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# Emergency Plan of Action Operation Update

## Vanuatu: Ambae Volcanic Eruption 2018

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF n° MDRVU006</b>	<b>GLIDE n° <a href="#">VO-2017-000140-VUT</a></b>
<b>EPoA update n° 1</b> <b>Date of issue: 20 of June 2018</b>	<b>Timeframe covered by this update:</b> <b>27 April – 28 May 2018</b>
<b>Operation start date: 27 April 2018</b>	<b>Revised operation timeframe: 6 months (extended by 2 months); end date: 27 October 2018</b>
<b>Overall operation revised budget: CHF 298,654 (revised from original budget of 277, 550)</b>	
<b>N° of people being assisted: 5,000</b>	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Vanuatu Red Cross Society (VRCS) is working with the French Red Cross and the International Federation of Red Cross and Red Crescent Societies (IFRC)	
<b>Other partner organizations actively involved in the operation:</b> The Government of the Republic of Vanuatu through the Vanuatu National Disaster Management Office (NDMO) activated the National Emergency Operations Centre (National EOC) and has been coordinating the response. Penama Provincial Government has activated their Provincial Disaster Committee. IsraAid, World Vision, Save the Children and ADRA are currently working on Ambae in targeted programmes – some of which are recovery-focused following the previous eruption. Other agencies are awaiting government decisions on relocation and response prior to joining the operation.	

### Summary of major revisions made to emergency plan of action:

- This EPoA Operations Update no. 1 is published to extend the timeframe of the operation by two months (i.e. to a total of six months) due to the delay in evacuation of remaining populations and potential further delay occurred by government. The authorities do not allow the registration and distribution of the relief items to the population before they will be evacuated. As this process will take place over July, Vanuatu Red Cross Society will not be able to finalize its distribution plan before late July - early August. Therefore, as the international procurement will be requested at that time and a duration of about 10 weeks will be required to reach Vanuatu and another 3 to 4 weeks to preposition, an extension of the operation's timeframe by two months (until the end of October) is required. A request of top up of CHF 21,104 to the budget is also requested.
- As the situation is evolving and the evacuation plans are being revised, VRCS has revised its EPOA to include responding to on-island affected populations as well as off-island evacuees. VRCS is also anticipating a response required in Santo to respond to evacuees who have self-funded their transport. This will result in some minor changes to the logistics budget line of the response.
- 'Build back safer & better' awareness sessions have been added to the shelter activities to complement the distribution of emergency shelter and essential household item assistance to affected households. This requires an increase in budget of CHF 4,161 in the workshop and training budget line CHF and an increase of CHF 4,449 of the teaching materials which is due to the print out of 1,050 booklets for construction awareness to be distributed to the evacuated families.
- Given the delays already experienced in the response and the newly revised evacuation date of July, the operation timeline will be extended to 6 months to allow time for the response to off-island evacuees and for the replenishment of stock.
- PSS household kits will be revised to larger community kits (budget remains the same) and volunteer's costs will be scaled up to incorporate refresher session on how to use of the kits in the awareness activities (some changes to budget).
- Water filtration booklets and awareness have been removed from the plans/budget following evidence that the previous distribution was not utilized.

- Due to the changing situation, it is clear that the ongoing assessment is required to ascertain the needs of the affected population. Additional assessment budget will allow for VRCS to collect accurate data as the response evolves.
- Given the lack of experience within the National Society on Cash Transfer Programming (CTP), an introduction session is planned for relevant staff and volunteers to introduce VRCS to the basic foundations of CTP (This also contributed to the increase of the Workshop & Training budget line)
- Finally, the addition of few of these activities and extension of length needed is requiring a significant increase in the volunteers' costs budget line of an additional CHF 12,588.

## A. SITUATION ANALYSIS

### Description of the disaster

In October 2017, the entire population (approximately 11,000 people) of Ambae, an island in the north of the Vanuatu archipelago, were temporarily evacuated due to increased volcanic activity. At that time, Vanuatu Red Cross launched a DREF emergency response, which was successful in reaching all displaced people. Assistance was provided in the form of distribution of non-food items (NFIs), evacuation camp support, beneficiary registration and community awareness campaigns. The population returned to their island on the 22 October 2017 after three weeks living in evacuation centres and camps. The volcano's activity was then downgraded to level 2.

On 18 March 2018, the volcano alert level was raised again to level 3 and populations in West and South Ambae reported experiencing heavy ash fall which caused some local-style structures to collapse, contaminated water sources and destroyed food gardens. The government re-evacuated 606 people from the South of Ambae and moved them to evacuation centres in East Ambae, others have evacuated voluntarily from the island. VRCS has registered a total of 2,047 displaced people since 18 March.

**Table 1 - Ambae relocated population** (Data collected by VRCS)

Relocation Ward	Male	Female	Total
<i>Evacuees from South Ambae:</i>			
Taekeru Taro	93	89	182
Nakambulu	120	123	243
Alau	146	107	253
Narongsuri	186	204	390
Maldali	100	93	193
<i>Evacuees from North Ambae</i>			
Dorkil	69	67	136
Vurias	325	325	650
<b>TOTAL</b>			<b>2,047</b>

As of 8 April, due to a change in wind direction, the northern and some other parts in the East of Ambae began reporting heavy ash fall that they described as worse than any other ash fall in the past. Houses, other structures and trees collapsed under the weight of the ash. Food gardens were destroyed and water sources contaminated. Furthermore, large fallen trees blocked road access to some communities in the north, while dangerous landslides believed to be linked to the heavy deposits of ashfall destroyed an entire village.

On 12 April, the Council of Ministers declared a State of Emergency for the entire island of Ambae for a period of 3 months. On 19 April 2018, the Government of Vanuatu made an official request to Vanuatu Red Cross for assistance for 5,000 people with shelter, WASH and awareness through staff and volunteers in Ambae and support from Port Vila and other nearby branches. The SOE also came with indication of the plan by the National government to assist with voluntary evacuations up until 30 April. After this, they planned for mandatory evacuations over a two-week period until 15 May.

Since this initial decision, resistance from the provincial government and a reduction in the severity of the effects of the volcano has prompted the government to revise their decision to allow for voluntary evacuation rather than mandatory. Voluntary evacuees will be supported by the government to evacuate within the SOE period to relocation sites on Maewo. A government taskforce was sent to identify these sites however they have still not been confirmed with the landowners. It has been estimated that approximately 1,000 people will take up the government offer. It is also estimated that approximately 1,000 people have already voluntarily relocated at their own cost, many to nearby Santo island. Due to the continued delays in evacuation and changes in planning, many people have now been living in evacuation centres for up to 2 months.

As of mid-June 2018, the volcanic activity has calmed down, but authorities decided to keep the same plan as it can become active again anytime. No registrations or distributions of the populations are allowed by authorities at this stage.

Therefore, Vanuatu Red Cross is not able to finalize its distributions before the end of July, month that is currently set to evacuate the remaining populations.

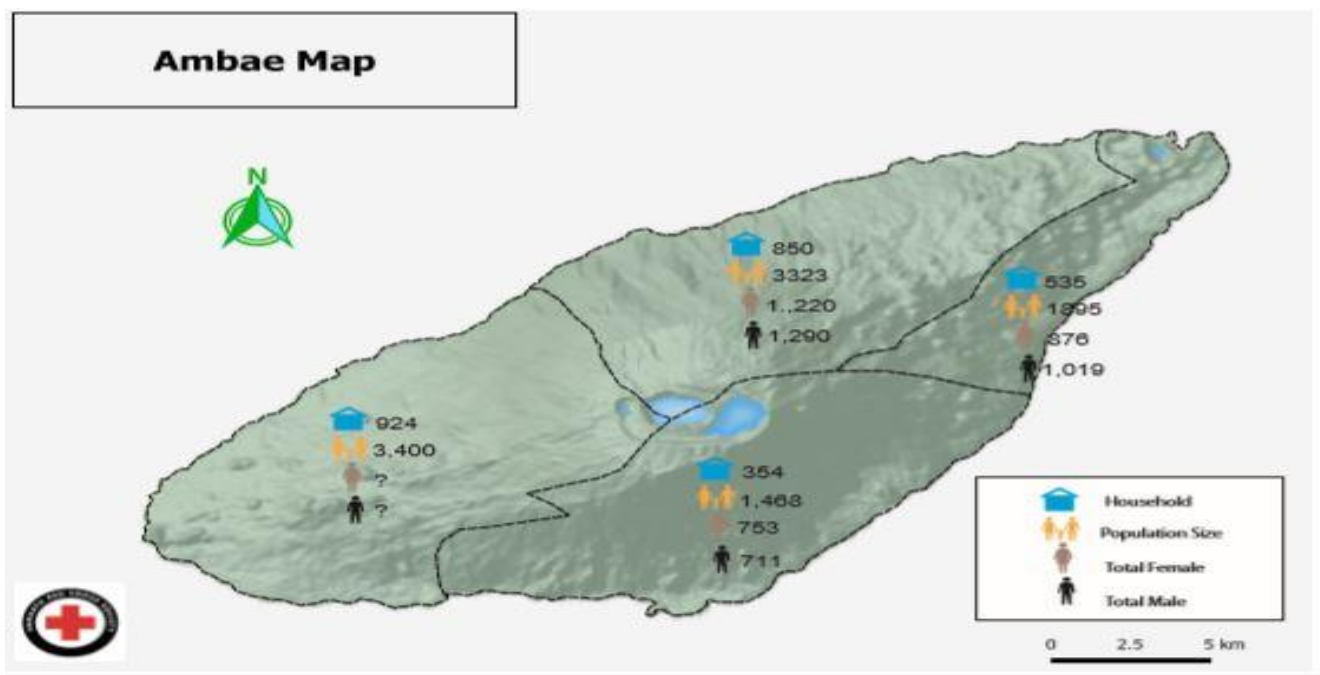
**Table 2 - Estimated population in Ambae** (Source: VRCS as at 1 May 2018)

Area	Population in # of people
North	3,323
South	1,468
East	1,895
West	3,400
<b>Total</b>	<b>10,086</b>

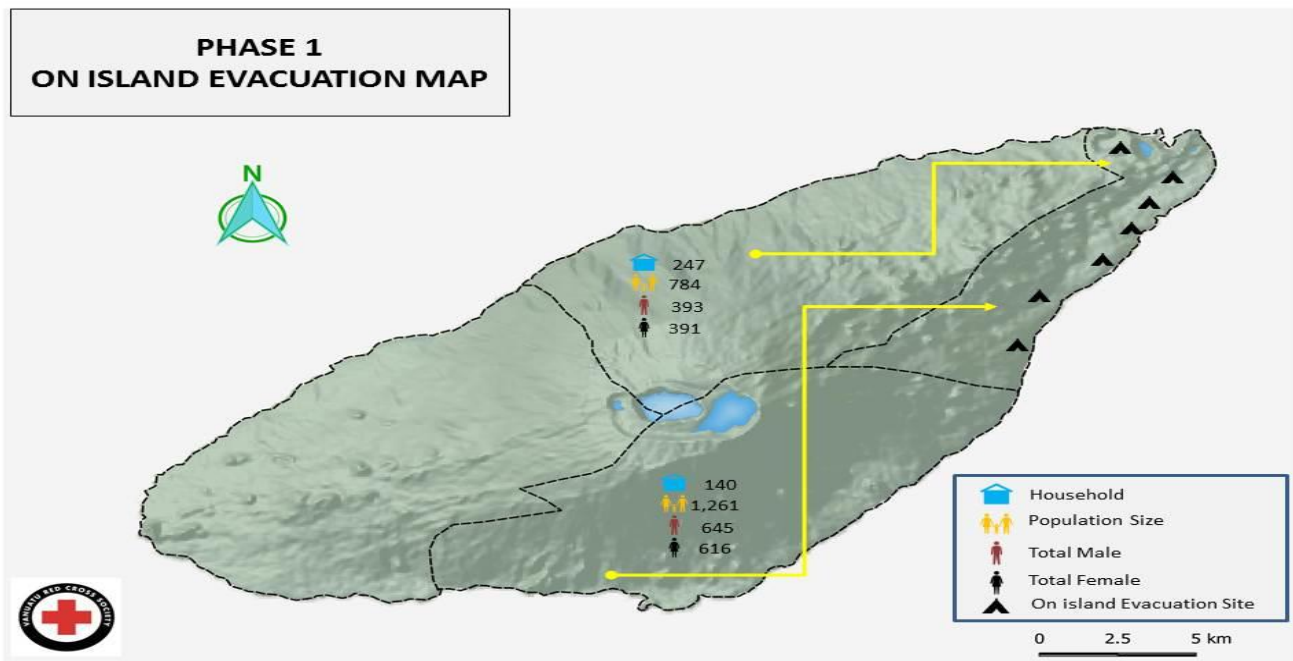
**Ambae population maps**

The first map below shows the breakdown of the population of Ambae between the four wards (North, South, East & West). The second map shows the movement of people from the most affected areas (North & South) to evacuations centres and host communities in the less-affected areas in the East.

**Ambae Population Data**



## Population evacuated to on-island evacuation centres and host communities



### Summary of current response

#### Overview of Host National Society

VRCS is coordinating with the government and other agencies through inter-agency meetings organized by the NDMO and cluster meetings for Shelter, WASH, Health and Gender & Protection clusters. VRCS received an official request for assistance from the NDMO on 19 April.

The uncertainty of the movement of the population and the changes to the government planning has delayed the implementation of the VRCS response by at least 1 month as the populations will now be evacuated in July. VRCS has focused on preparation for the evacuation through ongoing assessment, mobilising volunteers and resources and local procurement of materials required for the response including some NFIs.

VRCS has altered its response plan to cater to the change in government evacuation plans and the needs of the affected population. The response will now look at responding to affected populations on-island as well as those evacuated to Santo and Maewo.

#### Response at HQ

The DM team at HQ has mobilised the relevant departments associated with the response and is coordinating closely with staff and volunteers through weekly coordination meetings. Local procurement of IEC materials, response support materials and some NFIs has begun. Different departments are coordinating the training of volunteers to increase operational efficiency. VRCS has sent a vehicle to Ambae to assist in the logistics of the response.

The HQ EOC continues to operate at a low-level with 4 volunteers engaged to analyse data as it comes in from the field.

#### Response on Ambae

The Penama Branch Officer and volunteer team have been working in close coordination with the provincial government to provide ongoing support to the populations living in evacuation centres and undertake an ongoing assessment of needs. Data collection on location and numbers of the displaced population is being continuously revised. Free-will movement is compounding the challenges of collecting accurate data.

An emergency shelter workshop was conducted for 15 volunteers to prepare them for the shelter response. Volunteers have been assisting in the evacuation of schools and delivery of water through the WASH cluster.

#### Response on Santo

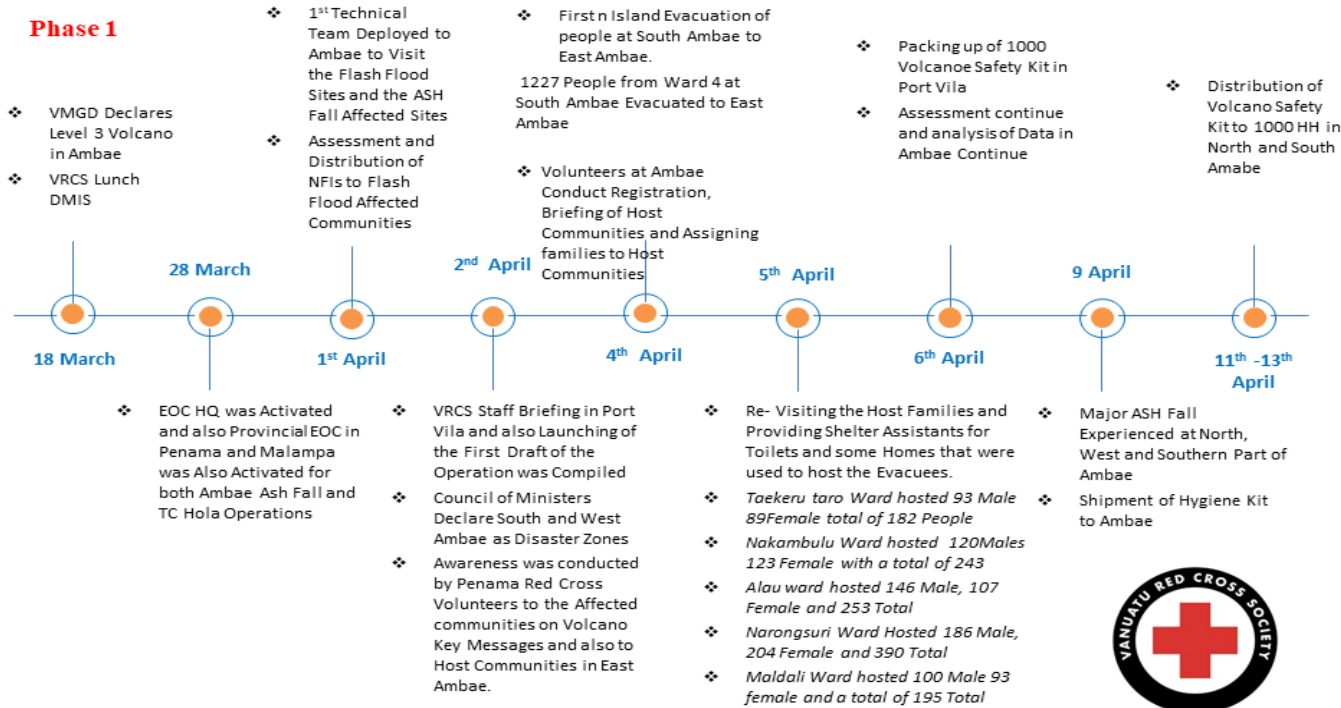
The Santo Branch Officer has been monitoring the influx of voluntary evacuees to Santo and working to ascertain potential needs on the ground. A team of volunteers has been mobilised and has begun necessary training prior to deployment. This includes a workshop held for 24 volunteers on Gender and Protection in Emergencies.

36 Santo volunteers were mobilised to assist the Provincial Disaster Officer in the setup of 18 tents (funded by UNICEF and Save the Children) at schools to accommodate the evacuated students from Ambae.

A timeline of the Ambae response is provided below:

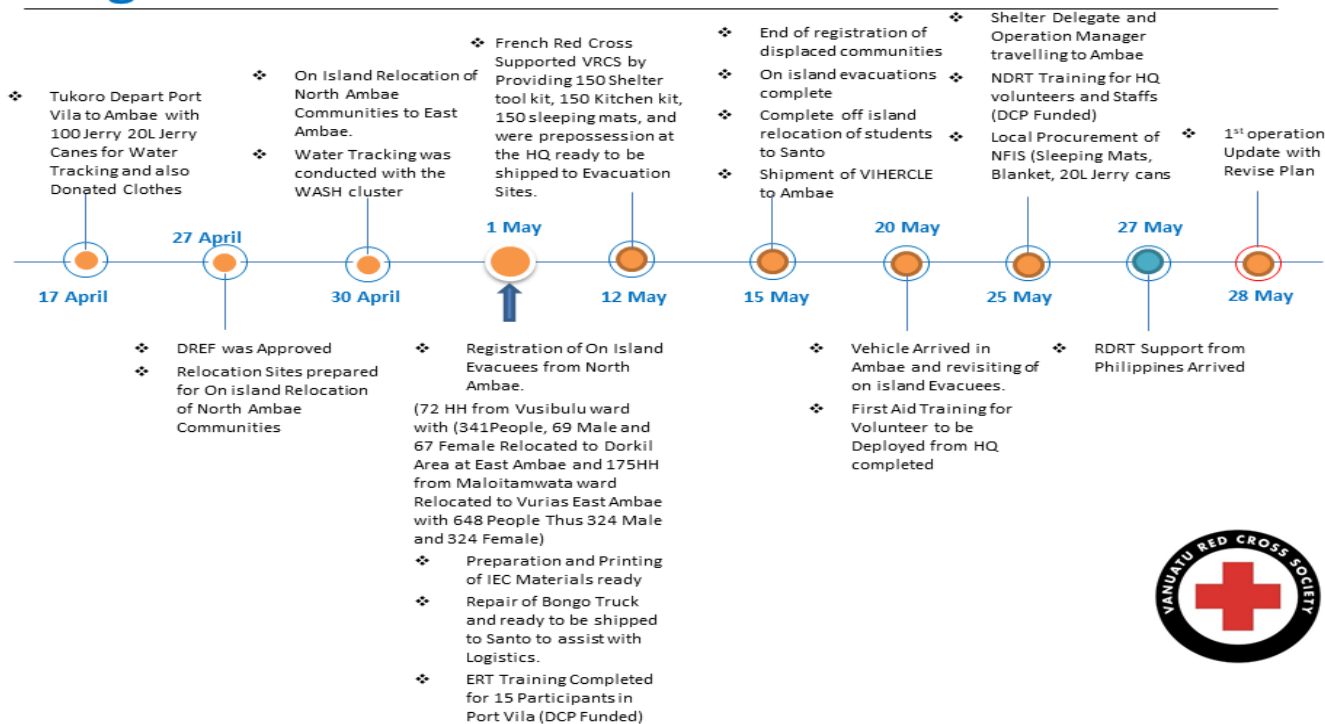
AMBAE OPERATIONS UPDATE

# Original VRCS PLAN Timeline

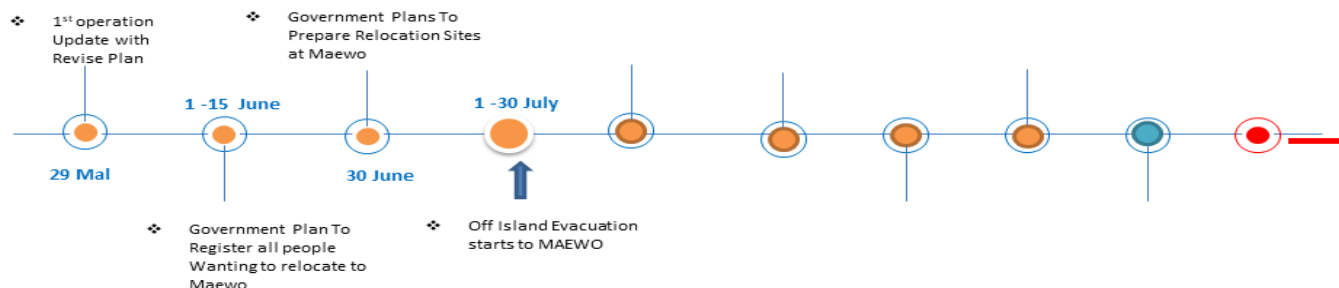


AMBAE OPERATIONS UPDATE

# Original VRCS PLAN Timeline



# Tentative Revised Timeline



VRCS has only recently completed its response operations under the previous DREF allocation (MDRVU005). That operation has placed VRCS in a strong position to respond with local volunteers on the ground, familiar with providing assistance to evacuees and recently trained in psycho-social support.

VRCS has two staff and 15 Emergency Response Team (ERT) trained volunteers based in Penama province as well as additional volunteers which were mobilized as part of the previous operation. Initially, four volunteers were stationed in the evacuation centres on the island to prepare them for the arrival of the displaced population (repairing roofs and digging toilets) and to register evacuees. Prior to this, VRCS volunteers conducted awareness campaigns in host communities to encourage acceptance of the displaced population. VRCS also distributed tarpaulins and jerry cans, which were pre-positioned in the Penama branch office, to evacuees.

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

VRCS works with IFRC and the International Committee of the Red Cross (ICRC) through their regional structures, as well as with VRCS' in-country partner French Red Cross (FRC).

IFRC is supporting the response through surge support in shelter, logistics, finance, cash transfer and coordination.

French Red Cross has mobilised funding from the French government to facilitate the delivery of NFIs for 150 households to support the response. In addition, the funding will cover local procurement of additional NFIs and support distribution costs.

### Overview of non-RCRC actors in country

The government has announced a revised timeline of response which will push back the movement of people during the month of July. Registration of voluntary evacuees will take place in late June and the government is coordinating through the clusters to prepare the relocation sites on Maewo for the arrival of the evacuees. They have not confirmed any plans to respond to affected populations on Ambae although there is still the potential for on-island relocation of the most affected populations to the East & West of the island.

The National Disaster Management Office (NDMO), through its Cluster System, is coordinating the on-ground response to both Tropical Cyclone Hola and Ambae Volcano response. The government has adopted a three-phase strategy to deal with these emergencies, in which the NDMO will take leadership on the short-term emergency phase (April –June 2018), while the Prime Minister's Office will take leadership for the intermediate Term (July – December 2018) and Long Term (2019/2020) phases.



The government, through the NDMO, have activated the following mechanisms to manage the emergency response:

*National level:*

- National Emergency Operations Centre
- Provincial Emergency Operations Centre
- Provincial Disaster & Climate Change Committee

*Provincial level:*

- Area Council Secretaries
- Line Ministries represented at the province
- Provincial Health Coordinator

The NDMO has coordinated food distributions to affected populations and is working with the Penama provincial government to identify possible on-island and off-island relocation sites.

A multi-sectoral Capacity Assessment team was deployed to Ambae on 17 April 2018 via RVS Tukoro along with the Vanuatu Joint Police Force. The Capacity Assessment team assessed the selected on-island relocation sites identified by the Penama provincial government. Relocation sites were announced however these have not yet been confirmed by the landowners.

The Joint Police Force is also present to act on the declared State of Emergency and at the same time provide security and assistance during the movement of the displaced population.

The government is in the process of developing national contingency plans for all volcanoes in Vanuatu. There was supposed to be a national contingency planning workshop last October but it has been rescheduled until the end of this year. VRCS will follow up this government meeting with a contingency planning meeting of its own. It is anticipated that IFRC will be involved in this process.

The following clusters have mobilized and are planning their response:

- WASH
- Health
- Food Security & Agriculture
- Gender & Protection
- Education
- Logistics
- Shelter

VRCS is working with the WASH, Health, Shelter, Gender & Protection and Education clusters.

A new local NGO called IsraAid is in talk with VRCS to work together in implementing the PSS activities. This will allow IsraAid members to learn from the experience from VRCS and shared also some of their tools with the NS.

Otherwise, World Vision, Save the Children and ADRA are currently working on Ambae in targeted programs – some of which are recovery-focused following the previous eruption. They have indicated that they do not have the capacity to mobilise any support other than assisting with recovery programmes that are currently underway. At a cluster level, current capacity of actors has been analysed and communicated to NDMO who will communicate any additional needs beyond the capacity of in-country partners to external partners, particularly the FRANZ partners.

## Needs analysis and scenario planning

Given the changing plans for evacuation, VRCS is adapting its response to suit. Whilst original planning was for responding to a full evacuation of the island, VRCS is now anticipating potentially four groups of affected people requiring assistance:

- Voluntary evacuees to Maewo under the government-led evacuation;
- Self-funded voluntary evacuees to Santo;
- Evacuees relocated to on-island sites;
- Affected populations who choose to remain on the island and who will be dealing with the ongoing effects of the volcano.

VRCS is currently working to ascertain the needs of people still living in evacuation centres, many of which are overcrowded. Priority needs identified by the team on the ground include emergency shelter support to increase safety and dignity of evacuees, access to clean water and evacuation centre management. VRCS plans to also conduct another assessment of the affected population who plan to remain on the island to ascertain needs. This assessment will be completed once the registration of evacuees is complete, and the intentions of people regarding their preference to stay on Ambae, or move off Ambae to other islands are clear.

It is anticipated that these changes to the location of the populations will not significantly affect the activities to be undertaken. However, as the situation progresses, VRCS will need to remain flexible in its response to ensure it is meeting the needs on the ground.

Currently this leaves VRCS with *three potential scenarios*:

1. Evacuations happen in July as planned: In this case, this plan will be implemented as planned with focus on supporting the evacuees in Maewo and Santo.
2. Evacuation is delayed: VRCS will still lobby with authorities to proceed to distributions within Ambae before population will evacuate (this is not allowed as we speak).
3. Evacuation in other islands are not happening: VRCS will lobby with authorities to distribute relief items to population that have been internally displaced within Ambae island.

The health cluster has continued to highlight psycho-social support as a priority need stating that post-traumatic symptoms remain prominent in the communities due to the uncertainty of information and the trauma from the previous evacuation re-surfacing.

### Operation Risk Assessment

Heavy ash fall poses health and safety risks for VRCS staff and volunteers deployed to the island. Health risks include respiratory illness, contaminated water and lack of food. Safety risks include low visibility, structures collapsing and trees falling.

Staff and volunteers will be provided with personal protective equipment and the volcano's activity and its effects will be closely monitored by liaising with VMGD and staff and volunteers on the ground to ensure staff safety.

### Logistics and supply Chain Management

VRCS logistics team and logistics volunteers – who were trained during the TC Pam operation by the IFRC Logistics delegate – and can provide administrative and logistics support to the operation are leading the process. VRCS is using IFRC warehouse management software Logic to manage the supply chain. Logistics activities have aimed to effectively manage the supply chain, including, procurement, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

VRCS has released NFI's required so far in this operation from its existing in country prepositioned stocks. Replenishment of IFRC standard NFI's will be done internationally by the IFRC AP Operational Logistics, Procurement and Supply Chain Management (OLPSCM) whereas items with specific local specification will be replenished locally by the VRCS.

IFRC Pacific CCST logistics manager was deployed to Vanuatu during reporting period to support VRCS logistics team with local procurement, local transport arrangements, and another supply chain management activities to ensure timely and efficient support to this operation. Addition to this, IFRC logistics manager in Pacific CCST and IFRC AP OLPSCM department in Kuala Lumpur will continue supporting operation remotely.

## B. OPERATIONAL STRATEGY

### Proposed strategy

VRCS' strategy for implementation is being constantly revised as the situation develops. The Penama Branch Office is assessing needs of people living in evacuation centres on Ambae as well as those who have returned to their villages. They are also working to ascertain expected numbers of evacuees. The Sanma Branch is working to assess the needs on the ground of self-funded evacuees to Santo. Initial assessments suggest that psycho-social support, emergency shelter and household items are the greatest needs of this population.

VRCS is ensuring coordination between sectors through regular operations meetings and integration of multiple sectors within certain activities.

VRCS plans to gather feedback from communities through two beneficiary satisfaction surveys – one to be conducted following distribution and one towards the conclusion of the operation. As the majority of response activities have yet to be implemented, these surveys have been postponed to ensure feedback is constructive and informs the remainder of the response. The initial operation monitoring activity has also been pushed back.

VRCS remains accountable through working directly with the affected populations, continuously monitoring changing needs and adjusting the response as required.

VRCS' current response strategy focuses on three main areas of support – supplying the affected population with essential NFIs (household items, emergency shelter), ensuring essential information reaches the affected population and providing psycho-social support and first aid. VRCS' activities are managed jointly by the HQ, Sanma and Penama branches.

#### *Distribution of NFIs:*

Emergency shelter assistance and essential household items will be distributed to up to 1,000 HHs, VRCS has coordinated with partners to allow for a full suite of NFIs to be provided for each household. These will be distributed across the evacuated populations in Maewo and Santo and the remaining affected population in Ambae.

If other agencies eventually clarify that they can mobilise their resources, VRCS will share the beneficiary list so the other agencies can complement what VRCS has already distributed to these selected families.

#### *Communicating with the affected people*

Through the volunteer networks in Penama and Sanma provinces, the affected population are being kept informed of updates on the evacuation process and planning. Awareness activities will also be conducted on water filtration, hygiene promotion and epidemic control to reduce the immediate health risks in evacuation centres.

#### *Communications*

Communications and media coverage is essential for maintaining and building public, government and donor support, both locally and internationally. Close collaboration is maintained between the IFRC CCST office and Vanuatu Red Cross Society to ensure a coherent and coordinated communications approach.

Media enquiries will be handled by the following staff:

- Communications Officer
- DM Coordinator
- CEO

VRCS has actively used social media to provide updates on the volcano status and disaster response for general viewers and followers of the [VRCS Facebook page](#). They have also been actively working with local media to keep the Red Cross response in the news.

VRCS and IFRC will further develop commonly agreed key messages and a communications plan, with outputs that include written and audio-visual content that could be used for on the VRCS website, FB page, by local and international media and on IFRC and Movement channels. This content will highlight the situation and the Red Cross actions on the ground. This content will be produced following field trips by the VRCS Communications officer, with support from the IFRC Communications Manager.

#### *Psycho-Social Support (inclusive of Cash-transfer Programming)*

VRCS has been working with the Ministry of Health and IsraAID, a local and new NGO, to develop a plan for psycho-social support. This will deviate slightly from the original plan in that previously as small 'comfort kit' was to be distributed to each household on arrival in the relocation sites. As the evacuation looks to be for a smaller number of people, these kits will be altered to become larger community kits which include activities to promote psychological well-being. There is still a significant need for PSS for both on-island affected populations and off-island evacuees and it has been decided

that community kits will be a more effective method of meeting this need given the situation. Local partnership with IsraAid will allow them to gain experience on community work from the VRCS volunteers, while allowing VRCS to use additional tools developed by this organization and have a better reach to the population.

As per the original EPOA, VRCS will still conduct awareness activities in evacuation centres and relocation sites.

VRCS also plans to pilot a cash-transfer programme through the supply of pre-paid phone credit vouchers to displaced households to support the maintenance of family links and family support. Cash-transfer programming has not previously been employed by VRCS as the government has historically been opposed to it. Recently though, there seems to be increasing interest in this form of emergency assistance. For this reason, VRCS is planning only the distribution of phone credit rather than a larger-scale voucher program. Also, a voucher program would only be suitable for evacuees displaced to Santo as Pentecost and Maewo do not have the necessary market structure to make CTP viable. As this is the first time VRCS has implemented CTP as part of an emergency response, an introduction session for VRC staff and volunteers working on this operation will be run to provide foundation knowledge on CTP prior to implementation.

Following this 3-pronged strategy, the operation consists of the following lines of action:

- Advocate for the prioritization of the most vulnerable people for evacuation;
- Facilitate awareness sessions on preparedness measures and evacuation procedures;
- Conduct hygiene promotion activities in evacuation centres, host communities and relocation sites;
- Conduct epidemic control awareness activities in evacuation centres, host communities and relocation sites;
- Distribute NFIs to the evacuated populations in East Ambae and at out-of-Ambae evacuation sites;
- Conduct psycho-social support awareness in evacuation centres and host communities;
- Distribution and facilitation of community PSS kits
- Promote family links through distribution of phone credit to evacuated populations
- Assist in Restoring Family Links if required;
- Conduct evacuation site assessments where necessary;
- Coordinate with the NDMO, VMGD and other actors to closely monitor situation and plan for alternative response if required.

As the final evacuation plan and decision of the affected populations on whether or not to leave is still unclear, VRCS is working off the best information available to plan the response and remains in regular contact with relevant government agencies and clusters to ensure a coordinated and effective response.

VRCS has designed this response after briefings with NDMO and relevant clusters. Food and water-trucking are another significant need but this will be covered under the response by NDMO.

All response activities will be closely implemented with, and facilitated by, volunteers from the VRCS trained Community Disaster & Climate Change committees (CDCCCs), local authorities, Area Council Secretary (ACS), and communities.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 1,171 (from evacuation centres)

Male: 591

Female: 580

**Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer term recovery through shelter and settlement solutions**

Indicators:	Target	Actual
# of targeted people with safe and adequate shelter and settlements	5,000	1,171

**Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households**

Indicators:	Target	Actual
5,000 people provided with emergency shelter assistance	5,000	1,171

**Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households**

Indicators:	Target	Actual
1,000 households provided with technical support and guidance, appropriate to the type of support they receive	1,000	Not started

#### Progress towards outcomes

- 60 tarpaulins were distributed to host communities and evacuation centres in East Ambae for emergency shelter needs and to increase privacy in evacuation centres. 1,171 people were part of this evacuation centres (591 men and 580 women).
- A one-day emergency shelter workshop was facilitated by the IFRC Shelter Cluster support and the VRCS DM Coordinator on Ambae for 15 volunteers on 25 May 2018.
- Shelter IEC materials have been printed and are ready for awareness in evacuation sites during distribution.
- As the situation remains unclear on the number of people who will relocate – it is difficult to ascertain the level of shelter needs on the ground. VRCS intends to respond to people living in evacuation centres to address immediate needs and will respond to off-island evacuees once the registration of evacuees to Maewo is complete and numbers are clarified.



### Health

People reached: 0

Male:

Female:

**Outcome 1: The immediate risks to the health of affected populations are reduced**

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	5,000	Not started

**Output 1.1: Epidemic prevention and control measures carried out.**

Indicators:	Target	Actual
5,000 people reached with community-based epidemic prevention and control activities using community consultations	5,000	Not started

**Output 1.2: Psychosocial support provided to the target population**

Indicators:	Target	Actual
5,000 people reached by psychosocial support	5,000	Not started

#### Progress towards outcomes

- PSS is currently being supported by health teams from Ministry of Health. The VRCS health coordinator has had several meetings with MoH & their partner IsraAID to plan and organise appropriate activities. This has resulted in some changes to the planned PSS activities to better meet the needs of the affected population<sup>1</sup>.
- The health and gender & protection clusters have identified the need for refresher training of any PSS staff/volunteer from all agencies. A refresher session will be coordinated in partnership the Ministry of Health & IsraAid.
- Currently ECV IEC materials are being finalised Malaria and Dengue Fever being priority areas of focus. This is in response to a request from the health cluster.
- As Ashfall has been stable for the past three weeks there are now less reported effects on health as a result. Ministry of Health personnel on the ground are monitoring the situation in collaboration with VRCS volunteers who were trained in Health surveillance in February 2018.



## Water, sanitation and hygiene

People reached: 0

Male:

Female:

### Outcome 1 Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# households provided with safe water services that meet agreed standards according to specific operational and programmatic context	5,000	Not started
# households reached with key messages to promote personal and community hygiene	5,000	Not started

### Output 1.1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
5,000 people reached by hygiene promotion activities	5,000	Not started

### Output 1.1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
5,000 people provided with WASH NFIs and household water treatment awareness	5,000	Not started

### Progress towards outcomes

- Hygiene promotion IEC materials are in the process of being prepared in consultation with the Department of Water Resources.
- The Department of Water Resources has advised that the water on the island of Ambae has been tested and that it is safe for consumption. This would suggest that water filtration and treatment awareness is less of a need for the on-island population.



## Protection, Gender and Inclusion

People reached:

Male:

Female:

### Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs

Indicators:	Target	Actual
DREFs operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response		1

### Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.

<sup>1</sup> Refer to narrative PSS info in operational strategy section above.

Indicators:	Target	Actual
# of consultations with Operations team and sectorial teams on approach		1
<b>Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.</b>		
Indicators:	Target	Actual
#/% of DREFs operations which demonstrate evidence of addressing sexual and gender-based violence		Not started
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li>Needs reported from the Gender and Protection cluster include improved privacy in evacuation centres and provision for solar lighting to improve security. These needs will be met through an on-island distribution.</li> <li>A one-day gender and protection in emergencies workshop and pre-deployment briefing for 24 Sanma-based volunteers to be mobilised in the operation was facilitated on 25 May.</li> <li>Assessment tools have been reviewed to ensure the collection of data on vulnerable groups.</li> <li>Achieving gender-balance in field teams is proving challenging as many of the ERT trained female volunteers have moved on and are no longer involved with VRCS or are unable to travel to the field. VRCS is hoping to deploy more female volunteers from Sanma province to counter the male-heavy Penama volunteer team.</li> </ul>		

<b>Strengthen National Society</b>		
<b>Outcome 1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform</b>		
Indicators:	Target	Actual
# of volunteers engaged and registered, motivated to support the operation		20
<b>Output 1.1: National Societies have effective and motivated volunteers who are protected</b>		
Indicators:	Target	Actual
# of volunteers engaged with the operation		20
<b>Output 1.2: NS capacity to support response and preparedness is strengthened</b>		
Indicators:	Target	Actual
# of EOC operating and coordinating the response activities	3	3
# of VRCS ids, visibility identification issued	200	0
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li>On 28 March 2018, the VRCS HQ activated the EOC and operated on a low scale with four volunteers per day to record incoming information from the field. Seven volunteers were activated in the field to conduct registration and data analysis, assist the government to relocate students from Ambae to Santo and assist in government water delivery.</li> <li>EOCs are also activated in Penama and Sanma branches although Sanma is also operating a low level as the evacuation has been delayed and the majority of the response activities have yet to be implemented.</li> <li>Volunteer IDs and visibility materials have been designed and ordered but a delay in receiving the DREF funding has held up the finalisation of the procurement.</li> <li>153 volunteers trained in ERT and First Aid and are ready for deployment.</li> <li>A challenge currently being faced is maintaining gender balance in teams, whilst female volunteers have been trained, many are no longer involved with VRCS as they have moved on to start families or to work. As mentioned previously, VRCS will attempt to achieve gender-balance through sending more female volunteers from Santo and Port Vila to join the Penama team.</li> </ul>		

<b>International Disaster Response</b>		
<b>Outcome S1: Effective and coordinated international disaster response is ensured</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of coordination internal and external coordination meetings attended		25
<b>Output 1.1: Effective response preparedness and NS surge capacity mechanism is maintained</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of surge capacity roster members deployed		3
<b>Output 1.2: Supply chain and fleet services meet recognized quality and accountability standard</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
% of international procurement respecting the IFRC procurement procedures		Not started
<b>Output 1.2: Coordinating role of the IFRC within the international humanitarian system is enhanced</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of coordination meetings with other stakeholders	N/A <sup>2</sup>	
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li>• VRCS has been regularly attending cluster meetings (Shelter, Health, WASH, Gender &amp; Protection, Education, Logistics) as well as inter-cluster meetings and inter-agency meetings held by NDMO.</li> <li>• VRCS has implemented new internal coordination mechanisms including regular multi-sector meetings to monitor implementation progress and financial status of the operation.</li> <li>• Logistics surge support was mobilised from Suva CCST for a one-week period in May to support VRCS to prepare for the procurement processes, replenishment and shipping of NFIs.</li> <li>• A Cash Transfer Program RDRT from Philippines Red Cross arrived in country in late-May for a period of four weeks to assist in the development of an implementation and monitoring plan for the distribution of phone credit as part of the PSS response activities. Additional support was provided with a week's visit by the Suva CCST Cash Transfer delegate.</li> </ul>		

<b>Influence others as leading strategic partner</b>		
<b>Outcome 1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of communications materials produced (social media, media articles, interviews, etc.)		14
<b>Output 1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of communications materials produced (social media, media articles, interviews, etc.)		14
<b>Output 1.1: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.</b>		
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li>• Since the beginning of the operation, VRCS has produced four press releases to inform the public on the Red Cross response. These have been published in the national newspaper, broadcast on the radio and on the national television station. They have also been published on the VRCS website.</li> <li>• Seven social media posts have been published on Facebook with a reach of up to 7,000 people.</li> <li>• VRCS has conducted three interviews on the Ambae response – two television and one radio.</li> </ul>		

<sup>2</sup> We will try to get info from NS for the final report, but it is possible that this info won't be available.

## D. REVISED BUDGET

<b>DREF OPERATION</b>		17-Jun-18
MDRVU006 Vanuatu Ambae Volcano 2018		
<b>Budget Group</b>	<b>DREF grant budget</b>	
Shelter - Relief		13,920
Clothing & Textiles		22,020
Water, Sanitation & Hygiene		15,150
Medical & First Aid		1,621
Teaching Materials		8,105
Utensils & Tools		36,859
Other Supplies & Services		25,420
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>		<b>123,095</b>
Storage, Warehousing		3,030
Distribution & Monitoring		43,433
Transport & Vehicle Costs		15,289
Logistics Services		5,200
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>		<b>66,952</b>
International Staff		0
National Staff		0
National Society Staff		17,566
Volunteers		35,812
<b>Total PERSONNEL</b>		<b>53,378</b>
Workshops & Training		6,003
<b>Total WORKSHOP &amp; TRAINING</b>		<b>6,003</b>
Travel		20,262
Information & Public Relations		4,052
Office Costs		2,809
Communications		3,776
Financial Charges		100
<b>Total GENERAL EXPENDITURES</b>		<b>31,000</b>
Programme and Supplementary Services Recovery		18,228
<b>Total INDIRECT COSTS</b>		<b>18,228</b>
<b>TOTAL BUDGET</b>		<b>298,654</b>

## Reference documents



Click here for:

- [DREF Operation](#)

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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.

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



**Save lives.**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence** and **peace**.