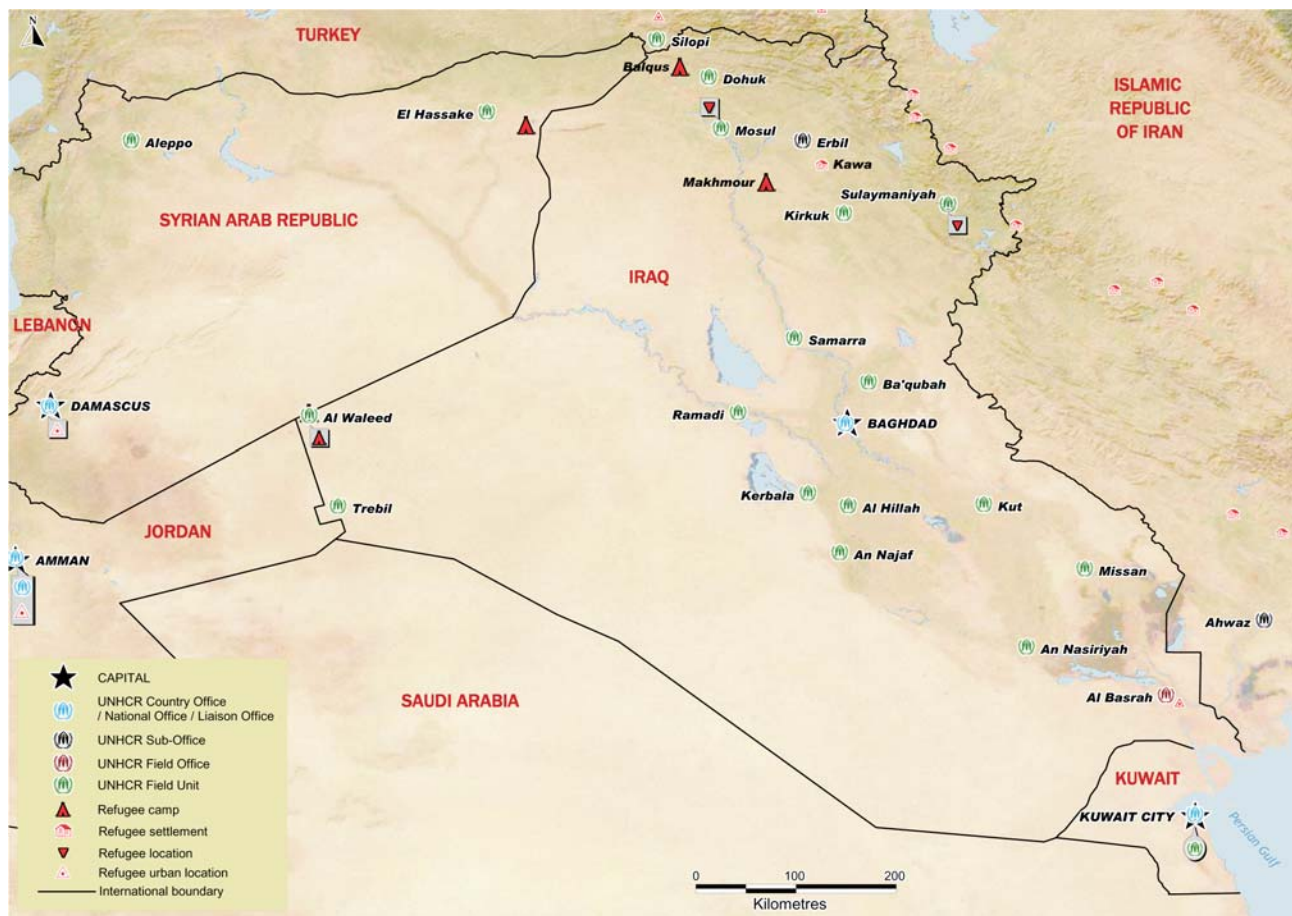# IRAQ

Operational highlights

- In 2010, UNHCR improved the protection environment in Iraq by increasing the capacity of the Return and Assistance Centres.

- Registration of refugees by the Government of Iraq provided them with freedom of movement, access to employment, education, public health and other public services.

- UNHCR increased shelter support to returnees and homeless internally displaced returnees; over 5,000 shelter units were constructed and rehabilitated in 2010.

- Living conditions in settlements of internally displaced persons (IDPs) were improved through UNHCR intervening in garbage disposal; cleaning campaigns; fumigation; shelter rehabilitation; the provision of potable water; non-food item (NFI) distribution; health awareness; and road repairs.

- UNHCR continued a capacity-building and partnership programme for 148 national NGOs who implemented small-scale projects after receiving training on the Office's mandate and on project management.

- More than 40,000 NFI kits were distributed.

Working environment

The major development which affected UNHCR's work was the March 2010 election, a milestone in Iraq's democratic progress. However, the political and social instability during the nine-month political stalemate preceding the formation of a new government hampered the sustainable return of displaced persons. A new and more inclusive Government was finally formed in December with the participation of all major elected groups. The new Government received wide political support from other governments within the region and from the wider international community.

An increase in violence against minorities, particularly Christian Iraqis, resulted in significant new displacement within and outside Iraq. UNHCR provided immediate assistance to the displaced in the form of NFIs and has continued to monitor their protection and assistance needs, as well as their movements.

While the number of IDPs rose, there have also been considerable IDP returns. A primary challenge continues to be transitional and medium- to long-term assistance for those IDPs wishing to remain in their location of displacement and integrate locally.

Achievements and impact

- *Main objectives and targets*

UNHCR's main objectives in Iraq were to:

- provide protection and assistance to refugees in Iraq;

- lobby for the implementation of national policies which protect displaced people;

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Turkey	15,600	15,600	49	57
	Occupied Palestinian Territory	10,800	10,800	49	32
	Islamic Rep. of Iran	8,000	8,000	49	43
	Various	260	260	52	42
Asylum-seekers	Islamic Rep. of Iran	1,700	1,700	41	36
	Syrian Arab Rep.	1,000	1,000	42	61
	Turkey	420	420	46	49
	Various	10	10	33	33
IDPs	Iraq	1,343,600	384,630	49	45
Stateless [1]	Stateless	120,000	-	-	-
Returnees (IDPs)	Iraq	294,800	-	49	45
	Various	28,900	25,300	-	-
Total		**1,825,090**	**447,720**		

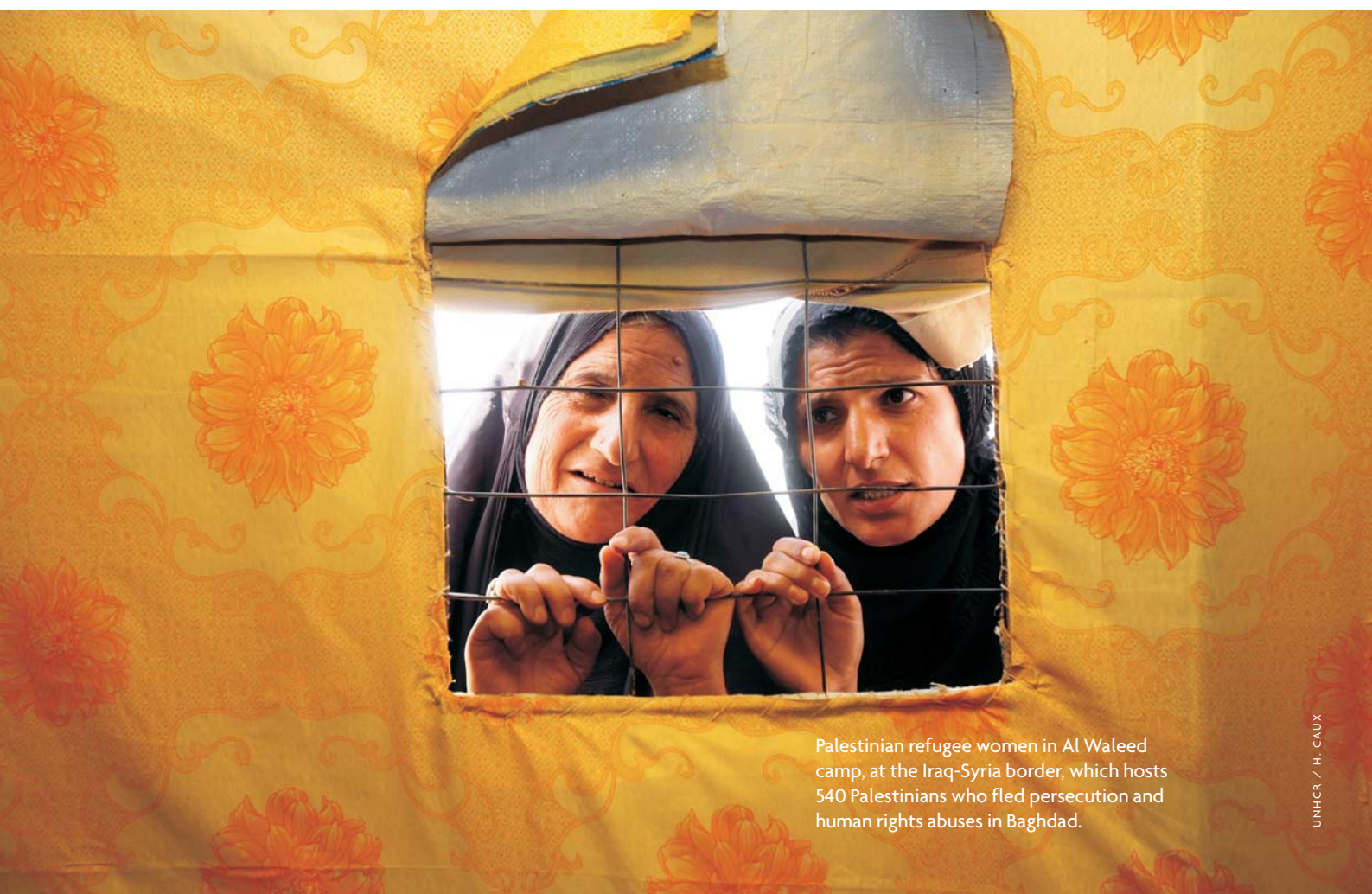[1] Estimate provided by the central Government of Iraq.

- assist the Government to manage returns;
- provide essential humanitarian assistance to vulnerable IDPs and returnees, especially those squatting in public buildings or illegal settlements; and
- address the initial reintegration needs of returnees, particularly in the areas of shelter, water and sanitation.

Favourable protection environment

- To improve integration, UNHCR worked with five Protection Assistance Centres (PACs) with 40 mobile teams, 16 Return and Integration Community Centres and five Ministry of Displacement and Migration-run Return Assistance Centres. These measures assisted more than 55,000 displaced persons and returnees to obtain registration documentation for newborns and marriages, as well as to recover lost documents.

- UNHCR made progress in coordinating protection monitoring and interventions by working with partners and authorities, as well as other agencies, in joint activities such as the Diyala Initiative. This initiative improved sustainable return and coordination with the Government and other agencies in the areas of security, property compensation, basic services and agriculture. Building on the Diyala Initiative, a Baghdad Initiative has been proposed as a start to the country-wide programme.

- The Government of Iraq suspended the forcible removal of returnees and IDPs from their settlements in urban

Palestinian refugee women in Al Waleed camp, at the Iraq-Syria border, which hosts 540 Palestinians who fled persecution and human rights abuses in Baghdad.

UNHCR / H. CAUX

areas. This followed an agreement that was part of the development of a national dialogue on ending the problem of displacement in Iraq.

Fair protection processes

- With technical support from UNHCR, the Ministry of the Interior completed registration and issuance of residence cards to nearly all refugees, affording them freedom of movement and the right to work in Iraq. In addition, refugees can appear before courts and send their children to Iraqi schools.
- UNHCR conducted refugee status determination (RSD) interviews for 54 cases and made 50 decisions.
- A new refugee law was drafted with UNHCR's input, and is pending approval by Parliament.

Security from violence:

- In 2010, UNHCR addressed a small number of cases of detention and provided training for security officials on UNHCR's role in Iraq.

Basic needs and services

- A total of 5,000 shelter units were rehabilitated or constructed, benefiting 32,400 returnees and homeless IDP returnees.
- Twenty-seven water and sanitation projects were implemented, benefiting some 19,400 IDPs, 1,100 refugee returnees and 40,000 IDP returnees.
- UNHCR delivered 38,800 standard NFI kits and almost 3,500 non-standards kits of NFI and hygiene items.

Community participation

- The communities of concern and the host communities participated in the implementation of IDP settlement improvement activities, as well as in the construction of new housing units and rehabilitation of existing facilities. The short-term interventions led to improvements in relations between the communities and resulted in multiple requests for new IDP settlement improvement projects.
- In the implementation of activities for improving the protection environment, UNHCR has integrated mobile teams into the Protection Assistance Centres. These teams include community focus groups which gather information on the needs and concerns of the people of concern.

Durable solutions

- In 2010, UNHCR resettled 975 refugees. It also documented some 118,900 returns by 92,500 IDPs and 26,400 refugees.

Logistics and operational support

- UNHCR maintained warehouses and logistical support facilities in the north, centre and south of Iraq. In the north (Erbil), UNHCR rents a warehouse of 2,800 square metres. In the central region, UNHCR has two

warehouses with a total capacity of 4,400 square metres. The existing warehouses serve as the primary reception point for new NFIs. In the south (Basrah), UNHCR partnered with an NGO for warehouse management, in-country transport of NFIs and final distribution for a warehouse of 1,390 square metres.

Constraints

In 2010, Iraqis continued to face challenges owing to the unstable security environment in the country, the unpredictable political situation and serious gaps in the rule of law. Lack of access to basic services, high levels of unemployment and the risk of arbitrary arrest and detention were protection issues affecting much of the population. The situation was even more acute for refugees, stateless people, IDPs and returnees. Within this environment, UNHCR adapted its plans to take advantage of areas of access where monitoring and coordinating could be conducted with the help of implementing partners, government counterparts and people of concern.

The irregular timing of funding, combined with serious security concerns, posed the largest operational constraints for UNHCR in Iraq. The gaps between the March 2010 elections, the June ratification of the results, and the December formation of the new Government contributed to an environment of uncertainty, greatly limiting progress on formal developments amongst the main government partners.

Financial information

Funding was available in 2010 to cover only 47 per cent of the needs identified. Therefore, UNHCR was unable to expand its shelter and reintegration activities and was obliged to minimize the number of national NGOs targeted for capacity-building.

Organization and implementation

Despite the complexity of the operational, logistical and political environment in Iraq, UNHCR established its presence in 15 of the country's 18 governorates, with 20 offices and 159 staff members, including 22 international staff in Baghdad, Erbil, Basrah, Mosul and Kirkuk. The Amman and Kuwait offices serve as support hubs for the Iraq operation. Nevertheless, staff safety and security is still a major concern in Iraq, limiting mobility and reducing the number of field missions.

UNHCR's presence in 2010

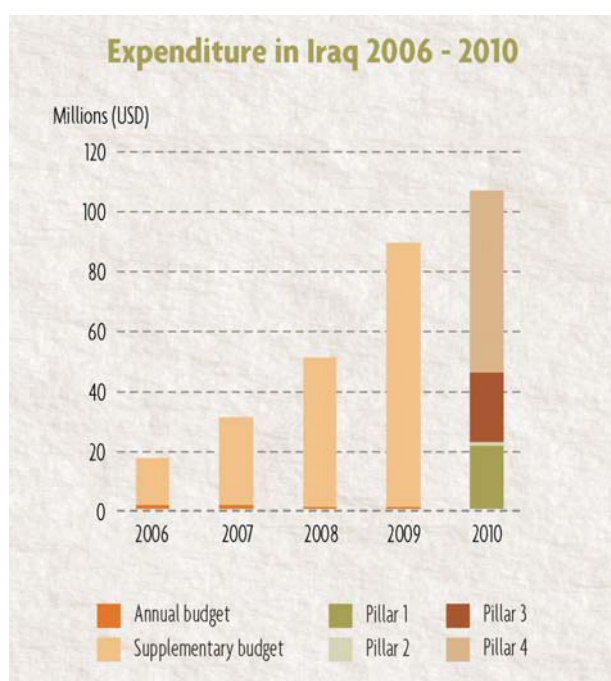|	
☐ Number of offices	**20**
☐ Total staff	**159**
International	24
National	129
Others	6

Working with others

UNHCR collaborates with other UN agencies at the national level through the protection and shelter teams, and it leads

the protection cluster and co-leads shelter with UN-Habitat. UNHCR ensures coordination mechanisms are in place through its participation in the UN Humanitarian Working Groups and the participation of NGOs involved in protection and shelter interventions.

Overall assessment

Through close coordination with the Iraqi authorities, as well as partners, there were improvements in UNHCR's access to borders and airports, in the restoration of nationality to stateless people, and in registration of refugees and asylum-seekers. These positive developments allowed people of concern to exercise their rights to employment, education and freedom of movement within Iraq.

The Office also made progress in protection monitoring and interventions, especially through its network of PACs. Furthermore, UNHCR and its partners ensured that IDPs and returnees were able to enjoy their fundamental rights. The 15 PACs and 40 mobile teams monitored protection, provided legal assistance and made interventions and referrals on behalf of people of concern.

UNHCR continued its NGO partnership programme, with 148 national NGOs implementing small-scale projects. These NGOs were also trained in UNHCR's mandated responsibilities, project management, needs assessment, finance and reporting.

To improve its accountability and implementation capacity, UNHCR developed innovative approaches using existing technology. For example, the project-tracking database was developed to follow NFI and food distribution, shelter rehabilitation and other programme-related activities. Particularly in the area of shelter rehabilitation and construction, the use of GPS-encrypted camera phones and mapping through Google Earth gave UNHCR and donors a real-time view of the implementation process.

Expenditure in Iraq 2006 - 2010

Partners

Implementing partners

Government: Ministry of Displacement and Migration

NGOs: *Agence d'Aide à la Coopération Technique et au Développement*, *AlKhair*, Association for Human Rights, Association for Cultural Development for Civil, Society, Civil Development Organization, Consulting Bureau of Iraqi Engineering Union, Danish Refugee Council, *Fuad*, *Harikar*, International Relief and Development, International Rescue Committee, InterSOS, Iraq Board for Human Rights, Iraqi Humanitarian League for Human Rights, Iraqi Salvation Humanitarian Organization, Iraqi Youth League, Islamic Relief Worldwide, Kurdish Human Rights Watch, Mercy Corps, Millennium Relief and Development Services, Norwegian Refugee Council, Public Aid Organization, *Qandil*, Rafha Organization for Relief and Development, Reach, Rebuild Iraq Recruitment Programme, The Happy Family Organization for Relief and Development, The Muslim Aid, *Uruk*, Women Development and Support Organization

Others: ICRC, IOM, MSB (Swedish Civil Contingencies Agency), OCHA, UNAMI, UNHABITAT, UNICEF, UNOPS, WFP, WHO

Budget, income and expenditure in Iraq | USD

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
FINAL BUDGET	32,258,926	1,297,000	68,814,000	136,636,001	239,005,927
Income from contributions[1]	8,390,096	0	4,280,042	4,952,845	17,622,982
Other funds available	13,180,779	1,288,265	18,537,039	56,364,392	89,370,475
TOTAL FUNDS AVAILABLE	21,570,875	1,288,265	22,817,080	61,317,237	106,993,457
EXPENDITURE BREAKDOWN					
Favourable protection environment					
International and regional instruments	205,212	0	0	0	205,212
National administrative framework	117,696	0	0	130,565	248,262
Prevention of displacement	0	0	0	153,759	153,759
Prevention of statelessness	0	537,440	0	0	537,440
Co-operation with partners	311,297	0	695,831	2,406,203	3,413,331
National development policies	108,749	0	0	136,845	245,593
Subtotal	**742,953**	**537,440**	**695,831**	**2,827,372**	**4,803,597**

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
Fair protection processes and documentation					
Registration and profiling	458,604	0	0	153,783	612,387
Fair and efficient status determination	117,424	0	0	0	117,424
Individual documentation	96,986	0	0	124,356	221,341
Civil status documentation	0	0	110,186	2,814,862	2,925,048
Subtotal	**673,014**	**0**	**110,186**	**3,093,001**	**3,876,200**
Security from violence and exploitation					
Gender-based violence	228,997	0	0	187,515	416,512
Protection of children	90,898	0	0	0	90,898
Non-arbitrary detention	212,779	0	0	170,870	383,649
Access to legal remedies	119,123	0	0	137,209	256,331
Subtotal	**651,797**	**0**	**0**	**495,593**	**1,147,390**
Basic needs and essential services					
Nutrition	944,103	0	0	0	944,103
Water	265,854	0	238,755	294,444	799,053
Shelter and other infrastructure	6,084,436	0	10,171,148	18,255,242	34,510,827
Basic domestic and hygiene items	661,463	0	0	735,432	1,396,894
Primary health care	792,485	0	0	0	792,485
Education	563,433	0	0	0	563,433
Sanitation services	159,037	0	114,121	468,902	742,060
Services for groups with specific needs	1,302,607	0	77,837	176,781	1,557,226
Subtotal	**10,773,419**	**0**	**10,601,861**	**19,930,801**	**41,306,081**
Community participation and self-management					
Participatory assessment and community mobilisation	120,741	0	138,230	195,965	454,935
Self-reliance and livelihoods	263,350	0	137,226	536,255	936,830
Subtotal	**384,090**	**0**	**275,456**	**732,220**	**1,391,766**
Durable solutions					
Voluntary return	400,931	0	0	181,978	582,908
Rehabilitation and reintegration support	0	0	499,734	224,379	724,113
Resettlement	199,949	0	0	0	199,949
Local integration support	113,208	0	0	180,092	293,300
Subtotal	**714,088**	**0**	**499,734**	**586,449**	**1,800,270**
External relations					
Donor relations	54,818	0	48,779	41,860	145,457
Resource mobilisation	0	0	46,721	52,661	99,382
Public information	55,136	372,348	62,919	46,776	537,180
Subtotal	**109,954**	**372,348**	**158,419**	**141,297**	**782,019**
Logistics and operations support					
Supply chain and logistics	825,556	0	0	1,138,599	1,964,155
Programme management, coordination and support	2,731,575	378,477	2,293,992	3,002,587	8,406,631
Subtotal	**3,557,131**	**378,477**	**2,293,992**	**4,141,186**	**10,370,786**
Instalments to implementing partners	3,814,622	0	8,181,602	29,369,318	41,365,542
Other objectives	149,806	0	0	0	149,806
Total	**21,570,875**	**1,288,265**	**22,817,080**	**61,317,237**	**106,993,457**

[1] Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) reserve. Contributions towards all pillars are included under Pillar 1.