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DREF Operations Final Report

Saint Lucia: Hurricane Matthew

 International Federation
of Red Cross and Red Crescent Societies

DREF Operations Final Report	Operation n° MDRLC003
Date of issue: 20 July 2017	Date of disaster: 29 September 2016
Operation start date: 30 September 2016	Point of contact: Terrenca Gaillard, Director General of Saint Lucia Red Cross (SLRC) email: sluredcross@candw.lc
Overall operation budget: 72,711 Swiss francs (CHF)	Operation timeframe: 4 months (the operation was extended by one month until 14 February 2017).
N° of people affected: 25,000 people	N° of people assisted: 1,250 people (250 families)
Host National Society(ies) presence (n° of volunteers, staff, branches): 8 National Intervention Teams (NITs), 20 Community Disaster Response Teams (CDRTs), 5 staff members and 200 volunteers	
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC)	
Other partner organizations actively involved in the operation: National Emergency Management Organization (NEMO), Water and Sewerage Company Limited (WASCO) and Saint Lucia Electricity Services Limited (LUCELEC)	

[Click here](#) for the final financial report. [Click here](#) to view the contact information.>

A. Situation analysis

Description of the disaster

On 27 September 2016, an area of inclement weather in the Atlantic Ocean began to gather speed, reaching speeds of 60 mph (96 km/h); by 11:00am Eastern Daylight Time (EDT) that same day, authorities in St Lucia issued a Tropical Storm Warning as the system had been upgraded to Tropical Storm Matthew, and it was expected to impact the island. Within hours of the warning, residents began to experience heavy rainfall and strong winds of up to 60 mph or higher associated with the approaching storm.

At 5:00pm EDT on 28 September 2016, Tropical Storm Matthew's Centre was located near latitude 13.N and 62.0W or about 65 miles west of St Lucia. Heavy rainfall, rough seas and strong gusty winds associated with Tropical Storm Mathew continued to impact the island until 8:00am on 29 September 2016. Early reports from the National District Disaster Committees, Saint Lucia Red Cross (SLRC) volunteers and CDRTs indicated that there were power outages in several communities across the island and that all Saint Lucia's quadrants including Gros Islet, Castries, Bexon, Marc, Dennery, Laborie, Micoud, Choisuel and Vieux Fort were flooded; the storm's passage also resulted in the loss services such as telephone and internet, impassable roads, the loss of the water supply in some areas, roofing damage in a number of areas and flooding and damage to primary health care facilities' roofing.

Based on initial rapid assessments conducted by the Saint Lucia Red Cross, at least 250 families were affected by the flooding and damaged roofs. The immediate needs of those affected included blankets, clean and tarpaulins; additionally, the National Emergency Management Office (identified damage to farms through its assessment.

Following the tropical storm's passage, the national water agency Water and Sewerage Company Limited (WASCO) and St. Lucia Electricity Services Limited (LUCELEC) worked to restore the supply of water and electricity.

Summary of response

Overview of Host National Society



Mattresses being distributed to a beneficiary. Source: St Lucia Red Cross

The Saint Lucia Red Cross conducted a rapid needs assessment in the affected areas of Canaries, Anse la Raye, Bexon, Marc, Vieux Fort, Bocage, Ti Rocher, Corinth, Belle Air and Millet, with the support of 22 National Society volunteers, 5 staff members, 8 NITS, and 6 CDRT teams; the CDRT teams were previously trained in community disaster response by the National Society under its current disaster risk reduction programme, which is funded by the American Red Cross.

The Saint Lucia Red Cross was able to supply non-food items (NFIs) rapidly to meet the immediate needs of 250 affected families because it received 2 pre-positioned Tropical Mobile Storage Units (TMSUs) stocked with NFIs, which was supported by the Japanese Red Cross Society under the Caribbean Pre-Positioning Project that ran from 2010 to 2011.

The Saint Lucia Red Cross issued regular updates to the regional office for the Americas in Panama and the Caribbean Regional Representation Office (CRRO) in Port of Spain, Trinidad. The American Red Cross is working with Saint Lucia Red Cross on the disaster risk reduction programme “Saving lives in the Caribbean through Preparedness”, which has supported the CDRTs’ training; however, this Partner National Society (PNS) was not directly involved in the Hurricane Matthew response

Movement Coordination

The International Federation of Red Cross and Red Crescent Societies (IFRC) helped coordinate the response with the SLRC through its Disaster and Crisis Department. The acting disaster management coordinator for the Caribbean conducted one field visit to monitor the operation’s implementation

Overview of non-RCRC actors in country

The SLRC continuously and directly coordinated with NEMO on the assessment, ascertaining the tropical storm’s ’s impact on the island and developing corresponding response actions. Meanwhile, the government of St Lucia provided transportation services to the Saint Lucia Red Cross to support the volunteers’ data collection in the field and the r the distribution of relief supplies to the affected communities.

The IFRC, on behalf of the Saint Lucia Red Cross would like to extend thanks to the all donors and implementing partners, for their generous contributions to the replenishment of this DREF. The major donors and partners of the DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, the Danish Red Cross and government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian governments, the Japanese Red Cross Society, the Luxembourg government, the

Monaco Red Cross and government, the Netherlands Red Cross and government, the Norwegian Red Cross and government, the Spanish government, the Swedish Red Cross and government, the United Kingdom Department for International Development (DFID), the Medtronic and Zurich foundations, and other corporate and private donors.

The balance of this operation 33,848 Swiss francs (CHF) will be reimbursed to the DREF.

Needs analysis and scenario planning

Based on the initial rapid assessment and the support provided through SLRC's distribution of NFIs on 29 September 2016 in the communities of Anse la Raye, Canaries, Bexon/Marc, Vieux Fort, Millet, Marchand, Bel Air, Vieux Fort and Riverside Road, (Castries), a total of 250 families were directly affected by the storm. Given the storm's impact on the affected families' homes, the main challenge for them was the absence of sleeping materials (blankets), cooking items (kitchen sets) and covering/repair of their damaged roofs. The following table shows the NFIs the National Society distributed from its stock:

Item/Community	Tarpaulin	Cleaning kits	Blankets	Kitchen sets	Hygiene Kits	Mattresses
Anse la Raye	5	3	15	0	12	30
Canaries	5	0	25	0	0	3
Bexon/Marc	40	8	115	5	35	58
Vieux Fort	80	8	230	3	100	75
Marchand	79	5	66	6	32	42
Bel Air	5	0	12	0	2	3
Vieux Fort	15	0	7	0	1	3
Riverside road	21	1	30	11	18	36
Total	250	25	500	25	200	250

Source: SLRC

The distribution of relief items was dependent upon the availability of appropriate vehicles, the government of St Lucia, through NEMO, provided transportation for the volunteers. Lastly, because the government did not issue a state of emergency, the availability of the sufficient number of volunteers was impacted.

Risk Assessment

In general, there are no major security risks to humanitarian interventions in St. Lucia; however, due to St. Lucia's topography, some remote locations are not accessible to motor vehicles.

B. Operational strategy and plan

Overall Objective

To enhance the Saint Lucia Red Cross's ability to provide relief to the 250 most vulnerable families in affected communities in St Lucia through the provision of NFIs, particularly sleeping materials (mattresses, blankets and pillows).

Proposed strategy

The Saint Lucia Red Cross volunteers and community disaster response teams conducted assessments in the communities before issuing barcodes for relief distribution; the distributions were based on updated registrations and the number of affected families requiring assistance. SLRC volunteers provided updates on the situation, and there was continuous contact with the CDRTs and National Society staff. Community meetings and "walk throughs" were conducted in selected communities.

The communications focal point for the Red Cross worked with the communications NIT to ensure the inclusion of certain vulnerable groups and that all beneficiaries were satisfied and could provide feedback to the National Society to ensure a better response in future operations.

Since the SLRC had already distributed the NFIs to the 250 affected families prior to the start of the operation, the proposed strategy was to replenish the SLRC's headquarters' stock in case Saint Lucian residents needed additional assistance as the country was still in the midst of hurricane season when Matthew struck.

Operational support services

Human resources

Approximately 25 volunteers were mobilized to provide support for the assessments, distributions, communications and the National Society's day-to-day activities, and the Disaster Relief Emergency Fund (DREF) covered their meals and travel costs were covered. National Society vehicles were used to transport safely volunteers from the office / home and operational areas. In addition, the volunteers used mobile phones to communicate with the National Society's headquarters while out in the field, and they were also provided with pre-paid phone credit to ensure their safety.

For this operation, the National Society's CDRT and NIT members provided support as per the work plan, which was designed to support the volunteers during community visits. SLRC volunteers used the community participatory approach (beneficiary communication, beneficiary satisfaction surveys for NFIs); moreover, to support the National Society's communications operations, the communication focal point developed a beneficiary feedback mechanism.

Logistics and supply chain

The procurement plan was to replenish the NFIs, primarily blankets, cleaning kits, hygiene kits and tarpaulins that were used during the disaster response through the IFRC's regional office for the Americas

The procurement procedures for the purchase of mattresses followed the National Society's procurement procedures and the IFRC's standard policies and procedures.

The Saint Lucia Red Cross provided transportation for the distribution of mattresses to the communities.

Information technology (IT)

Mobile phones were the primary method for contacting volunteers, CDRT members, the affected communities, NEMO and the IFRC's Pan American Disaster Response Unit (PADRU). The National Society covered the mobile phone costs (particularly the international phone calls to the CRRO]and the Regional Office for the Americas [ARO]) in Panama throughout the operation.

Communications

The St Lucia Red Cross Communications focal point supported the documentation of the SLRC's humanitarian actions during the distributions.

Security

There were no serious concerns regarding the security of the operation, as the SLRC has previously worked in the affected communities, allowing it to build a high level of trust and good will with the community members.

Planning, monitoring, evaluation, & reporting (PMER)

The project included the following mechanisms for monitoring, evaluation and reporting:

- A monitoring and evaluation plan that defined all the operation's indicators, their purpose and the audience for the collected data.
- A comprehensive indicator tracking table (ITT) to monitor the project's implementation.
- A final report of the operation

The acting disaster management coordinator made one field visit. to. Lastly, the distribution of relief items was conducted exclusively by Red Cross staff and volunteers.

Administration and Finance

The Saint Lucia Red Cross was responsible for the in-country management and administration of the funds, which were in accordance with the IFRC's standard procedures.

The IFRC, through its Finance Department, provided operational support to the implementation, review, validation of

budgets, bank transfers, and it provided technical support to the National Society on procedures for the justification of expenditures, review and the validation of invoices for operational progress.

C. DETAILED OPERATIONAL PLAN

Quality Programming / Areas Common to all Sectors

Outcome 1	Outputs			% achieved
Continuous assessment and analysis are used to inform the design and implementation of the operation	Output 1.1 Assessment of needs, operational management and operational security			100%
Activities	Implementation on time		% of progress	
	Yes	No		
1. Assessments of affected areas are performed.	X		100%	
2. Monitoring visits by the SLRC and the IFRC	X		100%	
3. Evidence-based communications and advocacy that leverage both traditional and non-traditional media is produced throughout the operation	X		100%	

Achievements
<ul style="list-style-type: none"> Assessments of affected areas are performed. Two community assessments were done, and the initial rapid assessment was supported by a follow-up assessment that was conducted prior to distribution of the mattresses. Monitoring visits by the SLRC and the IFRC The IFRC conducted a field visit to the National Society in December 2016 to support the financial officer on the preparation of the financial journal. Evidence-based communications and advocacy that leverage both traditional and non-traditional media is produced throughout the operation This activity was based on community meetings, and it was designed to ensure that the NFIs met the beneficiaries' needs.
Challenges
The availability of volunteers restricted by their work schedules because they had to return to work; this was further complicated by the fact the emergency was not considered a national disaster.
Lessons Learned
It is necessary to be mindful of whether the government declares a national disaster because this affects the availability of volunteers.

Water, Sanitation and Hygiene Promotion

Outcome 2: Immediate reduction in the risk of waterborne diseases in targeted communities for 200 families.	Outputs			% achieved
	Output 2.1: Distribution of Hygiene related goods, which meet sphere standards, are provided to 200 families in affected areas based on needs.			100%
Activities	Implementation on time		% of progress	
	Yes	No		
Distribution of 200 hygiene kits (1 per family) (standard kit)	X		100%	
Distribution of 25 cleaning kits (1 per family)	X		100%	

Replenishment of above NFIs		X	100%
Achievements			
<ul style="list-style-type: none"> Distribution of 200 hygiene kits (1 per family) (standard kit) See table 1 (on the distribution of items) Distribution of 25 cleaning kits (1 per family) See table 1 (on the distribution of items) Replenishment of above NFIs The above items were completely replenished. 			
Challenges			
Due to the ongoing Hurricane Matthew Operation in Haiti, the IFRC's warehouse stock levels were depleted, which meant that it was unable to replenish the SLRC's stock in the previously agreed upon three-month operational timeframe.			
Lessons learned			
There are no lessons learned to report for this sector.			

Shelter and settlement

Outcome 3: Immediate shelter and settlement needs of 250 families are met	Products			% achieved
	Output 3.1: Essential non-food items are provided to 250 families			100%
Activities		Implementation on time		% of progress
		Yes	No	
Distribution of 25 kitchen sets type 1 (large)		X		100%
Distribution of 250 tarpaulins		X		100%
Distribution of 250 mattresses (single)		X		100%
Distribution of 500 blankets (2 per family)		X		100%
Replenishment of the NFIs above			X	100%

Achievements			
<ul style="list-style-type: none"> Distribution of 25 kitchen sets (See Table 1) Distribution of 250 tarpaulins (See Table 1) Distribution of 500 blankets (See Table 1) Distribution of 250 mattresses (single) (see table 1) 175 mattresses were purchased under this DREF, 75 extra mattresses were covered with the own National Society resources. Replenishment of NFIs The above items were completely replenished. 			
Challenges			
Due to the delayed receipt of the letter of agreement, the e-Contract and the funds, the local purchases were delayed.			

Lessons learned

The timely receipt of funds is essential part of ensuring the effective delivery of project activities as delays affected the implementation of project, which prolonged the beneficiaries' discomfort.

The sizes of the mattresses were not appropriate for the beneficiaries given that the majority had standard-sized beds.

Contact Information

For further information specifically related to this operation please contact:

In the Saint Lucia Red Cross:

Terrencia Gaillard, director general of the Saint Lucia Red Cross, Email: sluredcross@candw.lc

In the Americas Region:

- Iñigo Barrena, head of Disaster and Crisis Prevention, Response and Recovery (DCPRR) Department; mobile: +507 6679 3238; email: c.i.barrena@ifrc.org
- Diana Medina, communications coordinator; email: diana.medina@ifrc.org

In Geneva

- Susil Perera, senior officer response and recovery; +41 (0)22 7304947; email: susil.perera@ifrc.org

For Resource Mobilization and Pledges:

- Marion Andrivet, emergency appeals and marketing officer; email: marion.andrivet@lie.hoare@ifrc.org

For In-Kind donations and Mobilization table:

- Stephany Murillo, regional senior logistics and mobilization officer; email: stephany.murillo@ifrc.org

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

- Priscila Gonzalez, planning, monitoring and reporting team coordinator; email: priscila.gonzalez@ifrc.org



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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.

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

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

Disaster Response Financial Report

MDRLC003 - Saint Lucia - Hurricane Mathiew

Timeframe: 14 Oct 16 to 14 Feb 17

Appeal Launch Date: 14 Oct 16

Final Report

Selected Parameters

Reporting Timeframe	2016/10-2017/6	Programme	MDRLC003
Budget Timeframe	2016/10-2017/02	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		72,711				72,711	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		72,711				72,711	
C4. Other Income		72,711				72,711	
C. Total Income = SUM(C1..C4)		72,711				72,711	
D. Total Funding = B + C		72,711				72,711	

* 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		72,711				72,711	
E. Expenditure		-38,863				-38,863	
F. Closing Balance = (B + C + E)		33,848				33,848	

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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)			72,711			72,711		
Relief items, Construction, Supplies								
Shelter - Relief	3,501		3,728			3,728	-226	
Clothing & Textiles	26,390		21,172			21,172	5,218	
Water, Sanitation & Hygiene	7,923		3,474			3,474	4,449	
Utensils & Tools	720		537			537	183	
Total Relief items, Construction, Sup	38,535		28,912			28,912	9,623	
Logistics, Transport & Storage								
Storage			210			210	-210	
Distribution & Monitoring	7,615		3,264			3,264	4,350	
Transport & Vehicles Costs	2,957		1,267			1,267	1,689	
Logistics Services	6,500		1,396			1,396	5,104	
Total Logistics, Transport & Storage	17,071		6,138			6,138	10,933	
Personnel								
National Society Staff	2,464						2,464	
Volunteers	4,585		940			940	3,645	
Total Personnel	7,049		940			940	6,109	
General Expenditure								
Travel	3,450		196			196	3,253	
Office Costs	887		303			303	584	
Communications	788		180			180	608	
Financial Charges	493		-178			-178	671	
Other General Expenses			0			0	0	
Total General Expenditure	5,618		502			502	5,116	
Indirect Costs								
Programme & Services Support Recove	4,438		2,372			2,372	2,066	
Total Indirect Costs	4,438		2,372			2,372	2,066	
TOTAL EXPENDITURE (D)	72,711		38,863			38,863	33,848	
VARIANCE (C - D)			33,848			33,848		

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Budget Timeframe	2016/10-2017/02	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	72,711		72,711	72,711	38,863	33,848	
Subtotal BL2	72,711		72,711	72,711	38,863	33,848	
GRAND TOTAL	72,711		72,711	72,711	38,863	33,848	