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# Emergency Plan of Action Final Report

## Namibia: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation No. MDRNA010</b>	<b>Glide number: FL-2017-000027-NAM</b>
<b>Date of Issue: 24 March 2017</b>	<b>Operation start date: 20 March 2017</b>
<b>Date of disaster: 09 March 2017</b>	<b>Operation end date: 20 September 2017</b>
<b>Operation budget: CHF 80,202</b>	
<b>Number of people affected: 2,502</b>	<b>Number of people to be assisted: 417 HH (2,502 people)</b>
<b>Host National Society(ies): Namibia Red Cross Society</b>	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC) and Spanish Red Cross	
<b>Other partner organizations actively involved in the operation:</b> Directorate of Disaster Risk Management in the Office of the Prime Minister (OPM), Regional Disaster Risk Management Committees (RDRMCs) in Oshana, Oshikoto, Omusati, Ohangwena, Kavango and Zambezi regions, Government Ministries (Ministry of Health and Social Services, Ministry of Agriculture, Water and Forestry, Ministry of Safety and Security, Ministry of Gender and Social Welfare, Namibia Water Corporation)	

## A. SITUATION ANALYSIS

### Description of the disaster

Heavy rains during the period of January-March 2017 within the Cuvelai River Basin in Angola and localized rainfalls in Oshana, Oshikoto, Ohangwena, Omusati resulted in localized flooding in Lishana (shallow flood plains). On 09 March 2017, the Hydrological Services Namibia (HSN) in the Ministry of Agriculture, Water and Forestry (MAWF) in collaboration with the Directorate of Disaster Risk Management in the Office of the Prime Minister (OPM), and Meteorological Services issued a joint statement on the looming floods. HSN further warned that the flooding situation in the Cuvelai was comparable to that of 2011, which caused major damages in houses and infrastructure and requested for contingency preparedness and activation. The Hydrological Department in Ondjiva in Angola informed HSN that flood water had reached and flooded Ondjiva, which was likely to increase water levels in Namibian Cuvelai Lishana because of heavy rainfall in the catchment area. HSN hydrological gauging stations recorded highest water levels as compared to the floods that hit the same areas in 2008, 2009 and 2011 due to heaving rains in Namibia and in the bordering areas. Through the Regional Disaster Risk Management Committees of Oshana and Omusati regions, Namibia Red Cross Society Regional staff conducted field visits to relocation camps in both regions to investigate the extent and impact of the floods. A total number of 182 Households (1,092 people) were displaced and in need of emergency assistance. Although response mainly targeted households those who relocated away from home, provision was made to extreme cases presented to the Regional Disaster Management Committees where the NRCS is a member and upon verification assistance was rendered to all affected 417 households. The table below highlights the total number of the affected people:

Region	Number of Households displaced	Number of people affected
Oshana region	122	732
Omusati region	60	360
Ohangwena	44	140
Zambezi region	235	1,410
<b>Total</b>	<b>417 households</b>	<b>2,502</b>

In Zambezi region, the Zambezi River was flowing at 6.44m compared to 5.6m the same time last year. The Ministry of Agriculture, Water and Forestry the 12<sup>th</sup> April 2017 confirmed that a flood wave was developing in upstream Zambia at Lukulu, and it was expected that water levels in Zambezi region would rise again. So far, the floods in Zambezi region have displaced 1410 people and this number was at risk of rising to 2,000 people as more flood waves hit Namibia from Zambia.

The floods limited the access of some communities to basic services such as health and education. Most of the schools remained inaccessible, resulting in school children and teachers having to walk through water channels to access education and health facilities in other areas. Displaced communities in relocation camps had limited access to proper accommodation, sanitation facilities, access to safe clean water, and lack of preventative items such as mosquito nets. This increased the likelihood of outbreak of diseases such as Malaria and Diarrhoea.

The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, Canada, Denmark, Finland, 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), AECID, the Medtronic and Zurich Foundations and other corporate and private donors. On behalf of the Namibia Red Cross Society (NRCS), the IFRC would like to extend its gratitude to all partners for their generous contributions.

## Summary of response

In response to the effects of the floods, Namibia Red Cross Society engaged in disaster response activities aimed at reducing the impact of the floods on the affected communities through provision of shelter, WASH interventions, restoration of family links (RFL) and continued flood monitoring and surveillance. NRCS responded to the four (4) affected regions reaching out to a total number of 417 households (2,502 people).

Namibia Red Cross Society (NRCS) managed to activate its volunteer base and to make use of the various platforms to ensure a coordinated response. Regional staff in Omusati, Oshikoto, Ohangwena and Zambezi regions participated in coordination meetings organized by the respective Regional Disaster Risk Management Committees (RDRMC). The RDRMCs were aimed at coordinating preparedness and response activities, resources mobilization and community engagement. Three (3) regional RDRMCs meetings were conducted in each region, in which it was agreed that NRCS would provide family kits and family tents in Omusati, Oshana and Ohangwena. Due to the National Society's widely available pool of volunteers in the regions, it was further discussed and agreed that NRCS complement the coordinated response activities with Hygiene promotion activities in relocation camps.

### Overview of Host National Society

At local level, NRCS regional offices engaged with Regional Disaster Risk Management Committees in the respective regions to monitor the situation and discuss coordinated interventions. Within the Movement, NRCS engaged with the International Federation of Red Cross and Red Crescent Societies (IFRC) Southern Africa Cluster Office in Pretoria, South Africa, on situation developments.

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

Regular consultations with the Spanish Red Cross Society present in the country, the lone Movement partner in-country, were conducted for availability to assist in providing technical support to response. A DMIS was issued on the 07 April 2017 to provide update on the situational development to the Movement.

### Overview of non-RCRC actors in country

The government through the Omusati, Oshana, Ohangwena and Zambezi respective RDRMCs conducted field visits to affected communities during end February/early March to familiarize themselves with floods situation in the affected communities. At Head Quarter level, NRCS worked closely with the Directorate of Disaster Risk Management in the Office of the Prime Minister (OPM). In addition, NRCS Disaster Management liaised with regional offices to monitor the situation and provide technical support. NRCS further engaged other non-Red Cross members including the United Nations Resident office to communicate its intended response plans and discuss possible integration of activities. UNFPA country office committed to support NRCS with N\$ 12,000 towards relief activities specifically to procure treated bed nets for distribution to pregnant and expecting women, children and elderly.

The Regional RDRMC stakeholders jointly identified and were involved in the areas outlined below:

- Conducting joint situational assessment;
- Preparing more evacuation and relocation of affected people;
- Provision of temporary shelter to accommodate expected people as floods increase;

- Provision of food and other non-food basic relief items;
- Provision of emergency health services;
- Provision of safe water and sanitation facilities;
- Preparing to provide educational facilities as most schools in the affected areas are closed;
- Camps management;
- Roads reconstruction.

## Needs analysis and scenario planning

Regular joint visits by the Oshana and Omusati RDRMCs stakeholders to critically affected communities were conducted; and found that a total number of 182 HHs in Omusati and Oshana representing a combined 1,092 people who have moved to relocation camps were in need of immediate relief support and long term needs as defined below.

### Risk Analysis

Regular Hydrological updates were shared with Regional staff and volunteers to ensure that field travels were well informed of possible hydrological events that could pose a risk to field staff and operations. Regional Managers of the affected regions ensured that all volunteers were briefed on staying safe and ensuring that no unauthorised field travels were conducted to ensure the safety of the volunteers and staff. In addition, all field response operations were well informed on the conditions of the roads while volunteers were provided with safety clothing and bibs for easy identification by communities. To reduce the potential risks associated with riots during distribution of relief items, response teams engaged with their respective Regional Disaster Risk Management Committees and ensured accompanying by Constituency Councillors during distribution of relief items. The presence of higher office ranking officials ensured communities trusted the National Society and disassociate such with political affiliations. NRCS further ensured that relief items were distributed in accordance with the RCRC principles. No travels overnight were authorised to prevent risks associated with bad roads and possibilities of drowning.

## B. OPERATIONAL STRATEGY

### Proposed strategy

The DREF operation lasted for 3 months and supported flood surveillance and monitoring as well as the provision of shelter, health and WASH related Non-Food Items (NFIs) to the most vulnerable flood-affected populations displaced in relocation facilities. The National Society focused on the four affected regions of Oshana, Omusati, Ohangwena and Zambezi targeting 417 households (2,502 people).

The rationale of providing assistance for this period was based on the historical lessons of similar operations that displaced people would stay in relocation centres of which their needs must be met. The response targeted provision of relief items as per the mandate of the NRCS in responding to humanitarian needs in emergencies and was in line with SPHERE Standards.

Due to the nature of the disaster, posing vulnerability to all the affected communities, the NRCS response targeted all displaced people in relocation camps. However, special needs were prioritised for children, pregnant and lactating women, people with disabilities and those with special needs such as People Living with HIV/AIDS (PLWHIV). Among criteria applied include (but not exclusive to) were women, children and single people headed households, pregnant and lactating mothers, households with 3 or more children under the age of 5 years. Selection and validation of beneficiaries was conducted in collaboration with the local government, local authorities, NRCS volunteers and camp managers to ensure that the needs of the most vulnerable people were met. The above criteria complemented the IFRC commitment to prioritising gender to ensure equality for women, children and people with special needs.

NRCS further engaged with government and UN agencies such as the UNICEF and UNFPA to ensure the integration of children and gender issues in emergencies such as gender-based violence and sexual reproductive health are provided and met. Regular monitoring of camp situations were conducted to ensure NRCS and partner stakeholders was prepared to counter emergency situations such as water borne diseases outbreaks and the related. Hygiene promotion, through WASH campaigns, were conducted to ensure that displaced communities were prepared for incidentals.

In order to ensure beneficiary accountability and engagement, a walk-in feedback and complain desk mechanism were established in each relocation camp through which beneficiaries could communicate their opinions. The desk was managed by local volunteers who channelled all communications to the Regional Head to provide feedback to beneficiaries. Beneficiaries further had mobile numbers of the volunteers and NRCS staff to communicate pertinent issues that needed the attention of the National Society.

## Operational support services

### Human resources (HR)

Operations were led by the National Disaster Risk Reductions Coordinator with support of National Disaster Management Officer based in the head quarter to support regional staff in Oshana, Ohangwena, Zambezi and Omusati regions and their volunteers. Since volunteers were highly involved in the operations, provision was made for the insurance during operations according to the IFRC policy of which names of those involved will be provided. Further provision was made for the visibility materials for field staff and volunteers to enable smooth operations in communities as visibility ensure community access.

Apart from fulltime staff within the NRCS, 60 volunteers were mobilized to support the implementation of the DREF operation. Volunteers were responsible for the assessment, hygiene promotion, distributions and monitoring. The number of volunteers was based on the ration of 1 volunteer serving 20 affected people as a rate for the SPHERE pertaining to flood relief response. The estimated number of people proposed to be assisted did not equate the actuals who relocated, that is 182 Households (1,092 people). In addition, since the response was more to provide relief items, it was not necessary for the NRCS to get all mobilised volunteers into operations as it had cost implications. Thus, each mobilised volunteer received a bib to ensure visibility and safety. Volunteers involved in sanitation activities were also issued with protective equipment such as water proof gum boots.

### Logistics and supply chain

All in country relief items were procured in the local market through the NRCS procurement standards which are compliant with the IFRC standards. IFRC prepositioned relief items were transported from Head Quarter warehouse to regional warehouses to ensure effective responses. All items were stored at guarded warehouses and transported only during actual days of distribution to beneficiaries' in order to limit the risks associated with theft. Any relief item not distributed was transported back to the Head Quarter for storage through a contracted private transport agency.

### Communications

NRCS Humanitarian Diplomacy engaged with non-Movement partners to update on operations and solicit further support to operations. Two (2) television interviews were conducted on the national broadcaster by the Communications Management and the Secretary General during the period of April 2017. In addition, the Communications Manager organised a coordinated media field visit to enable coverage of the NRCS operations and advocate for the plight of the displaced families. Information, Education and Communications (IEC) Materials pertaining to WASH education were further developed to ensure that beneficiaries outreach was enhanced.

### Security

Regional Managers of the affected regions ensured that all volunteers were briefed on staying safe and that no unauthorised field travels were conducted for the safety of the volunteers and staff. In addition, all field response operations were well informed on the conditions of the roads while volunteers were provided with safety clothing and bibs for easy identification by communities. In order to reduce potential risks associated with riots during distribution of relief items, response teams engaged with their respective Regional Disaster Risk Management Committees and ensured accompanying by Constituency Councillors during distribution of relief items. The presence of higher office ranking officials ensured communities trusted the National Society and disassociate such with political affiliations. NRCS further ensured that relief items were distributed in accordance with the RCRC principles.

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

DREF Implementation was spearheaded and conducted by the Disaster Management Department with support of the line Departments and Regional officers and volunteers. PMER supported the monitoring and evaluation of the operation and ensured volunteers were able to collect data as required. Monthly monitoring visits were carried out by the Regional Heads overseeing regional operations to give technical support to the staff and volunteers in the field. Internally, the M&E unit facilitated post distribution monitoring assessment to evaluate the extent to which the response effectively met the needs of the beneficiaries.

## C. DETAILED OPERATIONAL PLAN

 <p><b>Disaster Risk Reduction</b> People reached: 417 HH (2502 people<sup>1</sup>)</p>		
<p><b>Outcome 1: Continuous surveillance monitoring in Omusati, Oshana, Oshikoto, Ohangwena, Kavango and Zambezi regions is maintained to enable operations respond timely to further floods and related impacts on beneficiaries.</b></p>		
<p><b>Output 1.1: Surveillance monitoring and Floods Rapid Assessments are conducted to properly inform the response of the NS and coordination with partners to integrate responses.</b></p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Regularly monitor Hydrological Early Warning reports from the Hydrological Services Namibia to inform regional branches on ground situation.		Done
Conduct regular field visits with Regional RDRMCs in affected regions.		Done
Participate in joint assessments (to identify emerging needs) in Oshana, Ohangwena and Omusati regions with RDRMCs upon government sanctioned announcement.		Done
Revise Response Plan based on the surveillance and Rapid Assessment results.	1	1
Continuously engage local volunteers and regional Councillors on situation development and revise plans accordingly.		Done
Where necessary, deploy HQ supporting Disaster Response Team to the affected areas to support Regional staff and volunteers' response Teams.		0
<p>Narrative description of achievements</p> <p>Regular monitoring of Hydrological Early Warning reports from the Hydrological Services of Namibia to inform regional branches on ground situation were conducted during the operations. These were coupled with conducting regular field visits with Regional RDRMCs to affected communities in affected regions. NRCS, as a member of the RDRMCs participated in joint assessments (to identify emerging needs) in Oshana, Ohangwena and Omusati regions with RDRMCs upon government sanctioned announcement. These monitoring enabled the revision of National Society Response Plan based on the surveillance and Rapid Assessment results. Furthermore, the continuous engagement of local volunteers and regional councilors were carried out to ensure that new developments on situation were captured and enabled the revision of plans accordingly. This was also necessary to enable deployment of NRCS Head Quarters (HQ) supporting Disaster Response Team to the affected areas to support Regional staff and volunteers' response Teams.</p> <p>With regards to flood monitoring and surveillance, NRCS Disaster Management Department tracked the daily bulletins from the Hydrological Services of Namibia to monitor the flood situations in major river basins and provide technical guidance to regional focal staff within the NRCS. The bulletins provided potential looming situations that enabled NRCS to constantly review its preparedness plans and further engage communities to be alert. Early Warnings enabled the NRCS to successful implement its activities. No deployment was necessary requiring NRCS HQ staff relocation to the regions to support the operations.</p>		
<p>Challenges</p> <p>There was no focal regional point for the daily communication of Early Warnings especially from a community known and respected authorities responsible for Disaster Management and Response that could issue warnings and relocations. This posed a risk of messages being ignored that could expose communities to potential hazards. Ideally, this should be overseen by the Regional Disaster Risk Management Committees Chairpersons within the local government mandated to coordinate events at the regional level. In many cases, such messages were ignored on the basis that communities would lose their assets if to relocate to higher grounds while there was feeling that government would not provide relocating people with food and non-food items.</p>		

<sup>1</sup> # of people reached was recorded per HH and not gender across all sectors of intervention for this specific operation. ZRCS will in future ensure that such data is segregated.

## Lessons Learned

There is a need to strengthen advocacy for early warning communications to communities and assure relocating communities that they would be provided with basic food and non-food items. NRCS needs to conduct basic training in interpreting Early Warnings for field staff and volunteers.

NRCS further needs to position itself to be able to conduct field assessments, especially when the government does not declare a situation a National Disaster, to reduce the time required to gather facts and conduct rapid assessment to prepare a DREF request in time. There is a need to conduct a training for the NRCS staff and volunteers in Appeals preparations.



## Shelter

People reached: 417 HH (2502 people)

**Outcome 2: At least 1,092 flood affected people basic relief needs are provided and met in line with SPHERE standards.**

**Output 2.1: Procurement and distribution of basic relief items to 1,092 flood affected people**

Indicators:	Target	Actual
Procure and distribute protective clothing for field staff and volunteers (gum boots)	15	15
Transport of relief items from Head Quarter to the affected regions		Done
Replenish to NRCS already distributed 100 tarpaulins.	100	92
Provide 182 family kits to 182 families in relocation camps. Family kit consists of (1 tarpaulin, standard kitchen set, 3 blankets and ropes)	182	190
Construction of 12 bathing places (4 communal bathing places per camp)	12	0

**Outcome 3: At least 300 flood affected people (50 families) have access to safe SPHERE compliant shelter**

**Output 3.1: Affected 300 people in relocation camps have access to improved temporary shelters.**

Indicators:	Target	Actual
Procure and distribute 50 family tents.	50	42
Mobilise volunteers and provide sensitization to beneficiaries for constructions of their shelters		Done
Procure and distribute 364 treated mosquito nets	364	317

### Narrative description of achievements

Local NRCS volunteers were mobilised and sensitised to provide support to beneficiaries for building of their shelters in relocation camps. A total number of 42 Family tents were erected; of these a total number of 35 were erected in Oshana relocation camp, 4 in Ohangwena and 3 in Omusati. In addition, a total number of 92 tarpaulins were distributed (52 in Omusati and 40 in Ohangwena) reaching a total number of 46 households (230 beneficiaries). In order to counter the risks of contracting malaria vector borne, a total number of 317 LININ treated mosquito nets were distributed (82 in Omusati and 235 in Zambezi region). In addition, given the fact that the displaced households lost most of their property, the NRCS further distributed Class A family kits to a total number of 190 households. Of these, a total number of 143 were distributed in Oshana while the remaining 47 were distributed in Omusati. The kits included kitchen sets, jerry cans, 3 blankets, ropes and tarpaulins.

## Challenges

There was a large turnover of volunteers familiar with Red Cross Disaster operations, SPHERE standards in response and those trained in WASH and First Aid from the local communities. In addition, lack of access to water-based reliable means of transport to reach communities in remote areas especially in Zambezi, led to the staff having to travel on the river in precarious conditions. NRCS had to recruit and mobilise new volunteers to assist, while relying on local transport of hand dugout canoes.

## Lessons Learned

It is highly recommended to provide funding to conduct refresher trainings for Staff and volunteers on Shelter Construction, Sanitation, WASH and Camp Management best before the onset of seasonal disasters. Ideally, the training should be in the form of National Disaster Response including key staff in regions. It is foreseen that building capacity in this regard could strengthen the National Society response in regions and head office, while enabling volunteer retention.

NRCS would further recommend the provision of reliable water transport such as boats that can be positioned in regions with perennial rivers not reachable by any other form than boats.



## Water, sanitation and hygiene

People reached: 417HH (2502 people)

**Outcome 4: At least 1,092 flood-affected people basic hygiene needs are met in line with SPHERE standards.**

Output 4.1: Procurement and distribution of hygiene related relief items to 1,092 flood affected people.

Indicators:	Target	Actual
Transport of relief items from Head Quarter to the affected regions		Done
Provide and replenish 182 family kits to 182 families in relocation camps. Family kit consist of (10L bucket, 13 bars bathing soap, 2 cloth washing bars, 1 flash light with radio, 10L collapsible jerry can)	182	190

**Outcome 5: The risk of waterborne and water-related diseases reduced through the provision of hygiene promotion to 182 Households in Omusati and Oshana regions for six months.**

Output 5.1: Target 1,092 population is provided with information on how to reduce the risks of water related diseases.

Indicators:	Target	Actual
Replenish already 68 units NRCS distributed 10 litres collapsible jerry cans	68	68
Reprint and distribute IEC WASH Poster Materials for hygiene promotion		Done
Conduct refresher training for 42 volunteers to conduct camp-based WASH education.	42	42
Procure 5 fully equipped First-Aid Kits to be used for emergency services for the affected communities.	5	4

## Narrative description of achievements

NRCS response teams in Omusati, Oshana, Ohangwena and Zambezi distributed a total of number of 259 jerry cans (24 in Ohangwena, 235 in Zambezi), while a total number of 355 collapsible jerry cans (120 in Omusati, 235 in Zambezi) were distributed. In addition, 42,100 water purification tablets (41,600 in Zambezi and 500 in Omusati) were provided to affected families while 235 water dispenser buckets were distributed to beneficiaries in Zambezi region. It should be noted that these items were not planned to be procured from the DREF funding; however to meet the needs of the affected, the NS had to check within its warehouses to use available items to support the affected. Awareness materials were developed and printed as part of the hygiene promotion activities conducted. Four (4) hygiene promotion sessions were conducted in Omusati relocation camps, reaching a total number of 358 individuals. In Oshana, a total number of 960 people were reached through weekly hygiene promotion sessions conducted over

a period of 2 months. In Ohangwena, a total number of 113 people were reached through hygiene promotion sessions conducted on a weekly basis. A total number of 4 factory First Aid kits were procured to enable emergency first aid during response operations.

#### Challenges

Given limited funding, the provision of sanitation facility was highly compromised as such, there were constructed using simple materials despite such not being sufficient for all affected communities especially considering the dignity, access, participation and security for women and girls. Indeed, the cost of materials that were needed to construct proper facilities were much higher than planned; while with the situation improving and necessitating people to return to their homes, did not necessitate construction. In some facilities, there were permanent structures that needed total refurbishment more than new constructions, as these were going to cost more. The dignity kits that were distributed from the prepositioned stock in the NRCS HQ warehouse in some areas were inadequate to reach all displaced people especially in Zambezi and Ohangwena and did not meet all the needs. The kits further lacked composition of sanitary materials to meet the needs of women and girls. NRCS had to compromise on using the local materials to construct sanitation and bathing facilities, while government mobilised some mobile toilets that could be positioned in some relocation camps.

#### Lessons Learned

There is a need to preposition key response relief items such as family kits, sanitation facilities and tents for emergency responses at both regional and head office. Prepositioning these items would enable to reduce the amount of time and transporting required to seek approval from the IFRC and subsequent transporting to region.



### Migration

People reached: 417HH (2502 people)

#### Outcome 6: Family members separated by the disaster in Omusati and Oshana regions are reunited with their families

##### Output 6.1 Families' missing relatives as result of the disasters are unified through search and rescue and family unifications

Indicators:	Target	Actual
Conduct RFL Tracing refresher training for Regional and Volunteer field staff in affected regions.		Done
RFL staff visit camps to create awareness on RFL and record cases for action		Done
Interview families reporting missing relatives		0
Provide families counselling after reunifications		0

#### Narrative description of achievements

Restoring Family Links was integrated in the response operations to enable assisting families separated by the disaster to be connected. This approach was planned through conducting RFL Tracing refresher training for Regional and Volunteer field staff in affected regions and providing RFL tracing materials to all field volunteers when visiting camps. In order, to ensure that target population have access to information regarding RFL, field staff and volunteers conducted awareness on RFL within the camps, and where necessary, prepared to interview families reporting missing relatives and provide families counselling after reunifications.

No persons were reported missing during the operations necessitating the RFL services. However, awareness activities were conducted, and communities are familiar with the RFL services of the National Society. It can be concluded that target population have knowledge of RFL and that they can contact the NRCS in future disasters.

#### Challenges

RFL program is not well known in many rural communities especially its applicability during disaster situations. NRCS plans to conduct more awareness and integration of the program in its key activities.

#### Lessons Learned

NRCS to conduct more awareness and integration of the program in its key activities.

## Strengthen National Society

**Outcome 7: To better profile and position the NRCS as a leading organization in disaster management in Namibia.**

**Output 7.1: NRCS operations are documented to increase visibility.**

Indicators:	Target	Actual
Procure 42 t-shirts, umbrellas and raincoats for field staff and volunteers	42	42
NRCS Humanitarian Diplomacy Manager conduct joint media field visits to operation areas		Done

**Outcome 8: Operations of the National Society is informed by two-way communications.**

**Output 8.1 Affected communities have platforms to communicate their satisfaction with provided services by communicating to the National Society.**

Indicators:	Target	Actual
Conduct Post distribution survey		Done
Conduct DREF Review	1	0

Narrative description of achievements

The National Society Humanitarian Diplomacy Manager in collaboration with local media and higher-ranking government officials conducted a field visit to Omusati, Oshana and Ohangwena flood affected relocation camps during the period of March 2017. These field visits resulted in the coverage of the NRCS operations in local papers available at:

1. <https://www.newera.com.na/2017/03/30/onghala-village-cut-off-by-floods/> and
2. <https://www.newera.com.na/2017/03/30/onghala-village-cut-off-by-floods/> respectively.

In addition, the operations were covered on the National television broadcaster available at <https://www.nbc.na/news/red-cross-distributes-non-food-items-flood-victims-zambezi.3812>.

A post distribution survey was administered among the beneficiaries of relief items and partner stakeholders to gauge the effectiveness of the NRCS operation in meeting the needs of the affected communities. There were no complaints received except that the beneficiaries recommended a timely disbursement of relief items, and NRCS needed to provide for the food items during periods of relocation camps residing especially when government does not provide such. Beneficiaries further recommended NRCS and stakeholders need to consider supporting livelihoods recovery beyond relocation camps when displaced families are returning home.

No after-action review or lessons learned workshop was organised as planned after implementation of activities. Indeed, due to small operation of the DREF and staff, volunteers and beneficiaries did not indicate any serious challenges on the operation.

Challenges

Given that the flood events were not declared a national disaster by the government, there was poor coordination at the National Level with the key partner stakeholders such as the Directorate of Disaster Risk Management and UN agencies in the country, resulting in poor resources mobilisations to reach the needy. This subsequently resulted in low media coverage of the events in the communities that could contribute to significant awareness of local and international potential donors. In order for the NRCS to counter these, National Society organised a field visit with some media and local government representatives to familiarise themselves with the ground situation. The visits enabled government representatives to engage with the affected, listen to the plights of the people and coordinate response with the National Society based on limited resources.

Timely DREF funding and subsequent disbursement to the National Society resulted in the NRCS field visits to document the events in the communities and enable advocacy for more resources mobilisation. The NRCS had to use its own funding not related to this operation to conduct field visits, though they were later reimbursed by the operation. In addition, the limited Communications staff familiar with Communications and Diplomacy within the NRCS resulted in work backlog for the only Communications Manager who struggled to make time out to travel to the field.

NRCS has since recruited an intern who still needs a lot of mentorship and guidance in Communications especially, within the Red Cross Movement.

#### Lessons Learned

NRCS recommends advocacy with the local media, Directorate of Disaster Risk Management and UN agencies to enable better coordination and engagement during humanitarian situations. Continuous engagement can be beneficial as it would enable relations for the future that can improve the National Society profiling as a partner for humanitarian responses in the country.

It is further recommended that IFRC need to mobilise funds on time to enable the NS implement activities on a timely basis. Disbursement of funds can enable building institutional capacity such as for junior staff in Communications related to the Movement that subsequently can be deployed to the operations areas.

## D. THE BUDGET

Namibia Red Cross Society requested DREF support amounting to **CHF 80,202** to respond to assist for 417HH (2502 people) affected by the floods. However, the National Society used **CHF 57,482** which is **72%** of the total budget requested. As such, **CHF 22,720** will be returned to DREF. The following variances were encountered during implementation of this DREF operations.

#### Explanation of Variances:

Budget line	Budgeted amount in CHF	Variance in CHF	Comments
Other supplies and Services	0	14,454 (100%)	The variance was due to the fact that the displaced households lost most of their property. Therefore, NRCS further distributed Class A family kits to a total number of 190 households which were not budgeted. The kits included kitchen sets, jerry cans, 3 blankets, ropes and tarpaulins.
Storage	0	329 (100%)	There were expenses for overloading Jerry cans, Tents, Household kit and tarpaulins incurred by the National Society which had no budget line.
Distribution and Monitoring	850	1744 (305%)	There was under budgeting on distribution of Jerry cans, tents, household kits and Tarpaulins as well as monitoring of DREF activities.
Logistics services	0	2609 (100%)	There was no budget for international procurement fees such as Sea freight containers, and customs clearance.
Travel	5000	1787 (35%)	This was due to under budgeting of transportation of relief items from HQ storage to distribution points. And also, because any relief item not distributed was transported back to the Head Quarter for storage through a contracted private transport agency for security purposes.
Information and Public relations	1170	1048 (89.57%)	The variance was due to underbudgeting of IEC posters for water treatment education, NRCS T-Shirts and Bibs for visibility and security of volunteers and staff.
Communications	731	2746 (375%)	The communications variance was caused by under budgeting of courier charges for the DREF operations.

Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

For further information, specifically related to this operation please contact:

### Contact Information

For further information specifically related to this operation please contact:

#### Namibia Red Cross Society

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#### IFRC Southern Africa Country Cluster

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- **IFRC Regional Logistics:** Rishi Ramrakha; mobile phone: +254 733888022; fax: +254202712777; email: [rishi.ramrakha@ifrc.org](mailto:rishi.ramrakha@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 Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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

Saving lives, changing minds.



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

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

## Disaster Response Financial Report

## MDRNA010 - Namibia - Floods

Timeframe: 20 Mar 17 to 20 Nov 17

Appeal Launch Date: 20 Mar 17

Final Report

## Selected Parameters

Reporting Timeframe	2017/3-2018/2	Programme	MDRNA010
Budget Timeframe	2017/3-2017/11	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>		80,202				80,202	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		80,202				80,202	
<b>C4. Other Income</b>		80,202				80,202	
<b>C. Total Income = SUM(C1..C4)</b>		80,202				80,202	
<b>D. Total Funding = B + C</b>		80,202				80,202	

\* 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>		80,202				80,202	
<b>E. Expenditure</b>		-57,482				-57,482	
<b>F. Closing Balance = (B + C + E)</b>		22,720				22,720	

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## 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>80,202</b>			<b>80,202</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	15,500		3,910			3,910	11,590	
Construction Materials	1,872						1,872	
Clothing & Textiles	1,543		115			115	1,428	
Medical & First Aid	351		307			307	44	
Utensils & Tools	17,274		251			251	17,023	
Other Supplies & Services			14,454			14,454	-14,454	
<b>Total Relief items, Construction, Sup</b>	<b>36,540</b>		<b>19,036</b>			<b>19,036</b>	<b>17,503</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage			329			329	-329	
Distribution & Monitoring	850		2,594			2,594	-1,744	
Transport & Vehicles Costs	9,090		1,764			1,764	7,326	
Logistics Services			2,609			2,609	-2,609	
<b>Total Logistics, Transport &amp; Storage</b>	<b>9,940</b>		<b>7,296</b>			<b>7,296</b>	<b>2,644</b>	
<b>Personnel</b>								
National Society Staff	4,812		4,446			4,446	365	
Volunteers	14,215		10,367			10,367	3,848	
<b>Total Personnel</b>	<b>19,027</b>		<b>14,813</b>			<b>14,813</b>	<b>4,214</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	1,649						1,649	
<b>Total Workshops &amp; Training</b>	<b>1,649</b>						<b>1,649</b>	
<b>General Expenditure</b>								
Travel	5,000		6,787			6,787	-1,787	
Information & Public Relations	1,170		2,218			2,218	-1,048	
Office Costs	900		1,046			1,046	-146	
Communications	731		3,477			3,477	-2,746	
Financial Charges	350		-700			-700	1,050	
<b>Total General Expenditure</b>	<b>8,151</b>		<b>12,828</b>			<b>12,828</b>	<b>-4,677</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	4,895		3,508			3,508	1,387	
<b>Total Indirect Costs</b>	<b>4,895</b>		<b>3,508</b>			<b>3,508</b>	<b>1,387</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>80,202</b>		<b>57,482</b>			<b>57,482</b>	<b>22,720</b>	
<b>VARIANCE (C - D)</b>			<b>22,720</b>			<b>22,720</b>		

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Subsector:	*		

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**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster management	80,202		80,202	80,202	57,482	22,720	
Subtotal BL2	80,202		80,202	80,202	57,482	22,720	
<b>GRAND TOTAL</b>	<b>80,202</b>		<b>80,202</b>	<b>80,202</b>	<b>57,482</b>	<b>22,720</b>	