



Operation of DREF: No. MDRCD019	Glide n° XXX
Date of Issue: 29 June 2017	Date of Disaster: 07 November 2016
Operation start date: 23 November 2016	Operations timeframe: Four months (End date: 23 March 2017)
Operation manager (responsible for this EPoA): Josuane Flore Tene, Disaster and Crisis Prevention, Response and Recovery Coordinator,	Point of contact: Moïse Kabongo Ngalula, National Director for Disaster management
Overall operation budget: CHF 183,682	
Number of people being assisted: 1,390 persons (278 families)	
Host National Society Presence (volunteers, staff, branches): DRC Red Cross Society, 40 volunteers and 3 supervisors involved in operations, as well as the provincial staff of Gemena.	
Red Cross Red Crescent Movement partners actively involved in the operation: IFRC	
Other partner organizations actively involved in the operation: The Provincial Vice-Governor, Ministry of Humanitarian Affairs, United Nations Office for the Coordination of Humanitarian Affairs	

A. Situation Analysis

Description of the disaster

With the beginning of the rainy season in the Democratic Republic of Congo (DRC) during the first half of October 2016, torrential and continuous rain had been falling on the entire national territory causing flooding across the country in mid-November 2016, particularly in the city of Gemena, the capital of South Ubangi province (located at 3 hours flight from the city of Kinshasa with a surface area of 11,488 km²).

The torrential rains, accompanied by the strong winds which continued to fall on the town of Gemena, caused flooding in the districts and other localities on the banks of the Mombonga, Sukia and Labo rivers. Some of the affected localities include Damia, Bosakabo, Mbay, Boto, Akula and Bokondo, where there was significant material damage (destruction of houses, loss of necessities, deterioration of roads, etc.). The impact of the rain caused flash flooding, leaving many people homeless. This situation was worsened during the following days in these same localities as suspected cases of cholera were reported. Volunteers from the Gemena Provincial Red Cross Committee assisted in the rapid assessment of the situation, the evacuation / rescue of victims and provided first aid to the seven injured people.



Houses destroyed by flooding in Gemena township ©DRC RC



A damaged household in Gemena ©DRC RC

The assessment revealed that out of a total population of nearly 350,000 people, 2,628 people or 526 families were affected. Of these 526 families, 278 (1,390) were identified as the most vulnerable as they had partially or totally lost their homes and basic necessities. Among the most vulnerable, 105 homeless families who had lost their homes were identified; indeed, 53 houses had been completely destroyed and 52 others partially. These flood-affected families temporarily found refuge with neighbours and parents who accepted to host them. These host families shared resources and food rations with affected families, thereby stretching their modest resources. In addition, the assessment team recorded four that sources of drinking water (out of seven) had been contaminated

by dirty rainwater, as well as 200 latrines either completely destroyed or flooded by the rains. The above,

added to the pronounced promiscuity of these families was a major factor in triggering the cholera epidemics, which already affected the region (source: Direction for Disease Control, DRC Government). Indeed, there was a high risk of a public health disease outbreak due to the proliferation of vector and water-borne diseases. In addition, there were concerns about the prevailing access to drinking water, sanitation, and other resources required for personal hygiene. In addition, due to contamination of the local water sources, women and girls, primarily, had to trek for one kilometre to the nearest water source. In light of the above, the Disaster Relief Emergency Funds (DREF) allocated CHF 183,682 to enable the DRC RC assist 1,390 people or 278 families in the areas of WatSan, hygiene promotion, emergency shelter construction, distribution of NFIs, and capacity building of the local RC volunteers amongst others, for a period of three (3) months.

Given the logistical constraints, such as the scarcity of flights from Kinshasa to Gemena, the DREF implementation team including a RDRT Shelter, an IFRC Logistician and a Head of Operations, were only able to reach Gemena during the second half of the month of January 2017, leading to a timeframe extension of an additional month. As such, the operation ended on 23 March 2017 after a four months long implementation period.

The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID) the Medtronic and Zurich Foundations and other corporate and private donors. The IFRC, on behalf of the Red Cross Society of Democratic Republic of Congo would like to extend many thanks to all partners for their generous contributions.

Summary of the response

Overview of Host National Society

The DRC RC is a neutral humanitarian organization, auxiliary to public authorities, with a network of approximately 160,000 volunteers (one of the largest volunteer networks in the world). It has Provincial Disaster Response Teams (11 PDRTs), a national disaster response team (NDRT) with 30 members, of which 10 are members of the Regional Disaster Response Team (RDRT).

The Red Cross of the Democratic Republic of Congo has a long experience in the management of natural disasters (volcanic eruptions, landslides, floods, population movements, etc.) and armed conflicts. In the area of health in 2016, the DRC experienced three epidemics, namely Ebola, yellow fever and cholera. Indeed, the latter has remained endemic in some parts of the DRC.

As soon as disaster strikes, the RC committee in the affected area deploys volunteers to the field for a rapid assessment, to provide relief through first aid to the injured and evacuate victims.

As part of the response operation, the DRC RC targeted six areas of intervention including emergency shelter and non-food items (NFI) distribution (NFI), Watsan (water, sanitation and hygiene promotion) through the purification and improvement of water sources, health and care through first aid to injured victims and capacity building of the local Red Cross branch. Some 90 volunteers were mobilized for the implementation of planned activities in these different areas of intervention.

All these activities were carried out in favour of all the 278 most vulnerable households on the eight (8) sites targeted by this operation in the city of Gemena: Salongo I, Salongo II, Gemena I, Gemena II, Sukiya, Sekpili, Mombonga.

Overview of Red Cross Red Crescent Movement in country

At the time of the floods, Movement coordination meetings were organized in Kinshasa with the participation of the IFRC, the ICRC and the Partner National Societies in the country, notably the Belgian, French, Swedish, Spanish and Canadian Red Cross Societies.

In addition to participating in the above-mentioned coordination meetings, the Belgian Red Cross contributed to the success of this operation through its generous contribution in replenishing the DREF thanks to funds from its government, amounting to CHF 55,105.

The IFRC provided support to the DRC RC in posting the DMIS that led to the allocation of funds for this DREF operation as well as the necessary technical expertise for the smooth implementation of the operation. This was done by facilitating the deployment of the RDRT shelter of the ground and availing its in-country delegate staff, who greatly contributed to the success of this operation, especially in the provision of logistics services.

Overview of non-RCRC actors in country

The Provincial Government of South Ubangi provided a financial assistance of one million Congolese francs (1,000,000) and twenty-five (25) pieces of tarpaulins to all the victims.

As part of the coordination and partnership and given the extent of the damage, the humanitarian actors present in the city were mobilized by the Provincial Minister for Gender, Family, Children, Social Affairs and Humanitarian Actions and the following actions were undertaken:

- Rapid assessment of the situation: Identification and registration of victims on the various sites (neighbourhoods) by technicians of the Provincial Ministry of Gender, Family, Child, Social Affairs and Humanitarian Actions as well as DRC Red Cross volunteers.
- Organization of the Humanitarian Watch Coordination meeting on 16 November 2016, bringing together all humanitarian actors present in the area, notably NGOs such as VISION MONDIALE and ONGD LES AIGLONS, the DRC Red Cross, the Civil Society Coordination, the Belgian development agency CTB, the Social affairs and Humanitarian action units, etc., around the Provincial Minister of Gender, Family, Children, Social Affairs and Humanitarian Actions. During this meeting, an inventory of the evolution of the situation was shared with a view to the search for solutions to help the victims.
- Preparation of a summary report of the situation at the provincial headquarters of the Red Cross by an *ad hoc* committee, on the recommendation of the humanitarian watch committee meeting. This done with the aim of constituting an advocacy document in favour of the victims to the Congolese Government and its various partners.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Needs analysis

Two assessments were carried out; the first, by technicians from the Provincial Ministry for Gender, Family, Children, Social Affairs and Humanitarian Actions and the second by the DRC RC volunteers under the supervision of the Disaster Management Division and coordinated by the Provincial Secretary of the Red Cross in South-Ubangi.

These assessments made it possible to identify needs in the following areas:

- Health and care, through first aid care to be provided to the injured and possibly to the volunteers themselves during the implementation of the activities. For this purpose, two first-aid kits were made available to the operation team. Also, mosquito nets were important for malaria prevention, as mosquito nests are enormous throughout the affected areas.
- Watsan (access to water, sanitation and hygiene promotion). Given the recurrence of epidemics in these localities, there was a need to focus on this area of intervention. Indeed, as a result of the contamination of water sources by rainwater, the water sources identified had to be sanitized. In addition, environmental sanitation was necessary and sanitation material was made available to volunteers for sanitation activities with volunteers from the affected communities. Door to door outreach sessions were very important for behaviour change. Leaflets, posters and boxes were also produced as tools for these sensitization sessions. Also, to cope with the pollution of water sources and wells, Aquatabs tablets were very important for the treatment of drinking water in households. In addition to polluted springs and wells, the destruction of latrines with all ensuing consequences was a serious danger to the population.
- Emergency Shelter and Non-Food Distribution:
 - o To enable families who have lost their homes completely and partially, emergency shelters were needed to allow them to regain a little bit of their dignity. Emergency shelter kits and other construction materials were needed to allow the volunteers help the 105 families identified, to build shelters (for 53 families who had their homes completely destroyed and 52 families whose homes were partly destroyed).
 - o With the loss of household items, furniture and other household goods carried away by rainwater or buried under the rubble, the need for non-food items was important for the 278 families. As such, it was necessary to put essential items including blankets, mats, kitchen kits, buckets, jerry cans, soaps, dignity kits for women of childbearing age, etc., at their disposal to enable them regain some dignity.

For all these needs identified, it was important to strengthen the capacities of volunteers through retraining / training sessions on awareness-raising and distribution techniques, as well as on the construction of emergency shelters to enable them to provide adequate and much needed support to the affected population.

Beneficiary selection

To help the most vulnerable through this assistance operation and following the basic principles, a criterion for beneficiary selection was drawn up, including:

- Be a victim of the flood;
- Belong to one of the most vulnerable households;
- Have his/her house totally or partially destroyed as a result of the flood;
- Having lost all of one's basic necessities during the disaster;
- Have an elder person, a woman, a widow or a person living with a disability as head of household.

These criteria enabled us to select 278 most vulnerable households across the 4 communes (Labo, Gbazubu, Lac Ndumba and Mugila). These families were targeted to benefit from health activities, WatSan and NFI distributions. As for emergency shelters, only the 105 families who completely/partially lost their homes were targeted.

Moreover, of the water sources identified in private compounds, only those whose owners agreed for public use were targeted for improvement.

Risk assessment

The risks are permanent at the level of the four communes in which the operation was implemented since, across all four communes, residents do not have any alternatives as concerns latrines in their homes. With defecations in the open or in streams used for daily needs (laundry, shower, cleaning of kitchen utensils, washing of vegetables, etc.), this exposes the population to a possible development of water-borne diseases in every household of these communities.

There is also the risk for malaria to spread as mosquito nets are everywhere and no preventive measures are taken against the disease now. The Pro-Sec (Provincial Secretary) and some committees of the districts began discussions to see how the Provincial Red Cross could contribute to the improvement of the environment.

However, for the implementation of the operation itself, there were no major risks. The only risk that was feared was the continuation of the rains with the same magnitude that would have constituted a factor of explosion and spread of cholera which was suspected in certain health zones of the South-Ubangi provincial health delegation [DPS]. This would have impeded the efficient implementation of this operations Plan of Action.

On the other hand, the means of transport (only motorbikes) constituted a permanent risk for those who were not accustomed to it and making it a restriction on their movements.

B. Operational strategy and plan

Overall objective

Contribute to the improvement of the living conditions of 278 most vulnerable households affected by the Gemena floods, particularly in Labo, Gbazubu, Lac Ndumba and Mugila communes in the areas of emergency shelter, sanitation and hygiene promotion, NFI distributions and capacity building of the National Society.

Proposed strategy

The strategy was to intervene in the best conditions and in time to satisfy the affected families, taking into account the assessments conducted by the National Society.

To achieve the general objective, the following specific objectives had to be met:

- Contribute to improving the living conditions of 278 most vulnerable families affected by the Gemena floods in the areas of Watsan (water - sanitation and hygiene promotion) and distribution of non-food items
- Contribute to improving the living conditions of 105 homeless families through the construction of emergency shelters
- Contribute to capacity building of volunteers of the Gemena Red Cross Committee.
- Share experiences with the team of volunteers of the affected local committees on the different intervention areas of this operation.

All this should be achieved through the following key activities:

- Training of volunteers in awareness raising
- Training of volunteers in emergency shelter construction
- Health awareness and hygiene promotion activities for the entire flood-affected population
- Construction of emergency shelters for 105 families having completely (53) or partially (52) lost their homes
- Distribution of NFI kits to 278 families
- Infrastructural improvement of water sources (2 wells) located in private plots but donated by the owners for use by the community
- Beneficiary satisfaction survey
- Lessons learned from the implementation of the operation.

These activities were implemented with on-the-ground support of a member of the Regional Disaster Response Team (RDRT) who worked in close cooperation with the NS and the IFRC Logistics Delegate, based in Kinshasa as part of the Emergency Appeal on Epidemics.

Operation support services

Overall, the activities were carried out as planned with the collaboration of community leaders, despite the logistic and time challenges and constraints.

The beneficiary communities also supported the progress of the operation, to ensure its success. A neighbourhood facilitation committee was set up in each neighbourhood. The chiefs of these districts contributed enormously to the identification of affected families before the distribution of NFI kits to certify that those families met the selection criteria

Almost all families identified to benefit from kits purchased through this DREF operation received the promised kits and expressed their satisfaction to the Red Cross volunteers and the local media.

A beneficiary satisfaction survey was also conducted to have the feeling of the beneficiary community after the NFI distribution and at the end of the emergency shelters.

As indicated in the DREF EPoA, four water sources had indeed been identified in the assessment area. However, the reality was different on the ground. Indeed, all these water sources were not community owned and measures had to be taken for the improved water sources to be community-owned. As such, the entire team (President, ProSec, Watsan, DM, RDRT and the logistics coordinator), took a tour of the various water sources sites to meet the owners.

On arrival at the scene, meetings with the heads of districts allowed to have more information on these water sources.

After listening to the explanations by the heads of districts, it was confirmed that all these sources were private and located in private compounds. On initiative of the IFRC Logistics delegate, supporting the implementation of this operation, it was undertaken to draft an "Attestation" form as an attachment, to prove the ownership of the site, validated by the district chief under the control of the Red Cross.

In addition to this Attestation, another document called "*Acte d'Engagement*" was signed, engaging the landlord's agreement to transfer his water source to the community free of charge. This document was signed at the territorial office by:

- The owner of the water source
- The head of district
- The Administrator of the Territory of Gemena
- The Provincial Red Cross

It is only after all these clarifications and undertakings that the improvement works began on the selected water sources.

Of the four water source owners, only two agreed to sign the agreements ceding their water sources to the community.

As concerns the cost estimate planned in the EPoA, projected at USD 2,000, it was realised after an on-site re-evaluation and calculations that the new amount is USD 5,434 for two water sources.

The planned budget for the initially planned four water sources thus covered for the two water sources which had been ceded by their owners.

Human Resources

For the implementation of this operation, several resources were deployed in the field and distributed as follows:

- 90 first aid volunteers trained in awareness-raising and emergency shelter construction were deployed and distributed according to the fields of activity:
 - o 40 volunteers + 3 emergency shelter supervisors
 - o 40 volunteers +3 supervisors for awareness raising on hygiene promotion
 - o A head of operations, a deputy head of operations for monitoring the implementation of activities,
 - o a staff of the provincial branch of Gemena,
 - o 1 member of the National Disaster Response Team (NDRT) with Watsan specialty.
- The IFRC has made available to the operation one (01) member of the Regional Disaster Response Team (RDRT) specialized in Shelter and deployed to provide proximity support to the NS, and the IFRC Logistics Delegate based in Kinshasa as part of the Emergency appeal on Epidemics.
- The operation's team was under the national supervision of the NS Secretary General, although each service involved responded to its managers at national level. These various units of the NS involved in the operation include Disaster management, Communication and Public Relations, as well as Planning, Monitoring, Evaluation and Reporting (PMER).

Logistics and Supply chain

The logistics support of this operation was provided by the RDRT Logistic deployed by the IFRC in collaboration with the head of operations for this DREF from NS. They both received significant support from the IFRC Logistics Delegate based in Kinshasa for the Epidemics Emergency Appeal.

Procurement plans: This operation was carried out in full respect of the DRC RC and IFRC logistics procedures. This was achieved through the publication of calls for tenders with respect to deadlines and the analysis of tenders submitted by service providers, to identify the best bidder (quality/price), in a commission made up of representatives of service providers, the IFRC and the NS. These service providers in Gemena had difficulties with the availability and quality of the items; as such, other purchases had to be made in Kinshasa.



Opening of tenders in Kinshasa ©DRC RC

However, these cumbersome procedures, coupled with local realities, have resulted in time constraints for the implementation of activities within the time allowed.

To this end, the need for the DRC Red Cross to set up an emergency logistics procedure for disaster situations to facilitate rapid disaster response remains relevant and very important for future operations.

These contracts have a duration of 6 months from the date of signature. This will avoid re-bidding and thus save time in the next purchases for the same types of equipment.

Globally, purchases and supplies went well during the implementation of this DREF operation.

Warehouse and storage plans: The equipment purchased in Kinshasa was stored in the warehouse of the national headquarters before being transported to Gemena. Those bought locally in Gemena were stored in a premises / warehouse leased for the purpose before distribution on the ground.

Transport and fleet needs: Transport was the weakest point of this operation, both for equipment and people although this was not for lack of organisation in the operation. Indeed, the deployment of the operation's team was delayed due to the repeated postponements of flights from Kinshasa to Gemena. And even when the team had to return to Kinshasa from Gemena, it to look for another route to get back to Kinshasa and returned by road.

Communications

At provincial level, the DRC Red Cross conducted a great awareness session with the local media for the implementation of the operation as a whole. Additional awareness sessions were conducted to announce the calls for tender and the sensitization sessions of the population on the progress of the operation. These local media were also used to disseminate the activities carried out by the Red Cross during this operation and eight (8) radio programmes were produced with the below aims:

- Promote the action of the DRC Red Cross DRC in general and the Red Cross response to the Gemena floods;
- Sensitize the population of Gemena in general and those on the flood-affected sites on the promotion

of hygiene;

In the same order, a documentary on the response of the DRC Red Cross to these floods was produced.

The provincial president and the DRC Red Cross Relief Officer at national level presented a programme on the local radio to explain the role of the Red Cross and how the IFRC was supporting the this DREF operation.

The media coverage of distribution activities also enhanced the image of the DRC Red Cross and the IFRC in South Ubangi province. Local media journalists interviewed the beneficiaries, who showed and expressed their satisfaction regarding Red Cross relief actions conducted with support from the IFRC. It should be noted that activities are generally covered by the local media at the provincial level. At the level of the provincial authorities everything equally went well, as the provincial team collaborated and facilitated the activities on the ground by sensitizing the heads of districts to their collaboration in the implementation.

Security

There was no security problem in the city of Gemena, especially since during the whole operation, the DRC RC involved the Governor of the Province, the Minister of Social Affairs and Humanitarian Actions and all the heads of the districts targeted by this DREF operation.

It should be noted that in Gemena, there are difficulties for car rentals, so taxi-motorcycles are the only and most used means of transportation, although it constitutes a safety problem.

Planning, Monitoring, Evaluation and Reporting (PMER)

The President and provincial secretary (Pro-Sec) of the provincial Red Cross of South-Ubangi monitored the evolution of planned activities from time to time, while discussing with the beneficiaries, the volunteers and the political and administrative authorities to ensure the implementation of all planned activities.

The monitoring of the activities was well supported by all the teams assigned for the implementation on the ground. At the end of each day, meetings with the operations management team were held to reorient strategies for improved achievement and to find solutions to the difficulties faced by the team.

Volunteer capacity building was equally provided during training, prior to the start of the operation. Indeed, volunteers benefited from training in the field of awareness raising, distribution and construction of emergency shelters.

External expertise was also a benefit for the volunteers, who received technical support from the IFRC logistics delegate for the development of daily utility tools. A beneficiary satisfaction survey was also conducted during field visits for the verification of the shelter construction sites.

A sampling of beneficiaries was done, and it was found that 10.5% of families receiving shelters, since they also received NFI Kits.

C. DETAILED OPERATIONAL PLAN

Quality programming / Areas common to all sectors
Outcome 1: Supporting and monitoring of the implementation of the DREF operation
Output 1.1: Continuous coordination with all stakeholders
Planned activities

- 1.1.1. Monitoring mission of the activities planned by NHQ
 1.1.2. Deployment of a Regional Disaster Response Team member (Relief with logistics background)

Achievements

- 1.1.1. A detailed assessment was carried out by the NS team in charge of the operation supported by the RDRT deployed for the DREF, which led to the proposal of an update but was unfortunately not validated due to lack of time. Due to the logistics difficulties faced during deployment to the affected-area (Gemena), the contingency plan could not be revised, and the updated strategies were not revised despite the analysis of the assessments which indicated the emergency. Despite this logistic difficulty in the deployment, the Red Cross headquarters deployed the head of its National Relief, Assistance and Disaster Risk Reduction Division to follow up field activities as planned.
- 1.1.2. A RDRT was deployed by the IFRC, as part of this operation, to support the NS in this operation. He worked with the support of the IFRC Logistics Delegate based in Kinshasa, who is based as part of the Emergency Appeal on Epidemics (Cholera, Yellow fever and measles). The duration of the RDRT's mission was extended by one month as part of the mid-term review of the operation, but as noted above, the planned activities did not change.

Difficulties

- The activities implementation timeframe was very short.
- Irregularity of Kinshasa-Gemena flights

Lessons learned

Advocate with the hierarchy of the NS to consider the time factor which is precious, especially as the deployment on the ground was complicated by the irregularity of Kinshasa-Gemena flights.

Health

Outcome 1: Immediate risks to health are reduced through the provision of community based health services in flood-affected areas in Gemena (Republic of Congo), over a period of three months.

Output 1.1: Target population provided with access to community based health services, including provision of first aid; and distribution of mosquito nets (Target: 1390 people (278 families)).

Planned activities

- 1.1.1. Procurement/replenishment of first aid kits (Target: kits) including ORS
 1.1.2. Provide first aid services; and referral in flood-affected communities
 1.1.3. Procure/distribution of mosquito nets; and provide sensitization on their use (Target: 278 families (2 pcs per family))

Achievements

- 1.1.1. To facilitate the provision of first aid in targeted sites, 02 first aid kits were purchased and made available to the volunteers involved in the operation. These kits were also intended to be used by volunteers in cases of injuries during the implementation of activities.
- 1.1.2. The various cases of injuries recorded during the implementation of this DREF operation activities were handled by the DRC Red Cross volunteer teams.
- 1.1.3. 834 Mosquito nets were bought and distributed to the 278 affected households (3 pieces per family). First aid volunteers assigned to this task sensitized beneficiaries on the use of these long lasting insecticidal nets (LLINS) and showed them how to mount these nets in the houses while ensuring that the beneficiaries will not use them for other purposes.

Difficulties

It should be noted that the quantities of mosquito nets allocated as per SPHERE norms do not always match local realities because the sizes of families are for the most part, bigger than the standard sizes (05 persons per family). In the DRC, as in several other countries in Central Africa, the size of families often goes to nearly 7 or even 10 people.

Lessons learned

To consider some aspects of gender and diversity (presence of children under 5 years old, the elderly, pregnant women) in future operations.

Water, sanitation and hygiene promotion

Outcome 1: Immediate risk of water-borne disease is reduced through the provision of improved sanitation and hygiene promotion in flood-affected areas of Democratic Republic of Congo, over a period of three months

Output 1.1: Target population is provided with adequate environmental sanitation measures (Target: 1390 people or 278 families)

Planned activities

- 1.1.1. Procurement of environmental sanitation materials and protective equipment
- 1.1.2. Develop community sanitation committees (Target: 3 committees) 1 committee /district
- 1.1.3. Conduct environmental sanitation campaigns (Target: 3 committees) 1 committee/district
- 1.1.4. Procurement of HH water treatment product (aqua tabs)

Achievements

- 1.1.1. Purchase of environmental sanitation equipment (bleach, chlorine, solution containers, detergent, soap, hard soap, brushes, sprayers, wheelbarrows) and protective equipment (boots, gloves, helmets, nose cones, protective equipment, etc. NB: This equipment is kept at the level of the local coordination of the DRC Red Cross.
- 1.1.2. Setup of a community sanitation team at the level of the local Red Cross committee of South Ubangi, which organizes sanitation campaigns in each neighbourhood affected by the floods.
- 1.1.3. Organization of environmental sanitation campaigns in each flood affected area. These campaigns covered the entire area of affected districts, not just the 278 households targeted by the action.
- 1.1.4. Distribution of water treatment products (Aqua tabs) and infrastructural improvement of two water sources. Aqua tabs' packages were purchased and distributed to 278 households; 40 first aid volunteers were trained in hygiene promotion and door-to-door outreach, and conducted Aqua tabs demonstration sessions.

Output 1.2: Target population is provided with hygiene promotion, which meets SPHERE standards (Target: 1,390 people (278 families))

Planned activities

- 1.2.1 Training of volunteers on health and hygiene promotion and the use of IEC materials (Target: 40 volunteers + 3 volunteer supervisors)
- 1.2.2. Production of information, education and communication materials (Target: 2,000 posters, 2,000 leaflets, and 6 image boxes)
- 1.2.3. Conduct health and hygiene promotion through house to house approach (Target: all affected families)
- 1.2.4. Procure/distribution of hygiene related NFIs comprising buckets (one pc per family), dignity kits (one pc per family), jerry cans (one pc per family) and soap (10 pcs per family); and provide sensitization on their use (Target: 278 families)

Achievements

- 1.2.1. Several activities were carried out in this sector. From the onset, 90 volunteers + 06 supervisors had their capacities strengthened in the hygiene promotion, awareness-raising techniques, use of Information, Education and Communication (IEC) materials
- 1.2.2. These materials were produced to facilitate sensitization activities. For example, 5,000 posters, 5,000 leaflets and 10 image boxes were produced with the support of the National Society's communication department, based on the standards used at country level with other partners.
- 1.2.3. Awareness-raising / health and hygiene promotion campaigns were carried out in a door-to-door approach and in mass campaigns, enabling volunteers not only to reach identified families for assistance, but also almost all the entire population of the affected localities.
- 1.2.4. Hygiene related NFI distributions were conducted. The items distributed included buckets (one per family), hygiene / dignity kits (one per family), jerry cans (one per family) and soap (10 pieces per family). The items received enabled the affected population to put into practice messages received from these awareness campaigns. This awareness also focused on the use of distributed items.

Difficulties

The lack of good quality sprayers in Kinshasa and on the local market in Gemena must be noted. Given the lengthy international procurement process, the local market was solicited for certain items resulting in products that were not of premium quality. However, the NS and IFRC logistics units took steps to ensure that the items distributed to beneficiaries and used by volunteers were of acceptable quality.

Lessons learned

- In the future, it will be necessary to pre-position fumigators and sprayers in the central warehouse of the national headquarters of the DRC RC for eventual rapid responses to disasters.
- Emphasis should henceforth be placed on raising awareness for a change in the behaviour of the community because, despite awareness, the population continues to use water from small runoffs for all needs (laundry, dishes, etc), which could cause water-related diseases.
- Most households defecate in the open and this also contributes to polluting the environment.

Shelter and settlements

Outcome 1: Immediate shelter and settlement needs of the target population in flood-affected areas of DRC are met over a period of two months

Output 1.1: Target population is provided on emergency shelter items (Target: 105 families)

Planned activities

- 1.1.1. Training of volunteers on use of shelter tool kit (Target: 40 volunteers + 3 supervisors)
- 1.1.2. Procure/transport emergency shelter items (nails (100g per family), shelter tool kits (one pc per family), tarpaulins (3 pcs per family) and timber (13 pc per family) Target: 105 families)
- 1.1.3. Mobilization of volunteers to provide demonstration/sensitization on temporary shelter construction (Target: 40 volunteers)

Achievements

- 1.1.1. Volunteers identified for the construction of emergency shelters were trained on the use of shelter kits and on construction techniques. 50 volunteers and 3 supervisors benefited from this capacity building.
- 1.1.2. Technical documentation including the preparation of the general list of beneficiaries identified for shelters, dispatch plans for shelter kits and other construction materials by commune and by district, shelter distribution plan and token distribution forms and cards, were prepared beforehand, to enable the smooth rolling out of the activities.
The emergency shelter construction equipment was procured in accordance with logistic procedures and made available to homeless families who had completely or partially lost their homes. These materials were distributed according to Sphere standards, consisting of two pieces of tarpaulins per family, 100 g of nails per family, one shelter kit per family and wooden packages per family.
- 1.1.3. Prior to the launch of the construction activities, awareness-raising sessions on the construction of emergency shelters were held, followed by demonstration of construction by trained volunteers. This facilitated the impregnation of the beneficiary community that was really involved in this activity.

Difficulties

A few conflicts erupted between landlords and their tenants who were shelter recipients, concerning the building of shelters on their plots. Fortunately, these registered conflicts were resolved after the outreach sessions, as the message went through clearly: these were only emergency shelters, only meant to buy some time to the tenants to find a more appropriate place to live in, after facing such great loss.

Lessons learned

- In future responses, it will be key to raise awareness amongst landowners of shelter beneficiaries, on the merits of this humanitarian aid, and obtain their agreements for the construction of emergency shelters for the benefit of their tenants.
- It will also be key to focus on compliance with working conditions in the field with a team that is unaware of the procedures.
- Sensitizing people about possible delays in the arrival of assistance, as a long and unexplained wait may negatively impact the implementation of activities and impede on the engagement of the beneficiary communities.

Output 1.2: Target population is provided with Non-Food Items (Target: 278 families)

Planned activities

- 1.2.1. Training of volunteers on distribution techniques (target 40 volunteers + 3 supervisors)
- 1.2.2. Procure/transport NFIs in accordance with IFRC procurement standards (blankets (two pcs per family), kitchen sets (one pc per family), mats (two pcs per family), (Target: 278 families) and transportation of material to Gemena
- 1.2.3. Distribute NFIs in accordance with IFRC procurement standards (blankets (two pcs per family), mats (two pcs per family), kitchen sets (one pc per family) (Target: 278 families)

Achievements

- 1.2.1. To carry out this activity, preliminary arrangements were between the NS and the IFRC technical teams to prepare working documents, such as the general basis of beneficiaries, dispatch plans by commune and by district, the NFI distribution plans, the token distribution forms and cards.
- 1.2.2. Items to be distributed were purchased in accordance with logistic procedures and distributed according to Sphere standards to the 278 most vulnerable families identified for this operation. Items received included kitchen kits (1 kit per family), blankets (2 by Families) and mats (2 per family).
- 1.2.3. Prior to this distribution, the capacities of 40 volunteers + 03 supervisors were strengthened in distribution techniques, to allow a smooth and efficient implementation of this activity.

Difficulties

As in the case of emergency shelter construction activities, there were difficulties in purchasing high-quality items in Kinshasa and Gemena, especially in terms of costs. Moreover, the first difficulty which also impacted on other aspects of the operation is the limited means of transportation from Kinshasa to Gemena. The recurrent cancellation of flights was a major constraint and a major obstacle to the implementation of planned activities.

Lessons learned

For future operations, it would be wise to budget while considering prices on the local market.

D. BUDGET

The overall budget for this DREF operation was CHF 183,682 of which CHF 170,920 was spent. The balance of CHF 12,762 will be reimbursed.

Explanation of variances

- The budget line, 'Utensils and tools' was overspent by CHF 5191 because the amount budgeted for the improvement of water sources did not reflect the cost reality on the ground: the line was budgeted at CHF 500 for 04 water sources while expenditure on the ground was CHF 5413.83 for 02 water sources). Incorrect coding of this heading.
- 'Distribution & Monitoring' was also overspent by CHF 1,413 due to higher Kinshasa to Gemena flight costs; these were underestimated in the budget.
- 'Workshop and Training' budget line was overspent by CHF 2178 due to increased costs of the various trainings on the field.

Contact information

For further information specifically related to this operation please contact:

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

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How we work

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

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

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.





Use of an improved water source by children of the community
©DRC RC, Gemena Local Committee



The good quality of water obtained as a result of the Red Cross action in Gemena ©DRC RC, Gemena Local Committee



A DRC RC volunteer assisting in building an emergency shelter in SUKIA
© Provincial RC committee/ DRC RC / South Ubangi



Two NFI kits beneficiaries clearly pleased with this assistance.
© Provincial RC committee/ DRC RC / South Ubangi

Disaster Response Financial Report

MDRCD019 - DRC - Gemena Floods

Timeframe: 24 Nov 16 to 23 Mar 17

Appeal Launch Date: 24 Nov 16

Final Report

Selected Parameters

Reporting Timeframe	2016/11-2017/5	Programme	MDRCD019
Budget Timeframe	2016/11-2017/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		183,682				183,682	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		183,682				183,682	
C4. Other Income		183,682				183,682	
C. Total Income = SUM(C1..C4)		183,682				183,682	
D. Total Funding = B + C		183,682				183,682	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		183,682				183,682	
E. Expenditure		-170,920				-170,920	
F. Closing Balance = (B + C + E)		12,762				12,762	

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Budget Timeframe	2016/11-2017/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
A							B	A - B
BUDGET (C)			183,682				183,682	
Relief items, Construction, Supplies								
Shelter - Relief	50,677		33,389				33,389	17,288
Clothing & Textiles	7,862		7,906				7,906	-44
Water, Sanitation & Hygiene	14,014		11,199				11,199	2,815
Medical & First Aid	1,757		302				302	1,455
Teaching Materials	2,711		2,294				2,294	417
Utensils & Tools	10,387		15,579				15,579	-5,191
Total Relief items, Construction, Sup	87,409		70,669				70,669	16,740
Logistics, Transport & Storage								
Storage	1,566		1,597				1,597	-31
Distribution & Monitoring	11,615		13,028				13,028	-1,413
Transport & Vehicles Costs	10,605		8,609				8,609	1,996
Total Logistics, Transport & Storage	23,786		23,234				23,234	552
Personnel								
International Staff	16,160		16,333				16,333	-173
National Staff	1,010		821				821	189
National Society Staff	1,212		1,236				1,236	-24
Volunteers	19,883		20,755				20,755	-872
Total Personnel	38,265		39,145				39,145	-879
Workshops & Training								
Workshops & Training	8,940		11,118				11,118	-2,178
Total Workshops & Training	8,940		11,118				11,118	-2,178
General Expenditure								
Travel	10,413		13,274				13,274	-2,861
Information & Public Relations	376		381				381	-5
Communications	1,768		1,154				1,154	614
Financial Charges	1,515		1,515				1,515	0
Total General Expenditure	14,072		16,324				16,324	-2,252
Indirect Costs								
Programme & Services Support Recover	11,211		10,432				10,432	779
Total Indirect Costs	11,211		10,432				10,432	779
TOTAL EXPENDITURE (D)	183,682		170,920				170,920	12,761
VARIANCE (C - D)			12,761				12,761	

Disaster Response Financial Report**MDRCD019 - DRC - Gemena Floods**

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Selected Parameters

Reporting Timeframe	2016/11-2017/5	Programme	MDRCD019
Budget Timeframe	2016/11-2017/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	183,682		183,682	183,682	170,920	12,762	
Subtotal BL2	183,682		183,682	183,682	170,920	12,762	
GRAND TOTAL	183,682		183,682	183,682	170,920	12,762	