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Emergency Plan of Action Final Report

Rwanda: Population Movement (Burundi)

 International Federation
of Red Cross and Red Crescent Societies

DREF operation : MDRRW012	Glide n° OT-2015-000129-RWA
Date of Issue: 30 May 2016	Date of disaster: 3 April 2015
Operation start date: 8 May 2015	Operation end date: 15 September 2015
Operation manager: Andreas Sandin, Operations Coordinator	Point of contact: Angelique Murungi, Head of Disaster Management, Rwanda Red Cross Society.
Host National Society: Rwanda Red Cross Society (RRCS) , 50 volunteers from different branches, 7 NDRT volunteers, 8 staff	Operation budget: CHF 244,580
Number of people affected: 24,635	Number of people assisted: 7,500 most vulnerable people (1,500 households)
N° of National Societies involved in the operation: Belgian Red Cross, Danish Red Cross, International Federation of Red Cross and Red Crescent Societies and International Committee of the Red Cross	
N° of other partner organizations involved in the operation: ADRA, Africa Humanitarian Action, American Refugee Committee, Care International, Ministry of Disaster Management and Refugees Affairs (MIDMAR), Ministry of Health, PAJER Plan Rwanda, Save the Children, United Nations High Commissioner for Refugees, United Nations Population Fund, World Food Programme, World Health Organization, and World Vision	

A. Situation analysis

Description of the disaster

Since early April 2015, 228,689 people (UNCHR) have fled Burundi due to tension and violence occurring before and after presidential elections held in Burundi in July 2015, seeking safety in neighbouring countries of the Democratic Republic of the Congo, Rwanda, Tanzania, Uganda and Zambia. As of 28 December 2015 (UNCHR), an estimated 71,820 Burundi nationals have sought refuge in Rwanda, crossing through entry points across 10 districts along the Burundi-Rwanda border, in the South East of the country. The Burundi nationals arrived without their belongings due to security concerns as well as the long distances travelled, in some instances more than 170 km from their homes. Following their arrival, they were hosted in 3 transit centers in Bugesera district (Eastern Province), Nyanza district (Southern Province) and Rusizi district (Western Province), before being moved after registration to Mahama permanent camp in Kirehe district (Eastern Province), where at the onset of the influx there were limited basic services (first aid, health, shelter, water, sanitation and hygiene promotion) being provided.



Rwanda Red Cross volunteers provide essential relief to Burundi refugees © Rwanda Red Cross

On 11 May 2015, the International Federation of Red Cross and

Red Crescent Societies (IFRC) released 244,580 Swiss franc from the Disaster Relief Emergency Fund (DREF) to support the Rwanda Red Cross Society respond to the needs of 7,500 people (1,500 families) with emergency relief and shelter, first aid, hygiene promotion, psychosocial support, registration and tracing services in the transit centers and permanent camp, for a period of 3 months. From 10 July 2015, while the implementation of the DREF operation continued, it was identified that there was an increasing number of refugees entering Rwanda (from Burundi) and also emerging needs in host communities surrounding the camps. Given the evolution of the situation, it was agreed that an expanded response was required through the launch of an Emergency Appeal (EA). On 5 August 2015, an Operations Update was issued, which extended the timeframe of the DREF operation for an additional 3 weeks to enable assessments to be completed, which were expected to culminate in the launch of an Emergency Appeal (New end date: 31 August 2015). On 31 August 2015, another Operations Update was issued, which extended the timeframe by two additional weeks (New end date: 15 September 2015) to further support this process. On 18 September 2015, following the end of the DREF operation, an EA was launched, seeking 549,020 Swiss franc to support 10,000 people (2,000 families): specifically 7,500 people (1,500 families) living in the Mahama camp and 2,500 people (500 families) living in the Munini host community, neighbouring this camp (separate from the people assisted through the DREF operation). [Please refer to the EA for information on this operation.](#)

This DREF has been partially replenished by the Belgian Red Cross / Govt, Canadian Red Cross / Govt., DG ECHO and Netherlands Red Cross / Silent Emergencies Fund. The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID) the Medtronic and Zurich Foundations and other corporate and private donors. The IFRC, on behalf of the Rwanda Red Cross Society would like to extend many thanks to all partners for their generous contributions.

Summary of response

Overview of Host National Society

Following the influx of arrivals into Rwanda from Burundi, the RRCS has been able through the DREF operation to perform an essential role in supporting the affected population at the entry points and camps and its contribution has been appreciated by both beneficiaries and partners. The DREF operation has had a positive impact, with gratitude shown by the affected population for the non-food items (NFIs), first aid, psychological support and protection of their living environment through the access to clean water, promotion of best hygiene, protection of their health condition through educational and media communication activities. In addition, the DREF operation has improved the image and reputation of the Red Cross with the affected population ((both refugees and members of the host community) and the government authorities. It has strengthened the capacity of volunteers, as well as operational staff in the management of a multi sectoral emergency response with several partners involved, in terms of leadership and management. The RRCS has also benefited from the process of learning lessons for the improvement of its capacity in terms of communication, monitoring and reporting.

Overview of Red Cross Red Crescent Movement in country

The IFRC provided assistance through its East Africa and Indian Ocean Islands (EAI/OI) operations unit and Africa Region office, which are based in Nairobi, Kenya. Since the onset of the disaster, there was regular contact with the IFRC EAI/OI operations unit and regular updates on the situation and activities. On 28 April 2015, an alert was issued using the IFRC disaster management information system (DMIS) and an Operational Strategy Call carried out with colleagues at Secretariat, regional and cluster level. It was agreed that an allocation should be made from the Disaster Relief and Emergency Fund (DREF) to support the RRCS respond to the situation. The IFRC also mobilized a Regional Disaster Response Team (RDRT) member for 2 months to support the effective implementation of the DREF operation. Following the evolution of the situation, and increasing number of arrivals into Rwanda from Burundi, further Operational Strategy Calls were carried out and a decision made to proceed to an Emergency Appeal (please refer to “Description of disaster” section).

The Belgian Red Cross, Danish Red Cross and Spanish Red Cross, all have an in-country presence, the Emergency Plan of Action (EPoA) and budget for this DREF operation were shared with them, and there was regular coordination with them to discuss the potential for mobilizing additional resources as the situation evolved. The ICRC has also worked closely with the RRCS in the reunification of separated children.

Overview of non-RCRC actors in country

Please refer below for information on the partners present, and their respective responsibilities:

N°	Humanitarian organisation	Sector of intervention
1	WFP	Food
2	UNICEF	Children
3	OMS	Health
4	ARC	Shelter & health
5	Save the children	Healthy community services
6	World Vision & OXFARM	Wash (Providing water and other wash facilities)
7	PAJER	Hygiene & sanitation
8	AHA: Africa humanitarian action	Health issues
9	Adventist Development and Relief Agency (ADRA) Rwanda	Distribution such as Food & NFIs, education primary and secondary
10	Plan International	Child Protection against GBV
11	Care international	Early Childhood development (ECD)
12	Caritas Rwanda	Supplementary food

N.B: The military and police force were responsible for safety and security in both camps

As per the original EPoA, the intention of the DREF operation was to complement the actions of other organizations, particularly in the entry points where there is currently minimal support being provided.

Needs analysis and scenario planning

Needs analysis

In late April 2015, the RRCS carried out a preliminary needs assessment; volunteers continuously monitored the needs of the population at both the entry points and in the camps covered by the emergency appeal that was launched.

Following the needs assessment carried out by the MIDIMAR, UNCHR and WFP, there was a call for all partners to support the response with NFI's, due to delays in stocks arriving in the country. RRCS was requested to provide trained volunteers to support the arriving refugees at all 25 entry posts, to reinforce hygiene and sanitation activities and to offer psychosocial support to refugees who required it. In addition Rwanda Red Cross was given responsibility through the signing of MoU with WPF for the provision of High Energy Biscuits (HEB) at all entry points of the Burundi Refugees. Based on monitoring and observations by RRC volunteers, it became evident that the primary needs of the refugees were: food, NFIs, first aid, psychosocial support, tracing support, vaccinations, and access to water and sanitation and health care.

Many refugees arrived from Burundi with minimal supplies and some were also injured or ill due to long journey to Rwanda. The majority of arrivals were women and children, and with minimal access to clean water and sanitation facilities, the risk of disease outbreak became high.

After the launch of the DREF in May 2015, the situation in Burundi continued to deteriorate which had a direct impact on the daily influx of refugees to Rwanda. During the DREF application and planning, the National Society did not consider that this situation would worsen in such a short time period and that different entry points in Rwanda would be opened up. By the end of the operation more than 42,000 fled to Rwanda compared to the initially planned 24,635 persons. The refugees arrived in critical conditions at the arrival point, and needed urgent support in terms of shelter, food and health care.

- During the influx, the NS carried out continuous monitoring of the needs, which included: Water ,Shelter, Food, NFI, First Aid, and Mobilizing and Training more volunteers

Due to the unexpected increasing population of refugee influx at the entry points, the initial strategy required urgent adjustment to meet the needs of new refugee arrivals. This implied that:

- More volunteers were involved than originally planned, especially at the entry points and transit camps, where most of the beneficiaries had to wait an extra day or so for transport.
- NFI available in the RRCS Strategic warehouse located near the Burundian borders were distributed as RRCS awaited for the procurement of the items.
- More financial resources were required.

Risk Analysis

Based on the situation and the likelihood of additional refugees arriving, the capacity of in-country organizations was quickly overwhelmed. It was noted during the DREF preparation that the refugees could reach 66,828 persons by the end of August 2015, as the Rwanda National trend analysis predicted. There was need to revise the DREF operation to meet these additional needs. Some of the risks monitored included disease outbreaks (air and water borne), injuries related to the long distances travelled by the refugees and increasing tension between the refugees and host communities. Although it was seen to be dependent on the rate of arrivals from Burundi, there was a risk of increasing competition for resources between the refugees and host communities. This had to be closely monitored throughout the response.

While the majority of risks were related to the worsening situation for refugees and affected communities, there were also some risks, which could have impeded the RRCS efficient involvement in the response. These risks included a possible deterioration in security, delays with procurement, and gaps in Human Resources. Despite these possibilities, there were also risks related to RRCS not intervening in this refugee response, which could have included increased and intensified beneficiary needs, as well as reputational damage to the Host National Society. Also, risks related to social issues between Host Community and the Refugees, limited children activities and sexual behaviour challenges increased. Those risks might bring some needs in terms of violence prevention, educational activities and livelihoods activities in the camp and the Hosted community.

Beneficiary selection

The RRCS ensured that the DREF operation was aligned with the IFRC's commitment to realize gender equality and diversity. This was done by adapting beneficiary selection criteria that targets female headed-households, people with disabilities, etc. Other aspects considered include prevention of sexual violence and gender-based violence, and the protection of children. Many households in the camps are female-headed household and mostly children under 18 years, and have been identified by RRCS as particularly vulnerable. It was estimated that 1,500 households (7,500 people) were more vulnerable and should be reached through this DREF operation.

Criteria for selection

The criteria to select the beneficiaries were based on factors of vulnerabilities such as age, handicap, children under 18 years old and orphans, sickness, disabilities and female headed-households.

During the ongoing operation, new beneficiaries were added to the selection based on the vulnerability criteria and emergency needs in terms of security, disease outbreaks, water and sanitation.

B. Operational strategy and plan

Overall Objective

The Burundi refugee population's survival and immediate needs are met through the provision of essential emergency relief and shelter items, first aid, hygiene promotion, psychosocial support, registration and tracing services, targeting a total of 7,500 people (1,500 households) in the three transit camps (Bugesera-Gashora, Nyanza-Muyira and Ruzizi-Nyagatare), one permanent camp (Kirehe-Mahama), and 25 entry points, in collaboration with the Rwandan government and other humanitarian actors.

Proposed strategy

The proposed strategy aimed to support 1,500 households (7,500 people) with emergency relief, shelter and hygiene promotion and included the following activities:

- Preliminary needs assessment were conducted in collaboration with the Government (Ministry of Disaster Management and Refugees & UNHCR) to inform the activities planned within the DREF operation.
- Continuous needs assessment and monitoring was performed to constantly identify the most effective strategies and allocate more resources in order to respond efficiently to the needs of influx of refugees.
- RRC volunteers team were trained and deployed to 25 entry points. They also supported in the distribution of NFIs and shelter items, specifically: blankets (2 per household), clothing (1 per household), kitchen sets (1 per household) and plastic mats (2 per household), plastic sheeting and other fixing materials.
- Hygiene items were distributed, including: buckets (1 per household) and jerry cans (2 per household) for water storage and pieces of soap (4 pieces per household).
- Volunteers were trained and community hygiene promotion (weekly by the Mobile Cinema) was done in the 3 transit camps of (Bugesera-Gashora, Nyanza-Muyira and Ruzizi-Nyagatare) and 1 permanent camp (Kirehe-Mahama), with the intention of improving hygiene practices within the camps of the Burundi refugee population. Mobile cinema equipment was already available from nearby branches and 42 cinemas took place: one cinema per week in four camps. In addition, leaflets containing hygiene promotion messages were also be distributed.
- Community hygiene promotion (using the Mobile Cinema) was done in the transit camps and in the permanent camps, with the intention of improving practices within the camps and host communities population and therefore reducing the risk of water and air borne disease.
- Support was provided to the government of Rwanda with registrations at entry points. In total 1,600 refugees were registered.
- Through tracing volunteers, Red Cross messages were sent and 150 family links were restored. A total of 80 children between 5-14 years were supported with tracing services and reunited with their families. Training program serviced over 34,647 refugees through free call phones.

During the DREF operation all activities planned were carried out in accordance with SPHERE standards.

As mentioned previously, it is important to emphasize that because of the urgent needs of the newly arriving refugees, RRCS had to adjust its response and required:

- more volunteers than planned
- more NFI's to be made available in the RRCS Strategic warehouse located near the Burundian borders
- more financial resources

The initial plan included a direct transfer of refugees from different points of entry to the transit camp, and subsequently for the transit camps to the permanent camp. However, the massive arrival of refugees led to congestion at the entry points and in the transit camps. It was for example planned that a refugee should stay up to three days in the transit camp before being transferred to the permanent camp. However, the refugees spent more than three weeks due to the limited resources in term of transportation means and shelter in permanent camp of Mahama. To respond to above issues, it was necessary to mobilize more human resources in terms of volunteers and equipment, e.g. temporary shelters in sheeting, and others care facilities to meet the real needs. The initially assessed needs also slightly changed because of this and required modifications. In the tables below, per objective area, the changes from the initial plans have been explained and highlighted.

Operational support services

Human resources (HR)

The DREF operation mobilized the following personnel:

- Field staff who facilitated the implementation of relief operation and ensured the effective implementation and monitoring of the activities planned.
- Branch Disaster Response Team (BDRT) / Local Disaster Response Team (LDRT) volunteers facilitated the identification of beneficiaries and assessment of the situation, as well as distributions of NFIs in the transit and permanent camp.
- National Disaster Response Team Members (7) NDRT members supported the BDRT/LDRT volunteers in 9 sites (Kamabuye, Nemba, Gashora, Nyanza, Gisagara, Nyaruguru, Rusizi and Mahama permanent camp). They were involved in distributions of NFIs shelter and hygiene items, as well as coordination of the DREF operation at branch level. All of the NDRT had a relief profile, including one with a shelter profile. In addition 7 RRCS staff were also deployed to ensure the effective coordination, implementation, and monitoring of the activities.
- Because of the high needs of the influx of refugees, RRCS mobilized 50 volunteers and also the 20 that were on standby. These 70 RRCS volunteers were able to participate in the operation with the implementation of activities planned, for example, preliminary assessment, distribution of NFIs, shelter and hygiene items and community hygiene sensitization.
- These volunteers were trained; however the BDRT had refresher training in preparedness and camp management. All volunteers obtain equipment (caps, gloves, gum boots, jackets, rain coats and t-shirts).
- An IFRC Regional Disaster Response Team (RDRT) member was also deployed, for a period of two months to support the effective implementation of the DREF operation.
- Technical support was received from IFRC Regional office Nairobi, in-country PNS and ICRC.

Logistics and supply chain

Pre-positioned stock that had been strategically located in risk areas enabled the RRCS respond swiftly in the initial stage of the disaster, which was crucial, and the remaining items were procured to replenish those that had been used. used to replenish the branch strategic stocks that had been used during the operation after being procured.

The RRCS logistics unit facilitated the transportation and storage of relief items. Regular reports on stock-ins and stock-outs were provided to the disaster management head and small additional non-food balance to the distributions were prepositioned to reinforce branch strategic stocks. Challenges with transportation of relief items were solved by renting a truck for the transport of relief items and this enabled the distribution of relief on time.

Due to the emergency context, the increase of beneficiaries and the increase of needs, extra items were procured to meet the most urgent needs. This was done even if the NFI's were not included in the DREF application but the camps by then had limited NFIs to meet the needs of the beneficiaries. During the coordination meeting it became evident that the NFI's of others partners were still in the pipeline. Since RRCS still had items in stock they felt forced to use the items that they had in stock to meet the most urgent need of NFIs in the camp.

Communications

The RRCS used a range of communication strategies to share information about its response activities during the DREF operation, including: TV broadcasting, radios and newspapers, as well as social media. During the DREF operation a press conference were carried out in which representatives from affected population (both refugees and members of the host community) and neighbouring local community radio were invited to share the information on the activities planned. RRCS published regular reports on the situation as well as the implementation of the activities planned to raise awareness and inform the affected population of the assistance that was being provided.

Beneficiary communication strategies (e.g. mobile cinema) were also used in the camps, which helped engage youth, this was important especially given the majority of the affected population were below 18 years old. Beneficiary

communication was used for health and hygiene promotion, PSS and also as a means of enabling the affected population to communicate or share their ideas (e.g. on the assistance that was required/being provided).

Security

The only issue observed was that Mahama permanent camp did not have electricity and this could have contributed to Gender Based Violence (GBV) during the night and difficulty in treating some emergency cases due to the darkness.

Planning, monitoring, evaluation & reporting (PMER)

RRCS conducted regular coordination meetings that were attended by branch staff, volunteers and other partners. This ensured that all persons involved in implementing and contributing to the intervention were updated on the progress, coordination and problems could be solved. Regular progress updates were also provided through meetings on national levers jointly by MIDIMAR and UNHCR officers.

Field visits were conducted by branch committee members to reinforce field team during implementation of activities planned within the DREF movement operation to ensure that they were implemented as planned, and support was provided where necessary with the help of disaster management staffs. Through the visits, the RRCS was able to provide updates on the situation as well as their response activities.

The RRCS branches in the affected districts have developed experience to coordinate and supervise emergency response activities. Monitoring was carried out by the IFRC technical support provided through deployment of 1 RDRT for 2 months. The RRCS disaster management team was in regular contact with the IFRC EAIOI office in Nairobi on the progress of the DREF implementation by exchange of emails and by phone calls. The IFRC also provided coordination support through teleconference calls.

C. Detailed Operational Plan

Programming / Areas Common to all Sectors

Outcome 1: Continuous and detailed assessment and analysis is used to inform the design and implementation of the DREF operation
Output 1.1: Initial needs assessment; and monitoring and evaluation of activities planned
Activities planned
1.1.1 Carry out preliminary needs assessment
1.1.2 Monitoring the activities
1.1.3 Conduct LDRT training (in preparedness and camp management) (Target: 16 volunteers)
1.1.4 Conduct operational review / lessons learned
Achievements
Preliminary needs assessment were conducted in collaboration with the Government (Ministry of Disaster Management and Refugees & UNHCR) to inform the activities planned within the DREF operation
RRCS conducted regular coordination meetings that were attended by branch staff, volunteers and other partners. This ensured that all persons involved in implementing and contributing to the intervention were updated on the progress. Regular progress updates were also provided from the branches to the disaster management officer.
Monitoring was carried out by the IFRC technical support provided through deployment of one RDRT for two months.

Branch volunteers were trained as LDRT/BDRT and carried out the awareness sessions. Management tools were developed and well used.

Sixteen (16) Field visits were conducted by branch committee members to reinforce field teams during implementation of activities planned within the DREF operation to ensure that they were implemented as planned and that support was provided where necessary with the help of disaster management officers. Through the visits, the RRCS was able to provide updates on situation as well as their response activities.

Challenges

Key challenges included:

- Logistics and supply chain: delay in implementation due to limited resources in some areas, which were newly established (e.g. transport and logistics); there is an urgent need to look into procedures and guidelines for more efficiency.
- Communication: during the DREF operation, with the stress and the increase of needs for refugees, there were some RRCS's weaknesses in communication with the IFRC in terms of consultation and sharing decisions. Based on monitoring missions adjustments were made to cover new beneficiaries on their specific needs. However, too little of these insights and decisions were shared and it was not checked with IFRC if these decisions were in accordance with the DREF guidelines.

Lessons Learned

Lessons learned included:

- PMER: RRCS appreciated the active involvement of the communities in activities, which was due to the participatory approach used. This helped to better understand the situation and plan accordingly.
- RCRC / Agency coordination: the DREF operation came to highlight the importance of continuing monitoring and communication with partners by sharing earlier information and take decision in close coordination to respect the agreements took with the partners or donors.
- National Society capacity building: the practical experience gained by the volunteer teams during this DREF operation, in terms of providing emergency first aid services, psycho social support immediately after the onset of the disaster, and emergency relief to the most vulnerable families has contributed to reinforce the volunteer capacity skills and confidence of working with other organizations.

Health and care

Outcome 1: Immediate risks to the health of the Burundi refugees are reduced through the provision of first aid and psychosocial support services, over a period of three months

Output 1.1: Target population provided with access to first aid and psychosocial support services on arrival (Target: 1,500 households / 7,500 beneficiaries)

Activities Planned

- 1.1.1 Installation of first aid and psychosocial support tents (Target: 4 tents, 2 in Bugesera-Gashora camp; 2 in Kirehe-Mahama camp).
- 1.1.2 Replenishment of first aid kits (Target: 4 kits).

Achievements

IFRC has supported RRCS to procure and deliver two tents to replenish those distributed.

And likewise with the support of IFRC and ICRC, more first aid posts than initially planned were put in place. This was enabled by a donation of 4 tents from ICRC and additional tents from RRC stocks around the country.

Volunteers conducted 5,690 referrals and provided follow up support for sick patients during the operation.

Volunteers were deployed to support the operation by providing First Aid and psychosocial support and a total of 1,457 people were reached with support including 260 children, 1,080 women and 117 men for the entire operation in all camps.

5 First Aid Kits were purchased and replenished which were subsequently used by volunteers in 3 transit camps & in permanent camp. The NS procured 1 additional kit from the initial planned 4 due to the increasing needs at the entry points and increased number of volunteers.

Challenges

Key challenges included:

- Security: during the DREF operation, the only issue observed was that Mahama camp has no electricity/lighting, which was identified as contributing to an increased risk of gender based violence a night. For the volunteers that carried out the night service, it was also identified that it was challenging to provide assistance (e.g. first aid) when it's dark.

Lessons learned

Lessons learned included:

- Health and care: the importance of including a component on psychosocial support in disaster response operations, where family members have been killed, injured or are missing, needs to be strengthened to all emergency teams in order to ensure effective and efficient response.

Water, sanitation and hygiene promotion

Outcome 1: Immediate risk of waterborne disease to Burundi refugees is reduced through the provision hygiene materials and hygiene promotion, over a period of three months

Output 1.1: Target population are provided with hygiene promotion activities, which meet SPHERE standards (Target: 1,500 households / 7,500 beneficiaries)

Activities planned

- | | |
|-------|--|
| 1.1.1 | Carry out health and hygiene promotion awareness sessions and campaigns |
| 1.1.2 | Conduct refresher training on PHASTER and Mobile Cinema production in emergencies (Target: 40 volunteers, 10 per camp across 4 camps) |
| 1.1.3 | Conduct weekly mobile cinema on hygiene promotion events in three transit camps & one permanent camp. (Target: 48 mobile cinema (1 per week in 4 camps for 12 weeks) |
| 1.1.4 | Distribution of remaining hygiene related NFIs (Target: 1,571 buckets, 3,618 jerry cans and 14,018 pcs of soap; and sensitization on their use) |
| 1.1.5 | Replenishment of hygiene related NFIs (Target: 400 buckets, 400 jerry cans and 1,200 pcs of soap) |
| 1.1.6 | Production and distribution of health promotion leaflets (Target: 1,481 leaflets) |

Achievements

A key achievement within the efforts related to water, sanitation and hygiene promotion was that a much higher share of beneficiaries were reached than initially envisaged.

A significant amount of training was performed which allowed to provide effective water, sanitation and hygiene promotion and sensitization to a high number of people.

- 40 volunteers were refreshed in PHAST and currently have sufficient expertise in using the methodology to support refugees for hygiene promotion and sensitization.
- Branch volunteers were trained as LDRT/BDRT and carried out the awareness sessions. The sessions focused on prevention and control of malaria, including the proper use of mosquito nets that had been distributed by the government to affected households.

Thanks to the thorough training the following awareness raising and sensitization efforts were done:

- In total 6,000 households (approx. 32,000 people) were reached through health and hygiene activities.
- To reduce the risk of malaria, two awareness sessions were conducted, using the PHAST methodology in the 3 transit camps and in Mahama permanent camp (4 camps in total).

- Early case detection for waterborne diseases and referrals were also conducted for the two affected districts.
- A total of 8,000 refugees families in camps were trained by volunteers on safe water storage and on safe use of water. The RRCS volunteers also participated in weekly community work; the aim was to eliminate pools of water around all structures and support by putting in place drains for rainwater water.

It was found that although awareness of refugees on hygiene is improving, behaviour change itself often needs more time.

In addition, a total of 38,600 peoples were reached through 46 mobile cinema sessions. These were conducted to mainly address hygiene promotion, prevention of poor hygiene related diseases and enhance malaria prevention. More specifically 29 of the sessions were carried on hygiene promotion while 13 sessions were conducted on malaria prevention.

Mobile cinema sessions were conducted in the whole of Mahama camp reaching out to the entire population which is more than 43,000 people. Similarly the entire populations of Gashora and Nyanza transit camps were welcomed to access mobile cinema for health promotion activities.

In total of 23,400 vulnerable households received hygiene related items, which equates to 100% of the intended target. Each household received items according to Sphere standards and contributed to reducing the risks of water borne/related diseases. Some of the items were distributed to meet urgent needs and fill gaps among new beneficiaries selected, explaining the differences in numbers .

Remaining hygiene related NFI's were distributed which included 1,571 buckets, 3,618 jerry cans and 14,018 pcs of soap and sensitization on their use. The distributed items were more than the initially targeted 1,100 buckets, 2,600 jerry cans and 10,800 pcs of soap. The reasons that more was distributed was due to the increasing influx of refugees in the camps.

RRC districts stocks were replenished according to planning with 400 buckets, 400 jerry cans and 1,200 pieces of soap; all above items were distributed at the beginning of Burundian influx.

1,481 leaflets with mainly health promotion messages were distributed to 1,481 families. This was slightly less than the 2000 leaflets that were initially planned. Less leaflets were produced due to the cost of production.

Challenges

Key challenges included:

- Water, sanitation and hygiene promotion: Mahama permanent camp is located near the river bank and in case of heavy rainfall some area in camp can be flooded which may lead to all sorts of problems including water borne diseases.

Lessons learned

Lessons learned included:

- National Society capacity building: Through the DREF operation, the RRCS has increased its capacity in responding to emergencies, skills and knowledge increased due to practical exercise provided to the BDRT/LDRT teams.
The use of Beneficiary Communication tools such as mobile cinema in the camp was highly appreciated by the refugee population and partners, particularly by youth under 18 years who constitute the biggest age group of the refugee population. The main objective of Beneficiary Communication activities was to share and educate the refugee population on various topics and give them information on the different activities that were ongoing in the camp. This platform also gave the refugees an opportunity to communicate and share their views. The entertainment and education aspect of mobile cinema enabled it to be used as a psychosocial support tool.
- The importance of including a component on psychosocial support in disaster response operations, where family members have been killed, injured or are missing, needs to be strengthened to all emergency teams in order to ensure effective and efficient response.

Shelter and settlements

Outcome 1: Immediate shelter and settlement needs of the Burundi refugees in 10 districts (at 25 entry points) were met, over a period of three months

Output 1.1: Target population is provided with NFIs and emergency and shelter items (Target: 1,500 households / 7,500 beneficiaries)

Activities planned

1.1.1. Distribution of remaining NFIs and shelter items (Target: 2,400 blankets, 1,020 kitenge, 775 kitchen sets, 2,400 plastic mats, 3,000 plastic sheeting and 50 bundles of second hand clothing.

1.1.2. Replenishment of NFIs and shelter items (Target: 600 blankets, 480 kitenge, 725 kitchen sets, and 600 plastic mats)

Achievements

- Based on the needs, 3,333 blankets, 1,506 kitenge, 1,600 plastic mats, 1,740 kitchen sets, 1,900 plastic sheeting and 50 bundles of second hand clothing was distributed. The choice of providing more blankets, more kitenge and more kitchen sets, but less plastic sheets was based on the fast changing needs because of the new influx of refugees.
- RRC Stocks were replenished with 600 pcs of blankets, 480 pcs of kitenge, 725 kitchen set and 600 pcs of plastic mats at the beginning of the Burundian influx.
- Most of the items procured were above the planned numbers due to the increasing number of refugees coming into the country.

Procurement, including replenishment of items already distributed

Relief items	Initial plan	Quantity procured	Quantity distributed	Household reached	People reached
Blankets	3,000	3,333	3,333	1,666	8,330
Kitenge (clothing)	1,500	1,506	1,506	1,506	women headed households
Plastic sheets	3,000	3,818	3,818	1,909	This was for distribute for communal shelters hangers/bathrooms/latrines
Buckets	1,500	2,571	2,571	2,571	12,855
Soap	14,000	14,018	14,018	3,504	1,500 (for 3 month period)
Kitchen sets	1,500	1,740	1,740	1,740	8,700
Jerry cans	3,000	3,618	3,618	1,809	9,045
Plastic mats	3,000	3,333	3,333	1,666	8,330
Second hand clothing	50 bundles	60 bundles	60 bundles		10 per household

Challenges

Key challenges included:

- Shelter and settlements: lack of family privacy due to limited space in Mahama camp, as population beyond the capacity in terms of shelters.

Lessons learned

Lessons learned included:

- Early warning & emergency preparedness: pre-positioned stocks that had been strategically located in risk areas enabled the RRCS to respond swiftly in the initial stage of the disaster.

Restoring family links

Outcome 1: Registration of Burundi refugees and restoration of family links between members of the population that have been separated from, or without news of, their relatives	
Output 1.1: Burundi refugees have access to appropriate means of communication to re-establish and maintain contact with their relatives	
Activities planned	
1.1.1	Support Rwandan government to register refugees at entry points
1.1.2	Tracing support to refugees in collaboration with other actors
Achievements	
1.1.1	In total, 1,600 refugees were registered by tracing volunteers.
1.1.2	In total, 80 children between 5-14 years were supported with tracing services and reunited with their families. Red Cross messages exchanged between 150 families and free call phones provided to 34,647 people.
Challenges	
None reported	
Lessons learned	
None reported	

D. THE BUDGET

The DREF allocation was F 244,580 Swiss franc of which 237,641 Swiss franc was spent. A balance of 6,939n Swiss franc will be returned to the DREF.

The Rwanda Red Cross were on cash transfer programming during this DREF operation. The allocation of the DREF was 244,580 Swiss franc, as outlined in the MOU. In total, 211,680 Swiss franc was requested for and transferred to the RRCS by IFRC. The financial report of the RRCS identified that RRCS have spent 272,571 Swiss franc. As per the DREF procedure, this over-expenditure by the RRCS should be covered by the National Society.

Contact information

For further information specifically related to this operation please contact:

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For Resource Mobilization and Pledges:

- **IFRC Africa Region:** Fidelis Kangethe, Partnership and Resource Development Coordinator, Nairobi, phone: +254 714 026229; email fidelis.kangethe@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- **IFRC Africa Region:** Robert Ondrusek, PMER Coordinator; Nairobi; phone: +254731067277; email: robert.ondrusek@ifrc.org

How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

Disaster Response Financial Report

MDRRW012 - Rwanda - Burundi Refugees

Timeframe: 08 May 15 to 15 Sep 15

Appeal Launch Date: 08 May 15

Final Report

Selected Parameters

Reporting Timeframe	2015/5-2016/4	Programme	MDRRW012
Budget Timeframe	2015/5-2015/9	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		244,580				244,580	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		244,580				244,580	
C4. Other Income		244,580				244,580	
C. Total Income = SUM(C1..C4)		244,580				244,580	
D. Total Funding = B + C		244,580				244,580	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		244,580				244,580	
E. Expenditure		-237,641				-237,641	
F. Closing Balance = (B + C + E)		6,939				6,939	

Disaster Response Financial Report

MDRRW012 - Rwanda - Burundi Refugees

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Selected Parameters

Reporting Timeframe	2015/5-2016/4	Programme	MDRRW012
Budget Timeframe	2015/5-2015/9	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)						244,580		
Relief items, Construction, Supplies								
Shelter - Relief	30,435						30,435	
Shelter - Transitional	580						580	
Clothing & Textiles	47,826						47,826	
Water, Sanitation & Hygiene	4,348						4,348	
Medical & First Aid	5,217						5,217	
Utensils & Tools	35,870						35,870	
Total Relief items, Construction, Sup	124,275						124,275	
Logistics, Transport & Storage								
Storage	1,175						1,175	
Distribution & Monitoring	5,797						5,797	
Transport & Vehicles Costs	18,889						18,889	
Total Logistics, Transport & Storage	25,861						25,861	
Personnel								
International Staff	12,000		1,169			1,169	10,831	
National Society Staff	4,916						4,916	
Volunteers	29,553		75			75	29,478	
Total Personnel	46,469		1,244			1,244	45,225	
Workshops & Training								
Workshops & Training	7,638						7,638	
Total Workshops & Training	7,638						7,638	
General Expenditure								
Travel	7,000		10,017			10,017	-3,017	
Information & Public Relations	14,086						14,086	
Office Costs	825		20			20	805	
Communications	2,250		202			202	2,048	
Financial Charges	1,250		-25			-25	1,275	
Total General Expenditure	25,411		10,213			10,213	15,198	
Contributions & Transfers								
Cash Transfers National Societies			211,680			211,680	-211,680	
Total Contributions & Transfers			211,680			211,680	-211,680	
Indirect Costs								
Programme & Services Support Recove	14,927		14,504			14,504	424	
Total Indirect Costs	14,927		14,504			14,504	424	
TOTAL EXPENDITURE (D)	244,580		237,641			237,641	6,940	
VARIANCE (C - D)			6,940			6,940		

Disaster Response Financial Report**MDRRW012 - Rwanda - Burundi Refugees**

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Budget Timeframe	2015/5-2015/9	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	244,580		244,580	244,580	237,641	6,939	
Subtotal BL2	244,580		244,580	244,580	237,641	6,939	
GRAND TOTAL	244,580		244,580	244,580	237,641	6,939	