level assessment was further complemented by a few key informant questions to camp management, which were then administered using paper forms.

Households were sampled at intervals calculated by the population/sample size. Field teams also used GPS to collect coordinates of key infrastructure, services and layout of the camp which were then overlaid onto satellite imagery of the camp for basic mapping and spatial analysis purposes.

At the operational level, the profiles produced were used by implementing agencies to design and monitor areas of intervention. The mapping component in particular was well received. The profiles also provided camp management with an overview of ongoing developments as well as priority needs and gaps on which to focus. At the strategic level, the profiles enhanced programme development and allowed donors to gain a comparative understanding of camps within and between governorates. The profiles also provided an overview of capacity and potential for future developments and contingency planning.



A displaced Iraqi family from Mosul sets up their tents in a newly opened area in the Baharka camp for displaced Iraqis in Erbil, Iraq © UNHCR/Ed Ou

Snapshots of the profiles

Finally, the CCCM Cluster disseminated and shared the camp profiles and data collected, which allowed the maps, profiles and findings for the assessments to reach a wider audience among the humanitarian community to influence operational and strategic planning.

Camp management were also key in disseminating the collected information at camp level, with copies of profiles and maps made available within sites, and used for community planning purposes. Arabic language maps were found to be particularly useful, as they could be more easily used by community members and staff.

Challenges and Achievements

During the development of the assessment tool in September 2014, many sites were being newly established and camp managers were not yet in place. As a result, camp managers were largely not involved in the design of the project and their engagement in the data collection process was limited. During the first round of profiles, some findings were contested by camp managers. The importance of ensuring buy-in from camp management was a key lesson learned, and was addressed during the second round through validation of maps by camp managers and field staff prior to publication.

While the camp maps were translated into Arabic, the full profiles were not translated into Arabic and Kurdish, which limited their use by local actors and affected populations.

Overall, not all of the data collected during the household-level assessment was used in the profiles or comparative report, indicating that fewer resources were needed.

Many of the project weaknesses mentioned above have been addressed during the preparation phase for the third round of data collection, due to begin in September 2015. These include a longer consultation process to ensure greater ownership from the CCCM Cluster and camp managers; a streamlined tool to ensure that all questions asked will be relevant for reporting purposes; and a longer lead-in time to allow for

Tool	Objective	Result
Household survey (smartphone-based)	Understand household access to services throughout the camp	Statistically significant findings from a representative sample of households, which can be generalized for the whole camp.
Camp infrastructure mapping tool	Location of key infrastructure within the camp	Accurate map showing the location of key infrastructure
Camp management key informant grid (paper form)	Key information about the camp (eg. population, implementing agencies etc.)	Camp-level information from camp management



Melons are sold in Arbat camp for internally displaced persons on the outskirts of Sulaymaniyah, Iraq
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satellite imagery to be purchased.

Household-level data statistically representative at camp level to a 10% margin of error and 95% confidence level allowed robust examination of needs and gaps as experienced by beneficiaries, highlighting priority areas of intervention for humanitarian actors.

The camp profiling exercise provided household-level data on access to services across all sectors, to complement the existing knowledge of camp managers. Using two methods of data collection—household surveys and interviews with camp management—allowed data to be triangulated and facilitated the identification of gaps in

service provision.

A second round of assessment using the same methodology and comparable indicators allowed for observations over time and monitoring of developments/remaining areas for improvement.

Minimum standards for each sector were agreed upon with the CCCM Cluster, creating a basic comparable measurement of targets across the camps, as well as over time within each camp. This exercise has acted as a catalyst, both in other cluster operations (such as South Sudan) and at global level where indicators have fed into a global template.

Mapping of camp infrastructure and services using GIS technology, helped to quickly visualize where minimum standards were not met, such as households who were not located sufficiently close to water points and latrines (according to SPHERE minimum standards). The maps also provided a vital reference for camp management agencies and service providers operating in camps.

Lessons learnt

- In order to ensure a clearer understanding and create buy-in for the process, indicators were shared with camp management for feedback at the time of questionnaire development. Camp management was also reminded of the upcoming exercise in mid-August and in the week prior to data collection. Finally, camp management interviews, which will include participatory mapping, were also scheduled ahead of time.
- To continue collaboration with the CCCM Cluster, the profilers developed indicators in closer consultation with cluster members and camp managers, including at global level. In addition, the CCCM cluster provided REACH with data collected from camp managers from monthly reporting tools. This avoided duplication of reporting for camp managers (interviews will only include outstanding indicators) and enabled centralization and consolidation of existing IM mechanisms used within the CCCM.
- Further on, to build upon the ability to monitor changes over time and compare services across the camps, highlighted as the most useful impact of the profiles, REACH will use the data to develop a comparable multi-sector Index in close coordination with CCCM partners. This will be introduced and elaborated in a subsequent comparative report following publication of the individual camp profiles. This Index will then be included in the later rounds of quarterly camp profiles throughout 2016, with the goal of being established as a standardized and centralized monitoring tool for all IDP camps across Iraq.
- In the long term, capacity should be built so that this exercise could be done by camp management actors and the CCCM Cluster, with decreased support from REACH. Global-level efforts are ongoing to standardize a cluster reporting template, based on those developed with REACH in Iraq and later in South Sudan.
- The exercise has already acted as a catalyst for the CCCM Cluster to develop standard indicators for camp profiling exercises, which will be complemented with support to develop methodologies, knowledge and tools for data collection and analysis.