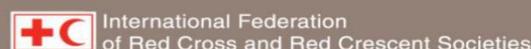


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# Emergency Plan of Action Final Report

## Nigeria: Floods



<b>DREF operation</b>	<b>Operation n° MDRNG028</b>
<b>Date of Issue:</b> 20 July 2020	<b>Glide number:</b> <a href="#">FL-2019-000122-NGA</a>
<b>Date of disaster:</b> 22 September 2019	
<b>Operation start date:</b> 5 October, 2019	<b>Operation end date:</b> 5 February 2020
<b>Host National Society:</b> Nigerian Red Cross Society	<b>Operation budget:</b> CHF 251,943
<b>Number of people affected:</b> 18,640 people (3,104 households)	<b>Number of people assisted:</b> 73,933 people or 12,322 households <b>Direct targets:</b> 5,988 people (998 households) <sup>1</sup> <b>Indirect targets:</b> 67,945 people (11,324 households)
<b>N° of National Societies involved in the operation:</b> The DREF was implemented by Nigerian Red Cross Society (NRCS), primarily through the Branch offices in Cross River, Kogi, Niger and Taraba States	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of the Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) and British Red Cross (BRC)	
<b>N° of other partner organizations involved in the operation:</b> National Emergency Management Agency (NEMA), State Emergency Management Agency (SEMA), State Ministry of Health (SMoH), Ministry of Environment (MoEnvir.), Education and Social Development (ESD) at Local Government level	

*The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. NLRC, the Belgian Government and the Canadian Government contributed in replenishing the DREF for this operation. On behalf of Nigerian Red Cross Society (NRCS), the IFRC would like to extend gratitude to all for their generous contributions.*

## A. SITUATION ANALYSIS

### Description of the disaster

On 21<sup>st</sup> and 22 September 2019, high water levels of Rivers Niger and Benue affected some 18,640 people (3,104 households) in 54 communities of Cross River, Kogi, Niger and Taraba States and displaced some 4,485 people (746 households).

Following these floods, Kogi State EOC was activated on 22 September 2019. According to the State Coordinator of the SEMA, seven Local Government Areas (LGAs) located along Rivers Niger and Benue were severely affected with over 90 percent of Ibaji community fully submerged. Over twenty camps were set up for the flood affected households. Table 1 indicates the number of flood-affected individuals for each state due to flooding.

In response to the floods, a [DREF operation](#) was launched on 5<sup>th</sup> October 2019 for CHF 251,943 to provide 6,000 flood-affected individuals (1,000 households) through a cash transfer to support immediate livelihoods needs, and by providing WASH services in Cross River, Kogi, Niger and Taraba States of Nigeria.

<sup>1</sup> Average of six (6) people per household

## Summary of response

### Overview of Host National Society

At the beginning of the heavy rainy seasons, NRCS NHQ Emergency Operation Centre (EOC) was activated in July 2019 with the encouragement of Movement Partners (IFRC, ICRC and BRC) to discuss preparedness and possible flood response. NRCS collected on a regular basis situation updates from the branches to monitor the flood situation in the respective states that experienced floods.

As the situation worsened, the Nigerian Red Cross Society (NRCS) conducted flood rapid needs assessment from 23 September to 03 October 2019 covering nine states that were classified as 'red alert' of flooding by Nigeria Hydrological Services Agency (NIHSA). The nine states were Anambra, Cross River, Delta, Jigawa, Kebbi, Kogi, Niger, Oyo and Taraba.

NRCS National Headquarters through its local branches conducted the needs assessments in the affected communities and NRCS volunteers provided support to the injured through provision of first aid services, psychosocial support, evacuation and search and rescue.

Following the launch this DREF operation, NRCS carried out planned interventions across the four selected states of Cross River, Kogi, Niger and Taraba. A Planning Meeting was held with the four Branches to familiarize the branches with the DREF and have a clear plan of action (including budget) with the branches on the design and implementation of the three key strategies/activities (distribution of aqua tabs, hygiene promotion, and cash and voucher assistance) as reported below:

- **Cash and Vouchers Assistance involving** provision of unrestricted and unconditional Cash and Voucher Assistance (CVA) of 47,800 NGN i.e. (CHF 132.63) per Household to 998 most vulnerable flood-affected households (approximately 5,988 people) to support their basic needs. Households were allowed to utilize the cash received at will to accommodate their individual needs, based on their various vulnerabilities. The CVA process were achieved from the market assessment to the Post Distribution Monitoring (PDM).
- **Water, Sanitation and Hygiene -** Activities under this sector focused on the needs in household water treatment based on the detailed assessment of needs, priorities and relevance in urban and rural areas affected by the floods. A total number of 30,000 strips of aqua tablets (1 strip has 10 tablets) was procured and distributed to support targeted households for two months, to ensure they had access to clean and safe water (15 strips/household/month) and avoid the spread of diarrheal disease.

### Overview of Red Cross Red Crescent Movement in Country

NRCS NHQ Emergency Operation Centre (EOC) was activated in July 2019 with the presence of IFRC, ICRC and BRC. Weekly Red Cross flood task force coordination meetings were held and chaired by the NRCS. The NRCS headquarters collected daily flood situation reports from 33 Branches. As a result of the impacts of the floods in Borno and Yobe, ICRC offered to assist the two branches with NFIs for 2,000HHs and further supported the emergency response through logistic and financial support to volunteers at the Branch level. The two Branches supported by ICRC are currently experiencing insurgency as well.

The British Red Cross provided financial support to the National Society to undertake the rapid needs assessment, as well as technical support in producing heat maps for the NRCS. The British Red Cross set up remote and virtual support in London to technically assist NRCS analyse the flood data, produced maps from the GPS coordinates shared. British Red Cross was the first to support NRCS with 10,000 Swiss Franc to carry out detailed assessment in 9 states (Anambra, Cross River, Delta, Jigawa, Kebbi, Kogi, Niger, Oyo and Taraba) that eventually assisted the NRCS's decision to prepare the EPoA of this operation for approval. British Red Cross also carried out coaching and mentoring for 3 NRCS IT staff through their UK office which was facilitated by the BRC Country Manager.

## Overview of other actors' actions in Country

The State Emergency Management Agency (SEMA) and National Emergency Management Agency (NEMA) in few states supported in search and rescue operations with NRCS. The Police, Road Safety Corps, Federal Fire Services also supported in the search and rescue as well as casualty evacuations to the hospitals with some faith-based organizations.

With regards to the overall flooding situation across the country, NEMA conducted on the spot assessment and distributed some relief materials (food and household items) to some affected states such as Bauchi, Katsina and Yobe that were among the first affected states to report flood. Other assessments were conducted by SEMA and NEMA in collaboration with the NRCS Branches in Edo and Delta (amongst others).

## Needs analysis and scenario planning

### Needs analysis

A rapid needs assessment including assessment of markets took place in Cross River, Taraba, Niger and Kogi and was concluded in October 2019, which determined that affected people needed support with basic needs and WASH. It also provided information on the amount of cash transfer that was required per household to cover for household items, as well as gender needs and risks, as it collected data on household information on women, girls, men, boys and disabilities amongst the affected communities.

### Scenario planning

Please refer to the [EPoA](#) for details on scenario planning.

### Risk Analysis

The four states (Cross River, Kogi, Niger and Taraba) had some local level common security threats such as kidnapping and other threats that are specific to states such as military presence, armed robbery, communal clashes, political crisis, herdsmen and farmer clashes. However, during this operation they did not have any impact on the operation as a two-week security assessment took place by IFRC/NRCS security focal points and identified mitigation measures for all potential threats (outlined in Table 2 below).

**Table 2: Risk Analysis of the Four states**

S/N	STATE	RISKS	MITIGATING MEASURES
1.	CROSS RIVER	Abduction and kidnapping of foreigners and local by militants and other groups  Militants targeting expatriates; kidnapping for ransom	Avoid unnecessary stopovers and delay on the road while travelling
2.	KOGI	Kidnapping along the road targeting travellers and street crimes	Avoid unnecessary stopovers and delay on the road while travelling
3.	NIGER	Poor road network always congested with heavy duty vehicles thereby limiting speed of motorists  Risk of ambush, community conflict	Avoid unnecessary stopovers on the road while travelling
4.	TARABA	Kidnapping and abduction, armed robbery, small firearms	Vehicle convoy is strongly recommended

The security management as part of this operation was based on the RCRC Fundamental Principles and humanitarian values. In addition, the following actions related to security were implemented:

- Regular security updates were received, and information disseminated
- Real time monitoring of field activities through the NRCS information management system was carried out
- The use of other IT means of contact system to ensure communications during follow-up missions.

## B. OPERATIONAL STRATEGY

### Overall objective

The overall objective of the DREF operation was to support 6,000 flood-affected individuals (1,000 households) through a cash transfer to support immediate livelihoods needs, as well as by providing WASH services in Cross River, Kogi, Niger and Taraba States of Nigeria.

The operational timeframe for the DREF was four (4) months, which allowed ample time for proper completion of activities, given specific context of Nigeria with unplanned delays. Activities in the below areas of focus were implemented with achievements highlighted under section C.

### 1. Livelihoods and basic needs

**Cash and Vouchers Assistance:** This involved provision of unrestricted and unconditional Cash and Voucher Assistance (CVA) to 1,000 most vulnerable flood-affected households (approximately 6,000 people) to support their basic needs. Households were allowed to utilize the cash received at will to accommodate their individual needs, based on their various vulnerabilities. Given that ICRC was also providing support to refugees in Cross River State, strong coordination at planning stages was established to ensure there are no duplication of efforts and dual reporting during the cash distribution. The targeting criteria was confirmed in agreement with community members and main stakeholders, following the detailed needs assessment.

The CVA process included the following:

- A baseline survey
- Market assessment
- Engagement of financial service provider (tapping to the existing ICRC contract with UBA – FSP)
- Registration and verification of the beneficiaries,
- Development of distribution/encashment plan and the cash disbursement itself
- A Post Distribution Monitoring (PDM)

The definition of the minimum basket to be considered per target household was determined based on a Socio-economic survey and the validated recommendations of stakeholders and beneficiaries including the rapid needs assessment. The CVA value per household was pegged at 47,800 NGN i.e. (CHF 132.63) monthly which is in line with the minimum food basket used in Nigeria and the Sphere standard for distributions of relief items. This was an unconditional CVA for one month and the beneficiaries were sensitized on the recommended use of the funds that will be provided to the families.

An overall 60 volunteers were deployed (15 per State), in charge of registration of targeted households, as well as conducting the house to house visits to ensure that all targeted households actually received the cash assistance.

### 2. Water, Sanitation and Hygiene

Activities under this sector focused on the needs in household water treatment based on the detailed assessment of needs, priorities and relevance in urban and rural areas affected by the floods. A total number of 30,000 strips of aqua tablets (1 strip has 10 tablets) was procured and distributed to support targeted households for two months, to ensure they had access to clean and safe water (15 strips/household/month) and avoid the spread of diarrheal disease. CEA

approaches ensured beneficiaries understood the benefits and usage of the aqua tabs. Hygiene promotion activities were planned to be conducted once a week for three months by 60 volunteers (15 per state).

In addition, a two-day training of 15 volunteers each was conducted in each of Cross River and Taraba while one day Refresher training was conducted in Kogi and Niger States, respectively.

### Community Engagement and Accountability (CEA)

CEA activities and approaches were integrated into sectors of intervention to ensure that:

- A system was put in place to share information on the operation, including distribution processes, services on offer and exit strategies. The system ensured that Communities were informed and know how to access Red Cross services, with information shared through reliable and preferred communication channels, such as face-to-face meetings, participatory sessions, working with community leaders and influential people who are trusted by communities.
- Communities were given opportunity to participate in the operation and influence decisions made, in particular, sectors which have direct communities aid activities such cash distribution, distribution of Aquatabs to ensure that targeting is fair, identified the most vulnerable and was clearly communicated to all. This contributed to greater ownership by beneficiaries/ community) of the operation and selection criteria was agreed with and communicated clearly to community members.

## C. DETAILED OPERATIONAL PLAN



### Livelihoods and basic needs

**People reached: 5,988 or 998 HHs**

594 Male headed households

404 Female headed households

*\*\*Note that only heads of households received the cash for their families, which justifies the number of male and females reported.*

Indicators:	Target	Actual
# of community awareness sessions	12	11
# of cash distributions conducted	1	1
# of households that received cash grant	1,000	998
# of volunteers involved in the CVA for livelihoods and basic needs activities	60	60
# of market assessments conducted	4	4
% of community feedback acted upon	60%	42%
# of PDMs conducted	4	4

### Narrative description of achievements

#### Market assessment:

A market assessment was carried out on 9 and 13 November 2019. The report summarizes the findings of the market assessment that was conducted in 10 LGAs of the 4 states as indicated below:

S/No	States	LGAs	Populations interviewed
1.	Cross River	Abi	121 respondents (47 female and 74 male)
		Obubra	
2.	Niger	Shiroro	26 respondents (14 female and 12 male)
		Mokwa	
		Lapai	
3.	Kogi	Kogi	49 respondents (17 female and 32 male)
		Lokoja	
		Ibaji	
4.	Taraba	Karim-Lamido	99 respondents (32 female and 67 male)
		Lau	
	<b>4</b>	<b>10</b>	<b>295</b>

**Table 3: Listing state, LGAs, and number of target population**

Although the market assessment was supposed to be conducted prior to the start of the intervention, this task was not achieved in time for the DREF 2019 flood response. This was due to lack of adequate donor resources at that time. Conducted a month later, the market assessment was aimed at assessing the functionality and access to the market in line with the commodities available based on the needs of the affected population.

Additionally, the market assessment was deemed necessary to understand the flood affected community status, access to basic needs in relation to programming and their coping mechanism, as well as livelihood recovery efforts. In this context, this market assessment helped to understand the program implementation adjustment needs to the realities on ground. Furthermore, 295 randomly selected respondents were interviewed across the four (4) states manually during the raw data collection, to ensure an error-free response. The hard copy questionnaire covered the situation, market assessment and programme context analysis. Note that a wider sectoral assessment was conducted initially to ascertain coping strategies, household structure and to ensure sufficient information was collected to help the project in identifying and selecting final beneficiaries based on severity of needs.

### **1. Assessment Objectives**

The objective of the Assessment was to collect information to ensure that the intervention will meet the essential needs of the most severe flood affected persons in targeted communities without causing harm.

The secondary objectives was providing beneficiaries with assistance to meet their immediate basic and essential household items needs.

### **2. Methodology**

With the support of NRCS IT/IM team, a questionnaire was designed and shared with the programme staffs and the Branches with the aim of assessing the changes in the situation of the affected communities, the impact of flood on most vulnerable households in the 4 states. A total number of 295 (Cross River 121, Niger 26, Kogi 49, Taraba 99) individuals were interviewed randomly across the four states, available for analysis due time constraint. The 295 (110 female and 185 male) responses from the 22 communities that were the most severely impacted by the 2019 floods; covering a total of 10 Local Government Areas (LGAs) with these four (4) states.

In preparation for the market assessment, the questionnaire was tested by NRCS (DM CTP FP, PMER, IT/IM) and approved by the NRCS Senior Management, shared with the four Branches in the month of November. Following this, during the start-up, all 60 volunteers were trained and intimated on the market's assessment/analysis across the 4 States in the months of November, to facilitate easy collection of the information/data.

The process was organised and implemented within the training, registration phase to enable all the assessment being conducted between November 7th to 14th, 2019. before the Gubernatorial election in Kogi state conducted on Saturday 16 November 2019. With anticipated treats of violence during the election in Kogi, IFRC and NRCS took precautions to reduce some of the flood's operation activities to a bare minimum as security risks were heightened during the election period.

➤ **Engagement of financial service provider (tapping to the existing ICRC contract with UBA – FSP)**

A total of 1,000 households across 4 states were targeted at 250 HH per state to receive the cash grant. This was based on set beneficiary's selection criteria and the registered beneficiaries received unconditional cash grants for the immediate food needs including livelihoods and other basic needs in one tranche instalment. The transfer value provided per household is 47,800NGN only.

For the one-time transfer made to each family, there was an agreed service fees at a rate of 800NGN per transfer. Additional fees of NGN200 for printing E-voucher was agreed upon and the fees was paid based on the number of beneficiaries identified. The e-voucher agreed upon with the FSP UBA is to print. These had special and unique security control features to mitigate fraudulent activities and the risks involve. Of the planned 1,000 households targeted, only 998 were actually reached in the 4 states (Cross River, Kogi, Niger and Taraba).

➤ **Registration and verification of the beneficiaries:**

The Nigeria Red Cross floods operations services are based on vulnerability the below selection criteria was used in identifying recipient households:

- Elderly over 60 years and above
- Disable head of house or a house with people living with disabilities
- Female Headed HHS, pregnant or lactating mothers
- Children Headed HHS (Double Orphans)
- Those that have lost means of livelihoods
- Households with displaced families
- Widows and Widower (Households that have lost a loved one I.e. husband/wife)
- Households that have lost home to floods and are still homeless

➤ **Development of distribution/encashment plan and the cash disbursement itself**

The encashment took place in the 4 states as indicate in the table above. Some of the activities were as follows;

- Process of cash transfer – CEA/Mobilization, waiting area, help desk, verification, confirmation, validation, coupon, redemption, encashment, BSS and exit.
- Communication/CEA process – selection criteria, dissemination, complaint desk, documentation
- Risk management process – general follow up on the processes as documented for compliance
- IM process - (computer verification, 10% of beneficiaries) – agreed list to be surveyed and administration of Beneficiary Satisfaction Survey (BSS).

Below table lists the LGAs and distribution locations:

Distribution Location Plan of FSP UBA			
State: Cross River			
Serial Number	Local Government Area (LGA)	Distribution Location	Comments
1.	Abi LGA	Ediba Community Hall - N5° 52'36" E8° 1'13"	It takes 2-3 hours to distribution location
		Itigidi Resource Centre - N5° 53'7 E8° 1'17"	It takes 2-3 hours to distribution location
2.	Obubra LGA	Ovukwa Chief Palace - N50 57'15" E80 15'43"	It takes 1-2 hours to distribution location

Distribution Location Plan of FSP UBA			
State: Kogi			
Serial Number	Local Government Area (LGA)	Distribution Location	Comments
1.	Kogi LGA	Obangede Community - LAT; 7.83952, LONG: 6.78939	It takes 2-3 hours to the distribution location
2.	Lokoja LGA	UBA Branch Lokoja - LAT; N 7°46'34", LONG: E 6°43'31"	It takes 2 hours from the community to the distribution location (Bank)
3.	IbajiLGA	Itoduma Community - LAT;6.89404, LONG: E 6.67739	It takes 2-3 hours to the distribution location from Idah.
Distribution Location Plan of FSP UBA			
State: Taraba			
Serial Number	Local Government Area (LGA)	Proposed Distribution Locations	Comments
1.	Karim-Lamido LGA	Karim town. NSCDC/ Green House – LAU - 9.31054 (lat) -- 11.18847 (Long.)	It takes 2-3 hours to the distribution location
2.	Lau LGA	Kunini (PHC)/ Mararraban Affawa - 9°140' north -- 11°24'0 east	It takes 2-3 hours to the distribution location
Distribution Location Plan of FSP UBA			
State: Niger			
Serial Number	Local Government Area (LGA)	Distribution Location	Comments
1	Lapai LGA	Town Hall Lapai Town - 9 02'39" 39.80"N 6 34'15.20"E	It takes 3-4 hours to the distribution location
2	Mokwa LGA	Teachers House Kutigi - 9.11' 60.00" N 5.38'E/9.450N 5.633E	It takes 2-3 hours to the distribution location
3	Shiroro LGA	Local Government HQ Kuta - 9.57'25N 6.49'55"E/9.95694E/9.83194E	It takes 3-4 hours to the distribution location

Table 2: Listing state, LGAs, and distribution location

### Post Monitoring Distribution (PDM):

Out of the 250 households targeted in each state for cash grant, a post distribution monitoring (PDM) was conducted on 30% of targeted population (75 respondents for each state). The method used for the survey was random sampling as the beneficiaries had returned to their communities. With the help of the Community Resilience Committee-CRC members, beneficiaries were traced to their communities and those interviewed spread across a total of 25 communities in the four states (Cross River-3, Kogi9, Niger-7 and Taraba-6).

From the charts and interpretations of data got from the PDM, averagely 78% of all the respondents interviewed in the four states had spent all the money as at the time the survey was conducted.

From the four states surveyed, Education was the top priority the respondents used their cash for which is followed by food. For Kogi, their top priority was different which was renovation of their shelter because most of the affected persons in the state had their shelter destroyed.

Averagely from all the four states, 59.5% of the total respondents received the hotline numbers for feedback and complaints while 40.5% of them said that they did not receive the hotline numbers.

Also, averagely 66.5% of the respondents in the four states respondents said that the hotline was useful while 29.5% of them responded that it was not useful and the remaining 4% did not respond to the question. This is majorly because some of them do not have mobile phones.

### Challenges

#### Post Distribution Monitoring:

Many beneficiaries responded that they did not receive the hotlines alerts (40.5% average) for distribution messages, some of them said they did not receive it because they do not have mobile phone.

### Lessons Learned

#### Post Distribution Monitoring:

- Feedback and complaint mechanism should be improved, this will in turn improve engagement with community members
- For subsequent PDMs, questions that talks about the impact of the assistance to their market should be included

## Water, sanitation and hygiene



People reached: **67,945**

Male: **30,960**

Female: **36,985**

Indicators:	Target	Actual
Number of persons reached with hygiene promotion	10,000	67,945
Number of aqua tabs distributed	30,000	30,000
Number of hygiene promotion sessions conducted	12	11
Percentage of target population is aware of how to interact with RCRC and its feedback mechanism	60%	42%
Percentage of targeted population are aware of RC intervention in their community	60%	42%

### Narrative description of achievements

#### Procurement and distribution of Aqua tabs:

A total number of 30,000 strips of aqua tablets (1 strip has 10 tablets) were procured and distributed to support families of targeted Households for two months so that they have access to clean and safe water (15 strips/household/month) and avoid the spread of diarrheal disease. The distribution coverage is as follows:

S/N	STATE	TOTAL NO OF STRIPS	TOTAL NO OF CARTONS
1.	Cross River	7,500	2 cartons + 1,100 strips
2.	Kogi	7,500	2 cartons + 1,100 strips
3.	Niger	7,500	2 cartons + 1,100 strips
4.	Taraba	7,500	2 cartons + 1,100 strips
	<b>Total</b>	<b>30,000</b>	<b>8 cartons 4,400 strips</b>

### Hygiene promotion activities

A two-day training of 15 volunteers was conducted in each of Cross River and Taraba while one day Refresher training was conducted in Kogi and Niger states respectively because they were involved in 2018 Flood operations. Those volunteers conducted hygiene promotion sessions in communities across the four targeted states with key messages on waste disposal, water purification, environmental cleaning, personal and food hygiene and solid waste management. Hygiene promotion activities were conducted twice a week for about 2 months for a total 11 sessions throughout implementation period. This was done by the trained Volunteers (15 per state) with the first session being the initial KAP survey. The last session was spared for post evaluation of the hygiene promotion activities which was overtaken by events and DREF implementation timeline.

During the hygiene promotion session in the communities two sessions were proposed to be converted for pre and post evaluation considering the budget. Due the timings and numerous events in place, 1 session was not achieved as indicated.

**See below data summary for the hygiene promotion activities**

State	Male	Female	Total
Cross River	5,774	7,822	13,596
Kogi	2,063	2,719	4,782
Niger	607	553	1,160
Taraba	22,516	25,891	48,407
Total	<b>30,960</b>	<b>36,985</b>	<b>67,945</b>

### Challenges

- Poor understanding and adaptation to culture and norms on domestic usage of water by some community members
- Difficulty in behavioural change
- Monitoring of hygiene sessions was not adequate due to insufficient funding for monitoring

### Lessons Learned

- There should be continuous advocacy and sensitization campaign on hygiene
- Monitoring of hygiene sessions should be carried out to ensure quality of messages given out to the target population.

### Strategies for Implementation

Indicators:	Target	Actual
Number of RDRT deployed for the cash-based intervention	2	0
Number of lessons learned workshop	1	1
Number of DREF reviews conducted	1	1

## Narrative description of achievements

### Deployment of RDRT

The RDRT Surge that was identified for deployment could not get official endorsement from her Secretary General for release while other candidates were considered technically deficient to support Cash Based Interventions. As such, no surge personnel were deployed on this operation.

### Lessons Learnt Workshop

A lessons learnt workshop took place and had in attendance Branch Secretaries, Disaster Management Coordinators, Cash Transfer Programming (CTP) Focal Point (FP), representatives of beneficiaries from different communities in the four (4) States and staff from the NRCS NHQ and the IFRC. Presentations were made by participants from the four targeted states on what went well during the operation, what went wrong, the challenges and recommendations for improvement in subsequent DREF operations.

A DREF review was conducted in February 2020, as part of this operation, to explore resource mobilization opportunities for the NS with regards to the recurrent flooding. However, due to the NS and CCST focus on COVID-19 response, the report of this review is yet to be finalized.

## Challenges

Identified surge personnel not being able to deploy.

## Lessons Learned

### 1. Human Resources Surge Team

- ✓ Deployment of the NDRTs on WASH
- ✓ NS should pre-finance to start the DREF awaiting funds transfer
- ✓ Insurance coverage for the volunteers should be revised
- ✓ Branches inputs need to be integrated into the project proposal and shared with
- ✓ There is need for volunteer incentive to be increased

### 2. Beneficiary feedback

- ✓ Need to have knowledge Attitude and practices (KAP)
- ✓ Community Engagement and Accountability (CEA) was under funded
- ✓ Communication support was under budgeted
- ✓ Beneficiary feedback was done later making it not possible to change the context of the project
- ✓ PMER needs to be monitoring the project by weekly
- ✓ Reporting need to be documented, updated and shared with relevant keys project responsible
- ✓ Post Distribution Monitoring Report need to be done before the LLWs
- ✓ Feedback mechanism need to be enhanced to incorporate wider sharing of hot lines to community and beneficiaries
- ✓ CEA needs to be improved upon to all community members to understand our approach and strategy

### 3. Logistics and procurement

- ✓ Renewal of framework agreement for aqua tab
- ✓ Procurement of life jackets
- ✓ Contract agreement with FSP needs to be finalized and documented ready for use one month before the stipulated

### 4. Security

- ✓ Proper security checks, follow ups and reporting
- ✓ Security assessment need to be given enough funding and provided 2 weeks ahead of implementation
- ✓ Close follow up of security on all update meeting and participation

## 5. Finance

- ✓ During cash distribution 2 people are needed to support the process instead of 1-person budget for
- ✓ Budget needs to be realistic and not change
- ✓ 2 finance responsible assigned to the DREF need to be strictly adhere to the budget lines spent.
- ✓ Transfers to Branch should be done in consideration of 2 days before the activities to include Branch request

## 6. Disaster preparedness

- ✓ Monitoring cost need to be budgeted for separately
- ✓ Accommodation for Volunteer trainings in the capital need to be budgeted
- ✓ Additional cars are needed to rent in the Branches for easy mobility
- ✓ Transportation cost need to better allocated for boats
- ✓ Lesson Learnt workshop was under spent
- ✓ Planning meeting was under budgeted
- ✓ Timing for aqua tab distribution to the states and communities need to be improved
- ✓ One month was wasted due to long time planning and funds transfer (it should be reduced to at least 10 days)
- ✓ It will be good to intervene within 3 weeks of emergency DREF approval
- ✓ Submission of request to the finance should be submitted 2 days before the travel dates
- ✓ All approvals by the project manager needs to reflect approved global budget
- ✓ Monitoring tools need to be in place to tack spent and expenditure for onward sharing with project managers
- ✓ All retirement and refunds at the branches and HQ officers need to be timely submitted.
- ✓ Production of more visibility materials e.g. Bibs
- ✓ Purchase of all relevant personal Protective Equipment (PPEs)
- ✓ Branches are expected to scale up their relationships with Ministries, Departments and Agencies (MDAs) by improving on information sharing, coordination, etc.

## 7. CBI

- ✓ CTP training and orientation was not budgeted for
- ✓ There is need for SG to allocated signing authority during his absence to avoid delays to the contractual agreement process with FSPs
- ✓ Needs to stipulate a week interval between printing of coupon and cash distribution
- ✓ FSP need to be discussed with to have their inputs on the selected location to help in the planning
- ✓ Market assessment and analysis need to be uploaded into the kobo for easy administration and analysis
- ✓ PDM questions should incorporate the effect of the assistance on the community market
- ✓ Diversify modes of cash distribution to incorporate bank transfer, mobile transfer, etc.
- ✓ Beneficiary tickets and bar code need to be laminated before handing them over
- ✓ Duration between profiling and cash distribution need to be shortened

## D. THE BUDGET

The overall budget for this DREF operation was Swiss Francs 251,943 of which 208,520 (82.76%) was utilized. A balance of Swiss Francs 43,423 will be returned to the DREF.

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies			

Water, Sanitation & Hygiene	17,667	14,576	This budget line item was underspent by 3,091 CHF because some costs were shared between the Cash distribution and WASH activities.
Cash Disbursement	140,588	131,712	The underspend of 8,876 CHF on this budget line was due to the 2 heads of households who could not encash for their families. One thousand (1,000) households were targeted but only 998 heads of households showed up for payment.
Logistics, Transport & Storage			
Distribution & Monitoring	4,204	3,406	This budget line item was underspent by 798 CHF because only a few states had monitoring visits due to state activities and limited time. Only two states were visited for monitoring because one of the states (Cross River) hosted its annual Carnival so most hotels in the state were fully booked. Also, Kogi State had its Governorship elections at that period, so the context was not so favourable for a field mission.
Personnel			
International Staff	20,000	0	This budget line item was not spent because the proposed Surge deployment options were not the preferred by the National Society. Instead, the NS opted for IFRC remote support through the CTP delegate in Sahel cluster.
National Society Staff	4,835	3,894	This budget line item was underspent by 941 CHF because fewer NS staff were involved in the operation as initially anticipated.
Workshops & Training			
Workshops & Training	15,692	9,573	This budget line item was underspent by 6,118 CHF as the workshops and training were done in one by combining CEA, WASH and CTP trainings and hence saved costs.
General Expenditure			
Travel	17,889	18,075	The budget line item was overspent by 187 CHF as the travel costs for implementing the cash transfer was done during the December holiday period and hence costs were generally quite high.
Communications	1,429	605	The budget line item was underspent by 824 because there were limited communication costs needed in the implementation of this DREF.

## Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPoA\)](#)

### For further information, specifically related to this operation please contact: In the Nigeria National Society

- **Secretary General:** Abubakar Kende, email: [secgen@redcrossnigeria.org](mailto:secgen@redcrossnigeria.org); phone: +234 8039 595 095
- **Operational coordination:**  
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### In the IFRC

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### In IFRC Geneva

- Antoine Belair, Senior Officer Operations; Coordination; [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org); phone: +41 22 730 4281

### For In-Kind Donations and Mobilization table support:

- Rishi Ramrakha, Head of Operational Logistics, Procurement and Supply Chain Unit, Africa Region; phone: +254 733 888 022; [rishi.ramrakha@ifrc.org](mailto:rishi.ramrakha@ifrc.org)

### For Performance and Accountability support (planning, monitoring, evaluation and reporting Enquiries)

- Philip Komo Kahuho, PMER Manager; Africa Region; email: [philip.kahuho@ifrc.org](mailto:philip.kahuho@ifrc.org); phone: +254 732 203081

## 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 Humanitarian 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.

[www.ifrc.org](http://www.ifrc.org)  
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

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/4	Operation	MDRNG028
Budget Timeframe	2019/10-2020/2	Budget	APPROVED

Prepared on 16/May/2020

All figures are in Swiss Francs (CHF)

## MDRNG028 - Nigeria - Floods

Operating Timeframe: 05 Oct 2019 to 05 Feb 2020

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>251,943</b>
DREF Allocations	251,943
<b>Expenditure</b>	<b>-208,520</b>
<b>Closing Balance</b>	<b>43,423</b>

### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	159,592	152,778	6,814
AOF4 - Health		0	0
AOF5 - Water, sanitation and hygiene	35,110	28,943	6,168
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>194,703</b>	<b>181,721</b>	<b>12,982</b>
SFI1 - Strengthen National Societies	15,991	13,476	2,514
SFI2 - Effective international disaster management	41,250	13,323	27,927
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>57,240</b>	<b>26,799</b>	<b>30,441</b>
<b>Grand Total</b>	<b>251,943</b>	<b>208,520</b>	<b>43,423</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/4	Operation	MDRNG028
Budget Timeframe	2019/10-2020/2	Budget	APPROVED

Prepared on 16/May/2020

All figures are in Swiss Francs (CHF)

## MDRNG028 - Nigeria - Floods

Operating Timeframe: 05 Oct 2019 to 05 Feb 2020

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>158,254</b>	<b>146,288</b>	<b>11,967</b>
Water, Sanitation & Hygiene	17,667	14,576	3,091
Cash Disbursement	140,588	131,712	8,876
<b>Logistics, Transport &amp; Storage</b>	<b>6,764</b>	<b>5,805</b>	<b>958</b>
Distribution & Monitoring	4,204	3,406	798
Transport & Vehicles Costs	2,560	2,400	160
<b>Personnel</b>	<b>35,291</b>	<b>14,388</b>	<b>20,903</b>
International Staff	20,000		20,000
National Staff		0	0
National Society Staff	4,835	3,894	941
Volunteers	10,456	10,494	-38
<b>Workshops &amp; Training</b>	<b>15,692</b>	<b>9,573</b>	<b>6,118</b>
Workshops & Training	15,692	9,573	6,118
<b>General Expenditure</b>	<b>20,565</b>	<b>19,739</b>	<b>826</b>
Travel	17,889	18,075	-187
Information & Public Relations	437	375	63
Office Costs	660	560	100
Communications	1,429	605	824
Financial Charges	150	124	26
<b>Indirect Costs</b>	<b>15,377</b>	<b>12,727</b>	<b>2,650</b>
Programme & Services Support Recover	15,377	12,727	2,650
<b>Grand Total</b>	<b>251,943</b>	<b>208,520</b>	<b>43,423</b>