

# Research Terms of Reference

Services and Infrastructure Rapid Assessments (SIRA)

IRQ1805

Iraq

June 2018  
v1

**REACH** Informing  
more effective  
humanitarian action

## I. Executive Summary

<b>Country of intervention</b>	<i>Iraq</i>		
<b>Type of Emergency</b>	<input type="checkbox"/> Natural disaster	<input checked="" type="checkbox"/> <b>Conflict</b>	
<b>Type of Crisis</b>	<input type="checkbox"/> Sudden onset	<input type="checkbox"/> Slow onset	<input checked="" type="checkbox"/> <b>Protracted</b>
<b>Mandating Body/ Agency</b>	<i>Iraq Camp Coordination and Camp Management (CCCM) Cluster</i>		
<b>Project Code</b>	<i>TBC</i>		
<b>Research Timeframe</b> (For the first location: <i>SIRA 1</i> )	1. Start collect data: 11/10/2018	4. Data sent for validation: 3/11/2018	
	2. Data collected: 27/10/2018	5. Outputs sent for validation: 7/11/2018	
	3. Data analysed: 1/11/2018	6. Outputs published: 25/11/2018	
<b>Number of assessments</b>	<input type="checkbox"/> Single assessment (one cycle)		
<b>Number of assessments</b>	<input checked="" type="checkbox"/> Multi assessment (more than one cycle) <input type="checkbox"/> Every week <input type="checkbox"/> Every two weeks <input type="checkbox"/> Every month <input type="checkbox"/> Every two months <input type="checkbox"/> Quarterly <input checked="" type="checkbox"/> <b>Other: Two assessments (one per location)</b>		
<b>Humanitarian milestones</b>	<b>Milestone</b>	<b>Deadline</b>	
	<input type="checkbox"/> Donor plan/strategy	_ _ / _ _ / _ _ _ _	
	<input type="checkbox"/> Inter-cluster plan/strategy	_ _ / _ _ / _ _ _ _	
	<input checked="" type="checkbox"/> <b>Cluster plan/strategy:</b> the CCCM cluster will use this data to inform camp closure strategies and advocacy regarding safe returns in 2018	31/12/2018	
	<input type="checkbox"/> NGO platform plan/strategy	_ _ / _ _ / _ _ _ _	
	<input type="checkbox"/> Other (Specify):	_ _ / _ _ / _ _ _ _	
<b>Audience Type &amp; Dissemination</b>	<b>Audience type</b>	<b>Dissemination</b>	
	<input checked="" type="checkbox"/> <b>Strategic:</b> CCCM Cluster coordination <input checked="" type="checkbox"/> <b>Programmatic:</b> Cluster partners <input type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> <b>General Product Mailing:</b> REACH SendInblue newsletter <input checked="" type="checkbox"/> <b>Cluster Mailing:</b> CCCM MailChimp <input checked="" type="checkbox"/> <b>Presentation of findings:</b> national and subnational coordination meetings as requested <input checked="" type="checkbox"/> <b>Website Dissemination (Relief Web &amp; REACH Resource Centre)</b> <input type="checkbox"/> [Other, Specify]	
<b>Detailed dissemination plan required</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> <b>No</b>	
<b>General Objective</b>	Inform evidence-based humanitarian programming and service delivery in the short and long-term at the urban area-level through providing detailed information regarding		

	the availability, functionality, and access to basic services and infrastructure in selected areas of origin for IDPs who are likely to begin returning (or 'Areas of Return').
<b>Specific Objective(s)</b>	<ol style="list-style-type: none"> <li>1. Support the CCCM Cluster programming in facilitating informed and sustainable returns amongst IDP households during camp consolidation/phase-out processes, by understanding conditions and services in areas of return.</li> <li>2. Support evidence-based advocacy efforts related to camp consolidation and returns, in particular in situations where forced evictions may be occurring.</li> <li>3. Provide an overview of conditions in the area to humanitarian actors who are implementing emergency interventions prior to the implementation of recovery interventions. In particular, to: <ul style="list-style-type: none"> <li>- Profile the geographic area selected for assessment<sup>1</sup></li> <li>- Identify and map the availability and accessibility of services within the area of assessment, highlighting key gaps and barriers to services provision</li> <li>- Gauge the perceptions and expectations of residents regarding service delivery and reconstruction efforts.</li> </ul> </li> <li>4. Whenever possible, provide information to recovery actors to support identification of potential areas (whether at the municipal or neighbourhood level) to be targeted for interventions.</li> </ol>
<b>Research Questions</b>	<ol style="list-style-type: none"> <li>1. What <b>information about</b> the area is already available, the availability of <b>services and functional infrastructure</b>?</li> <li>2. What is the <b>demographic profile</b> of the population within the area of assessment? <ol style="list-style-type: none"> <li>2.1 Geographic boundaries of the community</li> <li>2.2 Demographic profile</li> </ol> </li> <li>3. What is the <b>current availability, functionality, and accessibility of services and infrastructure</b> in the area, and how does this compare to the pre-crisis period (breakdown by sector)?<sup>2</sup></li> <li>4. <b>Where are functional services and infrastructure located</b> within the area of assessment?</li> <li>5. What are the <b>primary barriers to <u>accessing</u></b> services, from the perspective of community members?</li> <li>6. What are the <b>primary obstacles to <u>delivering</u></b> services, from the perspective of providers?</li> <li>7. What steps could be taken to improve access to services?</li> <li>8. What coping mechanisms are residents in the area using in response to a lack of adequate services?</li> </ol>

<sup>1</sup> Depending on the scope of assessment, some urban areas will be assessed in their entirety, while in other urban areas, a selected area (neighbourhood, municipality) will be selected for assessment.

<sup>2</sup> Sectors assessed: Water, Wastewater management, Health, Transportation, Electricity, Solid Waste Removal, Legal Services, Education, Livelihoods.

	<p>9. What are the key safety and security concerns of community members in the area?</p> <p>9.1 Where are unsafe, uncleared, and/or inaccessible areas perceived to be located by community members?</p> <p>9.1.1 UXO</p> <p>9.2 What is their impact on freedom of movement?</p>		
<b>Geographic Coverage</b>	<i>Urban areas within locations identified as potential 'Areas of Return' (AoR); this will include all neighbourhoods and communities within the selected sub-district locations<sup>3</sup></i>		
<b>Secondary data sources</b>	<ul style="list-style-type: none"> <li>• UN Habitat Mosul Portal</li> <li>• Population data (e.g. IOM Displacement Tracking Matrix)</li> <li>• Data and reports from previous needs and vulnerability assessments (e.g. WFP MVAM, UNHCR Protection Monitoring, etc.)</li> <li>• General background and context research on areas being targeted for assessment</li> <li>• Geo-spatial data (e.g. UNOSAT satellite imagery)</li> <li>• Tools and Lessons Learned from similar REACH assessments (e.g. ABA)</li> </ul>		
<b>Population(s)</b>	<input type="checkbox"/> IDPs in camp	<input checked="" type="checkbox"/> <b>IDPs in informal sites</b>	
	<input checked="" type="checkbox"/> <b>IDPs in host communities</b>	<input type="checkbox"/> IDPs [Other, Specify]	
	<input type="checkbox"/> Refugees in camp	<input type="checkbox"/> Refugees in informal sites	
	<input type="checkbox"/> Refugees in host communities	<input checked="" type="checkbox"/> <b>Returnees</b>	
	<input checked="" type="checkbox"/> <b>Host communities</b>	<input checked="" type="checkbox"/> <b>Non-displaced (remainees)</b>	
<b>Stratification</b>	<input type="checkbox"/> Geographical #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Group #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> [Other Specify] #: ___ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Data collection tool(s)</b>	<input type="checkbox"/> Structured (Quantitative)	<input checked="" type="checkbox"/> <b>Semi-structured (Qualitative)</b>	
	<b>Sampling method</b>	<b>Data collection method</b>	
<b>Semi-structured data collection tool (s) # 1</b> <i>Interviews with community leaders</i>	<input checked="" type="checkbox"/> <b>Purposive</b> <input checked="" type="checkbox"/> <b>Snowballing</b> <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> <b>Key informant interview:</b> Target # = 1 per neighbourhood/community <input type="checkbox"/> Individual interview (Target #): _____ <input type="checkbox"/> Focus group discussion (Target #): _____ <input type="checkbox"/> [Other, Specify] (Target #): _____	
<b>Semi-structured data collection tool (s) # 2</b> <i>Community group discussions + participatory mapping</i>	<input checked="" type="checkbox"/> <b>Purposive</b> <input checked="" type="checkbox"/> <b>Snowballing</b> <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ <input checked="" type="checkbox"/> <b>Community group discussion:</b> Target # = 2 per neighbourhood/community (1 male, 1 female) <input checked="" type="checkbox"/> <b>Participatory mapping<sup>4</sup>:</b> (Target #): 2 per neighbourhood/community (1 male, 1 female)	

<sup>3</sup> Geographic coverage in terms of exact locations is still to be confirmed. However, this will be decided based on a number of factors: 1) areas where IDPs do not intend to return due to a lack of services and infrastructure, as identified through REACH Intentions assessments; 2) areas where an Area Based Assessment (ABA) is not being conducted by REACH; 3) areas found to have not been fully assessed, through secondary research. This will also be decided on a somewhat ad hoc basis, according to strategic plans and needs of the CCCM cluster and its operational partners. This will also be affected by access based on the security situation at the time.

<sup>4</sup> In those areas where full CGDs are not possible due to resource or time constraints, shorter participatory mapping exercises will be conducted.

<b>Semi-structured data collection tool (s) # 3</b> <i>Interviews with individuals possessing sectoral knowledge and expertise</i>	<input checked="" type="checkbox"/> <b>Purposive</b> <input checked="" type="checkbox"/> <b>Snowballing</b> <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> <b>Key informant interview:</b> Target # = 1-2 per sector <sup>5</sup> <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____	
<b>Target level of precision if probability sampling</b>	__% level of confidence	__+/- % margin of error	
<b>Data management platform(s)</b>	<input checked="" type="checkbox"/> <b>IMPACT</b> <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> UNHCR	
<b>Expected output type(s)</b>	<input checked="" type="checkbox"/> <b>Situation overview:</b> 1 per location, 2 in total	<input type="checkbox"/> Report #: __	<input type="checkbox"/> Profile #: __
	<input type="checkbox"/> Presentation (Preliminary findings) #: __	<input checked="" type="checkbox"/> <b>Presentation (Final):</b> as requested	<input type="checkbox"/> Factsheet #: __
	<input type="checkbox"/> Interactive dashboard #: _	<input type="checkbox"/> Webmap #: __	<input checked="" type="checkbox"/> <b>Map:</b> TBC, 1 per neighbourhood
	<input type="checkbox"/> [Other, Specify] #: __		
<b>Access</b>	<input checked="" type="checkbox"/> <b>Public (available on REACH resource center and other humanitarian platforms)</b> <input type="checkbox"/> Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)		
<b>Visibility</b> <i>Specify which logos should be on outputs</i>	<i>REACH, CCCM Cluster</i>		

<sup>5</sup> Subject Matter Experts (SME) will be interviewed about their knowledge pertaining to the entire sub-district level where possible.

## 2. Rationale

### 2.1. Rationale

During 2018, Iraq will continue to see an increasing rate of returns of internally displaced populations to their areas of origin. However, humanitarian actors are not anticipating these returns to occur uniformly across all areas of the country, highlighting the need to further explore barriers to returning as well as requisite conditions for safe and voluntary returns. The Iraq 2018 Humanitarian Response Plan specifically underlined the need for providing information to IDPs on services and conditions in return areas.<sup>6</sup> Further, a recent report by DRC, IRC, and NRC explained that a lack of reliable and up to date information about conditions in areas of origin can result in premature returns<sup>7</sup> – this, in turn, could trigger secondary displacement or result in families living in sub-standard conditions upon return.

The December 2017-January 2018 Intentions Survey conducted by REACH and the CCCCM Cluster found that in-camp IDP households' perceptions of the conditions in their areas of origin, such as the security situation, availability of basic services, or access to livelihood opportunities, played a role in determining movement intentions. However, in-depth information regarding the true conditions of these areas is largely unavailable. To address this information gap, REACH proposes to conduct mixed-methods Service and Infrastructure Rapid Assessments in selected areas of return in Iraq.

## 3. Methodology

### 3.1. Methodology overview

The assessment will employ a mixed-methods approach that combines the analysis of secondary data with qualitative primary data collection in the form of:

- Semi-structured interviews
- Community group discussions (CGDs)
- Participatory mapping exercises

Core services that will be covered in the assessment include healthcare, education, legal/judiciary services, and public and private utilities such as electricity, water, and solid waste collection. Additionally, security and access conditions, particularly the presence of explosive hazards, will also be included, as well as information regarding shelter damage and the status of markets and livelihoods (although the latter topics may be covered through secondary data sources).

#### Data collection phases

##### Phase 0 (pre-data collection) – identification and delineation of assessment areas

REACH, in coordination with CCCM, will identify locations for the SIRA based on the following criteria and secondary data research:

- Intentions Survey findings will also be used to guide the identification of priority areas of return for assessment. This will be done by isolating household responses indicating a lack of intention to return to the area of origin specifically due to a perceived lack of basic services in the area, and aggregating to the national level. This will then be disaggregated by households' reported district of origin.

Through this approach, we will be able to identify the districts of origin where a lack of services is most frequently reported as the reason for not returning. Within these districts, the area of interest will be further narrowed to create a list of the key urban areas or sub-districts, based on the assumption that most service providers and public facilities will be concentrated in these areas, as well as the fact that returns to urban areas will be higher due to population density.

<sup>6</sup> <https://data2.unhcr.org/en/documents/download/62295>

<sup>7</sup> <https://reliefweb.int/sites/reliefweb.int/files/resources/thelongroadhomefinal28022018.pdf>

The SIRA will only take place in locations that do not have a Community Resource Centres (CRCs) planned, as an Area Based Assessment (ABA) will be conducted there instead.<sup>8</sup> Therefore, any of the locations identified through the intentions assessment where a CRC is planned will be removed from the list.

- Additional secondary data research will be conducted on the potential locations for a SIRA, with the aim of capturing information that already exists about the area targeted for assessment, and to ensure that it has not already been comprehensively assessed. The availability of existing information will, in turn, inform the primary data collection methods that will be utilized.
- Finally, only areas that are accessible for direct data collection, without any security or access constraints identified by the REACH Country Security Manager, will be selected.

### Phase 1 – semi-structured interviews with community leaders

The primary objectives of these interviews will be to gain an initial understanding of the return area, including estimated population figures, population groups present, movement patterns into and out of the area in the post-conflict period, and an overview of available services and functional infrastructure in the area.

### Phase 2 – community group discussions and mapping exercises

Community group discussions will serve to contextualize and triangulate secondary data and information provided by community leaders, as well as to obtain nuanced information regarding perceptions and expectations related to service delivery. A participatory mapping exercise will occur within each CGD to identify the locations of:

- Functional and damaged/destroyed infrastructure in the area
- Check points
- Areas with restricted access
- Confirmed presence of explosive hazards and areas that have been cleared of these hazards

### Phase 3 – semi-structured interviews with service providers across sectors

This phase of data collection will serve to triangulate information collected from the community, as well as to provide more technically specialized information per sector and to identify service delivery barriers from the provider perspective. Participants during this phase will include senior local officials, municipal and local services providers (public and private), and exogenous humanitarian and stabilization actors who are implementing interventions in the area.

### Key definitions

- **Mukhtar:** In the governance structure of Iraq, individuals known as *mukhtars* represent the most local level of government representation, appointed by local councils to serve as a primary intermediary between residents and government service providers within their area of responsibility. In their position as community representatives, mukhtars are well placed to provide general information on the demographics, needs and access to services within their areas of responsibility.
- **Subject matter expert (SME):** Individual with expertise in service delivery for a specific sector, as well as extensive knowledge of the sector in the specific assessment area. These individuals may be local municipal workers – for example, employees of the municipal water directorate – but could also include local or international NGO staff who are providing services / rehabilitation-focused interventions in the area.

## 3.2. Population of interest

The population of interest includes all households residing in these two sub-districts. Information regarding the presence of different population groups will be collected, but findings will be reported at the sub-district level rather than stratified by population group.

<sup>8</sup> The Area Based Assessment (ABA) is a REACH assessment that includes the same qualitative data collection as the SIRA (using the same tools), as well as a household level vulnerability survey.

Given that data collection is primarily qualitative, without any probability sampling used, the unit of measurement for all assessment indicators will be at either the sub-district or neighbourhood level. Semi-structured interviews with mukhtars and CGDs with community members will occur at the neighbourhood level, whereas semi-structured interviews with SMEs will be targeted to the sub-district level. However, this may need to be adjusted, depending on the area of knowledge reported by the SME prior to interview (i.e. if the SME is not able to respond about all neighbourhoods within the sub-district).

### 3.3. Secondary data review

- UN Habitat Mosul Portal
- Population data (e.g. IOM Displacement Tracking Matrix)
- Data and reports from previous needs and vulnerability assessments (e.g. WFP MVAM, UNHCR Protection Monitoring, etc.)
- General background and context research on areas being targeted for assessment
- Geo-spatial data (e.g. UNOSAT satellite imagery)
- Tools and Lessons Learned from similar REACH assessments (e.g. ABA)
- For SIRA 1: ROAR of Ninewa June 2018, RASP July 2018 of Ninewa sites, ABA of Telafar.

### 3.4. Primary Data Collection

Data collection will primarily be conducted by REACH enumerators in June-July 2018, under the supervision of a REACH Field Coordinator or Assessment Officer. Additional data collection support may be requested from Cluster partners, either in the form of enumerators (i.e. if REACH enumerators are unable to access specific neighbourhoods) or by supporting the identification of specific KI profiles. All CGDs will be conducted in-person in the neighbourhood of interest, whereas KI interviews may be conducted in-person or by phone. This determination will be based on logistics, resources, and any security/access restrictions. KI interviews conducted during the last week of Ramadan will most likely be conducted by phone, to accommodate participants who are observing the holiday.

Data collection tools include a semi-structured KI questionnaire and a semi-structured CGD question route, organized by core service sectors. Within the CGD question route, prompts have been included for enumerators to incorporate the participatory mapping exercise at various stages. The tools have been designed based on qualitative indicators from the Multi-Sector Response Framework (MSRF) – a guidance document developed by the Returns Working Group, with input from relevant clusters, to facilitate coordinated area-based interventions in support of Iraq's conflict-affected populations.

As all data collection will employ qualitative techniques, a combined purposive and snowball sampling strategy will be used. For example, mukhtars and SMEs will be purposively identified through existing REACH contacts and networks; however, REACH enumerators will also ask KIs to refer additional contacts for interview, thereby employing a snowball approach. With respect to CGDs, REACH enumerators will work with mukhtars to identify community members in each neighbourhood to participate, but again will also ask community members to refer additional participants to ensure a sufficiently sized CGD.

KI Interviews and CGDs will both be conducted using a paper-based, semi-structured questionnaire translated into Arabic. The REACH Assessment Officer will conduct debriefs with enumerators within one day of the interview or CGD and provide feedback on any information needing to be triangulated. Regarding the participatory mapping component of the CGDs, the enumerator facilitating the discussion will provide participants with an A0 size map to record the locations of infrastructure and service facilities. A REACH national GIS Officer will also attend the CGDs to provide map-reading support and guidance in identifying structures to participants in Arabic. CGDs will be sex-segregated, in accordance with cultural norms and to ensure female participants are able to vocalize their opinions comfortably.

### 3.5. Data Processing & Analysis

Qualitative data generated through key informant interviews and CGDs will be synthesized and organized in line with the qualitative data analysis plan. All field notes and debrief forms will be summarized in a matrix produced in Excel to aid in identifying themes and monitoring data saturation. Answers to closed-ended questions (e.g. are there functional schools in the neighbourhood?) will be analyzed to identify and triangulate the most frequent responses. Numerical responses (e.g.

how many schools are functional?) may be reported by the mean or median, depending on the consistency of KI estimates. Answers to open-ended questions (e.g. how has access to schools changed since the pre-ISIL period?) will be compared to identify and extract key themes. Data will be triangulated with secondary sources, and follow-up data collection will be conducted if deemed necessary to address inconsistencies or information gaps.

### 3. Roles and responsibilities

Table 2: Description of roles and responsibilities

<b>Task Description</b>	<b>Responsible</b>	<b>Accountable</b>	<b>Consulted</b>	<b>Informed</b>
<i>Research design</i>	Assessment Officer	Assessment Officer	Assessment Manager; IMPACT Research Design Unit (HQ), CCCM Cluster	Country Coordinator
<i>Supervising data collection</i>	Field Coordinator, Assessment Officer	Operations Coordinator	Assessment Manager and Country Coordinator	Assessment Manager, Country Coordinator, CCCM Cluster
<i>Data processing (checking, cleaning)</i>	Field Coordinator; Assessment Officer	Assessment Officer	Assessment Manager; IMPACT Data Unit (HQ)	Country Coordinator
<i>Data analysis</i>	Assessment Officer	Assessment Officer	Assessment Manager; IMPACT Data Unit (HQ)	CCCM Cluster, Country Coordinator
<i>Output production</i>	Assessment Officer; GIS Officer	Assessment Officer	Assessment Manager; CCCM Cluster, IMPACT Reporting Unit (HQ)	Country Coordinator
<i>Dissemination</i>	Assessment Officer, Country Coordinator, CCCM Cluster	Country Coordinator	IMPACT Communications Unit (HQ)	N/A
<i>Monitoring &amp; Evaluation</i>	Assessment Officer	Country Coordinator	CCCM Cluster	IMPACT HQ
<i>Lessons learned</i>	Assessment Officer	Assessment Manager	Country Coordinator	IMPACT HQ, CCCM Cluster

**Responsible:** the person(s) who executes the task

**Accountable:** the person who validates the completion of the task and is accountable of the final output or milestone

**Consulted:** the person(s) who must be consulted when the task is implemented

**Informed:** the person(s) who need to be informed when the task is completed

**NB: Only one person can be Accountable; the only scenario when the same person is listed twice for a task is when the same person is both Responsible and Accountable.**



# 1. Data Analysis Plan

## a. Community Leader (CL)

Sector	Tool	RQ#	SUBQ#	Research question	Sub-research question groups	Questionnaire Question	Probes
Key characteristics	CL	N/A	N/A	Key characteristics	Key characteristics	Respondent Name	
Key characteristics	CL	N/A	N/A	Key characteristics	Key characteristics	Respondent Age	
Key characteristics	CL	N/A	N/A	Key characteristics	Key characteristics	In which neighborhood do you live?	
Key characteristics	CL	N/A	N/A	Key characteristics	Key characteristics	Respondent title (mukhtar, sheikh, imam etc.)	

Key characteristics	CL	N/A	N/A	Key characteristics	Key characteristics	(if mukhtar) How many mukhtars does this neighborhood have?	
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	What is the total population of this neighbourhood (individuals/households)?	Within the exact neighbourhood described. Specify number of households, individuals
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	What was this population before the arrival of ISIL (individuals/households)?	
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	How many households are you currently responsible for?	
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	How many of the households currently under your responsibility have not displaced since January 2014?	
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	How many of these households are hosting returnees or IDPs in their homes?	

Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	How many of the households currently under your responsibility are households that displaced, but have now returned?	(if returnees greater than 0) When did these households displace, on average (can be a range of time, or multiple ranges of time)?  (if returnees greater than 0) When did these households return, on average (can be a range of time, or multiple ranges of time)?  (if returnees greater than 0) Where did these households return from (provide a list)?
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	Are there households from your area of responsibility who have displaced and not returned?	(if yes) How many? (if yes) Why have they not returned? (if yes) Where are they displaced?
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	How many of the households currently under your responsibility are IDP households?	(if IDPs greater than 0) Where did they come from (list locations)? (if IDPs greater than 0) When did they arrive (can be a range of time, or multiple ranges of time)?
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	Does any area in your neighbourhood have a particularly high concentration of returnee households?	(if yes) Where? Why?
Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	Does any area in your neighbourhood have a particularly high concentration of IDP households?	(if yes) Where? Why?

Community composition	CL	2	2.2	2. What is the demographic composition of the targeted urban area?	Community composition	Are any households in your neighbourhood living in informal sites (tents, schools, mosques, other public buildings)?	(if yes) What is their profile (IDP, returnee, female-headed household, child-headed household)?  (if no) Why not? (if yes) How do they access electricity (government power, generators, both)? For how many hours per day is it available (from each source)? Does this differ from the pre-ISIL period?
5. Electricity	CL	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Electricity	Do households in your neighbourhood have access to electricity?	
5. Electricity	CL	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Electricity	What are the costs associated with accessing power from the public grid or from generators (cost per unit per month)?	
5. Electricity	CL	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Electricity	Do any households in your neighbourhood not have access to public electricity?	(if yes) Why? How many households are affected?
5. Electricity	CL	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Electricity	Do certain areas of your neighbourhood not have access to communal generators?	(if yes) Why? How many households are affected?

5. Electricity	CL	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Electricity	Is there damage to electrical infrastructure in the area?	(if yes) What infrastructure is damaged? Where is it? Is anyone currently working to repair this damage? Who?
5. Electricity	CL	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Electricity	How does the provision of electricity differ from the pre-ISIL period, both from the public electrical grid and from communal generators?	
5. Electricity	CL	7	7.5	7. What steps should be taken to improve access to services?	Electricity	In your opinion, what needs to be done to improve the supply of electricity in your Area of Knowledge, from the public grid or from generators?	
1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	Do members of your neighbourhood have access to water?	How do they access it (pipes, wells, tanker trucks)? (if piped water is available) Where does piped water come from (where is it pumped from)? For how many hours per day is it available?
1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	Does it cost money to access this water?	(if yes) How much? Is this different from the pre-ISIL period?
1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	Is the supply of water sufficient to meet the needs of the community?	

1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	How does access to water differ from the pre-ISIL period?	
1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	Is this water clean to drink?	(if yes) How is it treated? Where?
1. Water	CL	8	8.1	8. What coping mechanisms are residents in the area using in response to a lack of adequate services?	Water	(if no) How do residents access clean drinking water (filters, trucking, bottled water)?	Do these methods of accessing clean drinking water cost money? How much, per source, per month?
1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	Is the supply of clean drinking water sufficient to meet the needs of the community?	(if no) Are there specific populations that are less likely to be able to access clean drinking water? Why?
1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	Are any residents getting sick from water that is untreated? What kinds of symptoms do they have?	
1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	Is there damage to water infrastructure in the area?	(if yes) What infrastructure? Where is it? Is anyone currently working to repair this damage? Who?

1. Water	CL	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Water	How does access to clean drinking water differ from the pre-ISIL period?	
1. Water	CL	7	7.1	7. What steps should be taken to improve access to services?	Water	In your opinion, what needs to be done to improve the supply of water in your neighbourhood?	
6. Solid Waste Removal	CL	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Solid Waste Removal	Do households in your neighbourhood have access to solid waste removal services?	(if no) Why not? Who provides this service? Is there an associated cost? How much? Where is the waste collected from (from houses, from main streets)? Is the service sufficient to address the solid waste removal needs of the population?
6. Solid Waste Removal	CL	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Solid Waste Removal	Are households disposing of solid waste on their own?	(if yes) Where are they disposing of this waste? Were they disposing of solid waste in this way in the pre-ISIL period?
6. Solid Waste Removal	CL	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Solid Waste Removal	Are there areas of your neighbourhood where solid waste is accumulating?	(if yes) Why? Are there negative health effects?

6. Solid Waste Removal	CL	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Solid Waste Removal	How does the functionality of the solid waste collection system differ from the pre-ISIL period (organization responsible, frequency, areas with functional collection services)?	
6. Solid Waste Removal	CL	7	7.6	7. What steps should be taken to improve access to services?	Solid Waste Removal	In your opinion, what could be done to improve solid waste disposal services in your neighbourhood?	
2. Wastewater Management	CL	3	3.2	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Wastewater Management	How do households in your neighbourhood dispose of wastewater?	
2. Wastewater Management	CL	3	3.2	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Wastewater Management	Do members of your neighbourhood have access to wastewater removal services?	Who provides this service? Is there an associated cost? How much? Is this service sufficient to address the wastewater removal needs of the population?
2. Wastewater Management	CL	3	3.2	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Wastewater Management	What is the environmental impact of the current wastewater disposal situation?	
2. Wastewater Management	CL	7	7.2	7. What steps should be taken to improve access to services?	Wastewater Management	In your opinion, what could be done to improve to improve wastewater disposal in your neighbourhood?	



3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Are there any functional public healthcare facilities located in your neighbourhood?	(if yes) How many? What types of facilities?
3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Are there any non-functional public healthcare facilities located in your neighbourhood?	(if yes) How many? What types of facilities? Why are they non-functional?
3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Are there any functional private healthcare facilities located in your neighbourhood?	(if yes) How many? What types of facilities?
3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Are there any non-functional private healthcare facilities located in your neighbourhood?	(if yes) How many? What types of facilities? Why are they non-functional?
3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Is surgery available at medical facilities in the area? If not, where do residents go?	
3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Is maternity care available at medical facilities in the area? If not, where do residents go?	

3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Are there any functional pharmacies located in your neighbourhood? If no, where do residents go?	(if yes) How many?
3. Health	CL	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Healthcare	Are there any non-functional pharmacies located in your neighbourhood?	(if yes) How many? Why are they non-functional?
3. Health	CL	5	5.3	5. What are the primary barriers to accessing services, from the perspective of neighbourhood residents?	Healthcare	Do households within your neighbourhood face any difficulties on accessing medication?	(if yes) What are those barriers? How are these barriers different from the pre-ISIL period? (if yes) Are there any medications that are not available? (use list with medication types)
3. Health	CL	4	4.3	4. Where are functional services and infrastructure located within the neighbourhood?	Healthcare	Where do residents of your neighbourhood go to access treatment for chronic diseases (dialysis, cancer treatment, heart disease)?	How does this differ from the pre-ISIL period (i.e. where did they go for these treatments in the pre-ISIL period)?
3. Health	CL	4	4.3	4. Where are functional services and infrastructure located within the neighbourhood?	Healthcare	Where do residents of your neighbourhood travel to access emergency care (apendectomy, trauma care)?	How does this differ from the pre-ISIL period (i.e. where did they go for these treatments in the pre-ISIL period)?
3. Health	CL	7	7.3	7. What steps should be taken to improve access to services?	Healthcare	In your opinion, what needs to be done to improve access to healthcare in your neighbourhood?	(if yes) How many? What types (primary, secondary, boys, girls, etc.)?

8. Education	CL	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Education	Are there any functional public schools in your neighbourhood?	
8. Education	CL	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Education	Are there any non-functional public schools in your neighbourhood?	(if yes) How many? What types (primary, secondary, boys, girls, etc.)? Why are they not functioning?
8. Education	CL	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Education	Are there any functional private schools in your neighbourhood?	(if yes) How many? What types (primary, secondary, boys, girls, etc.)?
8. Education	CL	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Education	Are there any non-functional private schools in your neighbourhood?	(if yes) How many? What types (primary, secondary, boys, girls, etc.)? Why are they not functioning?
8. Education	CL	5	5.8	5. What are the primary barriers to accessing services, from the perspective of neighbourhood residents?	Education	Do <b>Primary school-aged</b> children in your neighbourhood face barriers to accessing formal education? Do <b>Secondary school-aged</b> children in your neighbourhood face barriers to accessing formal education?	(if yes) What are those barriers? Do they affect certain students more than others (boys, girls, primary students, secondary students)? (if yes) How do these barriers differ from the pre-ISIL period?
8. Education	CL	7	7.8	7. What steps should be taken to improve access to services?	Education	In your opinion, what needs to be done to improve education services in your neighbourhood?	

9. Livelihood	CL	3	3.9	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Livelihood	Currently, what are the main sources of household income in your neighbourhood?	How are these sources of livelihoods different than the pre-ISIL period?
9. Livelihood	CL	5	5.9	5. What are the primary barriers to accessing services, from the perspective of neighbourhood residents?	Livelihood	Do residents in your neighbourhood face barriers to accessing employment?	(if yes) What are those barriers? Are certain individuals affected more than others?
9. Livelihood	CL	8	8.9	8. What coping mechanisms are residents in the area using in response to a lack of adequate services?	Livelihood	How else do residents of your neighbourhood acquire cash ? (aid, borrowing, etc.)	How are these sources of cash different than in the pre-ISIL period?
9. Livelihood	CL	7	7.9	7. What steps should be taken to improve access to services?	Livelihood	In your opinion, what could be done to improve the livelihoods situation in the area?	
9. Livelihood	CL	3	3.9	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Markets	Where do households in your neighbourhood go to access Food markets? Non Food Items Markets?	What goods are available in each?
9. Livelihood	CL	3	3.9	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Markets	Do members of your neighbourhood have access to the Public Distribution System (PDS)?	

9. Livelihood	CL	3	3.9	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Markets	Which items do they have access to?	
9. Livelihood	CL	3	3.9	3. What is the current availability, functionality, and accessibility of services and infrastructure in the area, and how does this compare to the pre-ISIL period?	Markets	How often are these items available?	
9. Livelihood	CL	3	7.9	7. What steps should be taken to improve access to services?	Markets	In your opinion, what could be done to improve access to markets in your neighbourhood?	
10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Which (if any) national security actors are present in your neighbourhood i.e. police, NSS, ISF etc?	
10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Are any of these actors new to your neighbourhood i.e. they were not present before the arrival of ISIL?	
10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Which (if any) parts of your neighbourhood have been damaged by conflict? 1. What is the nature of this damage? 2. Are these structures still habitable? 3. Does this present any additional risk such as falling debris?	If yes, please show on the map; particularly note where buildings are no longer deemed habitable

10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Which (if any) actors have been involved in repairing conflict damage? 1. Since when have these actors been present? 2. Have you been required to pay to repair damage? If yes, how much (IQD)? 3. If no actors have been present, have individuals in your neighbourhood made attempts to repair damage? If yes, how much has this cost (IQD) ?	
10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Are there any parts of your neighbourhood that you believe to be contaminated by mines, IEDs, or unexploded ordnance?	If yes, please show on the map;
10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Have any actors assessed the risk of or cleared mines, bomb traps (IEDs), unexploded bombs (shells, missiles) or other explosive remnants of war (ERW) in your neighbourhood	
10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Have any actors provided mines risk awareness training?	If yes, Who? When? Where?
10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Are there any parts of your neighbourhood that are completely inaccessible as a result of damage by conflict or presence of ERWs?	If yes, please show on the map;

10. Security	CL	9	9.1	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Are there any parts of your neighbourhood that you feel unsafe, for any reason other than damage or ERWs? If yes, for what reason i.e. crime or violence, attacks by armed groups, presence of local security forces etc.?	If yes, please show on the map;
10. Security	CL	9	9.2	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	Where and in what ways (if any) is the freedom of movement of neighbourhood members restricted? 1. Within your neighbourhood? 2. Traveling out of your neighbourhood? 3. Traveling out of the wider urban area?	Please note on the map if any specific areas or routes are mentioned
10. Security	CL	9	9.2	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	What are the reasons you feel their current freedom of movement to be restricted?	
10. Security	CL	9	9.2	9. What are the key safety and security concerns of neighbourhood residents in the area?	Safety and Security	How does this differ compared to their freedom of movement in the pre-ISIL period (June 2014)?	

## b. Subject Matter Expert (SME)

Sector	Tool	RQ#	SUBQ#	Research question	Sub-research question groups	Questionnaire Question	Probes
1. Water	SME	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge, and how does this compare to the pre-ISIL period?	Water	How do residents in the in the Area of Knowledge access water (pipes, wells, tanker trucks)?	(if piped water is available) For how many hours per day is it available? Does the daily availability of piped water differ depending on the season) (If Yes) During what season is water least available? How many hours per day?
	SME	4	4.1	4. Where are functional services and infrastructure located within the Area of Knowledge?	Water	Where does water come from (which wells, which pumping stations, where do tanker trucks source their water)?	
	SME	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Water	Is the supply of water generally sufficient to meet the needs of the population?	Per Water Source identified
	SME	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Water	Does it cost money to access this water?	(if yes) How much (per source/per month)? Is this different from the pre-ISIL period?
	SME	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Water	How does access to water differ from the pre-ISIL period?	
	SME	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Water	Is this water from these available sources clean to drink from the tap (i.e. not filtered in the home)?	(if yes, per source) How is it treated at the source?



SME	8	8.1	8. What coping mechanisms are residents in the area using in response to a lack of adequate services?	Water	(if no) How do residents access clean drinking water (filters, chlorine, boiling, purchasing bottled water)?	
SME	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Water	Do these methods for accessing drinking water cost money?	(if yes) How much, per method, per month (or per replacement period for filter, etc), per person (if relevant)?
SME	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Water	Is the supply of clean drinking water sufficient to meet the needs of the community?	(if no) Are there specific populations that are less likely to be able to access clean drinking water? Why?
SME	5	5.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Water	(if no) Are there specific populations that are less likely to be able to access clean drinking water?	Which groups?
SME	6	6.1	6. What are the primary obstacles to delivering services, from the perspective of providers?	Water	(if yes) Why? What are their barriers to accessing clean drinking water?	For each group
SME	6	6.1	6. What are the primary obstacles to delivering services, from the perspective of providers?	Water	Are any residents getting sick from the water? From which Sources?	(if yes) What kind of symptoms do they have? Are any populations more likely to get sick than others (children, elderly, chronically ill)?
SME	6	6.1	6. What are the primary obstacles to delivering services, from the perspective of providers?	Water	Is there any water infrastructure in the area that is damaged (water treatment projects, water pumps, water towers, pipes)?	(if yes) Please describe this damage (which projects/pumps/water towers/pipe networks, where, what caused the damage)
SME	7	7.1	7. What steps should be taken to improve access to services?	Water	(if yes) Are any organizations (government, INGOs, private sector) working to repair this damage?	(if yes) What organizations? Which infrastructure are they repairing?
SME	7	7.1	7. What steps should be taken to improve access to services?	Water	In your opinion, what more should be done to improve access to water in the in the Area of Knowledge?	

	SME	7	7.1	6. What are the primary obstacles to delivering services, from the perspective of providers?	Water	What are the primary barriers to taking these steps to improve water provision?	
3. Health	SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	Are their functional public healthcare facilities (hospitals, clinics) available in this area? How many? How does this compare to the pre-ISIL period (June 2014)?	
	SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	Are their functional private healthcare facilities (hospitals, clinics) available in this area? How many? How does this compare to the pre-ISIL period (June 2014)?	
	SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	(If no) how do people access healthcare?	
	SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	Do households need to travel to access healthcare facilities?	If yes, where to? How much does it cost? Do any particular groups need to travel further to access healthcare i.e. women, children, people with chronic diseases, disabled, elderly etc.? Which groups and why? Do resident of any particular neighbourhoods need to travel further to access healthcare? Which neighbourhoods and why?
	SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	What is the average cost of traveling between houses in the area and the nearest healthcare facility (IQD)? Can residents afford it?	
	SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	Are there any specific healthcare facilities or procedures that are needed but not available in the area?	(if yes) What procedures (dialysis, c-section, etc)? Use list of terms.
	SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	What are the primary barriers to accessing helthcare in the area?	

SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	Are there healthcare facilities that are not functioning currently?	(if yes) Which healthcare facilities are not functioning, to your knowledge? Name Type Neighbourhood Reason for non-functionality What kind of damage?
SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	Are there any healthcare facilities that are functioning but have damage?	
SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	Are facilities in your Area of Knowledge lacking medical staff (doctors, nurses, paediatricians, midwives)?	(if yes) Is this mostly a problem in public or private facilities, or both? (if yes) Why? Was this an issue in the pre-ISIL period? Are medical staff receiving their salaries? If not, why not? What is currently being done to address shortages? In your opinion, how can this issue be resolved?
SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	Do public healthcare facilities (hospitals, clinics) in the area have shortages of any of the following? Equipment and supplies (X-ray, bandages, needles, beds)? Critical drugs and medication i.e. anaesthesia, insulin, heart disease and blood pressure, antibiotics, etc.? If yes: which equipment or medicines are not available at public health facilities?	
SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	Do private healthcare facilities (hospitals, clinics) in the area have shortages of any of the following? Equipment and supplies (X-ray, bandages, needles, beds)? Critical drugs and medication i.e. anaesthesia, insulin, etc.? If yes: which equipment or medicines are not available at private health facilities?	
SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	If there are shortages, how does this compare to the pre-ISIL period (June 2014)? How so?	(Per type of shortage identified)

SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	What is causing these shortages?	
SME	7	7.3	7. What steps should be taken to improve access to services?	Healthcare	Is anything being done to address these shortages?	What? By whom?
SME	7	7.3	7. What steps should be taken to improve access to services?	Healthcare	In your opinion, what additional steps could be taken to address there shortages?	
SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	Do residents within the area have access to over-the-counter basic medicines i.e. pain killers?	
SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	Do residents within the area have access to prescription medicines i.e. insulin, antibiotics, heart and blood pressure medications, etc.?	Compare with list of medicines
SME	4	4.1	4. Where are functional services and infrastructure located within the Area of Knowledge?	Healthcare	Where and how do residents access medicines in the in the Area of Knowledge?	
SME	8	8.3	8. What coping mechanisms are residents in the in the Area of Knowledge using in response to a lack of adequate healthcare services?	Healthcare	(If no access) Where and how do residents access medicines if not accessible in the area?	
SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	What medicines are most commonly consumed by residents within the area?	Compare with list of medicines
SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	Are any medicines now more expensive than in the pre-ISIL period? Why?	Compare with list of medicines

	SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	Are there any needed medicines that are not available or accessible? If yes, what are they and why are they not accessible?	
	SME	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Healthcare	In your opinion, how has accessibility to medicines changed compared to the pre-ISIL period?	
	SME	7	7.3	7. What steps should be taken to improve access to services?	Healthcare	What is currently being done to improve access to medicine within the area? Who is taking those steps?	In your opinion, what additional steps could be taken to improve access to medicine within the area?
	SME	6	6.3	5. What are the primary barriers to accessing services, from the perspective of community members?	Healthcare	What are the main barriers faced in accessing healthcare facilities in your Area of Knowledge?	Do residents of any particular neighbourhood have difficulty accessing healthcare facilities? Which neighbourhoods? What are the barriers? Do any particular group have difficulty accessing healthcare facilities? Which groups? What are the barriers?
	SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	What are the main barriers faced by healthcare service providers / suppliers to delivering their service in your Area of Knowledge?	
	SME	6	6.3	6. What are the primary obstacles to delivering services, from the perspective of providers?	Healthcare	In your opinion, how have barriers to providing healthcare services changed compared to the pre-ISIL period (June 2014)?	
	SME	7	7.3	7. What steps could be taken to improve access to services?	Healthcare	What is currently being done to improve access to healthcare facilities and services within the area? Who is taking those steps?	
	SME	7	7.3	7. What steps could be taken to improve access to services?	Healthcare	In your opinion, what additional steps could be taken to improve access to healthcare services within the area?	What are the primary barriers to taking these steps to improve access to healthcare?
6. Solid Waste Removal	SME	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Solid Waste Removal	Is there functional solid waste collection in the area?	(if no) How are residents disposing of their solid waste? (if no) Are there any organizations (government, NGO, UN, private company) working to restore solid waste collection services? (if yes) How often is solid waste collected? Does

the frequency differ by area?  
(If yes) Who provides this service specifically?

SME	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Solid Waste Removal	How does this compare to the pre-ISIL period (June 2014)?	Why?
SME	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Solid Waste Removal	Is the frequency of solid waste collection different than in the pre-ISIL period?	(if yes) How so? Why is it different now?
SME	3	3.6	4. Where are functional services and infrastructure located within the Area of Knowledge?	Solid Waste Removal	Where is the waste collected from (from houses, from main streets)? Is this different than in the pre-ISIL period? How?	Are there certain neighbourhoods where waste is not being collected? (if yes) Which areas? Why? Is this different than in the pre-ISIL period?
SME	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Solid Waste Removal	Where is waste taken after it is collected?	Was this the case before ISIL? Is the waste burned at these locations? (if yes) Are there any negative health effects in the area from the burning of solid waste? (if yes) What are these effects?
SME	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Solid Waste Removal	Who collects solid waste (government, NGO, private company)?	Is this different than in the pre-ISIL period? (if yes) How so? Why is it different now?
SME	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Solid Waste Removal	Does solid waste collection cost money for the household?	(if yes) How much per month? Is this different than in the pre-ISIL period (and how)?
SME	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Solid Waste Removal	Are any residents disposing of waste themselves?	(if yes) Where are they bringing their waste? Was this the case in the pre-ISIL period? Is solid waste being burned in these locations? (if yes) Are there any negative health effects from the burning of solid waste? (if yes) What effects?

	SME	4	4.6	4. Where are functional services and infrastructure located within the Area of Knowledge?	Solid Waste Removal	Are there any areas where solid waste is accumulating?	(if yes) Which areas? Why? Is this different than in the pre-ISIL period? Are there negative health effects associated with the accumulation of solid waste? (if yes) What are these effects?
	SME	7	7.6	7. What steps should be taken to improve access to services?	Solid Waste Removal	In your opinion, what more should be done within your area of knowledge to improve solid waste collection?	
	SME	7	7.6	6. What are the primary obstacles to delivering services, from the perspective of the provider?	Solid Waste Removal	What are the primary barriers to taking these steps to improve waste collection?	
8. Education	SME	3, 4	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Education	What are the available Education services in your Area of Knowledge	What type? Where?
	SME	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Education	What is their status? (per facility)	functioning / not functioning. Why?
	SME	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Education	Are there schools that were functioning in the pre-ISIL period that are not functioning currently?	(if yes) Please list these schools by: name (if known), location (neighbourhood), type (primary, secondary), gender (boys, girls), and reason for non-functionality.
	SME	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Education	Are there any functional schools that are damaged?	(if yes) Roughly how many schools are damaged but still functional?
	SME	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Education	Are schools overcrowded?	(if yes) Are any particular schools more overcrowded than others? Which ones? Why are they overcrowded? (if yes) Are any particular students likely to have overcrowded classrooms (primary, secondary, boys, girls)? (if yes) Why are classrooms overcrowded? Is this different from the pre-ISIL period?

SME	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Education	Are any schools operating in shifts?	(if yes) Is this the same as the pre-ISIL period?
SME	5	5.8	5. What are the primary barriers to accessing services, from the perspective of community members?	Education	What are the primary barriers for children in the Area of Knowledge to access Education, from the perspective of community members?	
SME	5	5.8	5. What are the primary barriers to accessing services, from the perspective of community members?	Education	Do students have to travel outside of their neighbourhoods to attend school?	Are students in any particular neighbourhoods more likely to have to travel outside of their neighbourhood to attend school? (if yes) Why? Where to? How do they travel there and how much does that cost? Is this different than in the pre-ISIL period?
SME	5	5.8	5. What are the primary barriers to accessing services, from the perspective of community members?	Education	Does it cost money for children to travel to school?	(if yes) How much, on average, to travel to and from school? Are any groups paying more than others? Why?
SME	5	5.8	5. What are the primary barriers to accessing services, from the perspective of community members?	Education	Do any particular groups have difficulty accessing education?	(if yes) Which groups (boys, girls, high school students, etc.)? What are their barriers to access? Is this different than in the pre-ISIL period?
SME	6	6.8	6. What are the primary obstacles to delivering services, from the perspective of providers?	Education	What are the primary obstacles to delivering Education services in the Area of Knowledge, from the perspective of providers?	
SME	6	6.8	6. What are the primary obstacles to delivering services, from the perspective of providers?	Education	In general, are schools in your Area of Knowledge lacking teachers?	If yes: Why? Was this an issue in the pre-ISIL period? Are teachers receiving their salaries? If not, why not? What is currently being done to address shortages of teachers? In your opinion, how can this issue be resolved?
SME	6	6.8	6. What are the primary obstacles to delivering services, from the perspective of providers?	Education	In general, are schools in your Area of Knowledge lacking equipment/supplies such as books, desks, chairs?	Why? Was this an issue in the pre-ISIL period? Who is responsible for providing these things? How are students and teachers coping with shortages? What is currently being done to address shortages? In your opinion, how can this issue be resolved?



	SME	6	6.8	6. What are the primary obstacles to delivering services, from the perspective of providers?	Education	In general, are schools in your Area of Knowledge lacking any other materials?	(if yes) Which materials? Why are these shortages of these materials? Were these shortages an issue in the pre-ISIL period?
	SME	7	7.8	7. What steps could be taken to improve access to services?	Education	In general, within your area of knowledge, what is currently being done to address barriers to accessing education? What organizations (government, NGO, civil society) are taking steps to address these barriers?	
	SME	7	7.8	7. What steps could be taken to improve access to services?	Education	In your opinion, what more should be done within your Area of Knowledge to improve access to education?	
	SME	7	7.8	6. What are the primary obstacles to delivering services, from the perspective of the provider?	Education	What are the primary barriers to taking these steps to improve access to education?	
5. Electricity	SME	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Electricity	Please describe the current availability, functionality, and accessibility of electricity services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Do residents in the area have access to electricity from the public network? On average, for how many hours per day is public electricity available? Does the amount of public electricity available vary depending on the season? (if yes) In which season is it the least available? How many hours per day? (if yes) In which season is it the most available? How many hours per day?
	SME	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Electricity	Are there any areas that do not receive public electricity, or that receive less public electricity?	(if yes) Which percentage of overall households in the area do not have access to electricity from the public grid?
	SME	4	4.5	4. Where are functional services and infrastructure located within the Area of Knowledge?	Electricity	(if yes) Which areas? Why? Is this different than in the pre-ISIL period?	
	SME	5	5.5	5. What are the primary barriers to accessing services, from the perspective of community members?	Electricity	Does it cost money to access public electricity?	(if yes) How much per unit per month? Is this the same as the pre-ISIL period? (if yes) Does this amount vary depending on the season? (if yes) By how much? In which season is public

					electricity the most expensive? (If no) Is this different than the pre-ISIL period? How so?
SME	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Electricity	How many public power plants supply electricity to the area?  Where are they located?
SME	4	4.5	4. Where are functional services and infrastructure located within the Area of Knowledge?	Electricity	If yes Where are they located?
SME	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Electricity	Are there any power plants that were functional in the pre-ISIL period that are currently non-functional?  (if yes) What is the reason for their non-functionality? (if yes) Is anything being done to repair these plants? (If yes) By whom? (if yes) What effect does this have on the supply of power to the area? (if yes) Does the non-functionality of this/these plants affect any areas more than others? (if yes) Are any areas more affected than others? (If yes) Which ones? Why?
SME	4	4.5	4. Where are functional services and infrastructure located within the Area of Knowledge?	Electricity	if yes Where are those plants?
SME	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Electricity	Do residents in the area have access to communal generators?  Do any particular areas not have access to communal generators? (if yes) Which areas? Why? Is this different than in the pre-ISIL period? On average, how many hours per day do residents receive power from communal generators? Does the availability of power from communal generators change depending on the season? (if yes) In which season is availability the highest? How many hours per day? (if yes) In which season is availability the lowest? How many hours per day?

	SME	5	5.5	5. What are the primary barriers to accessing services, from the perspective of community members?	Electricity	Does it cost money to access electricity from communal generators?	(if yes) How much per unit per month? Is this the same as the pre-ISIL period? (If no) Is this different than the pre-ISIL period? How so?
	SME	8	8.5	8. What coping mechanisms are residents in the area using in response to a lack of adequate services?	Electricity	Do any residents have access to private generators on their property?	(if yes) What proportion of households have access to private generators on their property?
	SME	7	7.5	7. What steps should be taken to improve access to services?	Electricity	Are any organisations (government, NGO, civil society) taking steps to improve access to electricity in the area?	(if yes) Which organizations? What work are they doing? Where?
	SME	7	7.5	7. What steps should be taken to improve access to services?	Electricity	In your opinion, what more should be done to improve electricity provision?	
	SME	7	7.5	7. What steps should be taken to improve access to services?	Electricity	What are the primary barriers to taking these steps to improve access to electricity?	
7. Legal Services	SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	What legal services are currently available in your Area of Knowledge?	
	SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Is there a functional formal court system with judges in the Area of Knowledge?	
	SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Do individuals in your Area of Knowledge have access to lawyers?	
	SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Do residents have access to informal systems for the resolution of civil conflicts?	

SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Are there any centres or organizations providing legal assistance or counselling in the area?	
SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Are there facilities available to residents to replace documentation for ownership of property	
SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Are individuals within your Area of Knowledge able to replace lost, stolen, or destroyed identification or official documentation?	What documentation cannot be replaced? Where do individuals have to travel in order to replace this documentation? Any barriers? Any specific groups that face barriers?
SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Are there any particular grievances among residents of the area that are not being addressed?	If yes, which (Housing, Land and Property compensation, or specific cases) If yes, why?
SME	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	Are new births being registered in the Area of Knowledge?	
SME	5	5.7	5. What are the primary barriers to accessing services, from the perspective of community members?	Legal Services	What are the main barriers to accessing legal services from the perspective of community members?	
SME	6	6.6	6. What are the <b>primary obstacles to delivering</b> services, from the perspective of providers?	Legal Services	What are the obstacles to delivering Legal Services from the perspective of service providers?	
SME	7	7.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the Area of Knowledge and how does this compare to the pre-ISIL period?	Legal Services	In your opinion what should be done to improve legal services in your Area of Knowledge?	



## c. Community Group Discussion (CGD)

Sector	Tool	RQ#	SUBQ#	Research question	Sub-research question groups	Questionnaire Question	Probes
Community Composition	CGD	2	2.1	2. Delineation of neighbourhood (neighbourhood level)	Community composition	What are the boundaries of the neighbourhood on the map?	
Community Composition	CGD	2	2.2	2. What is the demographic profile of the population within the neighbourhood?	Community composition	Are any families in the neighbourhood IDPs?	How many? (Some, Many, Most?) From where? Any particular area?
Community Composition	CGD	2	2.2	2. What is the demographic profile of the population within the neighbourhood?	Community composition	What proportion of those that left did not return?	When did they displace? Where did they displace to? When did they return?
Community Composition	CGD	2	2.2	2. What is the demographic profile of the population within the neighbourhood?	Community composition	Are there families that did not displace?	Why did they not displace?
Community Composition	CGD	2	2.2	2. What is the demographic profile of the population within the neighbourhood?	Community composition	Are there any families hosting other families in their homes?	Who are the families sharing homes?
Community Composition	CGD	2	2.2	2. What is the demographic profile of the population within the neighbourhood?	Community composition	Are any families in or around your neighbourhood living in informal sites (i.e. tents, schools, Mosques, unfinished buildings?)	Where?
1. Water	CGD	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Water	Please describe all the drinking water sources that are available in your neighbourhood: (for each identified source)	Where does the water come from? How is it accessed? Does it cost money? If so how much (per litre)? Is it treated? By whom/what? For how many hours is it available per day? When not available, how do people cope? Storing water? Buying?

1. Water	CGD	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Water	Have people become sick from the water in the past month	(Prior 30 days) What kinds of sicknesses?
1. Water	CGD	4	4.1	4. Where are functional services and infrastructure located within the neighbourhood?	Water	Are there areas in the neighbourhood with limited or no access to water?	If yes, show on map
1. Water	CGD	5	5.1	5. What are the primary barriers to accessing services, from the perspective of community members?	Water	What are the main barriers to accessing water in your neighbourhood?	
1. Water	CGD	5	5.1	5. What are the primary barriers to accessing services, from the perspective of community members?	Water	Do any groups not have access?	Why?
1. Water	CGD	3	3.1	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period (Pre-ISIL mean June 2014)?	Water	How does the current provision of drinking water differ from the pre-ISIL period (June 2014)?	
1. Water	CGD	7	7.1	7. What steps could be taken to improve access to services?	Water	Please describe what changes you think are needed to improve water infrastructure in your neighbourhood?	Has anyone been making improvements? Who?
2. Wastewater Management	CGD	3	3.2	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Wastewater Management	Please describe how households in your neighbourhood stores and disposes of wastewater (blackwater / sewage / from the toilet)?	What wastewater infrastructure exists? Is it fully functional? What services are available to dispose of wastewater? Who supplies them? What is the cost? Are there any health concerns related to how wastewater is currently disposed of? Are any areas of the neighbourhood not

connected to sewage water  
(from the toilet) network?

2. Wastewater Management	CGD	3	3.2	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Wastewater Management	How does the current wastewater storage and removal differ from the pre-ISIL period (June 2014)?	
2. Wastewater Management	CGD	7	7.2	7. What steps should be taken to improve access to services?	Wastewater Management	Please describe what changes you think are needed to improve wastewater storage and removal in your neighbourhood?	Are you aware of plans to improve wastewater storage and removal systems in your neighbourhood? Is solid waste collected, or do families dispose of it individually? If collected, how often is solid waste collected? By whom? What is the cost? Where is solid waste transported to? Is solid waste burned? Are there any health concerns related to the way in which solid waste is disposed of? Overall, are solid waste removal services sufficient to meet the needs of the population? Are there any areas where solid waste is not being collected? If yes, why?
6. Solid Waste Removal	CGD	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Solid Waste Removal	Please describe how your neighbourhood disposes of solid waste (trash)?	
6. Solid Waste Removal	CGD	4	4.6	4. Where are functional services and infrastructure located within the neighbourhood?	Solid Waste Removal	What are the areas where solid waste is being collected from?	
6. Solid Waste Removal	CGD	3	3.6	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Solid Waste Removal	How does the current solid waste removal differ from the pre-ISIL period (June 2014)?	



6. Solid Waste Removal	CGD	7	7.6	7. What steps should be taken to improve access to services?	Solid Waste Removal	Please describe what changes you think are needed to improve solid waste removal in your areas?	
5. Electricity	CGD	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Electricity	Please describe the sources of electricity in your neighbourhood. Describe for each source.	How many hours per day is it available? Is there any associated cost (per month, week)? Overall, is the supply of electricity sufficient to meet the needs of the population?
5. Electricity	CGD	4	4.5	4. Where are functional services and infrastructure located within the neighbourhood?	Electricity	What are the barriers to accessing electricity in your neighbourhood?	
5. Electricity	CGD	4	4.5	4. Where are functional services and infrastructure located within the neighbourhood?	Electricity	Do any areas of your neighbourhood have limited or no access to electricity, compared to other areas of the neighbourhood?	Why? Show on map.
5. Electricity	CGD	3	3.5	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Electricity	How does the current supply of electricity differ from the pre-ISIL period (June 2014)?	
5. Electricity	CGD	7	7.5	7. What steps could be taken to improve access to services?	Electricity	Please describe what changes you think are needed to improve electrical infrastructure in your neighbourhood:	Has anyone been making improvements? Who?
3. Health	CGD	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Healthcare	Please describe how does your neighbourhood accesses healthcare? Show on the map the locations of all healthcare facilities accessible to your neighbourhood (health centres, clinics, hospitals). Describe per location.	Is this facility public or private? What is the cost of access? How often is this facility open/accessible?
3. Health	CGD	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Healthcare	Are there any healthcare facilities in your neighbourhood that are damaged?	(if yes) show on map. Is it still functioning?

3. Health	CGD	5	5.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Healthcare	What are the barriers to accessing Health services in your neighbourhood?	Do any particular groups in the neighbourhood face barriers?
3. Health	CGD	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Healthcare	How do members of the neighbourhood reach this facility?	Do you need to travel? Out of the city? How far and what route? Is there a cost for transport? How much? Are there any barriers to accessing this facility? Does this differ from pre-ISIL?
3. Health	CGD	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Healthcare	Does this facility have trained medical staff?	(if yes) Which? Medical assistants? Nurses? Doctors? Any medical female staff?
3. Health	CGD	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Healthcare	what healthcare services are available in this facility (specialists, paediatrician, maternity care, trauma care)?	are there are services that are needed by community members but not available? Does this differ to the pre-ISIL period (june2014)?
3. Health	CGD	3	3.3	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Healthcare	What actors are providing healthcare services of medicine to your neighbourhood?	What services? What organizations? Are they private? Municipal? Ngos? How often?
3. Health	CGD	7	7.3	7. What steps should be taken to improve access to services?	Healthcare	Please describe what changes you think are needed to improve access to healthcare services in your neighbourhood?	What steps could be taken to improve access to healthcare in your neighbourhood? Have any renovations been made? Where/what? By who? Are you aware of plans to improve access to healthcare in your neighbourhood?

8. Education	CGD	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Education	<p>Are <b>Primary School aged children</b> in your neighbourhood able to access formal education? What facilities are available? Describe per facility.</p> <p>Are <b>Secondary School aged children</b> in your neighbourhood able to access formal education? What facilities are available? Describe per facility.</p>	<p>Where on the map are the accessible educational facilities.</p> <p>How do children from your neighbourhood reach this school?</p> <p>Is there any cost for transportation?</p> <p>Are teachers present and being paid their salaries?</p> <p>Is this school: Primary, Secondary, High School or Mixed (describe)?</p> <p>is this school gender segregated?</p> <p>Does the school operate in shifts?</p> <p>Is the school overcrowded?</p> <p>Does the school operate in shifts?</p>
8. Education	CGD	5	5.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Education	<p>What are the barriers to accessing <b>Primary School Education</b> in your neighbourhood?</p> <p>What are the barriers to accessing <b>Secondary School Education</b> in your neighbourhood?</p>	<p>Does the school have sufficient materials (books, desks, blackboards)?</p> <p>Has the school been damaged? (If yes) How so?</p>
8. Education	CGD	3	3.8	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Education	<p>Is this different from the pre-ISIL period (June 2014)?</p>	<p>How?</p>
8. Education	CGD	7	7.8	7. What steps should be taken to improve access to services?	Education	<p>Please describe what changes you think are needed to improve access to educational services in your neighbourhood?</p>	<p>What steps could be taken to improve access to education in your neighbourhood?</p> <p>Are you aware of plans to improve access to education in your neighbourhood?</p>
9. Livelihood	CGD	3	3.9	3. What is the current availability, functionality, and accessibility of services and infrastructure in the	Livelihood	<p>What are the main sources of household income in your neighbourhood?</p>	<p>What type jobs are available in your neighbourhood? Is there a reliance on agriculture to some extent?</p>

				neighbourhood, and how does this compare to the pre-ISIL period?			How does this differ from the pre-ISIL period? Can you describe the differences/barriers? How are these sources of livelihoods different than the pre-ISIL period? Why do they have problems finding work? Does this affect particular groups in your neighbourhood? For those without work, what are their livelihood preferences (what jobs would they like to have available)? (aid, borrowing, PDS, etc.?)
9. Livelihood	CGD	5	5.9	5. What are the primary barriers to accessing services, from the perspective of neighbourhood members?	Livelihood	To what extent do people in you area have problems finding work?	How are these sources of income different than in the pre-ISIL period? What coping mechanisms are they using?
9. Livelihood	CGD	8	8.9	8. What coping mechanisms are residents in the neighbourhood using in response to a lack of adequate services?	Livelihood	What other sources of income do households commonly rely on in your neighbourhood?	Probes (sensitive): Selling possessions, spending their savings, taking on debts, relying on famiy and friends, begging, risky business (illegal activities). Where? (map each one) What can you buy there (for each one)? How does this compare to the pre-ISIL period?
9. Livelihood	CGD	8	8.9	8. What coping mechanisms are residents in the neighbourhood using in response to a lack of adequate services?	Livelihood	For those households who do not have any member earning an income, how are they affording to meet living costs?	
9. Livelihood	CGD	3	3.9	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Livelihood	Are there functioning markets in or around your neighbourhood?	
9. Livelihood	CGD	7	7.9	7. What steps should be taken to improve access to services?	Livelihood	What could be done to improve the livelihoods situation in the neighbourhood?	

7. Legal Services	CGD	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Legal Services	Please describe how your neighbourhood accesses legal services.	Formal courts/informal courts? Lawyers?
7. Legal Services	CGD	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Legal Services	How do individuals within your neighbourhood able to replace lost, stolen, or destroyed identification or official documentation?	What documentation cannot be replaced? Where do individuals have to travel in order to replace this documentation? Any barriers? Any specific groups that face barriers?
7. Legal Services	CGD	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Legal Services	What grievances are common in this neighbourhood?	Are they being addressed?
7. Legal Services	CGD	3	3.7	3. What is the current availability, functionality, and accessibility of services and infrastructure in the neighbourhood, and how does this compare to the pre-ISIL period?	Legal Services	Are there any grievances among residents of the area that are not being addressed?	If yes, which? (lost possession of their property? Damaged or destroyed property? Lost official property documentation?) If yes, why? show on map exact area they are talking about Why? Probes: presence of explosive remnants of war, fear of armed forces / groups (ISF, PMF, tribal militias), fear of police, fear of retaliation by community members or tribes due to perceived affiliation with ISIL Whom?
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	To what extent do residents feel safe in this area? How about other areas?	Probes: Children generally, boys, girls, Women, Young Men, Elderly, religious / ethnic / political groups, members of tribes alleged to
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Are there specific groups of people that feel unsafe for a specific reason?	

be affiliated with ISIL.  
Why?

10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Which (if any) national security actors are present in your neighbourhood i.e. police, NSS, ISF etc?	
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Are any of these actors new to your neighbourhood i.e. they were not present the pre-ISIL period (June 2014)?	
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Which (if any) parts of your neighbourhood have been damaged by conflict? 1. What is the nature of this damage? 2. Are these structures still habitable? 3. Does this present any additional risk such as falling debris? Which (if any) actors have been involved in repairing conflict damage? 1. Since when have these actors been present? 2. Have you been required to pay to repair damage? If yes, how much (IQD)? 3. If no actors have been present, have individuals in your neighbourhood made attempts to repair damage? If yes, how much has this cost (IQD) ?	If yes, please show on the map; particularly note where buildings are no longer deemed habitable
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	9. What are the key safety and security concerns of community members in the neighbourhood?	
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Are there any parts of your neighbourhood that you avoid?	Which places? (Map) Why (for each place)?
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Are there any parts of your neighbourhood that you believe to be contaminated by mines, bomb traps, or unexploded ordinance?	If yes, please show on the map;
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Have any actors assessed the risk of or cleared of Explosive Remnants of War (ERW) in your neighbourhood, or provided mine-risk awareness training?	

10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Are there any parts of your neighbourhood that are completely inaccessible as a result of damage by conflict or presence of ERWs?	If yes, please show on the map;
10. Security	CGD	9	9.1	9. What are the key safety and security concerns of community members in the neighbourhood?	Safety and Security	Are there any parts of your neighbourhood that you feel unsafe, for any reason other than damage or ERWs? If yes, for what reason i.e. crime or violence, attacks by armed groups, presence of local security forces etc.? Where and in what ways (if any) do you feel your current freedom of movement to be restricted?	If yes, please show on the map;
10. Security	CGD	9	9.2	9. What is the impact of Explosive Remnants of War on freedom of movement?	Safety and Security	1. Within your neighbourhood? 2. Traveling out of your neighbourhood? 3. Traveling out of the wider urban area?	Please note on the map if any specific areas or routes are mentioned
10. Security	CGD	9	9.2	9. What is the impact of Explosive Remnants of War on freedom of movement?	Safety and Security	What are the reasons you feel your current freedom of movement to be restricted?	
10. Security	CGD	9	9.2	9. What is the impact of Explosive Remnants of War on freedom of movement?	Safety and Security	How does this differ compared to your freedom of movement the pre-ISIL period (June 2014)?	
10. Security	CGD	9	9.2	9. What is the impact of Explosive Remnants of War on freedom of movement?	Safety and Security	How could the security situation in your neighbourhood be improved?	Probe (if needed): your opinions are important.





## 2. Data Management Plan

Administrative Data			
Research Cycle name	Services and Infrastructure Rapid Assessments (SIRA)		
Project Code	10DJA		
Donor	OCHA (IHF)		
Project partners	CCCM Cluster		
Research Contacts	Kenneth Macfadyen – <a href="mailto:kenneth.macfadyen@reach-initiative.org">kenneth.macfadyen@reach-initiative.org</a> Sarah Vose – <a href="mailto:sarah.vose@reach-initiative.org">sarah.vose@reach-initiative.org</a> Alexandra Goldsack – <a href="mailto:alexandra.goldsack@reach-initiative.org">alexandra.goldsack@reach-initiative.org</a>		
Data Management Plan Version	Date: 08/05/2018	Version: 1	
Related Policies	n/a		
Documentation and Metadata			
What documentation and metadata will accompany the data? <i>Select all that apply</i>	<input checked="" type="checkbox"/>	Data analysis plan	<input type="checkbox"/> Data Cleaning Log, including: <input type="checkbox"/> Deletion Log <input type="checkbox"/> Value Change Log
	<input type="checkbox"/>	Code book	<input type="checkbox"/> Data Dictionary
	<input type="checkbox"/>	Metadata based on HDX Standards	<input type="checkbox"/> [Other, Specify]
Ethics and Legal Compliance			
Which ethical and legal measures will be taken?	<input checked="" type="checkbox"/>	Consent of participants to participate	<input type="checkbox"/> Consent of participants to share personal information with other agencies
	<input type="checkbox"/>	No collection of personally identifiable data will take place	<input checked="" type="checkbox"/> Gender, child protection and other protection issues are taken into account
	<input checked="" type="checkbox"/>	All participants reached age of majority	[Other, Specify]
Who will own the copyright and Intellectual Property Rights for the data that is collected?	IMPACT Initiatives		
Storage and Backup			
Where will data be stored and backed up during the research?	<input type="checkbox"/>	IMPACT/REACH Kobo Server	<input type="checkbox"/> Other Kobo Server: <i>[specify]</i>
	<input type="checkbox"/>	IMPACT Global Physical / Cloud Server	<input checked="" type="checkbox"/> Country/Internal Server
	<input type="checkbox"/>	On devices held by REACH staff	<input checked="" type="checkbox"/> Physical location <i>[specify]</i>
	<input type="checkbox"/>	[Other, Specify] The notes will be scanned and typed up if handwritten, then stored on the laptop until the REACH Internal Server is available.	
Which data access and security measures have been taken?	<input checked="" type="checkbox"/>	Password protection on devices/servers	<input checked="" type="checkbox"/> Data access is limited to REACH staff
	<input type="checkbox"/>	Form and data encryption on data collection server	
	<input type="checkbox"/>	[Other, Specify]	
Preservation			
Where will data be stored for long-term preservation?	<input checked="" type="checkbox"/>	IMPACT / REACH Global Cloud / Physical Server	<input type="checkbox"/> OCHA HDX
	<input type="checkbox"/>	REACH Country Server	<input type="checkbox"/> [Other, Specify]

Data Sharing				
Will the data be shared publicly?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No, only with mandating agency / body
Will all data be shared?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No, only anonymized/ cleaned/ consolidated data will be shared
	<input checked="" type="checkbox"/>	<b>No</b> – as the research will collect qualitative data only, no final dataset will be produced. Debrief forms, field notes, analysis logs, etc. will remain internal.		
Where will you share the data?	<input type="checkbox"/>	REACH Resource Centre	<input type="checkbox"/>	OCHA HDX
	<input type="checkbox"/>	HumanitarianResponse	<input type="checkbox"/>	[Other, Specify]
Responsibilities				
Data collection	Sarah Vose, Senior Assessment Officer, <a href="mailto:sarah.vose@reach-initiative.org">sarah.vose@reach-initiative.org</a>			
Data cleaning	As above			
Data analysis	As above			
Data sharing/uploading	As above			

## 6. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
<b>Humanitarian stakeholders are accessing IMPACT products</b>	Number of humanitarian organisations accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Relief Web	Country request to HQ		<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Country level platforms	Country team		<input type="checkbox"/> Yes
	Number of individuals accessing IMPACT services/products	# of page clicks on x product from REACH global newsletter	Country request to HQ		<input checked="" type="checkbox"/> Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		<input checked="" type="checkbox"/> Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
<b>IMPACT activities contribute to better program implementation and coordination of the humanitarian response</b>	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	<i>CCCM Cluster camp consolidation and phase-out strategy</i>
		# references in single agency documents			
<b>Humanitarian stakeholders are using IMPACT products</b>	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feedback and Usage_Survey template	<i>Meeting and debrief with CCCM Cluster coordination following the release of the outputs to discuss their relevance, usefulness, and quality, as well as recommendations to strengthen.</i>
		Perceived usefulness and influence of IMPACT outputs			
	Recommendations to strengthen IMPACT programs				
	Perceived capacity of IMPACT staff				
	Perceived quality of outputs/programs				
	Recommendations to strengthen IMPACT programs				
<b>Humanitarian stakeholders</b>	Number and/or percentage of	# of organisations providing resources (i.e.staff, vehicles,	Country team		<input checked="" type="checkbox"/> Yes

<b>are engaged in IMPACT programs throughout the research cycle</b>	humanitarian organizations directly contributing to IMPACT programs (providing resources, participating to presentations, etc.)	meeting space, budget, etc.) for activity implementation		Engagement_log	x Yes
		# of organisations/clusters inputting in research design and joint analysis			
		# of organisations/clusters attending briefings on findings;			