



Djibouti / Yemen unrest

DREF Operation n° MDRJ002
Operational Review Report
16 - 20 November, 2015

Table of Contents

Abbreviations/acronyms.....	3
Executive summary	4
Chapter 1: Introduction	5
1.1. Background	5
1.2. Objectives.....	5
1.3. Methodology.....	6
1.4. Limitations.....	6
Chapter 2: Key findings	7
2.1. General findings	7
Household Demographics	7
Effect of Yemen unrest	8
2.2. Programme sectors.....	8
Programming/Areas Common to all Sectors: Assessment	8
Water, Sanitation and Hygiene Promotion.....	10
2.3. National Society capacity building	15
Chapter 3: Lessons learnt.....	16
Chapter 4: Recommendations	17
Chapter 4: Conclusion	18
ANNEX 1: Terms of Reference	19
ANNEX 2: Lessons Learnt Workshop Report.....	24
ANNEX 3: Beneficiary Satisfaction Survey Questionnaire.....	27
ANNEX 4: Beneficiary Focus Group Discussion Questionnaire	34
ANNEX 5: Volunteers Focus Goup Discussion Questionnaire.....	38
ANNEX 6: Partners Key Informant Interview Questionnaire	42
ANNEX 7: Staff Key Informant Interview Questionnaire	43

Abbreviations/acronyms

BRCS	British Red Cross Society
BSS	Beneficiary Satisfaction Survey
DREF	Disaster Relief Emergency Fund
DRCS	Djibouti Red Crescent Society
DRC	Danish Refugee Council
ICRC	International Committee of the Red Cross
EPOA	Emergency Plan of Action
FGD	Focus Group Discussion
IEC	Information Education and Communication
IFRC	International Federation of Red Cross and Red Crescent Societies
KII	Key Informant Interview
NRC	Norwegian Refugee Council
ONARS	Office National d'Assistance aux refugiers et aux sinistrés
PAM	Programme Alimentaire Mondial (WFP)
PMER	Planning Monitoring Evaluation and Reporting
RCRC	Red Cross Red Crescent
UNHCR	United Nations High Commissioner for Refugees

Executive summary

The escalation of fighting between opposition groups in Yemen from 26th March, 2015 affected close to 2 million people as at August 2015. 1,439,118 persons were internally displaced and 100,661 left Yemen to seek refuge in Djibouti, Somalia, Ethiopia, Sudan, Oman and Saudi Arabia (UNHCR). Djibouti continued to receive the majority of refugees and was one of the rare neighbouring countries that had opened its borders to those fleeing Yemen.

In May 2015, the International Federation of Red Cross and Red Crescent Societies (IFRC) released CHF 66,180 from the Disaster Relief Emergency Fund (DREF) to support the Djibouti Red Crescent Society (DRCS) respond to the needs of the affected population. This DREF operation intended to meet the survival and immediate needs of the targeted population through the provision of essential health, water, sanitation and hygiene promotion services, targeting a total of 2,000 arrivals at Djibouti port and Al-Rahma and Omnisport Stadium sites in Obock. In June 2015 following a detailed assessment the EPoA was revised targeting 3,800 refugees and the budget increased to CHF 160,629.

An end of operation review was carried out jointly by IFRC and DRCS from 16th to 20th November 2015 to assess the successes, challenges and lessons learnt from the implementation of DREF operation. Key findings indicate that overall, the DREF operation was successfully implemented and most set targets achieved. The intended coverage of the operation was achieved and the community was receptive of DRCS assistance. The DREF operation was effective as it catered for some of the immediate needs of the refugees upon arrival in Djibouti. The response was also timely with only delay being on distributing some of the hygiene kits. The distribution took place after the implementation period. On beneficiary accountability, most beneficiaries preferred raising their complaints with their leaders and DRCS branch coordinator. Female beneficiaries however recommend that DRCS should also employ a female staff to handle complaints and feedback on female issues such as menstrual hygiene.

Recommendations made are that there is need for DRCS to continue providing the WASH services and goods as there are still unmet needs with increasing refugee population. There is also need to involve the beneficiaries in project implementation as well as establish feedback mechanisms to provide and receive information from beneficiaries. In future operations kick start project meetings should be held as well as sharing EPoA and budget information to enhance understanding among staff on the operation. With a more long term perspective, capacity building of the DRCS staff and volunteers on PMER, beneficiary communications, resource mobilization as well as use of technology and innovation is necessary.

Chapter 1: Introduction

1.1. Background

An escalation in fighting between opposition groups in Yemen began on March 26, 2015. As of August 19, 2015, 1,789,779 persons in Yemen had been affected (UNHCR). Of those, 1,439,118 persons were internally displaced and 100,661 left Yemen to seek refuge in Djibouti, Somalia, Ethiopia, Sudan, Oman and Saudi Arabia (UNHCR). Wide ranges of nationalities were affected by this crisis (American, Chinese, Djiboutian, Kenyan, Indian, Somalian, Tanzania and Yemen nationals). Djibouti continues to receive the majority of refugees as one of the few neighbouring countries which has opened its borders to those fleeing Yemen.

In May 2015, the International Federation of Red Cross and Red Crescent Societies (IFRC) released CHF 66,180 from the Disaster Relief Emergency Fund (DREF) to support the Djibouti Red Crescent Society (DRCS) respond to the needs of the affected population. This DREF operation intended to meet the survival and immediate needs of the targeted population through the provision of essential health, water, sanitation and hygiene promotion services, targeting a total of 2,000 arrivals at Djibouti port and Al-Rahma and Omnisport Stadium sites in Obock.

Following the outcome of a detailed assessment which was carried out at the beginning of the operation, a revision of the plan of action was submitted and approved in June 2015, including the following changes:

- A few activities were cancelled: Procurement of water testing kits, Installation of an emergency First Aid point at Djibouti port, and provision of emergency First Aid services to arrivals
- A few activities were revised like the solid waste management activities, the number of volunteers to receive refresher training in hygiene promotion, the quantity of NFIs to be procured, location of the assistance given to the refugees following a relocation of the refugees by the government from Al-Rahma and Omnisport Stadium sites to Markasi camp, etc.
- A few activities were added mainly in terms of coordination and communication
- The quantity and type of staff required for the implementation of the final activities was also revised

The new Emergency Plan of Action intended to support additional 1,800 refugees, with the overall objective of ensuring the target population's survival and immediate needs are met through the provision of essential health, water, sanitation hygiene promotion services, targeting 3,800 arrivals at Djibouti port and at Markasi camp (in Obock). As such the budget was also increased from CHF 66,180 to CHF 160,629.

1.2. Objectives

The DREF operation review was conducted from 16th to 20th November, 2015 in Obock, Djibouti. The key objectives of this review were as follows:

1. Review the effectiveness of the MDRDJ002 operation in meeting the planned objectives and outputs in the EPoA (WASH);

2. Provide a means of establishing successes, challenges, lessons learned from the MDRDJ002 operation in order to inform recommendations for future operations (and other relevant RCRC responses), specifically those related to WASH.
3. Use the outcome of the review to promote the DREF to partners/ donors (refer to outputs).
4. Provide additional action points for the improvement the overall DM capacity of DRCS

Please refer to the terms of reference for more details (Annex 1).

1.3. Methodology

The review was conducted using a variety of mixed methods:

1. **Review of secondary information:** A variety of reports were reviewed such as MDRDJ002 DREF EPoA, MDRDJ002 Operation Updates 1 and 2, Disaster Management Review Report of the Yemen crisis jointly conducted by BRCS, ICRC and DRCS, Markasi camp coordination meeting minutes.
2. **Beneficiary satisfaction survey:** A paper based household survey was conducted in Markasi camp to determine beneficiary satisfaction level with how the operation was undertaken. 162 questionnaires were administered, the sample size was considered representative. Although the review team had initially targeted 300 questionnaires, this was not possible due to the harsh weather conditions as well as other ongoing activities such as food distribution made it difficult to find beneficiaries at the households until late in the afternoon.
3. **Focus group discussions:** 3 focus group discussions were conducted with 2 (1 for women and the other one for men) targeting beneficiaries. The third focus group discussion was held with volunteers who participated in the operation.
4. **Key informant interviews:** These were conducted with UNHCR Head of Field Office, DRCS Communications Coordinator, DRCS Water, Sanitation and Hygiene Coordinator and Obock DRCS Branch Coordinator. Other organization's contact persons were not on ground and such were not interviewed.
5. **Lessons learnt workshop:** 15 (12 males and 2 females) participants took part in the lessons learnt workshop which included both headquarters and field staff and volunteers. The operation overview was given as well as identifying successes, weaknesses and areas for improvement in future DREF operations.

1.4. Limitations

2. Due to the harsh weather conditions, language barrier as well as other ongoing activities in Markasi camp it was not possible to reach 300 households during the survey as had been initially planned. The review team managed to reach 162 households.
3. It was also not possible to conduct key informant interviews with DRC and NRC staff, as they were not on ground. As such these interviews were not conducted.

Chapter 2: Key findings

2.1. General findings

Household Demographics

53% of respondents were male whereas 47% were female. On marital status, 4% of respondents were single, 95% married and 1% widowed. 38% of the respondents face at least one vulnerability factor. A breakdown of vulnerability levels among the 38% of respondents is provided in the figure below.

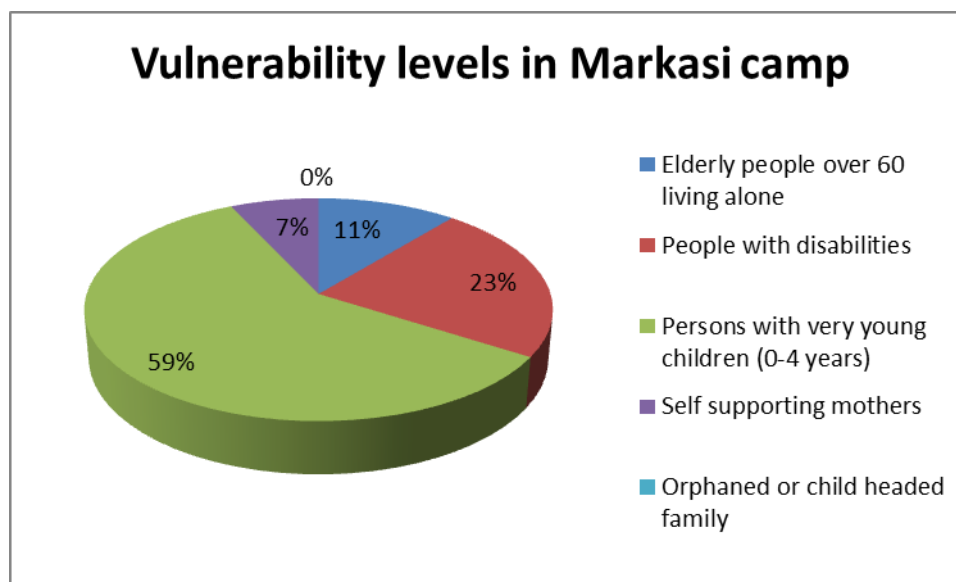


Fig. 1: Additional factor of vulnerability among target group

According to the household survey, there no child-headed households. 46% of household heads are aged between 36 – 45 years; 28% aged between 18 – 35 years. Only 7% of households are headed by elderly persons aged above 55 years.

Table 1: Age of household heads

Age of household heads: Response rate 86%		
Response	Frequency	Percentage
Below 18 years	0	0%
18 – 35 years	39	28%
36 – 45 years	64	46%
46 – 55 years	27	19%
Above 55 years	9	7%
Total	139	100%

Majority (41%) of household consists of 5 to 6 members whereas 21% consists of 7 to 8 members. Only 4% of households have members above 10.

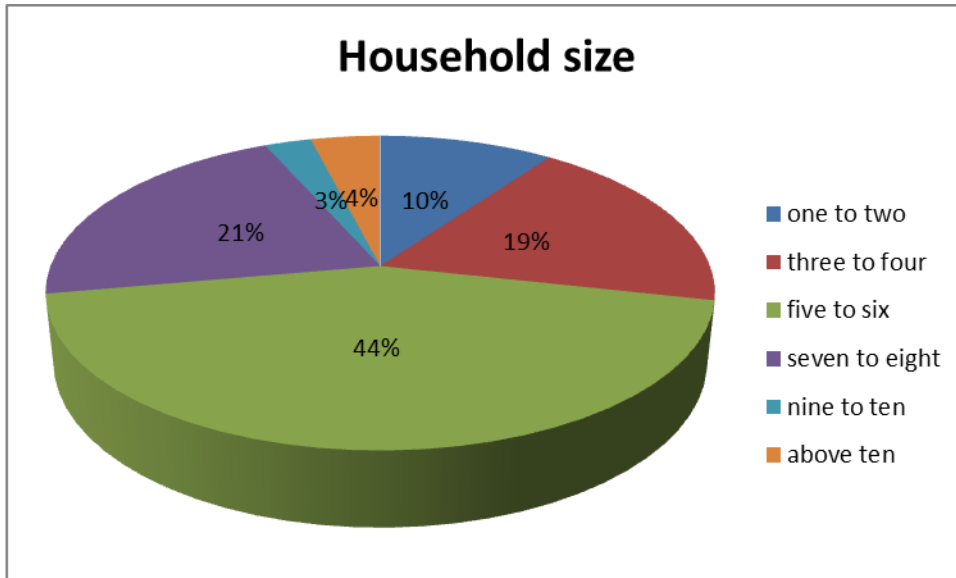


Fig. 2. Household sizes

Effect of Yemen unrest

All refugees were affected by the unrest in one way or another, although 130 (85%) of the respondents had suffered destruction of houses as 70 (46%) reported being separated from their families. Few (less than 2%) of the respondents had suffered injuries and death of family members, although others were not aware of the safety and health of their family members after moving to Djibouti.

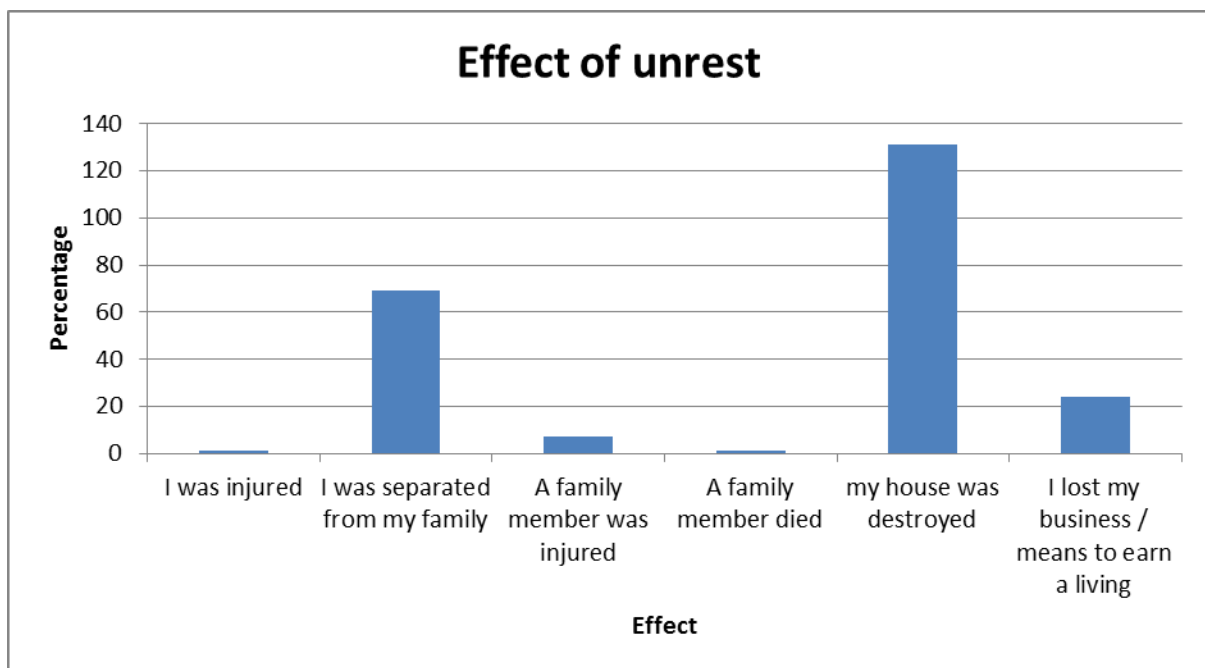


Fig. 3 Effects of the Yemen unrest on refugees

2.2. Programme sectors

Programming/Areas Common to all Sectors: Assessment

Outcome 1: Continuous assessment, analysis and coordination to inform the design and implementation of the DREF operation

Output 1.1: Detailed assessment of the needs of the refugees in Obock and Djibouti port is available to all stakeholders

A joint detailed assessment was conducted between 29 April and 6 June 2015 by DRCS in collaboration with BRCS, ICRC and IFRC to determine the unmet needs of the refugee population. This informed the revision of the EPoA and budget for the DREF operation.

In the review household survey, the respondents stated multiple needs upon their arrival: 90% of needed food, 72% needed water, 59% needed hygiene kits, 50% needed shelter, 52% needed medical assistance (especially for the migrants suffering from long term disease who travelled without their medications) and access to latrines. 1% reported needing access to television in order to be informed of the situation back in Yemen, with also 1% stating they needed a refrigerator due to the hot weather conditions.

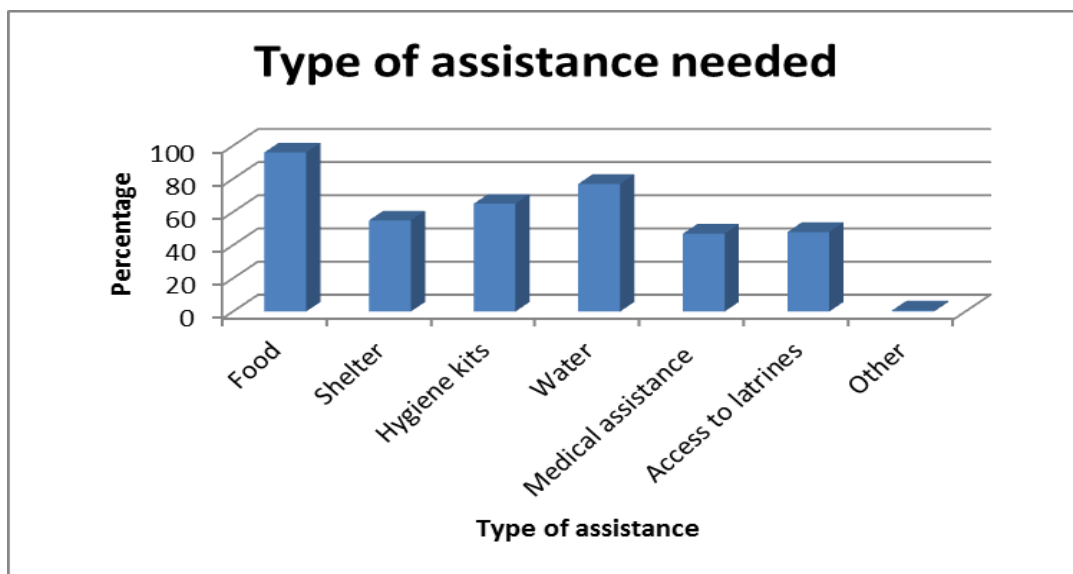


Fig. 4 Type of assistance beneficiaries needed

Output 1.2: Continuous monitoring of the situation; and coordination with other stakeholders

Secondary data indicated that monitoring of the situation in Yemen was continuously done and RCRC members updated through coordination meetings. Through the key informant interview, the DRCS Communications Coordinator wrote and shared weekly situation reports with the various stakeholders as well as designing of all visibility and IEC materials.

Key informant interviews with the DRCS WASH and Communication Coordinators as well as UNHCR head of field office indicated that DRCS took part in interagency coordination at headquarter and technical working groups (Health & WASH) at field level. DRCS participation in interagency coordination at Markasi camp was however minimal especially towards the end of the operation. This could mainly have been due to lack of emphasis on importance of attending coordination meetings among branch staff. As such there was duplication of activities by DRCS, UNHCR and NRC on distribution of NFIs such as mosquito nets and blankets.

Water, Sanitation and Hygiene Promotion

Outcome 1: Immediate risk of waterborne disease is reduced through the provision of safe water supply, sanitation and hygiene promotion services in the areas of Djibouti port and Obock sites over a period of three months

Output 1.1: Target population in the affected areas are provided with sanitation services, which meet SPHERE standards

Output 1.2: Target population in the affected areas are provided with hygiene promotion services, which meet SPHERE standards

DRCS provided hygiene kits, hygiene promotion, mosquito nets and waste management kits. 93% of respondents reported that they had received buckets, 89% received hygiene kits, 91% received jerry cans, 79% received soap and 40% received water purification chemicals. Although 4% reported having received tents, this was not provided by DRCS. 59% of beneficiaries had reported the need for hygiene kits and 89% of respondents reported receiving the kits. From focus group discussions with both women and men, the participants stated that although their needs were many upon arrival in Djibouti, the assistance they received in DRCS went a long way in catering for some of their needs. Specific needs like sanitary pads for women and baby nappies for families with infants were catered for. However, those who had recently arrived at the camp at the time of the review had not received these items. As such the beneficiaries feel there is need for DRCS to continue with provision of these items and services beyond the provision of arrival kits, and throughout their stay in the camp.

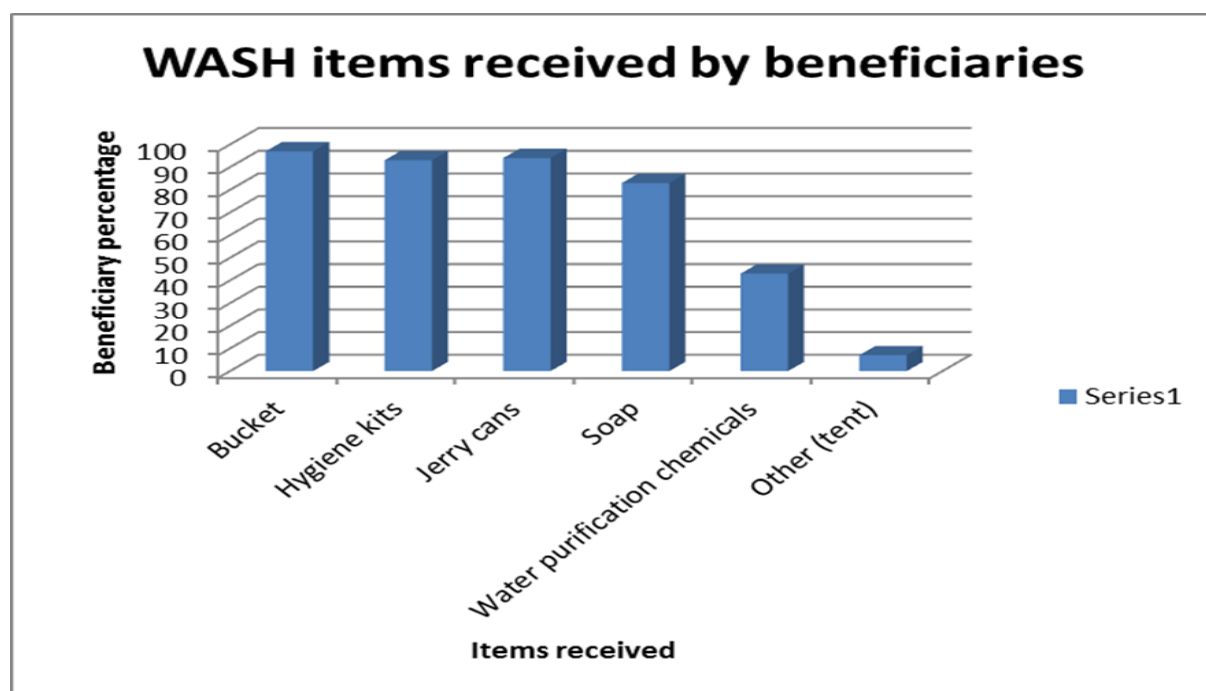


Fig. 5: Items received from DRCS by beneficiaries

Adequacy of the items

The WASH items and services provided by DRCS to beneficiaries was deemed of high quality and considered cultural and gender needs of beneficiaries. The quantity was also considered enough especially by small sized households. The FGDs with communities however indicated that the frequency of provision of goods and services was not fair, as they only got them once yet they needed

them replenished throughout their stay in the camp. Only hygiene promotion was done twice, with each household being visited at least two times during operation period. According to the beneficiaries although the items were only distributed once, this was not enough as they easily get depleted and are not replenished.

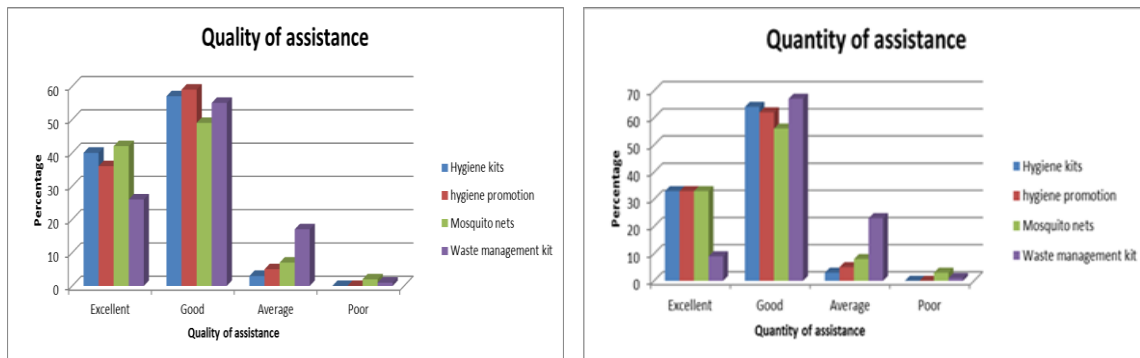


Fig. 6: Beneficiary perception on quantity and quality of assistance

In the household survey the beneficiaries however reported that there were needs that were either fully not catered for or there is need to improve the quality of assistance. These items included fruits, milk (especially for babies), education (primary, secondary and university), mosque, properly equipped health facilities, TV or radio be informed on happenings in Yemen, playground, water, toilet roofs, lamps, nets, tarpaulins, mats, clothing, cooking utensils, diapers for babies and adults. Although diapers for babies were provided by DRCS, beneficiaries felt what was provided was too little in consideration of amount of diapers used by babies on a daily basis.

Beneficiary consultation

59% of beneficiaries reported having been consulted by agencies on their needs that they require, with 13% reporting that they were not consulted. Of those who were consulted, 32% were consulted by DRCS, 27% by the Djibouti government and 25% by UNHCR and other implementing organizations.

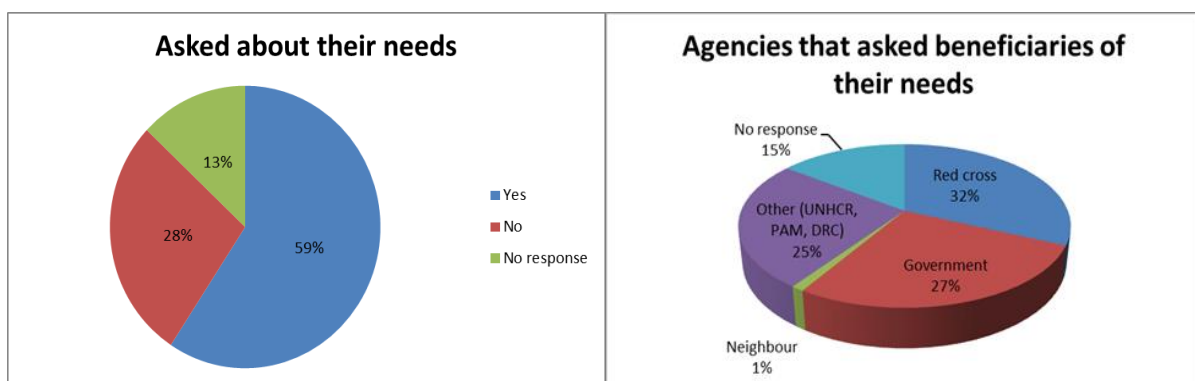


Fig. 7: Beneficiary consultation on needs

70% of respondents reported having been asked what type of assistance they preferred to cater for their needs whereas 30% were not asked of the type of assistance they preferred. This is attributed to the fact that refugees are still arriving on a daily basis, with some transiting to other cities and few

residing in the camps. Hence some were not available at the time of the detailed assessment conducted by DRCS.

20% of respondents were aware of when assistance was to be provided whereas 80% were not informed on the same. KIIs and FGDs with DRCS staff indicated that the extent to which mechanisms were put in place to provide and receive information from beneficiaries was poor and this needs to be improved on in future operations.

However, the refugees reported being aware of DRCS and the type of assistance provided from various sources but mostly (92%) from DRCS volunteers. See table below.

Table 2: Information source on DRCS assistance

Source of information on DRCS assistance		
Source	Frequency	Percentage
neighbour / friend	11	8%
DRCS volunteers	121	92%
Government officials	2	25%
Other organizations	64	49%

Timeliness and coverage of response

Key informant interviews with project staff indicated that although the DREF operation was authorized following application in a timely manner (less than a week), DRCS and IFRC took a month to respond to the crisis. The Yemen refugee operation had been ongoing for a month and this limited the scope of DRCS' response.

When asked when they received the items from DRCS, 68% of beneficiaries who could remember this information reported receiving the items on the same day they arrived at camp or the port, 18% the following day, 7% two days after and 7% one to two weeks after. 85% of those who reported receiving the items received them at Markasi camp while 15% received the items at the port of entry in Djibouti.

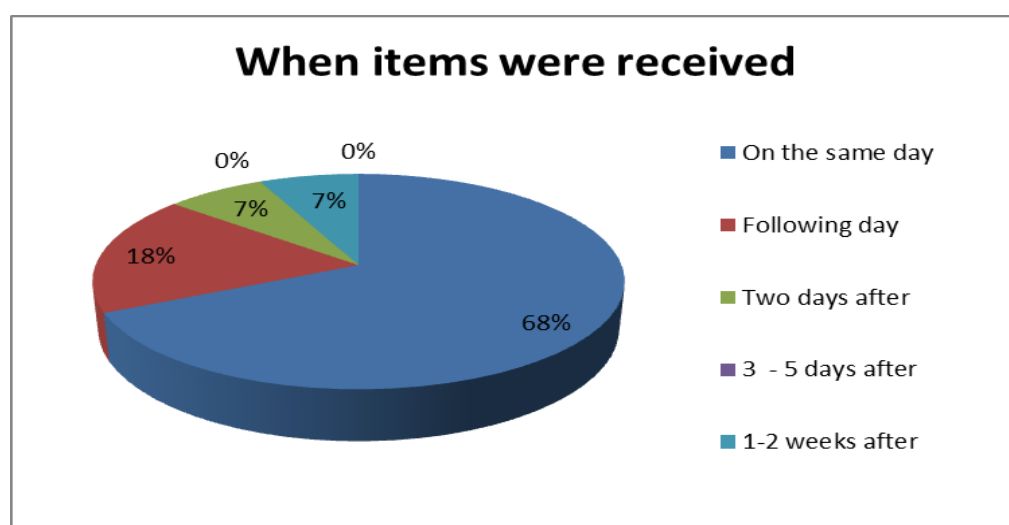


Fig. 8: Time items were received by beneficiaries

Effectiveness of response

89% of beneficiaries who received the items reported having used all the items. 11% however reported that they did not use the bucket and jerry cans as they did not carry enough water. They also reported that the jerry cans were not easy to clean due to the small opening and the soap was only distributed once. Some of the beneficiaries reported having used the bucket for use in the toilet as the Islamic culture dictates use of water after visiting the toilet. As such these buckets could not be used for water storage in the house.

23% of those who used the items felt the items were enough for the household whereas 77% felt the items were inadequate. They felt there was need for providing more jerry cans and buckets of larger capacity as well as more hygiene kits/personal hygiene items as these are continuously needed such as soap.

Other items they felt should be provided were blankets especially for babies, clothes, disinfectants, baby wipes, RFL services, TV, baby milk, waste management kits, more food, fruits, vegetables, refrigerator, plastic bags, mosquito nets and petrol. Only 41% felt the items they needed were provided.

On hygiene promotion, 99% of respondents reported receiving at least one hygiene promotion message. In the community FGDs, the participants reported 2 household visits on hygiene promotion by DRCS volunteers since they arrived in the camp. Each household received hygiene promotion messages twice.

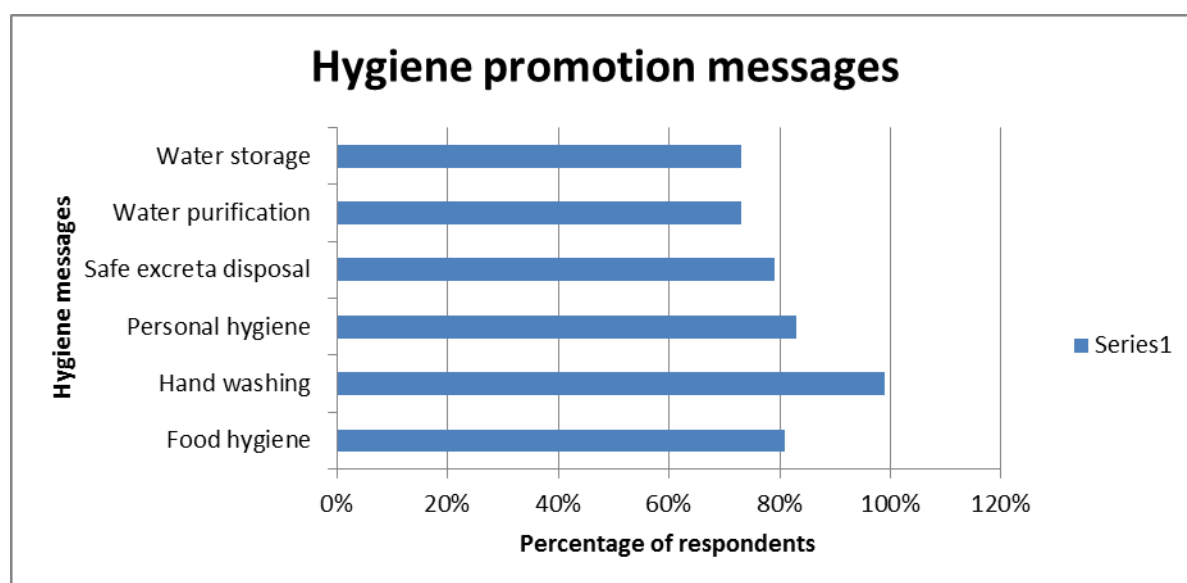


Fig. 9: Hygiene promotion messages shared with beneficiaries

Accountability to beneficiaries

87% of beneficiaries reported having received information on RCRC Movement's work where as 13% had not. From the FGDs, the men reported being aware of the Movement's work during emergencies from Yemen. Once in Djibouti, the main source of information on RCRC' work were the volunteers.

99% of respondents said the volunteers wore RCRC visibility materials and as such could easily be identified for any assistance or information needed.

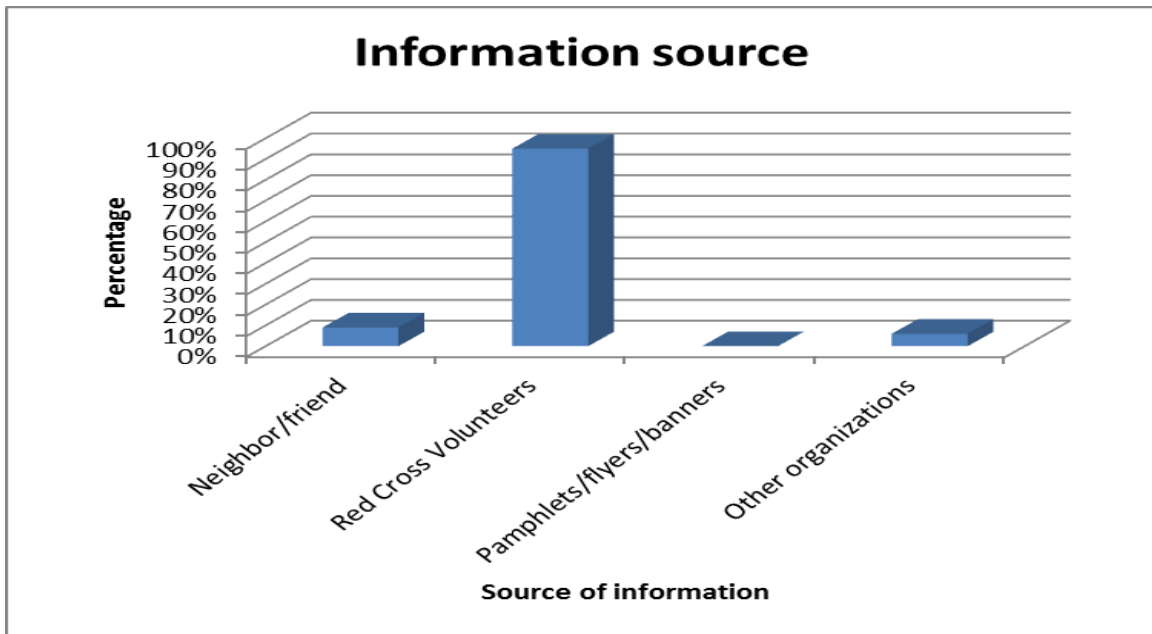


Fig 10. Information source DRCS work

66% of beneficiaries felt the DRCS staff and volunteer conduct was very good and 33% felt it was good. Only 1% reported the staff and volunteer conduct as average. They felt the DRCS volunteers were close to them and caring. They were also willing to listen to them and were easy to talk to. In some cases they however reported language barrier as a challenge.

78% of respondents were not aware of how to make formal complains on DRCS' work and assistance received. Of the 22% of respondents who were aware of where to make complaints, they would use various avenues as indicated in the figure below.

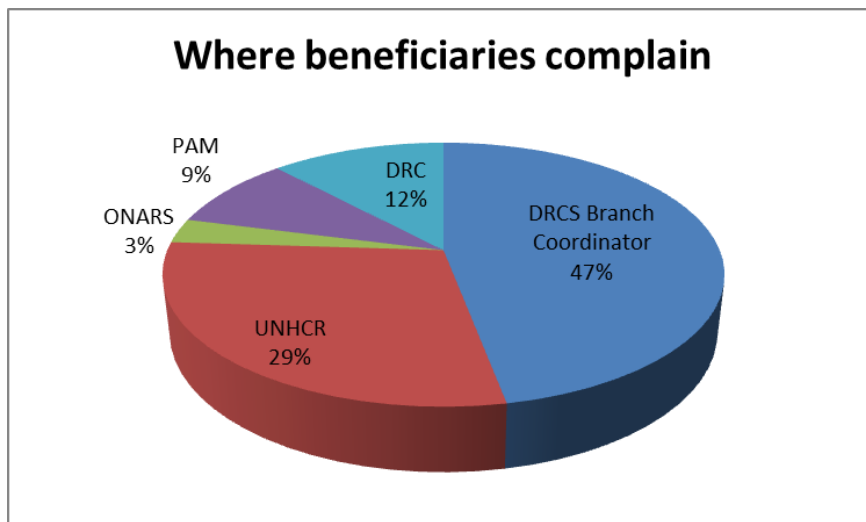


Fig 11: Beneficiaries avenues of complaining

2.3. National Society capacity building

This DREF operation was the first emergency operation to be undertaken by most of the Djibouti Red Crescent Society field staff and volunteers in Obock. The DREF operation activities at field level were implemented by the Branch Coordinator and volunteers with technical support from WASH Coordinator and Communications Coordinator, both from headquarters. Technical support was also provided by IFRC DRM Coordinator and Operations delegate.

Volunteer capacity on hygiene promotion was reported by volunteers in the focus group discussion as one of the major skills they acquired as a result of the operation as well as in Restoration of Family Links (RFL). They however feel there is need for more capacity building on emergency operations.

Key informant interviews with DRCS staff indicated that IFRC support on preparation of DREF was good and helped build their capacity on emergency planning. Support provided by the operations manager on development of monitoring tools and monitoring activities also helped to ensure most activities were implemented. Although majority of activities were implemented within the DREF operation timeframe, based on Geneva's approval, the distribution of the remaining hygiene kits was done after the operation had ended. This did not incur any extra cost to the DREF.

There is still need for capacity building of DRCS staff on PMER, beneficiary communications as well as use of technology and other innovations as highlighted by those interviewed by review team. Most staff and volunteers also reported not being involved in the planning process as well as not receiving the EPoA and budget information and as such did not fully understand the operation.

The DREF operation however did not build DRCS profile among donor communities. The national society solely depends on funding from within the RCRC Movement. Participation of DRCS in WASH and Health coordination meetings at HQ, increased awareness among partners on DRCS and its work. KII with UNHCR head of field office indicated that DRCS had good working relationship with the partners.

Chapter 3: Lessons learnt

- Hygiene promotion done on a continuous basis and well delivered increases knowledge on hygiene and sanitation among beneficiaries.
- There is need to plan according to resources and capacity available to ensure timely and effective implementation.
- Improved coordination with external partners in a refugee setting is necessary to avoid duplication of activities and enhance coverage of beneficiary needs
- Purchasing of items in wholesale made it cheaper although items were budgeted for per unit. This should be considered when budgeting in future operations.
- Considering findings from staff KIIs as well as BSS and FGDs with communities, the items and services provided were not enough considering needs are continuous. Without adequate budget to provide this throughout their stay in the camp or handing over strategy to another organization after the DREF operation, there is need for these concerns to be considered in planning and budgeting of future DREF operations.
- At Obock branch, the frequency of hygiene kit distribution was much lower than expected because many refugees would proceed straight to Djibouti and DRCS Obock staff correctly decided not to give the kit to the families on transit.
- The elderly and persons living with disabilities although received the hygiene kits, they were not involved in hygiene promotion exercises and as such were left out. As such there is need for volunteers' sensitization on inclusion of the vulnerable and marginalized in DREF operations.
- Involvement of communities in garbage collection on a daily basis created ownership and was highly appreciated by the beneficiaries. There is however need to engage the beneficiaries in other activities as well.

Chapter 4: Recommendations

- Following recommendations from beneficiaries, there is need for continuation in provision of WASH services and items as there is still need for assistance. There is however need for consideration of the needs of the elderly and persons living with disabilities as well as cultural practices to ensure items are used for their intended purposes such as the buckets.
- A complaints and feedback mechanism should be put up in future operations considering different gender needs. It was recommended by beneficiaries to have a female staff whom the women can feel comfortable to speak to on women issues such as menstrual hygiene. Awareness creation should also be done on the complaints procedures.
- When doing the detailed assessment, cultural aspects must be considered, especially in terms of hygiene practices of the affected population.
- Gender balance should be considered in recruitment of staff and volunteers in future operations.
- Operation kick start meetings should be held with all project staff and volunteers to provide detailed information on the EPoA and budgets before implementation. Involvement of staff and volunteers in the planning process is also vital.
- There is need for continuous assessment instead of 'a one off' exercise to cater for emerging needs. Considering the unmet needs, there is need to expand provision of items as well.

Chapter 4: Conclusion

The DREF operation was generally well undertaken despite few challenges and was able to meet the immediate needs of the beneficiaries. There is however still need for these services and items among the refugees in Markasi.

ANNEX 1: TERMS OF REFERENCE

Title of ToR	DREF Operational Review
Operation	MDRDJ002 Djibouti Population Movement
Participant(s):	Representatives from: Djibouti Red Crescent Society (DRCS) IFRC EAIOI DRM & PMER units; and representatives from in country Partner National Society (PNS) and/or DREF Advisory Group
Dates:	17 th – 19 th November 2015
Destination:	Obock, Djibouti

Background:

An escalation in fighting between opposition groups in Yemen began on March 26, 2015. As of August 19, 2015, 1,789,779 persons in Yemen have been affected (UNHCR). Of those, 1,439,118 persons have been internally displaced and 100,661 have left Yemen to seek refuge in Djibouti, Somalia, Ethiopia, Sudan, Oman and Saudi Arabia (UNHCR). The situation in Yemen remains dire with 80% of the population requiring humanitarian aid (approx. 21 million people) and there is limited to no access to clean drinking water, health care, sanitation facilities, or fuel. With no open passage to bring goods into Yemen, market prices are increasing which increases difficulties for the Yemen population. Several negotiations for ceasefires have been issued since the start of the crisis but each have been broken within the first 24 hours. Wide ranges of nationalities have been affected by this crisis (American, Chinese, Djiboutian, Kenyan, Indian, Somalian, Tanzania and Yemen nationals). Djibouti continues to receive the most number of persons as one of the few neighbouring countries which has opened its borders to those fleeing Yemen.

In May 2015, the International Federation of Red Cross and Red Crescent Societies (IFRC) released CHF 66,180 from the Disaster Relief Emergency Fund (DREF) to support the Djibouti Red Crescent Society (DRCS) respond to the needs of the affected population. This DREF operation intended to meet the survival and immediate needs of the targeted population through the provision of essential health, water, sanitation hygiene promotion services, targeting a total of 2,000 arrivals at Djibouti port and Al-Rahma and Omnisport Stadium sites in Obock.

Following the outcome of the detailed assessment which was carried out at the beginning of the operation, a revision of the plan of action was submitted and approved in June 2015, including the following changes:

- A few activities were cancelled: Procurement of water testing kits, Installation of an emergency First Aid point at Djibouti port, and provision of emergency First Aid services to arrivals
- A few activities were revised like the solid waste management activities, the number of volunteers to be receive a refresher training in hygiene promotion, the quantity of NFIs to be procured, location of the assistance given to the refugees following a relocation of the refugees by the government from Al-Rahma and Omnisport Stadium sites to Markasi camp, etc.
- A few activities were added mainly in terms of coordination and communication

- The quantity and type of staff required for the implementation of the final activities was also revised

For the new Emergency Plan of Action intended to support additional 1,800 refugees, the overall objective was adjusted as follows: the target population's survival and immediate needs are met through the provision of essential health, water, sanitation hygiene promotion services, targeting 3,800 arrivals at Djibouti port and at Markasi camp (in Obock).

In June 2015, the revision of the DREF was approved together with an increase of budget of CHF94,449 and a 3-month extension, bringing the total budget of the operation to CHF 160,629 and the total implementation period to 5 months ending October 28th, 2015.

Objective(s):

5. Review the effectiveness of the MDRDJ002 operation in meeting the planned objectives and outputs in the EPoA (WASH);
6. Provide a means of establishing successes, challenges, lessons learned from the MDRDJ002 operation in order to inform recommendations for future operations (and other relevant RCRC responses), specifically those related to WASH.
7. Use the outcome of the review to promote the DREF to partners/ donors (refer to outputs).
8. Provide additional action points for the improvement the overall DM capacity of DRCS

Output(s):

- Review report – including executive summary, objectives, methodology, limitations, key findings, key lessons learned, conclusions and recommendations (Maximum 30 pages excluding Annexes).
- Case study / lessons learned document, which can be used by the DRCS / IFRC to demonstrate the results of the DREF operation for communication purposes to key partners/donors (specifically those that contributed to the replenishment of the DREF allocation).

Scope:

The DREF was implemented in 2 areas: Obock where beneficiaries were settling in a camp and Djibouti port where beneficiaries were only transiting.

The DREF review will be carried out in Obock town. The lessons learnt workshop will cover the operations implemented in both areas but the beneficiaries and stakeholders' interviews will target only beneficiaries and stakeholders from Obock.

The review will look to assess (according to a common methodology) the following:

- **Relevance and appropriateness:** the extent to which the situation necessitated the launch of a DREF operation; the interventions suited the priorities of the affected population, if other interventions would be more suitable; how they were revised based on the needs assessments carried out.
- **Efficiency:** the extent to which the DREF operation was managed in an organized and competent way; if the allocation was adequate to deliver the expected outputs / activities; if costs could have been reduced or most cost effective approaches taken.
- **Effectiveness** – the extent to which the DREF operation was able to meet its intended objectives and outputs in accordance with recognized international standards (SPHERE).

- **Coverage** – the extent to which the DREF operation was able to reach the populations/areas most at risk by the crisis; how the criteria for this was identified/implemented.
- **Coherence** – the extent to which the DREF operation was in accordance with the policies and strategies agreed by key stakeholders for the response; and how it was complimentary to the interventions of other actors.
- **Sustainability & connectedness** – the extent to which the outcomes of the operation will be sustained (where relevant); particularly in relation to capacity and learning gained through the interventions (National Society capacity); and how they can be integrated within contingency planning activities being carried out by the DRCS in preparation similar emergency responses.

Please note that the operational review is commissioned by the IFRC EAIOI disaster risk management unit in collaboration with the IFRC EAIOI PMER unit and the IFRC Africa disaster management unit, and intended as an internal quality assurance and lessons learned exercise, and NOT a complete evaluation. Nonetheless efforts will be made to ensure that the exercise is carried out in accordance with the IFRC ethics and legality standards (refer to the IFRC Evaluations Framework / 4.3), and the International Red Cross and Red Crescent Movement's Fundamental Principles.

Activities:

The DREF review will take place from 17 November – 19 November 2015, with the following schedule (including drafting and finalization of report):

Activity plan	Date
Draft/sharing of Terms of Reference and preparation plan	5 th Nov
Finalization of Terms of Reference and preparation plan (list of task and persons in charge for the preparation of the DREF review (DRCS & IFRC))	9 th Nov
Identification of the review team (DRCS & IFRC)	9 th Nov
DREF review preparation (DRCS & IFRC)	9 th / 16 th Nov
Arrival of the IFRC team in Djibouti and travel to Obock	16 th Nov
Briefing with DRCS HQ and Obock branch coordinator to discuss the objectives of the review, the schedule and share of tasks	17 th Nov
Interviews with DRCS and partners involved in the response and present in Obock	17 th Nov
Review team carried out field visits to the Markasi camp, including: <ul style="list-style-type: none"> ○ Focus group discussions with beneficiaries; ○ Focus group discussion with DRCS volunteers; ○ DRCS volunteers carry out BSS. 	18 th Nov
Briefing on preparation for Lessons Learned Workshop	18 th Nov
Lessons Learned Workshop co-facilitated by IFRC and DRCS	19 th Nov
Debrief with DRCS management	20 th Nov
Departure	20 th Nov
Debrief with IFRC EAIOI and DMU staff	24 th Nov
Compilation of field notes and draft analysis completed by review team (DRCS&IFRC)	23 rd – 27 th Nov
Submission of draft report (to IFRC Africa zone DMU) for review (by IFRC zone and Geneva technical levels)	30 th Nov
Feedback on draft reports received (by IFRC Africa zone DMU)	4 th Dec

Finalization of case study / lessons learned document	14 th Dec
Finalization of report	14 th Dec

Methodology:

- Desk review and review of secondary data, including but not exclusive to:
 - MDRDJ002 Djibouti Population Movement – EPoA
 - MDRDJ002 Djibouti Population Movement – Budget
 - MDRDJ002 Djibouti Population Movement – Operations Updates
 - DRCS Volunteer Training Reports
 - DRCS detailed Assessment Report
 - DRCS Field Monitoring Reports
 - DRCS SitReps
 - Inter-agency updates
 - Minutes partners’ meetings
 - Minutes of the Disaster Management Review and Planning workshop organized by ICRC and BRC from 5th to 8th October 2015
 - DRCS Financial Monitoring/Expenditure Reports
 - DRCS policy, mandate, national strategic plan etc.
- Key informant interviews (using standardized tool)
 - a. populations reached through the operation – ensuring the sample is representative of all groups, e.g. men/women, children, elderly, people living with disability etc.
 - b. DRCS staff representatives from relevant technical areas and respective regions.
 - c. IFRC EAIOI
 - d. In-country NGO (with presence in Obock and active in the same response).
 - e. ICRC
 - f. PNSs
 - g. In-country government partners: ONARS, civil protection etc.
- Beneficiaries Satisfaction survey
 - a. with beneficiaries (using standardized tool) – ensuring the sample is representative of all groups, e.g. men/women, children, elderly, people living with disability etc. (Target: all refugees present in Markasi camp)
- Focus Group Discussions (using standardized tool):
 - a. with beneficiaries
 - b. DRCS volunteers involved in the operation
 - c. Neighbouring communities = population of Obock (if time available)
- Lessons learned workshop to include all levels involved in the operation (using standardized tool kit):
 - a. branch staff from Obock and Djibouti branch (involved in Djibouti port DREF activities)
 - b. headquarters staff (Watsan, DM, communication, PC, logistics, finance department representatives)
 - c. volunteers from Obock branch
 - d. DRCS management
 - e. other key stakeholders/partners as relevant.
- Development of a case study / lessons learned document (maximum four pages), providing an description of the operation, including successes, failures, lessons learned, inter agency/volunteer testimonials and photographs) to be shared with key partners/donors.

Note that from 5th to 8th October, the British Red Cross and the ICRC carried out a review of the current response to the Yemen crisis within an overall DM frame. The participants, which included the HQ team (except the Watsan Coordinator who was the person in charge of the implementation of this

DREF), engaged in a timeline exercise, reflecting on all the significant events that took place since the onset of the Yemen response (29th March, 2015) until the 5th October. The findings of this workshop will be considered during the DREF lessons learnt workshop in order to avoid repetition of exercise and to enrich the discussion. This DREF review exercise will be a complementary exercise in the sense that it will draw lessons based on beneficiaries' satisfaction level, input from external partners who participated in the same response, volunteers and field based staff from the areas of response, the DRCS coordinator of this response, as well as IFRC representatives, who were not part of the BRC/ICRC led response review.

Finally, this review will put emphasis on the quality and relevancy of the assistance provided to the beneficiaries, as well as the quality of support offered to the DRCS using IFRC tools.

Resources:

Please note that CHF 6,000 has been budgeted for the DREF review, and this will be utilized both the in-country costs (CHF 3,000) of organising the exercise (DRCS), and to facilitate the participation of IFRC representatives (CHF 3,000). Representatives from the PNS and/or the DREF Advisory Group will be expected to cover their costs of participation.

Team Composition:

- Representatives from DRCS as focal point for the review responsible for communicating with NS leadership on plans for review, and to support preparation and provision of relevant documentation, planning and liaison with key informants, organising logistics for the team, as well as participating in secondary data review, primary data collection, facilitation of lessons learned workshop, analysis and finalisation of review findings and recommendations (including facilitating inputs/feedback from SSRC management).
- Team leader from the IFRC and DRCS with experience in disaster management and reporting responsible for managing the review in-country, including the preparation of the report with inputs from team members, and case study / lessons learned document.
- Representative(s) from the IFRC, PNS and/or DREF Advisory Group for providing technical input into the review; as well as support with the collection/analysis of the relevant information, findings, conclusions, and recommendations to the report.

All review team members will be expected have competencies in the following areas

- Experience in disaster management and/or WASH and/or PMER– required
- Experience of working with National Societies (including NS leadership, staff and volunteers) – required;
- Experience of project/programme monitoring and evaluation (including conducting FIIs, FGDs etc.) - required;
- Experience of mobile data collection (ODK, Magpie etc.) – preferred;
- Understanding of the DREF – required;
- Proven ability to work in a team – required;
- Proven facilitation skills (e.g. of workshops) - required;
- Proven communication skills (including both written and oral) -required;

Key contacts and team members:

Malika Ogwang

malika.ogwang@ifrc.org

+254 732 555 155

ANNEX 2: LESSONS LEARNT WORKSHOP REPORT

Djibouti population movement from Yemen

DREF Operational Review MDRJ002

Lessons learnt workshop report

Date: 19th November 2015

Venue: Obock

Participants: see list in Annex

1. Participatory timeline exercise

Participative exercise intended to establish the timeline of the DREF operation, with the purpose of assisting discussions on what did and didn't go well within the operation.

The participants agreed on the list of activities achieved during the DREF and discussed timeline, the difference between the expected time of implementation and the real timeframe followed by the implementing team.

The summary is as follows:

Activity	Planned timeframe	Period of achievement
Needs evaluation	April	April
Volunteers' training on hygiene promotion	May	May
Hygiene promotion	May	May
Distribution of hygiene kits	May-Oct	May-Jan
Garbage cleaning campaign	July	July - Sept

At Obock branch, the frequency of hygiene kits distribution was much lower than expected because many refugees would have proceeded straight to Djibouti and other towns and DRCS Obock staff correctly decided not to give the kit to the families on transit.

Garbage cleaning campaigns were carried out involving the refugees in this daily task.

2. Self-assessment

Self-assessment exercise intends to provide a rating of the activities carried out, by the RC staff and volunteers themselves.

2.a. Quality and quantity

Obock branch

Distribution of hygiene kits: The items in the kits were not enough for big family sizes.

Clothes hanging lines were not inadequate as well as bathing and washing soap.

Among the refugees, DRC staff and volunteers noticed children with both mental and physical handicap as well the elderly received the hygiene kits in their tents but do not take part in the hygiene promotion campaigns. As such there is need to target them in future operations.

Djibouti Port

The quality of response was assessed as generally medium. This is because of missing items such as small mirrors to go with the razor blades, bathing soap for babies. The plastic cups distributed were actually not useful and there was also not enough washing powder.

2.b. Participation

Hygiene promotion: all refugees received HP.

Women could participate in the group discussion provided the interviewer was a female volunteer.

Hygiene kits: It is possible that some refugees missed it if they were not present at the distribution site upon arrival. In Djibouti port, the volunteers organized 2 queues, one for women handled by a female volunteer and one for men handled by a male volunteer. Kits for elderlies were brought to them. In Djibouti port, some refugees refused to be given the kits since they claimed that they didn't to stay in Djibouti or that they will be able to purchase these items on their own.

Women with young kids were well considered in the kits distribution since the volunteers had enough time to do a door to door distribution.

2. c. Efficiency

The assistance given to the refugees reduced the suffering of the beneficiaries though it was limited and there are still so many gaps.

The refugees truly appreciated the assistance received by DRCS.

2. d. Means

DRCS volunteers had all what they needed to carry out the work: visibility jackets, transport, working tools, printer, internet, credit for phone communication, cash for volunteers per diem, fridge for cold water during the summer season as well as cooler box. Delays in delivery from Djibouti Ville to Obock occurred due to the transport difficulties between the 2 towns.

2.e. Standards

The staff used SPHERE and federation standard but the volunteers were not trained on these.

2.f. Organization capacity development

According to the staff and volunteers, this has been a good experience especially concerning learning more in terms of understanding different cultures (ex: men/women relationship and codes in a different culture). This made them develop more understanding of other human being and feeling that we are all part of one humanity.

They also got the chance to feel more responsible and engaged in the situation that their country and people were facing.

Lastly, it reinforced their knowledge on HP and on the influence of the environment they live in on their overall health conditions.

Participants list

No	Name	Title	Contact
1	Wais Abdillahi	DRCS Prog Co WASH – Djibouti Ville	waiscrd@gmail.com 77867100
2	Issa Hassan	DRCS Communication Officer – Djibouti Ville	issa.hassanahmed@gmail.com
3	Ahmed Alo Haroun	DRCS – HP volunteer – Obock	77205604
4	Mariam Hassom Haissom	DRCS – HP volunteer – Obock	77152441
5	Abdo Kanano	DRCS – HP volunteer – Obock	77882015
6	Ahmed Mohamed	DRCS – HP volunteer – Obock	
7	Ahmed Mohamed	DRCS – volunteer - Obock	
8	Abouda Vier Faraer	DRCS – volunteer - Obock	
9	Saleh Mohamed Saleh	DRCS – volunteer - Obock	
10	Mohamed Ahmed Saleh	DRCS Obock branch coordinator	
11	Mohamed Farah	DRCS – volunteer – Djibouti Ville	77842227
12	Dato Med Ali	DRCS – volunteer - Obock	77727597
13	Youssef Aden	DRCS – RFL assistant - Obock	77848545
14	Ruwaydah Wangara	IFRC – PMER – Nairobi	ruwaydah.wangara@ifrc.org
15	Malika Noisette Ogwang	IFRC – DRM - Nairobi	Malika.ogwang@ifrc.org

ANNEX 3: BENEFICIARY SATISFACTION SURVEY QUESTIONNAIRE



International Federation
of Red Cross and Red Crescent Societies

Disaster Relief Emergency Fund (DREF) Évaluation des opérations

Titre de l'exercice: Questionnaire de satisfaction des bénéficiaires

Date:

Nom de l'opération:

Numéro de l'appel: MDRJ002

Nom de l'enquêteur:

Début:

Fin:

District:

Village:

Objectif: Le questionnaire vise à comprendre le niveau de satisfaction envers le projet – en particulier sa pertinence et sa qualité – de la perspective des personnes recevant l'assistance de la FICR et de la société nationale.

Les réponses sont "Oui/Non", ou score comme suit:





- "Excellent" – indiqué par un large sourire;
- "Bon" – indiqué par un sourire;
- "Moyen" – indiqué par un visage mitigé;
- "Pauvre" – indiqué par un visage fâché.





Consignes

Présentez-vous, en expliquant pour qui vous travaillez et que vous voudriez poser quelques questions sur les activités de la Croix Rouge qui ont eu lieu dans leur communauté. Demandez-leur si ils sont heureux de participer, et expliquez que les réponses sont confidentielles, et que l'information sera utilisée pour améliorer les activités futures qui supportent les victimes de catastrophes dans leur pays et dans le reste du monde.

Temps 20 min par questionnaire

A. Détails familiaux	
A1 Sexe du répondant	A2 Facteur additionnel de vulnérabilité (groupe cible)
[1] Homme	[1] Personne âgée (+60ans) vivant seule

[2] Femme	[2] Personne handicapée [3] Personne avec de très jeunes enfants (0-4 ans) [4] Mère célibataire [5] Orphelin ou famille dirigée par un enfant [6] Autre {spécifiez}.....			
A3 État civil du chef de famille	A4 Âge du chef de famille			
[1] Célibataire [2] Marié(e) [3] Veuf/veuve	[1] Moins de 18 ans [2] 18-35 ans [3] 36-45 ans [4] 46-55 ans [5] Plus de 55 ans			
B. Contexte				
B1 Combien de personnes comportent votre famille?				
[1] 1-2 [3] 5-6 [5] 9-10	[2] 3-4 [4] 7-8 [6] + 10			
B2 Comment avez-vous été touché par la catastrophe? (encerclez tout ce qui correspond)				
[1] J'ai été blessé [2] J'ai été séparé de ma famille [3] Un membre de ma famille a été blessé [4] Un membre de ma famille est décédé [5] Ma maison a été détruite [6] J'ai perdu mon bétail/business/champs [7] Autre (spécifiez)				
B3 De quel type d'assistance aviez-vous besoin? (encerclez tout ce qui correspond)				
[1] Nourriture [2] Abris [3] Kits hygiène [4] Eau [5] Assistance médicale (1ers soins) [6] Accès latrines [7] Autre (spécifiez)				
B4 Pouvez-vous évaluer la qualité de l'assistance que vous avez reçue? (tout ce qui s'applique)				
	Excellent	Bon	Moyen	Pauvre
[1] Kit hygiène	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[2] Sensibilisation à l'hygiène et au traitement des déchets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[3] Moustiquaires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[4] Kit de traitement des déchets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[5] Autre (spécifiez)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5. Pouvez-vous évaluer la quantité de l'assistance que vous avez reçue? (tout ce qui s'applique)				
	Excellent	Bon	Moyen	Pauvre
[1] Kit hygiène	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[2] Sensibilisation à l'hygiène et au traitement des déchets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[3] Moustiquaires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[4] Kit de traitement des déchets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[5] Autre (spécifiez)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B6. Quel type d'assistance avez-vous reçu des personnes suivantes?	Articles			
[1] Gouvernement				
[2] Croissant Rouge				
[3] Autre 1 (spécifiez)				
[4] Autre 2 (spécifiez)				
[5] Autre 3 (spécifiez)				
[6] Autre 4 (spécifiez)				
[7] Autre 5 (spécifiez)				
[8] Autre 6 (spécifiez)				
[9] Autre 7 (spécifiez)				
B7 De quelle assistance aviez-vous besoin et que n'avez-vous pas reçu? (spécifiez)				
.....				
.....				
B8.1. Vous a-t-on demandé quels étaient vos besoins?				
[1] Oui [2] Non				
B8.2. Si oui, par qui? (encerclez tout ce qui s'applique)				
[1] Croissant Rouge [2] Gouvernement				
[3] Voisin [4] Autre 1.....				
[5] Autre 2.....				
B9.1 Saviez-vous que vous étiez sélectionné pour recevoir de l'assistance (par le Croissant Rouge)?				

B9.2. Saviez-vous pourquoi vous étiez sélectionné?	
[1] Oui	[2] Non
<i>Si Oui, pourquoi?</i>	
.....	
.....	
B9.3 Vous a-t-on demandé quelle assistance vous préféreriez? (articles, etc.)	
[1] Oui	[2] Non
B9.4 Saviez-vous quand l'assistance serait offerte? (date, heure et lieu de distribution, etc.)	
[1] Oui	[2] Non
B9.5 Où avez-vous entendu parler de l'assistance offerte par le Croissant Rouge? (<u>encerclez tout ce qui s'applique</u>)	
[1] Par un voisin/ami	[2] Volontaire Croissant Rouge
[3] Agent gouvernemental	[4] Autre (spécifiez).....
C. Abris et colonies	
C1.1 Quels articles avez-vous reçu? (<u>encerclez tout ce qui s'applique</u>)	
[1] Literie	[2] Habits
[3] Articles de cuisine	[4] Bâche
[5] Bois de construction	[6] Autre (spécifiez)
.....	
.....	
C1.2 Quand avez-vous reçu ces articles?	
[1] Le jour de mon arrivée à Djibouti	[2] Le jour suivant
[3] 2 jours après	[4] 3-5 jours après
[5] 1-2 semaines après	[6] Plus de 2 semaines après
C2.1. Si <i>Oui</i> à [1] ou [2] (C1.1), avez-vous utilisé ces articles?	
[1] Oui	[2] Non
<i>Si Non, pourquoi? Si Oui, qu'avez-vous trouvé le plus utile?</i>	
.....	
.....	
C2.2 Si <i>Oui</i> à C2.1, la quantité était-elle suffisante pour la famille?	
[1] Oui	[2] Non
<i>Si Non, combien de plus était nécessaire?</i>	
.....	
.....	

C3.1 Si <i>Oui</i> à [3], avez-vous utilisé ces articles? (si <i>Non</i> allez à C4)	
[1] Oui [2] Non <i>Si Non, pourquoi? Si Oui, qu'avez-vous trouvé le plus utile?</i>	
C3.2 Si <i>Oui</i> à C3.1, contenaient-ils tous les articles dont vous aviez besoin?	
[1] Oui [2] Non <i>Si Non, quoi d'autre aurait été utile?</i>	
C4.1 Si <i>Oui</i> à [4] ou [5], avez-vous utilisé ces articles? (si <i>Non</i> allez à D1)	
[1] Oui [2] Non <i>Si Non, pourquoi? Si Oui, qu'avez-vous trouvé le plus utile?</i>	
C4.2 Si <i>Oui</i> à C4.1, avez-vous reçu tous les articles dont vous aviez besoin?	
[1] Oui [2] Non <i>Si Non, quoi d'autre aurait été utile?</i>	
D. Eau, assainissement et promotion de l'hygiène	
D1.1 Quels articles avez-vous reçu? (<u>encerclez tout ce qui s'applique</u>)	
[1] Seau [3] Bidon [5] Agents chimiques de purification de l'eau	[2] Kit d'hygiène [4] Kits de gestion des déchets [6] Autre (spécifiez)
.....	
D1.2 Quand avez-vous reçu ces articles?	
[1] Le jour même [3] 2 jours après [5] 1-2 semaines après	[2] Le jour suivant [4] 3-5 jours après [6] Plus de 2 semaines après
D1.3 Ou avez-vous reçu ces articles?	
[1] Au port [3] Au camp de Markasi	[2] A l'orphelinat [4] Autre (spécifiez)
.....	

D2.1 Si <i>Oui</i> à [1] – [6], (D1.1) les avez-vous utilisés?					
[1] Oui [2] Non <i>Si Non, pourquoi? Si Oui, qu'avez-vous trouvé le plus utile?</i>					
.....					
.....					
D2.2 Si <i>Oui</i> à D2.1, aviez-vous suffisamment d'articles pour la famille?					
[1] Oui [2] Non <i>Si Non, de combien d'articles aviez-vous besoin? Et de quel article?</i>					
.....					
.....					
D2.3 Si <i>Oui</i> à D2.1, contenaient-ils tous les articles dont vous aviez besoin?					
[1] Oui [2] Non <i>Si Non, quoi d'autre aurait été utile?</i>					
.....					
.....					
D2.4 Quelqu'un vous a-t-il parlé des sujets ci-dessous? (<u>encerclez tout ce qui s'applique</u>)					
[1] Hygiène alimentaire		[2] Lavage des mains			
[3] Hygiène personnelle		[4] Gestion des déchets			
[5] Purification de l'eau		[6] Stockage de l'eau			
[7] Autre (<i>spécifiez</i>)					
.....					
.....					
E. Communication aux bénéficiaires					
E1 Avez-vous reçu de l'information sur le travail du Croissant Rouge depuis votre arrivée à Djibouti?					
[1] Oui [2] Non					
E2 D'où avez-vous reçu cette information? (<u>encerclez tout ce qui s'applique</u>)					
[1] D'un voisin/ami		[2] Volontaires Croissant Rouge			
[3] Tract/brochure/bannière		[4] Autre (<i>spécifiez</i>).....			
E3 Est-ce que les employés/volontaires du Croissant Rouge portaient un uniforme et/ou l'emblème visible du Croissant Rouge?					
[1] Oui [2] Non					
E4 Comment était le comportement du personnel du Croissant Rouge pendant la réponse?					
[1] Très bien		[2] Bon	[3] Moyen	[4] Mauvais	
[4] Ne sait pas					

<p><i>Pourquoi pensez-vous cela? (donnez un exemple)</i></p> <p>.....</p> <p>.....</p>
<p>E5 Saviez-vous comment faire une plainte concernant les articles/services que vous avez reçus?</p>
<p>[1] Oui [2] Non</p> <p>Si Oui, qui contacteriez-vous?</p> <p>.....</p> <p>.....</p>
<p>E6 Quel changement aimeriez-vous apporter à ce processus?</p> <p>.....</p> <p>.....</p>
<p>F. Autre</p>
<p>F1 Avez-vous des questions pour nous?</p> <p>.....</p> <p>.....</p>

Merci pour votre temps et pour avoir partagé votre opinion

ANNEX 4: BENEFICIARY FOCUS GROUP DISCUSSION QUESTIONNAIRE



International Federation
of Red Cross and Red Crescent Societies

Disaster Relief Emergency Fund (DREF) Operational review

Title of exercise: Focus group discussion - Beneficiaries

Date:

Name of operation: Djibouti – Yemeni refugees

Appeal number: MDRDJ002

Interviewer name:

Start time:

End time:

District:

Village:

Purpose: Focus group discussions are intended collect information from the people served by IFRC and the Djibouti Red Crescent Society, by providing a setting in that they can discuss the assistance they received, which can then inform lessons learned and recommendations. Questions have been prepared to help guide the focus group discussion.

Directions Introduce yourself, explaining who you are working for and that you would like to ask a few questions about the DRCS activities that have been carried out in their community. Ask them if they are happy to participate, and explain that the answers are confidential, and information will be used to improve future activities that support people affected by disasters both in this country, and also the rest of the world.

Please note that efforts should be made to ensure that attendees of the focus groups discussion are representative of the people served by IFRC and the DRCS.

Timeframe 45 min per discussion

1. Please can you tell us about how the Djibouti RCS assisted you following your arrival in Djibouti? Prove to establish how quickly following the arrival this was provided

2. Please can you tell us how you heard about the activities being provided by DRCS? *Probe to establish what the preferred means of communication would have been*

3. Please can you tell us how you were involved in the activities that DRCS carried out? *Prompt for information on how women, men, youth and vulnerable groups were involved*

4. Please can you tell us how people were identified to receive assistance from DRCS? *Probe to establish if these were those that were worst affected/ most vulnerable*

5. Please tell us what your immediate needs were after the disaster; and if what you received from the DRCS satisfied them? *Probe to establish what else people needed that was not provided.*

6. Please tell us if the assistance provided by the DRCS was adapted to meet people's immediate needs? Probe to establish if assistance was adapted to the needs of the most vulnerable (children, elderly, people living with disabilities, women)

7. Please tell us if there were any problems that you experienced when DRCS provided assistance? Probe to establish how staff and volunteers responded to this.

8. Please tell us who you would speak to if you needed to reach DRCS? Probe to establish if mechanisms were put in place to provide and receive information from people being assisted.

9. Please tell us if you know any stories of how people were assisted by DRCS; and how this helped them following the disaster?

10. Please....do you have any questions for us?



ANNEX 5: VOLUNTEERS FOCUS GROUP DISCUSSION QUESTIONNAIRE



International Federation
of Red Cross and Red Crescent Societies

Disaster Relief Emergency Fund (DREF) Operational review

Title of exercise: Focus group discussion - Volunteers

Date:

Name of operation: Djibouti – Yemeni refugees

Appeal number: MDRDJ002

Purpose: Focus group discussions are intended collect information from volunteers, by providing a setting in that they can discuss their involvement in the activities planned, and what support they received from the Djibouti Red Crescent Society (DRCS), which can then inform lessons learned and recommendations. Questions have been prepared to help guide the focus group discussion.

Directions

Introduce yourself, explaining who you are working for and that you would like to ask a few questions about the Red Cross Red Crescent activities that have been carried out, and their involvement. Ask them if they are happy to participate, and explain that the answers are confidential, and information will be used to improve future activities that support people affected by disasters both in this country, and also the rest of the world.

Please note that efforts should be made to ensure that attendees of the focus groups discussion are representative of the volunteers all involved in the DREF operation.

Timeframe 45 min per discussion

Branch:	
Location:	

1. Please tell us how you were involved; and what was your role in the DREF operation? *Probe to establish how they were involved in planning, monitoring and implementation of the activities planned.*

2. Please tell us how what information you received from NHQ / Branch about the DREF operation? *Probe to establish if received EPoA + Budget; SitReps, Security protocols etc., what/if mechanisms were put in place to provide and receive information from volunteers to NHQ / Branch, and what information would have been useful.*

3. Please tell us what training you received to assist with carrying out the activities planned in the DREF operation? *Probe to establish if received orientation on RCRC (Code of Conduct, FPs, Safer Access Framework etc.); as well as training relevant to the EPoA (ECV, First Aid etc.); what was useful, what wasn't useful, and if any other training should have been provided.*

4. Please tell us what materials you received to assist you with carrying out the activities planned in the DREF operation? *Probe to establish the type materials received (IECs, protective equipment, visibility items, tools etc.); what was useful, what wasn't useful, and if any other materials should have been provided.*

5. Please tell us what skills and knowledge you have received from carrying out the activities planned in the DREF operation? *Probe to establish how volunteers have improved their capacity, in what areas, and how they will use these skills and knowledge in the future.*

6. Please tell us what other organizations were involved in the response to the disaster? *Probe to establish how the volunteers coordinated with them when carrying out the activities planned in the DREF operation*





7. Please tell us what went well in the DREF operation? *Probe to establish any successes, and what contributed to this.*

8. Please tell us what didn't go well in the DREF operation? *Probe to establish any challenges that were experienced, and what contributed to this.*

9. Please tell us what you would do differently, if you had to do it all over again? *Probe to establish lessons learned.*

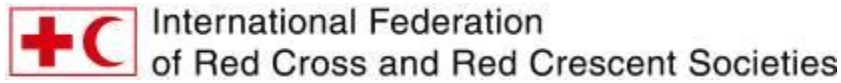
10. Please tell us what recommendations you have for have for future DREF operations? *Prove to establish recommendations for NHQ / Branch, and also IFRC (if relevant).*

11. Please....from your perspective (as a volunteer) how do you feel the DREF operation went?

			
Excellent	Good	Average	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Please....what questions do you have for us?

ANNEX 6: PARTNERS KEY INFORMANT INTERVIEW QUESTIONNAIRE



Disaster Relief Emergency Fund (DREF)

Operational review

Title of exercise: Key informant interview – Partners

Date:

Name of operation: Djibouti- Yemeni refugees

Appeal number: MDRJDJ002

Purpose: Key informant interviews are intended to collect information from people that were involved in some capacity in the DREF operation; and therefore have particular knowledge and understanding, which can inform lessons learned and recommendations. Questions have been prepared; and prompts provided to help guide the conversation with the interviewee.

Directions Introduce yourself, explaining who you are working for and that you would like to ask a few questions about the Red Cross Red Crescent activities. Ask them if they are happy to participate, and explain that the answers are confidential, and information will be used to improve future activities.
Interviewees should be prompted to indicate any successes, challenges, lessons learned and recommendations for what should have be done differently in future DREF operations.

Timeframe 45 – 60 min per interview

ANNEX 7: STAFF KEY INFORMANT INTERVIEW QUESTIONNAIRE



International Federation
of Red Cross and Red Crescent Societies

Disaster Relief Emergency Fund (DREF) Operational review

- Title of exercise:** Key informant interview – NHQ/Branch staff
- Date:**
- Name of operation:** Djibouti – Yemeni refugees population movement
- Appeal number:** MDRDJ002
- Purpose:** Key informant interviews are intended to collect information from people that were involved in some capacity in the DREF operation; and therefore have particular knowledge and understanding, which can inform lessons learned and recommendations. Questions have been prepared; and prompts provided to help guide the conversation with the interviewee. Based on the answers given, the interviewer should then score as follows:
- “Excellent” - shown with a very happy face;
 - “Good” – shown with a happy face;
 - “Fair” – shown with an ok face;
 - “Poor” – shown with an unhappy face
- Directions** Introduce yourself, explaining who you are working for and that you would like to ask a few questions about the Red Cross activities. Ask them if they are happy to participate, and explain that the answers are confidential, and information will be used to improve future activities. Interviewees should be prompted to indicate any successes, challenges, lessons learned and recommendations for what should have be done differently in future DREF operations.
- Timeframe** 45 – 60 min per interview