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# Emergency Plan of Action Final Report

## DRC: Population Movement in North Ubangi and Bas-Uélé provinces

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n° MDRCD021</b>
<b>Date of Issue:</b> 09 May 2018	<b>Glide number:</b>
<b>Date of disaster:</b> 27 May 2017	
<b>Operation start date:</b> 6 June 2017	<b>Operation end date:</b> 14 November 2017
<b>Host National Society:</b> DRC RC with 130,000 volunteers, 26 provincial branches and 150 staff members	<b>Operation budget:</b> CHF 475,166
<b>Number of people affected:</b> 49,032 people registered in North Ubangi and 37,150 people registered in Bas Uélé, thus a total of 86,182 people registered in the two provinces	<b>Number of people assisted:</b> 5 605 people
<b>N° of National Societies involved in the operation:</b> One; DRC RC	
<b>N° of other partner organizations involved in the operation:</b> UNHCR, the National Commission for Refugees [CNR], MSF Belgium of Bangassou (CAR), the Directorate General for Migration (DGM)	

## A. SITUATION ANALYSIS

### Description of the disaster

On 13 May 2017, people fleeing conflicts in neighbouring Central African Republic, precisely in Bangassou, started arriving in the Yakoma, Mobayi Mbongo and Gbadolite localities of North Ubangi province, as well as in the Bondo Territory of Bas Uélé province in the Democratic Republic of the Congo (DRC). A rapid assessment conducted by DRC RC indicated that there were 8 478 CAR refugees in Yakoma, Mobayi Bongo and Gbadolite, and another 8 720 CAR refugees in the Bondo territory of Bas Uélé province. Thus, the total number of CAR refugees registered in the 2 provinces was 17 198 (3 440 households).

The refugees, amongst whom were injured persons, pregnant women, as well as separated and unaccompanied children, arrived with little personal belongings and were all living under critical conditions. They presented urgent needs in the areas of Health, Water, Sanitation and Hygiene promotion (WASH), Shelter and non-food items (NFI) distribution.

A first DREF allocation of CHF 166,967 was granted on 06 June 2017 to enable the DRC RC to respond to the most urgent needs of the CAR refugees, while conducting an in-depth assessment of the situation with the view of planning a comprehensive response operation. By then, the National Society (NS) believed there were 5% of the 17 198 CAR refugees, i.e. 860 refugees or 172 families in need of immediate assistance. The in-depth assessment conducted by the NS one month into the operation indicated that there were much more urgent needs than anticipated. As such, Operations update No 1, which was published on 8 August 2017, increased the number of people to be assisted from 860 people (172 families) to 5,605 CAR refugees or 1,121 families, and the budget was revised and increased from CHF 166,967 to CHF 475,166. Operations update No 1 also extended the timeframe from the initial 2 months to 5 months, with a new end date of 14 November 2017.

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



Handwashing demonstration in Kambo (North Ubangi). Photo by DRC RC

## Summary of response

### Overview of Host National Society

When the refugees arrived in the DRC, the NS alerted the International Federation, and a DREF request was prepared and submitted. The initial DREF request contained the findings of the emergency assessment conducted by the NS and was intended to assist 172 families. With the DREF allocation, the NS conducted an in-depth assessment of the situation, and this led to the revision of the operational plan and budget. The number of targeted families increased from 172 to 1,121, and the budget from CHF 166,967 to CHF 475,166. With these funds, the NS conducted hygiene promotion and sanitation activities in 5 localities and cleaned the surroundings of 5 water points for refugees. In addition, the NS distributed NFIs to 1,121 refugee households. Moreover, DRC RC volunteers assisted CAR refugees in constructing emergency shelters, removing floating corpses from the Ubangi River to help prevent epidemic outbreaks.

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

When the news of CAR refugees entering the DRC territory arrived in Kinshasa, a Movement coordination meeting was organised at the National Headquarters of the DRC RC to discuss the action required. All the Movement partners present in DRC attended the meeting. These were the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), and Partner National Societies (PNSs), namely the Belgium, Canadian, French, Spanish and Swedish Red Cross NSs. However, only the IFRC supported the DRC RC by allocating DREF funds to help respond to the situation.

### Overview of non-RCRC actors in country

A joint UNHCR and the National Commission for Refugees (CNR) assessment mission was carried out in collaboration with the Provincial Delegate of the Ministry of Internal Affairs from 17 to 19 May 2017 in North Ubangi. Another joint mission of UNHCR and the Governor of the province of Bas Uélé was conducted in mid-July in Ndu, to get a feel of the situation on the ground. That assessment mission contributed to strengthening humanitarian coordination at national, provincial and local levels in DRC. Humanitarian actors joined efforts with UNHCR to carry out the following activities:

- Pre-registration of the refugees by CNR agents
- Information sharing between the Red Cross and several humanitarian actors operating in the affected localities. Those actors included UNHCR, CNR, Terres Sans Frontières (TSF), Médecins Sans Frontières Belgique (MSF), ADES, Coopi, AIRD.
- Joint UNHCR-CNR-DRC RC health assessment mission in North Ubangi.

## Needs analysis and scenario planning

The planned in-depth assessment was conducted by DRC RC with IFRC support. Although the findings of that assessment indicated additional needs in the areas of health, WASH, nutrition, education, shelter and NFIs, livelihoods, protection, gender and inclusion (PGI), and security, the operation team decided to focus only on the activities initially planned because of limited funding. The details of that assessment were presented in [Operations update No 1](#), which was published on 8 August 2017. The update also increased the number of direct beneficiaries to 1,121 families (thus a total of 949 additional families), which is 6.5 % of the total number of registered refugees instead of the 172 families initially planned. A supplementary budget of CHF 308,199 was requested, summing up the total budget to CHF 475,166 and a timeframe extension of three months was given (New end date: 14 November 2017). The total timeframe of the operation was five (5) months, which has allowed the operation to reach beneficiaries of all five villages selected during the in-depth assessment.

### Risk Analysis

The main challenge during this operation was at the level of Logistics. In fact, Bas Uélé province is an enclosed place where access is difficult for both people and goods. The safer means of transport is by flight, but the cost is very high. Access to some localities along the border with the Central African Republic (CAR) is possible only by River as existing roads are impassable, especially during the rainy season. Moreover, the targeted areas are close to the health zones that were affected by the 2017 DRC Ebola outbreak, and now cholera.

## B. OPERATIONAL STRATEGY

### Proposed strategy

Upon the approval of the DREF allocation, the NS organised an in-depth assessment of the situation to ensure that all the people in need were assisted. This assessment led to the upward revision of the number of beneficiaries of the operation, from 172 families to 1,121 or 5 605 people.

All planned activities were carried out in an integrated manner to promote early recovery of the refugees. Trained DRC RC volunteers distributed NFIs and conducted hygiene promotion and sanitation of water sources to ensure a dignified stay for the refugees.

To enhance transparency and accountability, the two provincial coordinators of the DRC RC were involved in the monitoring of activities. They served as liaison officers between the NS, the beneficiaries, Red Cross volunteers and political and administrative authorities to ensure a smooth implementation of the operation in favour of affected people.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 5 605<sup>1</sup>

Male: 2 242

Female: 3 363

**Outcome: The immediate settlement needs of the population targeting the most vulnerable people in host-affected areas in North Ubangi Province are met within a period of two months**

#### Indicators:

Number of people receiving non-food items (NFIs)

Target

5 605

Actual

5 605

#### Narrative description of achievements

In preparation of the distribution of NFIs in the two provinces targeted by the operation (North Ubangi and Bas Uélé), the DRC RC trained 30 volunteers and 5 supervisors (15 volunteers and 3 supervisors in North Ubangi; and 15 volunteers and 2 supervisors in Bas Uélé). The NS then identified 5 distribution sites, 3 in North Ubangi, namely Kambo, Satema and Limasa, and 2 in Bas Uélé, namely Ndu and Baye. The IFRC facilitated the procurement and transport of the NFIs to the targeted localities, and the NS conditioned them into 1,121 family NFIs kits. Each family kit contained 2 blankets, 1 kitchen set, 2 mats, and 1 tarpaulin. DRC RC distributed 500 kits in North Ubangi, and 621 kits in Bas Uélé. The NFIs distributed benefited 5,605 CAR refugees (2500 in North Ubangi and 3 105 in Bas Uélé). The NS reached 1,500 women and 1,000 men in North Ubangi; and another 1,863 women and 1,242 men in Bas Uélé; i.e. a total of 3,363 women and 2,242 men reached.



Distribution of NFIs to CAR refugees in Limasa site (North Ubangi). Photo by DRC RC

#### Challenges

The refugees were in extremely enclosed sites and accessing them was a real challenge. In fact, the DRC RC had to use canoes and bicycles to transport the NFIs to the beneficiaries. Moreover, existing roads were impassable due the rainy season.



Canoes were also used to transport NFIs to the beneficiaries. Photo by DRC RC



Transporting the NFIs to the distribution sites was a real challenge (road to Bas Uélé). Photo by DRC RC

<sup>1</sup> 60% of the people reached were women, and 40% men.

## Lessons Learned

The logistics for this operation was extremely difficult due to the distance between the two provinces and the various distribution sites. Should there be another occasion, it would be better to plan two separate operations for a smoother intervention.



### Health

People reached: 1,620

Male: 324

Female: 1,296

**Outcome: Immediate risks to health of refugees are minimized through the provision of community-based health services in the five affected villages of North Ubangi and Bas Uélé**

#### Indicators:

Target

Actual

Number of people reached with first aid

NA

1620

#### Narrative description of achievements

15 first aid kits were purchased and distributed to the local branches of the DRC RC in the five villages targeted for this operation. Each of the local branches received 3 first aid kits. In addition, the NS set up 5 emergency stations in those local branches where vulnerable people requiring immediate medical attention were admitted for first aid prior to their referral to specialised health centres. 5 first aid teams comprising 3 members each, including a nurse, were set up in each emergency station. The 5 teams provided first aid to 1 620 people in 3 months, with an average of about 36 cases supported each month. About 80% of those 1 620 people were women. The planned activities were closely monitored by the two provincial coordinators of Bas Uélé and North Ubangi.

#### Challenges

Covering long distances to refer patients to health care centres was a real challenge. Another challenge was associated with the fact that refugees' sites were spread across distant locations, thereby making it difficult to administer first aid.

#### Lessons Learned

Having mobile first aid teams was good, but it would be better in future to have fixed first aid posts in each refugee site to ensure a better health coverage.



### Water, sanitation and hygiene

People reached: 5 605

Male: 2 242

Female: 3 363

**Outcome 1: The immediate risk of contamination by water borne diseases is reduced through improved sanitation and hygiene promotion in affected areas of North Ubangi and Bas Uélé provinces for a period of two months**

#### Indicators:

Target

Actual

Number of people reached with hygiene promotion activities

5,605

5,605

#### Narrative description of achievements

DRC RC volunteers distributed 100 890 aqua tad tablets to the 1 121 households targeted for this operation for home-based water purification. Prior to the distribution of the aqua tabs, Red Cross volunteers organised 5 public awareness sessions on water purification (one in each of the 5 villages targeted), during which they showed the populations how to use the aqua tabs at home. The beneficiaries were told to use 1 tablet per household per day (in 20 litres of water).

The planned environmental sanitation items and protection equipment were purchased and put at the disposal of the two provincial coordinators for this and subsequent operations. The sanitation items included bleach, chlorine, buckets for sanitation solutions, detergents, shovels, soap, strong brushes, sprayers, wheelbarrows. The protection equipment included boots, gloves, helmets, mufflers and protective clothes.

Community-based sanitation teams have been set up in each of the five sites targeted. Those teams conducted sanitation campaigns covering every space in the 5 sites. The Red Cross also identified 4 water points where the

refugees collected their water and decided to clean those points. The populations in Ndu used water from the Mbomu River in the Bas Uélé province, as there was no water source there.

The NS organised a two-day training session during which 60 volunteers and 6 supervisors (30 volunteers and 3 supervisors in each province) were trained on sensitisation and hygiene promotion techniques, as well as on how to use Information, Education and Communication (IEC) materials.

IEC materials including posters (1 000), leaflets (1 000), image boxes (3) were developed and put at the disposal of Red Cross volunteers to facilitate sensitisation work and hygiene promotion. The trained 66 volunteers and supervisors conducted hygiene promotion activities 3 days per week for 3 months, with focus on the fight against malaria, waterborne diseases and diseases caused by dirty hands. During those sessions, Red Cross volunteers also demonstrated how to wash hands and use insecticide-treated mosquito nets properly.

In addition, DRC RC distributed hygiene-related NFIs, including buckets, hygiene kits, jerry cans and soap to the 1 121 households targeted.

#### Challenges

The number of megaphones planned for this operation were insufficient, and the NS resorted to door-to-door sensitisation to reach the maximum number of people.

#### Lessons Learned

It was good to have some sanitation kits pre-positioned at the NS' central warehouse in Kinshasa, as this facilitated rapid intervention.

## D. THE BUDGET

The budget for this DREF operation was CHF 475,166, of which CHF 460,184 (96.84%) was spent. The balance of CHF 14,982 will be returned to the DREF.

### Explanation of variances

- "Medical & First Aid" budget line was underspent by CHF 15,380 (2.46%) due to some purchases not made because of higher transport costs.
- "Storage" was overspent by CHF 832 (44.5%) because of higher cost than planned.
- "Distribution & Monitoring" was overrun by CHF 1,428 (47.12%) due to higher vehicle rental cost for distribution activities.
- "Transport & Vehicles Costs" was also overrun by CHF 33,729 (139.31%) because cost was multiplied by 2 (transport by air).
- "National Staff" was overspent by CHF 322 (19.87%) due to higher fees paid to temporary driver.
- "National Society Staff" was overspent by CHF 928 (23%) because NS spent much longer time on the field than planned.
- "Professional Fees" budget line was overrun by CHF 254 (25.14%) due to translation costs not planned but requested by the NS.
- "Office Costs" was overspent by CHF 1,067 because of the RDRT communications costs that were loaded here instead of under "International staff".

## Contact information

Reference documents



Click here for:

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

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

### In the DRC Red Cross National Society

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### For In-Kind donations and Mobilization table support:

- **Logistics** - Rishi Ramrakha, Head of Africa Regional Logistics Unit, email: [rishi.ramrakha@ifrc.org](mailto:rishi.ramrakha@ifrc.org); phone: +254 733 888 022

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

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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.

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

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

## Disaster Response Financial Report

## MDRCD021 - DR Congo - Population Movement

Timeframe: 14 juin 17 to 14 nov. 17

Appeal Launch Date: 14 juin 17

Final Report

## Selected Parameters

Reporting Timeframe	2017/6-2018/3	Programme	MDRCD021
Budget Timeframe	2017/6-11	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>		475'166				475'166	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		475'166				475'166	
<b>C4. Other Income</b>		475'166				475'166	
<b>C. Total Income = SUM(C1..C4)</b>		475'166				475'166	
<b>D. Total Funding = B + C</b>		475'166				475'166	

\* 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>		475'166				475'166	
<b>E. Expenditure</b>		-460'184				-460'184	
<b>F. Closing Balance = (B + C + E)</b>		14'982				14'982	

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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>475'166</b>			<b>475'166</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	90'577		88'746			88'746	1'831	
Clothing & Textiles	65'668		63'858			63'858	1'810	
Water, Sanitation & Hygiene	22'185		18'640			18'640	3'544	
Medical & First Aid	15'768		388			388	15'380	
Teaching Materials	2'534		2'100			2'100	434	
Utensils & Tools	70'310		61'027			61'027	9'283	
Other Supplies & Services	26'584		21'687			21'687	4'897	
<b>Total Relief items, Construction, Sup</b>	<b>293'627</b>		<b>256'448</b>			<b>256'448</b>	<b>37'179</b>	
<b>Land, vehicles &amp; equipment</b>								
Land & Buildings	0						0	
<b>Total Land, vehicles &amp; equipment</b>	<b>0</b>						<b>0</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	1'868		2'701			2'701	-832	
Distribution & Monitoring	3'030		4'458			4'458	-1'428	
Transport & Vehicles Costs	24'210		57'939			57'939	-33'729	
<b>Total Logistics, Transport &amp; Storage</b>	<b>29'108</b>		<b>65'098</b>			<b>65'098</b>	<b>-35'989</b>	
<b>Personnel</b>								
International Staff	34'080		24'088			24'088	9'993	
National Staff	1'620		1'942			1'942	-322	
National Society Staff	4'020		4'948			4'948	-928	
Volunteers	28'687		29'648			29'648	-961	
<b>Total Personnel</b>	<b>68'407</b>		<b>60'626</b>			<b>60'626</b>	<b>7'781</b>	
<b>Consultants &amp; Professional Fees</b>								
Professional Fees	1'010		1'264			1'264	-254	
<b>Total Consultants &amp; Professional Fees</b>	<b>1'010</b>		<b>1'264</b>			<b>1'264</b>	<b>-254</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	15'249		13'361			13'361	1'888	
<b>Total Workshops &amp; Training</b>	<b>15'249</b>		<b>13'361</b>			<b>13'361</b>	<b>1'888</b>	
<b>General Expenditure</b>								
Travel	29'189		28'857			28'857	332	
Information & Public Relations	0						0	
Office Costs			1'067			1'067	-1'067	
Communications	6'545		2'764			2'764	3'781	
Financial Charges	3'030		2'613			2'613	417	
<b>Total General Expenditure</b>	<b>38'764</b>		<b>35'301</b>			<b>35'301</b>	<b>3'463</b>	
<b>Operational Provisions</b>								
Operational Provisions			0			0	0	
<b>Total Operational Provisions</b>			<b>0</b>			<b>0</b>	<b>0</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	29'001		28'086			28'086	914	
<b>Total Indirect Costs</b>	<b>29'001</b>		<b>28'086</b>			<b>28'086</b>	<b>914</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>475'166</b>		<b>460'184</b>			<b>460'184</b>	<b>14'983</b>	
<b>VARIANCE (C - D)</b>			<b>14'983</b>			<b>14'983</b>		

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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	475'166		475'166	475'166	460'184	14'982	
Subtotal BL2	475'166		475'166	475'166	460'184	14'982	
<b>GRAND TOTAL</b>	<b>475'166</b>		<b>475'166</b>	<b>475'166</b>	<b>460'184</b>	<b>14'982</b>	