

# DREF Final Report

## Solomon Islands: Earthquake

<b>DREF operation n° MDRSB006</b>	<b>Glide number:</b> <a href="#">EQ-2016-000128-SLB</a>
<b>Date of Issue:</b> 30 September 2017	<b>Date of disaster:</b> 9 December 2016
<b>Operation start date:</b> 9 December 2016	<b>Operation end date:</b> 31 May 2017
<b>Host National Society:</b> Solomon Islands Red Cross	<b>Operation budget:</b> CHF 161,163
<b>Number of people affected:</b> 9,769	<b>Number of people assisted:</b> 10,033 <sup>1</sup> (original target 5,004)
<b>N° of National Societies involved in the operation: 1</b> The Solomon Islands Red Cross (SIRC) worked collaboratively with the International Federation of Red Cross Red Crescent Societies (IFRC). In-country partners, the Australian Red Cross (ARC) and Croix-Rouge Française (FRC) were also engaged and provided support through their existing long-term programmes in addition to the Papua New Guinea Red Cross (PNGRC) who provided a Communications surge support.	
<b>N° of other partner organizations involved in the operation: 6</b> The Government of the Solomon Islands through the National Disaster Management Office (NDMO) activated National Disaster Risk Management arrangements with various Ministries (Ministry of Health and Medical Services, Ministry of Education and Human Resources Development, Ministry of Environment, Conservation, Disaster Management and Meteorology, and Ministry of Infrastructure Development) who were tasked with leading the NDOC committees. Other partners actively involved in the operation included: UNICEF, WHO, OXFAM, Save the Children and World Vision.	

This final report provides an overview of the operation which concluded on 31 May 2017. An allocation of CHF 161,163 was made from the IFRC Disaster Relief Emergency Fund (DREF) on 9 December 2016 of which CHF 141,516 was utilized. The balance of CHF 19,647 will be returned to the DREF.

On behalf of the Solomon Islands Red Cross Society, the IFRC would like to thank the Canadian Red Cross/Canadian government for the generous contribution to the replenishment of this disaster relief emergency fund (DREF).

## A. Situation analysis

### Description of the disaster

A 7.8 magnitude earthquake hit approximately 62km west-southwest of Kirakira in the Makira province of the Solomon Islands at 0439 hours on 9 December 2016. The impact was strongly felt in Makira, south of Malaita, north of Guadalcanal and in Rennell and Bellona. A tsunami was also observed in Makira. In the several hours following the earthquake, the Solomon Islands experienced ten significant aftershocks ranging from 4.5m to 5.5m.

Following initial assessments, the National Emergency Operations Centre (EOC), in collaboration with the Provincial EOCs of the impacted provinces, narrowed the scope and scale of the disaster to Makira and South Malaita where the most significant impacts were felt. Impacts in the Guadalcanal province were considered minimal.

The Solomon Islands government, its stakeholders and partners had immediately deployed relief items by boats to the impacted communities of Makira and Malaita. Relief items included tarpaulins, shelter toolkits and water containers. In addition, a Nomad water purifying unit, generator, water pump and 5,000-litre water bladder had been sent to Makira.

Initial government and Red Cross assessment data indicated an estimated 834 households (5,004 people) requiring non-food items (NFIs) assistance. This figure was later revised to 765 households (4,590 people) at the time of

<sup>1</sup> The number of people assisted (10,033) is higher than the number of people affected (9,769) due to the extent of the hygiene promotion activities which reached a wider population than those directly affected by the earthquake.

distribution when technical teams comprising representatives of the National Disaster Management Office (NDMO) and Red Cross had the opportunity to verify the needs in each province.

## Summary of response

### Overview of Host National Society

The Solomon Islands Red Cross Society (SIRC) works through one headquarters office in Honiara and four branches in the Malaita, Rennell-Bellona, Temotu and Western provinces. SIRC has 35 staff based in the National office and four staff in the provinces in addition to approximately 480 active volunteers throughout the country. Together with Movement Partners, SIRC coordinates prevention actions within the various projects being implemented across the Solomon Islands.

Following the earthquake, SIRC mobilized staff and volunteers from SIRC headquarters in Honiara, the Malaita branch and volunteers in Makira to conduct needs assessments and distribute relief items in Makira and Malaita. CHF 161,163 was allocated from the IFRC's DREF to support SIRC in the provision of humanitarian assistance to the communities of Makira and Malaita.

SIRC has been part of the National disaster risk management arrangements and supported coordination as a member of the National Disaster Operations Committee (N-DOC) throughout the response. SIRC has also collaborated with UNICEF and WHO in respect to water, sanitation and hygiene promotion activities.

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

Throughout the operation, the IFRC country cluster support team (CCST) in Suva provided technical support and guidance to SIRC in the form of operations management, logistics, finance, and PMER surge support, as well as remote technical support for shelter. SIRC also received support through the IFRC and International Committee of the Red Cross' (ICRC) regional structures as well as SIRC's in-country partners, the Australian Red Cross (ARC) and Croix-Rouge Française (FRC), who are supporting long-term programmes in WASH, disaster risk reduction (DRR), disaster preparedness (DP) and a volunteer blood donation programme. Further details on the support provided by the Papua New Guinea Red Cross (PNGRC) communications officer is provided in Section B below.

### Overview of non-RCRC actors in country

Taking the lead in relief and recovery efforts, the Solomon Islands Government has coordinated and implemented the response via the NDMO and its various ministries (MoHMS, MoEHRD, MID). The national EOC, in coordination with the six N-DOC Committees (Health, Education, Livelihood, Protection, Infrastructure, Camp Management) and the provincial EOCs, has led the operation including the monitoring and deployment of the assessment teams and humanitarian assistance.

SIRC and World Vision have been the primary responding actors, with further operational support provided by Oxfam and Save the Children. Other partners actively involved or contributing to the operation have included: Oxfam who provided tarpaulins to complement SIRC shelter toolkits being distributed in Malaita; WHO in setting up five temporary emergency clinics in Makira; and UNICEF in setting up temporary learning spaces in Makira and WASH activities in Makira and Malaita. Logistics in Makira and Malaita have been supported through the Logistics Cluster and NDMO.

In the early stages of the response, the UN Joint Presence Office was in close coordination with the national EOC and with other in-country agencies such as OCHA (who have provided information management support to the national EOC), UNICEF, WFP and WHO. Civil Military Coordination was also carried out through the national and provincial EOC operations function teams with the support of the RSIPF (Police) during this time.

## Needs analysis and scenario planning

Preliminary indications of damage were made available via an NEOC situation report of 12 December 2016. The report indicated the number of houses destroyed or damaged to be approximately 137 in Makira, 149 in Malaita and 19 in Guadalcanal.

Ten days later, as of 21 December 2016, initial Government and SIRC assessment data from assessments carried out by multi-agency teams<sup>2</sup> over 11-21 December, indicated a difference in the number of affected households. The results of initial needs assessments undertaken in Makira and Malaita which were used to inform the DREF request indicated a total of 485 houses (265 in Makira and 220 in Malaita) significantly damaged or destroyed.

As part of the initial distribution of NFIs in Makira over 2 to 9 January 2017, SIRC sent a team of one staff and three volunteers joined by two personnel from the NDMO to verify the IDA data and plan the distribution. During this

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<sup>2</sup> In Makira, the provincial government allocated five (5) wards to SIRC for assessment; other wards were assessed by teams comprised of NDMO and other agency representatives. In Malaita, the IDA was conducted for all affected wards by teams comprised of SIRC, NDMO and other agency representatives.

verification, the damage was assessed to be less than that initially indicated in the early IDA data and the target distribution revised accordingly. In Malaita, the total number of destroyed houses was also later revised when the assessment team went back to the SIRC branch EOC in the last week of December 2016.

The final number of significantly damaged or destroyed houses was reduced to 404 houses (241 in Makira and 163 in Malaita).

### Risk Analysis

The primary risks to the operation were:

1. the occurrence of the earthquake and ensuing tsunami during the Pacific cyclone season and at a time when the Solomon Islands was also experiencing a dengue outbreak;
2. a further earthquake, cyclone or other disaster occurring during the response;
3. the remote location of many of the affected communities, limited means of transportation to them, and potential for adverse weather conditions to affect the:
  - ability of the assessment teams to reach all locations;
  - timely distribution of NFIs to the affected households and communities.

To mitigate these risks, SIRC:

- Kept its branch and volunteer network active throughout the response;
- Completed distributions by boat where heavy rain prevented river crossings required to reach the affected communities of Makira;
- Maintained close coordination with local authorities.

Prior to the earthquake there had been reported cases of diarrhoea and conjunctivitis in areas of Makira that were not affected by the earthquake therefore there was some initial concern that these diseases may spread to the earthquake affected areas. While there continued to be some reported cases of diarrhoea and conjunctivitis in Makira, these were in line with expected levels for the province and did not increase as a result of the earthquake. These cases were managed and monitored by the provincial health authorities.

## B. Operational strategy and plan

### Overall Objective

The DREF operation aimed to address the immediate needs of 2,424 (*revised*) people through the mobilization of SIRC staff and volunteers, suppliers and relief items. It sought to mobilise and assist communities in preparing for their transition into a recovery phase in close coordination with public authorities, other stakeholders and partners, and with technical and funding support from the IFRC. This included ensuring that WASH and Build Back Safer (BBS) messaging to a total of 9,055 (*revised*) people were an integral component of the response.

### Proposed strategy

The operation focused on the emergency phase only and addressed two primary sectors: shelter and settlements, and water, sanitation, hygiene and health promotion. Originally focused on six wards<sup>3</sup> in Makira and seven wards in Malaita, the scope of the operation was revised following the verification of the IDA data to 11 wards in Makira (Wards 5-10, Ward 14, Wards 17-20) and five wards in Malaita (Wards 19-22, Ward 25).

#### *Makira*

In planning the response for Makira, it was determined to dispatch all NFI to Kirakira, the provincial capital, where further arrangements would be made for the distributions. From Kirakira only the northern side of the island could be reached by road access; these distributions were completed first. Distributions to the southern side of Makira were made by boat however, due to loading capacity, the boat could only travel around the northern side of Makira and as far as Anuta Island on the upper southeast coast.

Distributions of household NFI's in Kirakira were prioritized for communities on the northern coast of Makira which were accessible by road. This meant that it was a further two weeks before distributions could commence to the first communities on the southern coast between Anuta Island and Marunga which were only accessible by boat at the rate of one community per trip/day in good weather conditions. For this and the following reasons, SIRC determined not to distribute further NFI to these communities:

- The time delay in reaching these communities meant that some families had already begun repairing their houses;

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<sup>3</sup> A ward is an electoral subdivision

- No further requests had been received from the affected communities;
- During WASH and shelter team visits at the end of January, there were no complaints received about the distribution of NFIs.

In northern Makira and in Malaita it was also found that some households did not require a full household kit as they had started rebuilding their homes, had a kitchen separate to the house that was not damaged, or had previously received mosquito nets through a MoHMS distribution carried out prior to the earthquake.

As a result of the verification process carried out during the distributions and finding that some households did not require a full household kit, some NFIs (kitchen sets, hygiene kits, mosquito nets and blankets) were not distributed as part of the response and are now stored in Makira.

#### *Malaita*

In South Malaita only shelter toolkits and collapsible water containers were distributed as part of the initial response as at the time SIRC had insufficient household NFIs in storage in Honiara and Makira was the higher priority for response based on the initial situational overview provided by the Solomon Islands Government. In addition, support was provided to south Malaita by other agencies. Family kits comprised of kitchen sets, hygiene kits, solar lights and sleeping mats were provided to 130 affected households by Save the Children (70) and World Vision (60); and tarpaulins were provided by Oxfam (200) and Save the Children (30). In north Malaita, some household items were provided by the Auki Branch to significantly damaged or destroyed houses from their own pre-positioned stock.

A revision to the strategy outlined in operations update #1 was later implemented to reflect the pre-positioning of NFIs in Kirakira that were not distributed as part of the response in Makira.

## Operational support services

### **Human resources (HR)**

The operation was implemented by:

Makira: 22 volunteers and four staff from Honiara, and five local volunteers from Makira

Malaita: Three volunteers and one staff from Honiara, and three volunteers and one staff from Malaita

The IFRC CCST in Suva provided technical support and guidance as well as support in logistics, finance and PMER.

Peer support for communications and media was requested by SIRC to raise the profile of the SIRC response and collect beneficiary stories. This was provided by the Communications Officer from the Papua New Guinea Red Cross (PNGRC) with deployment costs supported by the DREF allocation and ICRC. A member of the WASH Regional Disaster Response Team (RDRT) was also put on standby to support the response however, following a decision that the SIRC disaster risk manager would be deployed to the field with the SIRC WASH team, it was determined that there was no longer a requirement for WASH RDRT support.

### **Logistics and supply chain**

Logistics activities aimed to effectively manage the supply chain including the procurement, customs clearance, storage and transport of NFIs to distribution sites in accordance with the operation's requirements and IFRC logistics standards, processes and procedures. In the initial phase of the response, SIRC had a full-time logistics coordinator available to support the relief operation. The IFRC logistics delegate based in Suva was also deployed for one week to support immediate relief planning.

Since early in the response there were some staffing changes within SIRC and no permanent logistics coordinator in place. In early February 2017, the IFRC logistics delegate based in Suva was deployed for three weeks to assist with addressing this gap and support SIRC to oversee customs clearances for receiving international shipments, stock planning and storage in Honiara. This mission was supported by Australian Red Cross (ARC). Technical support was also available from the IFRC regional logistics unit (RLU) in Kuala Lumpur.

Throughout the operation there were significant logistical challenges in reaching the affected populations due to the remote locations of many of the affected communities and limited pre-existing infrastructure. In the immediate phase of the response, SIRC dispatched existing stocks via sea freight from its warehouse in Honiara, and staff utilised taxis and transport sharing options with partners to support operations where needed.

Due to the capacity constraints of in-country suppliers, the procurement to replenish distributed NFI stocks was undertaken by the Asia Pacific RLU in Kuala Lumpur as per standard IFRC procurement procedures. The replenishment

was completed and goods received by SIRC. In addition, IEC materials were donated to SIRC by UNICEF and the first aid kits for deployed teams by the New Zealand Red Cross (NZRC).

## Communications

In the absence of the SIRC communications officer who was deployed to the Malaita province as part of the initial response, a peer support in communications and media was requested by SIRC and provided by the Papua New Guinea Red Cross.

During his two-week deployment in Honiara, the PNGRC communications officer provided cover for the SIRC communications officer and supported the operation with:

- two media releases – one in each of the Solomons Star and the Island Sun (local newspapers) plus a media release for the concurrent dengue response;
- information for the Barava FM radio station to broadcast during their news bulletin;
- an article prepared in collaboration with the IFRC CCST Pacific communications delegate and published on the IFRC website: [Solomon Islands Red Cross reaches earthquake affected communities](#);
- setting up an official Facebook page for SIRC (prior to this SIRC only had a group page);
- four Facebook posts;
- photographs of staff and volunteers preparing for the response and loading the vehicles and boat;
- photographs of the affected communities in Makira and Malaita;
- the design of consent forms to enable SIRC to use photographs taken of the public during the response;
- media monitoring including the design of a media monitoring template;
- general communications peer-to-peer support and knowledge exchange for the SIRC communications officer.

Beneficiary stories were gathered by the SIRC Disaster Manager during a visit to Makira and recorded for the SIRC Dissemination and Communications Officer to prepare for publishing. A story has been written and will be published in the Solomon Star, Island Sun and Sunny Isles newspapers and on the SIRC Facebook page. Stories from the response will also be shared in weekly radio spots.

## Security

There were no security issues identified during the operation.

## Planning, monitoring, evaluation & reporting (PMER)

Beneficiary satisfaction surveys and monitoring visits were conducted by SIRC staff in Makira and Malaita during March 2017. In addition, SIRC volunteers informed communities that they could provide feedback by contacting SIRC staff and volunteers stationed in Kirakira and the SIRC headquarters in Honiara. Only four complaints were received where communities had not received NFIs. In two of these cases, SIRC returned to the communities to complete the distribution. The other two involved community leaders travelling to Kirakira where SIRC first verified the need with IDA data and covered the costs of the community leaders and NFIs to return to the community.

Lessons learned workshops were held in Honiara, Kirakira and Auki. The workshop for SIRC staff and volunteers in Honiara was held at the SIRC headquarters in March 2017. In Makira, the workshop was also held in March and attended by the NDMO, World Vision, and representatives from the provincial government ministries and community. A lessons learned workshop in Malaita was convened by the Auki Branch Officer and attended by 10 volunteers in April 2017.

## C. DETAILED OPERATIONAL PLAN

### Water, Sanitation and Hygiene Promotion

Needs analysis:

Water services were disrupted in some affected areas of Makira and included damage to reservoirs and water distribution lines as a result of landslides and continuous aftershocks. Access to safe water was also required in areas where communities had settled temporarily. The disruption of access to safe water and water services increased the risk for water borne illnesses and improper hygiene in the aftermath of the earthquake.

Population to be assisted:

WASH activities aimed to reach 290 households across six wards of Makira. Fifteen volunteers were mobilized for assessments and distributions as well as to clean up debris and any other hazardous materials from earthquake wreckages in case of a cyclone occurring.

Water, sanitation and hygiene promotion			
Outcome 1 Targeted populations have access to safe drinking water, sanitation and hygiene practices in Makira Province	Outputs		% of achievement
	<b>Output 1.1</b> Access to safe drinking water is available for those affected communities in Makira Province  <b>Output 1.2</b> Hygiene, knowledge and practices are improved amongst affected population.		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
1.1.1 Assessment of water sources that can be used for water production in Makira	x		100%
1.1.2 Deployment of NOMAD water purification unit to Makira Province and Guadalcanal for treating water	x		100%
1.1.3 Carry out detailed needs assessment in support of Rural Water and Sanitation (RWASH) of affected communities in Makira Province and Guadalcanal	x		100%
1.1.4 Water quality testing and monitoring	x		100%
1.1.5 Distribute treated water to the affected communities	x		100%
1.1.6 Demobilisation of NOMAD from the affected communities back to HQ	x		100%
1.1.7 Maintenance of deployed NOMAD unit and replenishment of filters and accessories	x		100%
1.1.8 In coordination with MoHMS, mobilise community volunteers for cleaning campaigns of debris in target areas affected by the earthquake	x		100%
1.1.9 Procure equipment/tools (including PPE for SIRC staff and volunteers) for assessment and distribution and other response	x		100%
1.1.10 Procurement of first aid kits for deployed teams	x		100%
1.2.1 Meetings with WASH <sup>4</sup> committees to ensure better coordination and information sharing occurs in relation to any health threats from the EQ affected communities	x		100%
1.2.2 Conduct hygiene promotion campaigns in targeted communities	x		100%
1.2.3 Safe household water treatment and WASH in emergencies is demonstrated and disseminated by the volunteers (boiling and flocculation methods/tippy tap installation)	x		100%
1.2.4 Print and distribute hygiene promotion pamphlets and IEC materials to targeted households	x		100%
1.2.5 Construct localised hand washing facilities (tippy taps) near communal sanitation facilities in the targeted communities	x		100%
1.2.6 Continue to support Provincial RWASH in detailed assessment findings and advocating for intervention by local authorities	x		100%
1.2.7 In collaboration with other humanitarian actors (UNICEF, RWASH), distribute WASH NFIs (including jerry cans, hygiene kits and mosquito nets) to affected communities	x		100%

<sup>4</sup> WASH Committee refers to the Health, Nutrition and WASH committee led by the Solomon Islands Government. The Committee was existence before the earthquake and is part of the national disaster management arrangements

## Achievements

Activities relating to water, sanitation and hygiene promotion were planned to reach a total 290 households across six wards of Makira. However, the actual population reached in Makira was greater amounting to:

**Hygiene and health promotion:** 1,509\* households (9,055 people: 3,922 men; 5,133 women)

**Clean water distribution:** 1,557\* people) (260 households (1,557\*\* people)

*\*The household number is an estimate only based on the actual population reached (in brackets)*

*\*\*The population reached is an estimate based on the actual number of households*

A NOMAD water purification unit, accompanied by the SIRC WASH team, was deployed to sites identified by the RWASH team in Makira. In Malaita water was not identified as a need or priority therefore only water containers were distributed, and although a request for water treatment was initially received from the provincial government and NDMO of Guadalcanal, this was never confirmed. The NOMAD has been demobilised and is being returned to Honiara by boat from Kirakira in August 2017. The return has been delayed due to there being no boats willing to transport both the NOMAD and the banana boat to Honiara together. Maintenance for the deployed NOMAD is not presently required as this is the newest NOMAD.

Meetings with WASH committees were held at national and provincial level throughout the operation and attended by SIRC staff. In the provinces, volunteers (especially team leaders) also accompanied SIRC staff to these meetings. The SIRC NOMAD team, in coordination with the MoHMS, mobilised community volunteers for debris cleaning campaigns in affected areas of Makira. This was not required in Malaita.

In January 2017, SIRC volunteers joined the MoHMS to visit 46 communities in Makira. These visits were used to promote health and hygiene awareness and to distribute IEC materials (gifted in-kind by UNICEF) covering safe food handling, household water treatment, handwashing and nutrition as well as to present a range of UNICEF promotion posters for display in the communities. The meetings were attended by 9,055 adults and children (3,922 male; 5,133 female).

Health and hygiene promotion was carried out in five (5) damaged health clinics of Makira where SIRC volunteers helped to set up tents. In addition, SIRC was also privileged to be able to recruit newly graduated nurses as Health and Hygiene Promotion volunteers during the earthquake operation.

Over the course of the operation, the following WASH NFIs were distributed to the affected communities of Makira and Malaita:

NFI	SIRC total planned distribution	DREF planned distribution	Revised distribution	Actual distribution MAKIRA	Actual distribution MALAITA	Total distribution	Not distributed per original target
Hygiene kits	485	485	404	176	5	181	304
10L water containers	0	0	n/a	322	525	847	n/a
14L buckets	0	0	n/a	172	5	177	n/a
Mosquito nets	970	800	808	309	10	319	481

*Note: Further explanation on the distribution of hygiene kits and mosquito nets is provided in the "Shelter and Settlements" table*

In respect of the distribution of WASH relief items:

- Replenishment of the 10L water containers and 14L plastic buckets was not requested as part of the DREF.
- Water containers were provided by UNICEF for distribution by SIRC.
- Buckets distributed by SIRC were from SIRC stock but did not form part of the DREF as they were not initially identified to form part of the household kit for distribution.
- The procurement of first aid kits for the deployed teams was not required as these were gifted in-kind by New Zealand Red Cross (NZRC).

## Challenges

Although initially intended as a preparedness activity for the response, the personal protective equipment (PPE) for staff and volunteers involved in needs assessment and distributions was not procured due to staffing changes which meant there was no logistics capacity to fulfil this task. The lack of PPE did not result in any safety issues however, volunteers had to carry their own backpacks (some of which were not suitable for the conditions) and source their own lamps and sleeping mats for overnighing in the communities. SIRC are discussing options for including the purchase of PPE in 2018 planning.

A lack of local materials and low confidence among team members to construct functional tippy taps prevented the installation of tippy taps (a low/no cost device for hand washing with running water). However, demonstrations and instruction on how to install the tippy taps was included in health and hygiene promotion activities.

#### Lessons learned

The following were identified by SIRC as potential areas for improvement:

- Consideration of PPE for all deployed personnel
- Having a dedicated health and hygiene promotion team comprised of volunteers with an existing health background which can be activated during disaster responses
- Weather proofing health and hygiene promotion materials
- Increased coordination and involvement of the SIRC hygiene promotion officer in the response
- Considering an additional outboard motor for the distribution of purified water
- Improving staff/volunteer confidence in the construction of tippy taps in front of a large audience

## Shelter and Settlements

Needs analysis:

As part of the National Disaster Risk Management arrangements SIRC was tasked with conducting IDA in coordination with the NDMO and other line ministries. Because of SIRC capacity in household damage assessments staff and volunteers targeted damaged or destroyed households and a plan of action was formulated to support these households with emergency shelter NFIs. Damage categories were pre-determined as part of the arrangements and all volunteers and staff that participated were fully trained ERT members briefed on the different categories.

Province	Houses	
	Destroyed/significantly damaged	Partially damaged
Makira	265	24
Malaita	220	325

These figures were later revised during the verification and distribution process to:

Province	Houses	
	Destroyed/significantly damaged	Partially damaged
Makira	241	36
Malaita	163	325

Population to be assisted:

Based on the revised IDA data, a total 404 households were assisted with the distribution of selected shelter (shelter toolkits and tarpaulins) and household NFIs (blankets, sleeping mats and kitchen sets), building back safer awareness raising and the distribution and dissemination of IEC materials across 11 Wards of Makira and five (5) Wards of Malaita.

Shelter and settlements			
Outcome 2 Contribute to the improvement of sheltering conditions of the target population in Makira and Malaita Provinces through provision of adequate emergency shelter support in accordance with local practices within the next 3 months	Outputs		% of achievement
	Output 2.1 Emergency shelter assistance (including related NFIs and technical support) is provided to affected households		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
2.1.1 Conduct rapid emergency needs assessments, and analysis of shelter needs to inform adequate NFI distribution	x		100%
2.1.2 Distribution of shelter NFIs and household items to assist with emergency needs of affected communities	x		100%
2.1.3 Awareness of appropriate use of Shelter kits (shelter toolkit + 2 Tarps) to affected households through community visits by trained volunteers	x		100%
2.1.4 Conduct 'Tips on Timber Framed Shelter Construction' Workshop – awareness on Building Back Safer construction techniques – for the affected households	x		100%
2.1.5 Representation and advocacy of community needs to local authorities	x		100%
2.1.6 Provision of local support to National Shelter Sub-Committee (Under the Infrastructure Committee, Ministry of Infrastructure Development)	x		100%
2.1.7 Replenishment of shelter NFIs and sourcing local items to compliment standardised kits	x		100%

## Achievements

The following table details the distribution of shelter and household relief items completed under the operation:

NFI	SIRC total planned distribution	DREF planned distribution	Revised distribution	Actual distribution MAKIRA	Actual distribution MALAITA	Total distribution	Not distributed per original target
Shelter toolkits	485	485	404	213	220	433	52
Tarpaulins	275	275	n/a	396	10	406	0
Kitchen sets	485	485	404	64	5	69	416
Blankets	970	970	808	432	10	442	528
Mosquito nets	970	800	808	309	10	319	481
Solar lamps*	0	0	n/a	143	5	148	n/a

\*Distributed from existing SIRC stock

In respect of the distribution of shelter and household non-food items:

- An additional 200 tarpaulins from Oxfam were distributed by SIRC with the shelter toolkits in Malaita. Additional tarpaulins from UNICEF were also used to supplement the distribution of shelter toolkits in Makira.
- Shelter toolkits were distributed to all households whose houses were destroyed or significantly damaged. These distributions were supplemented with demonstrations on the use of kit items and explanation on the purpose and recommended use of kit contents.
- Kitchen sets (99) held by SIRC in Honiara were dispatched to both provinces with an expectation that additional kitchen sets would be sourced from other agencies. However, during the distribution it was found that some households did not need a kitchen set as part of their household kit or had a kitchen in a separate building which had not been damaged.
- Due to miscommunication in the beneficiary selection process, mosquito nets were only provided to 319 households. In addition, during the distribution some households reported that they did not require a mosquito net as part of their household kit as these items had been distributed by the MoHMS prior to the earthquake as part of an on-going vector-borne disease prevention programme.
- Additional mosquito nets were dispatched to Makira as an anticipatory action due to a dengue outbreak in the Honiara, Guadalcanal, Isabel, Malaita and Western (Gizo City) provinces. Although there were no reported dengue cases in Makira at the time there was some concern that residents may be at higher risk following the earthquake and some had reported experiencing malaria type symptoms. A total of 1,500 mosquito nets were dispatched to Makira, 800 of which formed part of the DREF replenishment plan.
- Although a distribution of 970 blankets was planned, 1500 blankets were dispatched to Makira with the intention that the additional blankets (which are extra thick) would be distributed as mats. Funding in the DREF budget was identified to locally purchase 900 sleeping mats however, blankets were distributed instead. Due to the evolving situation on the ground and a lack of information from communities requesting support, it was determined that there were no further unmet needs for mats.

In addition, it was noted that the affected communities of Makira were very quick to begin rebuilding and repairing their homes without waiting for external support. By the time SIRC teams reached the communities it is estimated that 1-2 households in each community had already begun the rebuilding process

In late February / early March 2017, SIRC<sup>5</sup> and the Solomon Islands Government joined a UNDP led technical team to undertake a detailed sectoral assessment (DSA) of the affected communities in Makira<sup>6</sup> with a view to informing the Recovery Action Plan. They determined the major impacts of the disaster to be on small village communities in central and west Makira with semi-permanent and permanent houses; and identified a significant reduction in the number of affected households from that reported in the IDA data. During the DSA, SIRC staff and volunteers also delivered build back safer messaging. Double-sided A4 flyers were handed out in 39 communities, and the images explained one-by-one. The messages were illustrated by pointing at real-life examples in the communities, i.e. houses which survived the earthquake due to cross bracing, deep foundations, and good connections between the various building elements. In Malaita, a DSA was expected to occur during the second half of 2017 however, this now looks unlikely to proceed.

SIRC staff and shelter committee members have advocated at Provincial and National level on the findings of the DSA and plan of action for the recovery transition. SIRC has also supported the National Shelter Sub-Committee as Co-Chair and participated in the DSA along with Ministry of Infrastructure Development (Sub-Committee Lead) and partners.

## Challenges

<sup>5</sup> Funded by the Solomon Islands Government and UNDP

<sup>6</sup> In Malaita this process will be undertaken by the Shelter sub-cluster chair, SIRC and the Provincial Disaster Officer in Auki

### **Poor housing damage data**

Differences in housing damage data between the initial and revised IDA as well as the DSA made it challenging to determine the response targets. This is due to several factors:

- IDA was completed using the KOBO application as required by the new National NDRM arrangements however, the teams in the province and even some members of the national team that were sent to the province were not trained in the use of the application. Information management from the provincial to national level was also a challenge as delays in receiving data also delayed decision-making.
- IDA teams did not have an existing guidance note to assist them in categorising the level of household damage (i.e. destroyed, damaged). The teams relied solely upon a text description when carrying out the assessment which can provide some subjectivity in the results.
- The remoteness of the affected communities and difficulty obtaining accurate needs assessment data in the early days of the response meant that IDA data could only be verified at the time of distribution.
- The IDA was a rapid assessment done by the community whereas the DSA was a more thorough assessment done by a technical team.
- Communities typically begin repairing and rebuilding their houses from day one so the second assessment might reasonably indicate less damaged houses. This is particularly true in the Pacific and has been witnessed during the response as families quickly began repairing their houses in the days and weeks after the earthquake/tsunami. Some even hiring chain blocks to realign their houses. Going forward, needs assessments must take in to account the capacity of the affected communities from day one.

### **Logistics management**

The primary logistical challenge to the operation was the cost of transportation and terrain which also made travel by sea challenging. Further to this, ships that were servicing Makira were not properly equipped to support an emergency response.

### **Limited landing sites for the distribution of NFIs in Makira**

In planning the response for Makira, it was determined to dispatch all NFIs to Kirakira, the provincial capital, where further arrangements would be made for their distribution to the affected communities. However, this resulted in delays in being able to complete the distributions. It was found during the response that it would have been preferable to have two staging sites, one in Kirakira (northern side of Makira) and one in Marogu (directly opposite side on the southern side of the island) to facilitate a more rapid response.

Contributing factors included:

- The communities in the eastern part of the province are located far from each other, which meant that, while the intent was to distribute to as many communities as possible each day, poor road conditions and areas with neither road access nor a boat landing site, meant that on most days only 2-3 communities could be reached.
- The weather in the eastern part of Makira is sometimes referred to as weather coast. The sea was sometimes very rough which meant that teams either could not access the communities or sometimes had to lessen the number of items to be distributed to cater for the weather conditions.
- In some areas, there were no appropriate landing sites for distributions by boat meaning that NFIs had to be delivered to a nearby community and the affected community would then be required to travel to collect them. This resulted in some households missing out on the distribution if they were unable to travel to the landing site. Moving forward, SIRC will be looking at alternative options such as setting up multiple staging areas for distribution keeping in mind the costs associated with this.
- Two river crossings were required to reach the affected communities of Makira are prone to flooding. As the bridges over these two rivers were damaged, teams had to leave the communities each day before any rain started to enable them to get back to base. This meant the teams could only distribute to one or two communities per day.
- In cases where beneficiaries were unable to travel to meet a boat landing site or did not receive information about the distribution, they later travelled overland on their own accord to the provincial EOC in Kirakira. In these circumstances, SIRC first verified the needs using the assessments that were completed as part of the IDA and covered land transport costs for the beneficiary and the freight costs of transporting the NFIs back to the community.

### **Lack of procurement and dispatch strategy and monitoring**

Staffing changes within SIRC meant that a review of the dispatch records for the early stages of the response was unable to occur until the arrival of additional support from the CCST Pacific logistics delegate in early February 2017.

A review of the dispatch records was undertaken at this time and it was determined that not all stock dispatched would be distributed due to the decrease in the number of households requiring assistance.

The requisition of the DREF occurred prior to the opportunity to verify the IDA data because of long sea freight lead

times from Kuala Lumpur to Honiara (42 days in this instance, excluding loading/unloading and dispatching) and the requirement to complete the replenishment within the initial DREF timeframe. A decrease in the number of affected households following verification of the IDA data and lower community level requirements than anticipated resulted in a lesser NFI replenishment requirement than expected at the time of the DREF request. There is consequently some NFI replenishment stock which has now been pre-positioned in Honiara and Makira.

Several items that were due to be sourced locally were also unable to be procured as outlined below:

*Six tonne chain blocks:*

Originally planned for purchase by SIRC the chain blocks were not purchased during the initial response as some communities took the initiative to hire locally available chain blocks to realign their houses. During the DSA, SIRC found that the chain blocks have been very useful in the communities and received requests from communities for them. Chain blocks will now be considered by SIRC for any future disaster response.

*900 sleeping mats*

The purchase of 900 sleeping mats could not be completed locally in time to meet government organized sea freight dispatches and was later determined not to be required.

*40 pallets*

Pallets were planned to be procured to assist with loading and unloading NFIs on to the boats and for storing the NFIs slightly raised from the ground. However, the procurement was not conducted as the ports authority of Honiara who SIRC had planned to purchase the pallets from did not have any in stock. Consequently, SIRC used collected timber to raise the NFIs off the ground in storage in Honiara, and were unable to provide any pallets to accompany the NFIs to Makira and Malaita. Pallets later arrived with emergency relief supply stocks from the Australian Government and Australian Red Cross (ARC) and were used for the storage in Honiara.

**Poor communications channels**

Communications were challenging throughout the response due to the variability of the terrain and resulting connectivity issues. In addition:

- Sim cards for SIRC satellite phones had been misplaced therefore it was not possible to activate the satellite phones prior to SIRC teams deploying to Makira and to communicate with the teams at regular intervals or advise when a new team was being deployed. For this reason, teams in the field received very little notice of when replacement teams were due to arrive and for preparing a handover.
- Only limited places en-route to communities accessible by road had cellular network coverage. This meant that decisions or changes to the Plan of Action could not be made until after teams returned from the field sometimes several days later. In addition, the lack of telecommunication coverage in the eastern part of the province made it difficult to monitor the progress of the responding teams in the eastern part of the island.
- The impact of inclement weather on river crossings and boat landing sites meant that the SIRC teams were only able to give beneficiary communities one day's notice of distributions. For this reason some beneficiaries did not receive information about the distributions in sufficient time to ensure they could be present.

**Lessons learned**

The following were identified by SIRC as potential areas for improvement:

- Ensuring the demarcation of response areas during NEOC/PEOC meetings to avoid duplication of responding activities and enable responding agencies to concentrate on their allocated area per plan and budget.
- Ensuring a standard communication system in place and used in responses to cover low network coverage areas and lessen spending on top-ups for cellular phones.
- Ensuring that at least one representative of the SIRC disaster response structure (staff or volunteer) is included with each deployment of SIRC personnel to avoid missing any steps in the response process.

## Quality Programming / Areas Common to all Sectors

Quality programming			
Outcome 3 The management of the operation is informed by a comprehensive monitoring and evaluation system	Outputs		% of achievement
	<p><b>Output 3.1</b> Monitoring information informs revisions of plan of action where appropriate.</p> <p><b>Output 3.2</b> Mechanisms are in place to facilitate two-way communication with existing branches and ensure accountability to affected and at-high-risk people.</p> <p><b>Output 3.3</b> Mechanisms are established with Makira Province to ensure accountability to affected and high risk people in the absence of a local branch.</p>		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
3.1.1 Monitor and assess implementation of activities	x		100%
3.1.2 Conduct Post Distribution Monitoring visit	x		100%
3.1.3 Conduct lessons learned workshops with Malaita Branch and HQ	x		100%
3.2.4 Field response activities and stories of best practices by the SIRC volunteers and staff are captured and disseminated to public media and FedNet	x		100%
3.2.1 Support NDMO with radio spot campaign- Information sharing on current weather situation & response updates	x		100%
3.2.2 Update and print Beneficiary communication survey forms	x		100%
3.2.3 Conduct beneficiary satisfaction surveys in all targeted communities as follow up of distributions carried out	x		100%
3.2.4 Field response activities and stories of best practices by the SIRC volunteers and staff are captured and disseminated to public	x		100%
3.3.1 Provincial authorities and Community leader's consultation to become monitoring mechanisms for Red Cross response activities	x		100%

Achievements
<p>The monitoring and assessment of the implementation of activities including a post distribution monitoring visit and lessons learned workshop was completed with partners and volunteers in the Makira province in March 2017. A total of 20 people comprised of representatives from the NDMO, MoHMS, MoEHRD, MID, World Vision and affected communities attended the workshop. A lessons learned workshop for Honiara based staff and volunteers involved in the response was also held at the SIRC headquarters in March 2017. The post distribution and monitoring visit and lessons learned workshop for Malaita was completed in April 2017.</p> <p>Beneficiary satisfaction surveys were undertaken in Makira in March 2017 and identified shelter as the primary need in the earthquake response. Overall, the surveys suggested that beneficiaries appreciated the on-going presence and assistance of SIRC who have remained active in the response since the earthquake first occurred. Appreciation was also shown for SIRC's community-based approach and professionalism. Suggestions for improvement were around ensuring the timeliness and accuracy of needs assessments and distributions, beneficiary communications, and the possibility of having a provincial office established for the response. Beneficiary satisfaction surveys were completed for Malaita in April 2017.</p> <p>Due to a lower actual number of NFI distributions and further reconciliation of the stock as part of the monitoring and assessment of the implementation activities, a strategy was put in place during April/May 2017 to pre-position NFIs not distributed in the response:</p> <ol style="list-style-type: none"> <li>1. in SIRC storage in Honiara for distribution by SIRC in future disasters, and</li> </ol>

2. with the Provincial Disaster Management Office (PDMO) in Makira for distribution by local SIRC volunteers in future disasters.

In May 2017, SIRC met with the PDMO in Makira and verbally agreed arrangements for the ongoing storage of the NFI remaining in Makira (*refer details in table below*). The arrangements are still to be discussed at national level with the NDMO.

#### **NFI currently stored with the PDMO in Kirakira, Makira**

<b>Item</b>	<b>Units</b>	<b>Quantity</b>
Mosquito nets	100 / bale	500pcs
Buckets	pcs (20 per box)	65 pcs
Kitchen sets	sets	44 sets
Collapsible containers (10l)	pcs / 78 ctn	390 pcs
Shelter kits	kits	35 kits
Blankets	Pcs / 20 bale	575 pcs

Field response activities and stories of best practice by the SIRC staff and volunteers were gathered during a field visit to Makira and recorded for the SIRC Dissemination and Communications Officer to prepare for publication. A story "Eight months on" has been prepared for publishing in the Solomon Star, Island Sun and Sunny Isles newspapers and sharing on the SIRC Facebook during August. Stories of the response are also being shared as part of weekly radio spots SIRC has with the local FM station.

Although, it was initially planned to join the NDMO's radio spot campaign sharing information on the current weather situation and response, this was not required as SIRC have maintained an ongoing radio spot (every two weeks from 2016 and weekly since June 2017) with the Solomon Islands Broadcasting Cooperation. The radio spots have been used by the disaster management team in its ongoing efforts to support the dissemination of information to communities on disaster preparedness and response in conjunction with NDMO programmes. The NDMO participated with SIRC in one of their radio spots but did not require assistance from SIRC with their own.

#### **Challenges**

During monitoring visits, SIRC discussed a cycle of feedback with community leaders in the affected communities to assist them in monitoring the impact of SIRC activities carried out as part of the response. Beneficiaries were also informed during SIRC visits to the community on: where to raise any complaints, the location of the field team and process to follow if they missed the distribution. Most of the communities indicated that they were happy to support SIRC however, the challenge will be to keep this process going in the recovery phase due to the communications and logistical challenges associated with reaching the affected communities.

#### **Lessons learned**

The following were identified by SIRC as potential areas for improvement:

- As SIRC have only two finance staff, only minimal financial support was available to assist the operations team with the planning and budgeting of the response. For future operations, SIRC would like to ensure a dedicated finance surge support to work on the development of the budget and planning in the initial days of the response.
- Appointing a full-time person to represent SIRC in NDMO NEOC and PEOC meetings throughout the response to keep the SIRC operations team updated and ensure that SIRC is not working in isolation at any time
- Providing clearer information for beneficiaries on the timing of needs assessments and distributions. SIRC are presently working on a beneficiary communications strategy and standard operating procedure.
- Improve dissemination of the role of SIRC in Makira where SIRC does not currently have a branch presence. To aid this, SIRC is utilising on-going radio spots to further educate Solomon Islands communities on the role of Red Cross as well as share information on disaster management and stories of SIRC involvement in disaster response.
- Strengthening community engagement and accountability (CEA) to ensure that it is more strategic, especially in times of response.

## D. THE BUDGET

CHF 161,163 was allocated to respond to the Solomon Islands earthquake in the provinces of Makira and Malaita. In all, the operation utilized CHF 141,516, recording 88 per cent utilization of the allocation. The balance of CHF 19,647 will be returned to the DREF pool.

The final Financial Report is appended to this narrative report.

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↘ [Click here](#)

1. Final financial report [below](#)
2. Click [here](#) to return to the title page

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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](http://www.ifrc.org)  
Saving lives, changing minds.



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

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

**Disaster Response Financial Report****MDRSB006 - Solomon Island - Earthquake**

Timeframe: 23 Dec 16 to 31 May 17

Appeal Launch Date: 23 Dec 16

Final Report

**Selected Parameters**

Reporting Timeframe	2016/12-2017/8	Programme	MDRSB006
Budget Timeframe	2016/12-2017/5	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
<b>A. Budget</b>		161,163				161,163	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		161,163				161,163	
<b>C4. Other Income</b>		161,163				161,163	
<b>C. Total Income = SUM(C1..C4)</b>		161,163				161,163	
<b>D. Total Funding = B + C</b>		161,163				161,163	

\* 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>B. Opening Balance</b>							
<b>C. Income</b>		161,163				161,163	
<b>E. Expenditure</b>		-141,516				-141,516	
<b>F. Closing Balance = (B + C + E)</b>		19,647				19,647	

## Disaster Response Financial Report

## MDRSB006 - Solomon Island - Earthquake

Timeframe: 23 Dec 16 to 31 May 17

Appeal Launch Date: 23 Dec 16

Final Report

## Selected Parameters

Reporting Timeframe	2016/12-2017/8	Programme	MDRSB006
Budget Timeframe	2016/12-2017/5	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	
<b>BUDGET (C)</b>			<b>161,163</b>			<b>161,163</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	19,090		14,328			14,328	4,762	
Clothing & Textiles	6,118		5,924			5,924	194	
Water, Sanitation & Hygiene	8,034		4,734			4,734	3,301	
Medical & First Aid	1,013						1,013	
Utensils & Tools	10,670		9,066			9,066	1,604	
Other Supplies & Services	5,696		292			292	5,405	
<b>Total Relief items, Construction, Sup</b>	<b>50,621</b>		<b>34,344</b>			<b>34,344</b>	<b>16,278</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	1,013						1,013	
Distribution & Monitoring	21,980		21,927			21,927	53	
Transport & Vehicles Costs	17,791		21,659			21,659	-3,868	
Logistics Services			5,039			5,039	-5,039	
<b>Total Logistics, Transport &amp; Storage</b>	<b>40,784</b>		<b>48,626</b>			<b>48,626</b>	<b>-7,842</b>	
<b>Personnel</b>								
National Society Staff	6,084		2,741			2,741	3,343	
Volunteers	27,784		28,845			28,845	-1,061	
<b>Total Personnel</b>	<b>33,868</b>		<b>31,586</b>			<b>31,586</b>	<b>2,282</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	3,291		8,367			8,367	-5,075	
<b>Total Workshops &amp; Training</b>	<b>3,291</b>		<b>8,367</b>			<b>8,367</b>	<b>-5,075</b>	
<b>General Expenditure</b>								
Travel	18,244		7,636			7,636	10,609	
Information & Public Relations	2,152		4			4	2,148	
Office Costs	1,266		1,307			1,307	-41	
Communications	633		807			807	-174	
Financial Charges	316		205			205	111	
Other General Expenses	152						152	
<b>Total General Expenditure</b>	<b>22,763</b>		<b>9,957</b>			<b>9,957</b>	<b>12,806</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	9,836		8,637			8,637	1,199	
<b>Total Indirect Costs</b>	<b>9,836</b>		<b>8,637</b>			<b>8,637</b>	<b>1,199</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>161,163</b>		<b>141,516</b>			<b>141,516</b>	<b>19,647</b>	
<b>VARIANCE (C - D)</b>			<b>19,647</b>			<b>19,647</b>		