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# Final Report

## The Gambia: Communal violence

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n° MDRGM013</b>
<b>Date of Issue:</b> 14 December 2021	<b>Glide number:</b> <a href="#">CE-2021-000026-GMB</a>
<b>Operation start date:</b> 25 March 2021	<b>Operation end date:</b> 30 June 2021
<b>Host National Society:</b> The Gambia Red Cross Society (GRCS)	<b>Operation budget:</b> CHF 96,478
<b>Number of people affected:</b> 696 migrants (105 households)	<b>Number of people assisted:</b> 1,096 (155 households) <ul style="list-style-type: none"> <li>• 696 people (105 Households migrants)</li> <li>• 400 people from the host communities (50 households)<sup>1</sup></li> </ul>
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC), and the Spanish Red Cross	
<b>Other partner organizations actively involved in the operation:</b> The Gambia Immigration Department (GID), National Disaster Management Agency (NDMA) of The Gambia, The Gambia Armed Forces (GAF), The Gambia Police Force (GPF), the host community Village Development Committees (VDC) of Sanyang and Batokunku, UNFPA, Child Fund Gambia, WFP, IOM, and the Local Authorities.	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. ECHO, the Belgian Government, and the Canadian Government contributed to replenishing the DREF for this operation. On behalf of The Gambia Red Cross Society (GRCS), the IFRC would like to extend gratitude to all for their generous contributions.

## A. SITUATION ANALYSIS

### Description of the disaster

On 15 March 2021, a Senegalese migrant, accused of stealing, allegedly killed a Gambian man who confronted him. The alleged murderer was later apprehended by the police. This created a conflict within the 2 communities (Gambian and Senegalese) which abruptly grew into a wild fight and ended up in violence in the fishing village of Sanyang. Historically, the Senegalese migrants have long settled in Sanyang/Tanji village, earning a living through fishing and trading activities and generally had a good relationship with the host population. However, with the eruption of this episode of violence, it created a complex situation as a community was seeking revenge against the other based on the tragic loss of life which had occurred.

The Gambia Red Cross Society (GRCS) received an alert from Gambian Immigration Department (GID) concerning the eruption of the tensions on same day. Host communities were already reacting to the incident by destroying livelihood materials of both the Gambian businesses



The Gambia Red Cross volunteers on assessment at Sanyang village ©GRCS

<sup>1</sup> Average number of people per household in this community is 8.

and that of the Senegalese community properties, assets and fishing boats. It resulted to members of this community fleeing in successive waves to the nearby coastal village of Batokunku (approximately 10 Km to the North). Some of them made the journey by sea. The displaced persons were sheltered in a nursery school in Batokunku, where they were relatively safe, but with limited freedom of movement.

A joint assessment report from the National Disaster Management Agency (NDMA) of the Gambia and GRCS revealed that 696 Senegalese migrants and host community members (105 households) were affected by the violence and needed urgent support to prevent further damages into their lives and livelihoods. The numbers of victims and incidents were increasing day by day due to the inter-binding nature of the two communities. The report further stated that a total of 256 Senegalese were seeking refuge into school premises in Batokunku, Gunjur, Sambouya and Brufut, reportedly sheltering there as of 20 March 2021, while others were hosted in other compounds across Batokunku village. Indeed, in addition to the displaced migrant families, some 400 people from the host community (50 households) were hosting the migrants, sharing the available food they had for their families.

It was also noticed that most affected people were women and children. Some were placed in hidden locations for safety. The Gambian law enforcement actors conducted a large-scale investigation operation, using tear gas and physical power to arrest many local residents who took part in the conflict (including large number of youths in Sanyang and other nearby locations). Their arrests resulted to protestation of host population to free their young men and women who supposedly participated in the violence. An undetermined number of local youths were apprehended by the Police. A meeting between the Sanyang village elders, village development committee, the NAM (Member of Parliament) of Kombo South and representatives of the Senegalese community was held on 19 March 2021 with a common message for **peace and reconciliation** and for the Senegalese to return to Sanyang and surroundings into their respective homes and jobs. Decision was eventually made to restore peace and stability.

Based on the needs and capacity of The Gambia Red Cross Society to respond to the situation, the International Federation of Red Cross and Red Crescent Societies (IFRC), through the Sahel Country Cluster Delegation launched a [DREF operation](#) on 25 March 2021, for CHF 96,478 to address the urgent needs of 1,096 people including 696 affected migrants (105 households) and another 400 people from host community in Batokunku (50 households). The DREF operation focused on one geographic region (West Coast Region).

## Summary of response

### Overview of Host National Society

By 17 March 2021, the National Society (NS) had conducted a rapid assessment to identify the main humanitarian needs to support the displaced migrants who lost everything. The incident happened during COVID-19 pandemic. Therefore, The GRCS installed 15 Covid sensitization posters at the hosting centres (schools) and mandatory temperature checks for all incoming visitors and individuals at the hosting centre. The NS also supported the referrals to the hospital as relevant and provided first aid services to wounded men, women, and children.

In addition, GRCS addressed the sanitation concern of the population by ensuring the full maintenance of 5 toilets at the hosting centres, which were not functioning and were not in adequate sanitary conditions. Indeed, WASH and Food committees were established by the National Society among the population, to ensure a good practice of Food & Hygiene are respected, also a healthy environment for people is maintained. From 17 to 20 March 2021, The Gambia Red Cross Society distributed special needs items to children, women and girls considering their needs (menstrual pads, diapers, laundry buckets, linings/ropes, clips, baby clothing and beddings, among others). Details on distributed items were as follows.

Items	Quantity distributed	Number of people/households reached
Blankets	404	105 HH
Soap for laundry and other domestic uses	60 pieces	For general use in the hosting site
Soap for personal hygiene	450 pieces	105 for 10 days
Liquid soaps	51 bottles	For general use in the hosting site
Hygiene kits for personal hygiene and protection against COVID-19	73 kits	73 people
Facemasks to provide protection against COVID19 and cut the chain of transmission among the population	800 facemasks	300 people for 10 days

Bottles (500ml) of hand sanitizers	70 bottles	For general use in the hosting site
Hand washing facilities installed within and outside the premises	4	For general use in the hosting site
Assorted clothing	25 boxes	70 children
Buckets for drinking water	5 big buckets	For general use in the hosting site
Buckets household chores	100 small buckets	For general use in the hosting site
Waste bins	2 bins	For general use in the hosting site
Laundry buckets	3 buckets	For general use in the hosting site
Teacups	100 teacups	256 people (42 HH)
Brooms	6 long brooms	For general use in the hosting site
Diapers	25 diapers	For Babies for 3 days
Sanitary pads	25 pads	25 females for 10 days
Cloth's clipper	3 packets	For general use in the hosting site
Lining ropes	15	For general use in the hosting site

In March 2021 during the peak period of the operation, The Gambia was battling with increase in the cases of COVID-19. As the epidemiological situation remains a concern, approvals of COVID-19 vaccines by regulatory authorities have given hope that an end to the acute phase of the pandemic is within reach. The Gambian government has lifted many COVID-related restrictions, allowing businesses, markets, schools, restaurants, bars, gyms, cinemas, and night clubs to resume normal operations, and borders to reopen. This period had met the NS already active in implementing COVID-19 prevention activities in communities across the country.

Based on this situation, the NS was approached by the Ministry of Health to support in case transfers, safe and dignified body management, risk communication and community engagement, community-based surveillance, social mobilization for the COVID-19 vaccination, home isolation and treatment, etc.

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

Please see [DREF operation](#)

### Overview of non-RCRC actors in country

Please see [DREF operation](#)

## Needs analysis and scenario planning

### Needs Analysis

Below needs were identified as urgent for the displaced households during the assessment:

- Material for rehabilitation of building / roofing (trusses, rafters, iron sheets and nails).
- Household items (buckets, kitchen utensils, beddings, kettles and mats).
- WASH kits and hygiene products for the IDPs.
- Food and health support.
- Additional buckets needed on the ground for the newly registered households.
- In addition, the majority of the IDPs expressed concerns over the loss of their livelihoods (fishing boats and machine, nets).

In addition, the GRCS rapid assessment identified the following specific vulnerabilities:

- 25 pregnant women reported by household heads.
- 18 women breastfeeding their children.
- 59 children under the age of 5 recorded.
- A significant number of minors present at the hosting centre.
- one woman with chronic health condition (diabetic/HTN).
- one person expressed need for Restoring Family Links (RFL).

## Targeting

The Emergency Plan of Action focused on one geographic region (West Coast Region) with the aim of reaching 1,096 people including **696 affected migrants (105 households) and another 400 people from host community in Batokunku (50 households)**. The families were selected amongst those whose houses were completely or partially destroyed as follows: 50 households with completely destroyed homes as they were the most affected to support repairs on damaged houses. A more refined selection criteria was set primarily considering families headed by women, families with elderly people and/or children under five years, families with pregnant or lactating women and families with ailing and disability members.

## Scenario planning

Please see [DREF operation](#)

## Operation Risk Assessment

Please see [DREF operation](#). All risk mitigation measures adopted (see EPoA) were useful as the tensions ended up quelling down and the members are peacefully rebuilding the longstanding cohesion between the Gambian and Senegalese communities of Sanyang village.

# B. OPERATIONAL STRATEGY

## Operational objective:

The overall goal of this DREF operation was to provide immediate lifesaving and emergency support to 1,096 people including **696 affected migrants (105 households) and another 400 people from host community in Batokunku (50 households)**. The operation mainly focused on 105 households whose houses and properties were fully or partially destroyed by the communal tensions and the specific host families from the community receiving some of these migrant families.

## Proposed strategy

The operational strategy has ensured that urgent humanitarian needs of the 105 displaced households were met to avoid further deterioration of the situation. The operation focused on the following areas of intervention with below key activities:

### 1. Shelter support and household items

The National Society conducted capacity building training on Basic Shelter and settlement at the West Coast Region (WCR) Red Cross Branch Office premises. The initial target was 25 participants, however, 30 participants benefited from the training and participants were drawn from the GRCS volunteers and staff, and partners such as the NDMA.

All target beneficiaries (105 HH or 696 people) received the cash for rental support as planned.

A total of 404 blankets were also purchased and replenished as NS stock was used at the hosting centre. Additionally, 315 sleeping mats (03 per household) and 105 local kitchen sets were distributed.

### 2. Livelihood and basic needs

The following activities were implemented:

- Provision of food items to 155 households sufficient for one month, through cash grants;
- Post distribution monitoring (PDM) of the response by 10 volunteers for two days.

### 3. Health

The internally displaced persons in communities of Batokunku with the host families and affected families in Sanyang were served with series of health interventions:

- An orientation of 20 GRCS volunteers on Emergency Psychosocial Support (PSS) services was conducted in April, followed by series of intervention by the volunteers and staff.



- PSS activities was provided to the community of Sanyang, by the trained volunteers, reaching 122 Male and 98 Females.
- Treatment was administered to 25 patients suffering from various conditions, including non-communicable diseases and child illness in Sanyang, especially within the IDP community at the fish landing site.
- First-aid services were offered to affected individuals, including 10 people with work related injuries.
- GRCS volunteers mounted and supported the functionality of hand washing facility at the IDP settlement amid prevention of Covid-19 and other communicable diseases.

#### **4. Water, Sanitation and Hygiene (WASH)**

An orientation of 20 GRCS volunteers on Hygiene and Sanitation was conducted in the month of April in collaboration with Ministry of Health. These 20 volunteers helped to implement the WASH strategy, detailed in section C below.

#### **5. Protection, Gender, and Inclusion (PGI)**

On 22 April 2021, the National Society conducted an orientation day on Minimum Standards for PGI in emergencies for the 20 volunteers and staff involved in the relief operation. The objective was to ensure that protection issues were considered, and that everyone felt protected despite age, gender, disability status and nationality. The training participants, comprised 16 females and 9 males, attended this programme.

#### **Community Engagement and Accountability (CEA)**

A two-day Community Engagement and Accountability (CEA) orientation was conducted for 26 volunteers and staff at the West Coast Region office in Brikama. The orientation covered:

- the definition of CEA and why it matters.
- CEA components, CEA in Planning and Design, its Implementation and monitoring, Evaluation and how to collect information and established feedback systems.

The main objective was to integrate and mainstream CEA in all levels of the implementation to be able to meet the needs of the beneficiaries. Field exercises on CEA were conducted in both Sanyang and Batokunku. 30 families were visited and engaged to collect their feedbacks on the operations. The discussions with the families included their knowledge on the operation, their level of involvement on the operation, the needs and channel of information.

### **Operation support services**

#### **Human resources**

To ensure a smooth implementation of the DREF operation, the NS mobilized 70 volunteers and 10 staff. They were selected amongst the National Disaster Response Team members and supported in assessments coordination and response. Some NS staff were also on the field to provide support such as: migration coordinator and 02 migration focal points, health coordinator for Covid-19, First-aid officer, WCR Regional officer and two drivers. In addition, the Disaster Management (DM) coordinator, who is also a cash expert, provided technical guidance on CVA activities. The overall operation was led by the NS Director of Programmes and Operations.

**Logistics and procurement:** IFRC and NS procedures for procurement and logistics management were respected throughout this operation. The NS Logistics unit also ensured safe delivery of items on the field, their storage and made arrangements for distributions where necessary.

**PMER:** The GRCS PMER unit supported the DREF operation by providing technical inputs and supported the Disaster Management department on planning, continuous monitoring, assessment results and information management. The PMER unit also supported the development and implementation of the post-distribution monitoring and beneficiaries survey. The NS engaged additional Programme Officer to coordinate the DREF with support from the Operations Manager, Finance Manager, Human Resources and Administration Manager. At field level, 1 Field Officer was engaged to implement the planned activities.

**Communications:** The Communications department took the lead in the collection and documentation of the response, ensure the media coverage and visibility of the operation through press article and photos during the implementation of the operation. Information related to the operation were also disseminated through GRCS Facebook page, Twitter, and [webpage](#).

**Finance and Administration:** The NS has a Finance department that ensured a rational use of financial resources, as per the agreement of the Memorandum of Understanding (MoU) between the GRCS and IFRC. Financial management followed procedures as well as regulations specified by the DREF.

**Security:** The respect of the security measures allowed a smooth implementation of the operation. No security issue was reported during the operation's timeframe.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 696

Male: 487

Female: 209

#### Shelter 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 households reached with emergency shelter support	68%	68%

#### Shelter Output 1.1: Shelter, settlements and basic household items assistance are provided to the affected families.

Indicators:	Target	Actual
# of people reached cash for rental support	696	696
# of household items procured and distributed to targeted households	404 blankets, 315 mats and 105 kitchen sets	404 blankets, 315 mats and 105 kitchen sets distributed
# of PDM conducted	1	1

#### Shelter Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households

Indicators:	Target	Actual
# of volunteers trained in emergency shelter construction	25	30
% of recipient households acknowledging relevance of shelter technical guidance received	50% (at least)	95%

#### Narrative description of achievements

##### Percentage of targeted households reached with emergency shelter support

This operation enabled The Gambia Red Cross Society to assist the targeted 105 households (or 68%) with emergency shelter support through cash for rental, procurement and distribution of shelter related household items (blankets, sleeping mats, kitchen sets).

##### Number of people reached through cash for rental support

All target beneficiaries (696) received the cash for rental support except from two beneficiaries who could not be found. The GRCS used a cash transfer system via SIM card, which allows the payment to be made securely. GRCS operational teams followed up to support the beneficiaries and help them to benefit from this assistance.

##### Number of household items procured and distributed to targeted households

A total of 404 blankets were purchased and replenished, 315 mats and 105 local kitchen sets distributed.

##### Number of PDM Conducted

A PDM was conducted after the relief items were distributed. A total of 74 beneficiaries were interviewed. All of them acknowledged having received relief items. They all expressed greater satisfaction with the items received.

##### Number of volunteers trained in emergency shelter construction

The National Society conducted capacity building trainings on Basic Shelter and settlement at the West Coast Region (WCR) Red Cross Branch Office premises. The initial target was 25 participants. However, 30 participants benefited from the training and participants were drawn from the GRCS volunteers, staff, and partners like the NDMA.

The objectives of the training aimed to ensure capacity strengthening in basic shelter and settlement, equip all the participants with relevant skills and knowledge in implementing an effective shelter response in emergencies, trained all participants on the basics of construction of emergency temporal shelters and introduce all participants to IFRC shelter tool kit and the Sphere standards.

The topics included in the training were: Introduction to basic shelter and settlement - Introduction to shelter sector in Africa - Shelters and settlements method - Guides and standards in the shelter sector - Sphere living standards and

exercise on it - Settlement scenarios - Household items and methods of selection and Recovery in the shelter sector - Logistics shelter sector - Locals building practices. Additionally, an Introduction to a RFL (Restoring Family Link) was incorporated. On the last day of the training, a practical sessions on construction of emergency shelter using the emergency and shelter tool kits was conducted.

#### Percentage of recipient households acknowledging relevance of shelter technical guidance received

A total of 95% of the households that received the support acknowledged relevance of shelter technical guidance they received.

#### Challenges

A total of 105 beneficiaries were targeted for the PDM exercise. 74 out the 105 were interviewed. The remaining 31 were unreachable.

#### Lessons Learned

- The continued assessment was participatory and enhanced better planning and activity implementation.
- Though there were not houses or structure to be built for the IDPs, cash disbursement was significant and useful for the beneficiaries to meet their household needs.



### Livelihoods and basic needs

People reached: 155 heads of households

Male: 116

Female: 39

#### Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore, and strengthen their livelihoods

Indicators:	Target	Actual
% of households having received livelihood shelter support	At least 100% or 155 households	100% or 155 HHs

#### Livelihoods and basic needs Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
# of households supported with cash and food items	155	155
# of PDM conducted	01	01

#### Narrative description of achievements

##### Number of households supported with cash and food items

The GRCS had identified, contacted, and used the services of a well-known financial service provider (FSP), Africell Mobile Telephone Company, for cash disbursements. Necessary beneficiaries' data was collected with the assistance of GRCS staff and volunteers and treated with confidentiality to proceed to disbursements. Cash helped communities and families to cope with the disaster situation, specifically to fill the livelihood gap between tension and re-integration periods. At the time of disbursements, some of the identified beneficiaries were out of town, specifically back to Senegal for religious festivities. For this reason, cash out was done in different periods, in coordination between the FSP and the community's leader who informed RC volunteers on the presence of identified beneficiaries.

##### Number of PDM conducted

A post distribution monitoring (PDM) was conducted to collect feedbacks and to ascertain the relevance of the support provided through the operation. However, due to the Tabaski Muslim feast some of the beneficiaries were unavailable to respond to the PDM questionnaires. This affected the collection of feedbacks from all beneficiaries' programme. Nevertheless, a total of 125 people, out of 155, were reached, of whom 83 IDPs (migrants) and 42 representatives of the host population. All responders confirmed having received the cash and provided general satisfaction on the support received. The cash was mainly used by some to restart their livelihood activities, while for others - they used it to pay for upfront for their rents and buy food for the household. The PDM exercise also gave the opportunity to share some challenges with volunteers. This, beyond the utilization of the feedback mechanism put in place by the operation.

## Challenges

- The assessment report showed an increase in number of affected population and many unregistered households presented themselves at distribution points with the view of receiving assistance. The NS was unable to respond to their requests as they were not formally part of the assistance intervention.
- The ones who were not registered during the assessment continued to show up at the NFI distributions and Cash Transfer points, causing disturbance and some delay in the activity implementation. In this regard, it is important to mention that at the time of registration, the NS strategy was not completely defined, and people were busy to provide food to families, which was the priority. As such, some people were not interested in being registered whereas claimed for support at the time of its delivery. Moreover, in the aftermath of the disaster, instructions were not given immediately by the NDMA on the targeting modality and criteria. Different organizations conducted registration of affected population, leaving the affected without any support
- The Procurement of NFIs, jerry cans and kitchen sets posed some challenges because they were not available on the local market in the quantities required. As such, GRCS procured different materials on the base of availability which were nevertheless accepted by beneficiaries.
- Cash disbursement took longer than expected and some of the beneficiaries could not be reached on the designated dates of disbursement. To give the opportunity of all people registered to benefit from the support, alternative dates were set in collaboration with the FSP and the communities' leaders.
- Cash withdrawal at Afrimoney agents posed some problems in terms of documents to present to cash out. In particular, beneficiaries with electoral cards or non-ECOWAS IDs, were not able to receive their money. Solutions adopted had been either request to the family in Senegal to send the valid ECOWAS IDs or appoint someone of trust from the same family to receive the money on behalf of the beneficiary.
- The SMS sent by Afrimoney, either did not reach beneficiaries or they got cancelled accidentally. To solve the problem, Afrimoney team requested to beneficiaries to travel to their general offices to receive adequate support.
- Lesser number of beneficiaries were in town and/or unavailable thus not all the 155 were reached during the PDM.
- Challenges faced by the beneficiaries with Afrimoney agents (e.g., out of cash at the time of set disbursement, and withdrawal of cash by others who are not part of the programme and thus difficult to have sufficient cash in house) and Reliance Financial Services caused significant delays in accessing cash, which many beneficiaries frowned upon.

## Lessons Learned

There is a need for the GRCS to discuss with its Financial Service Provider and review some terms of the contract to avoid delays in cash distribution for future operations. This was later resolved in the Windstorm operation which was launched after the communal violence operation.



### Health

**People reached: 696 people**

Male: 487

Female: 209

### Health Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment

Indicators:	Target	Actual
% of people for whom emergency health care is available	68% or 105 HH	68% or 105 HH

<b>Health Output 2.1: Improved access to health care and emergency health care for the targeted population and communities.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of equipped ambulances provided to support health services	1	1
<b>Health Output 4.2: Vector-borne diseases are prevented</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of mosquito nets procured and distributed	315	215
<b>Health Outcome 6: The psychosocial impacts of the emergency are lessened</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people provided with PSS services	N/A	81 males and 62 females
<b>Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of volunteers who have received PSS orientation	20	20
<b>Narrative description of achievements</b>		
<p><b>Percentage of people for whom emergency health care is available</b> As part of the GRCS mandate, the EPoA operation in Sanyang covered a range of health interventions program. Indeed, IDPs in communities of Batokunku with the host families and affected families in Sanyang were served with series of health interventions, including:</p> <ul style="list-style-type: none"> <li>○ Treatment for 25 patients suffering from various conditions, including Non-Communicable Diseases and Child illness in Sanyang, especially with the IDPs community at the fish landing site.</li> <li>○ First-aid services to affected individuals who comprised 10 casualties, both were work related injuries.</li> <li>○ A total of 415 patients were attended to and free drugs were dispensed. All patients were screened for baseline vital signs. The effect of medical services on the social fabric of the community and well-being of the individuals and families is commendable.</li> <li>○ Medication services /treatment were also extended to the host communities in both locations.</li> <li>○ Increased awareness on prevention and management of minor alignment at home.</li> <li>○ Screening and referral of patients with serious medical and surgical conditions.</li> <li>○ Screening of adult patient for hypertension and other Non-Communicable Diseases (NCD) thus help in early detection and management.</li> <li>○ Screening of children for malnutrition.</li> <li>○ Medication was dispensed as needed.</li> <li>○ Procurement of 5 well-equipped First-aid Boxes to support operations.</li> <li>○ Coronavirus prevention messages and sensitization session on preventive measures were carried out in the IDPs camp.</li> <li>○ Temperature checking on all those entering the camp, be it IDPs, visitors, camp attendants, etc. were done.</li> <li>○ Waste management, Water, and cleansing services within the IDPs camp. A committee was initiated by the Red Cross and led by volunteers.</li> </ul> <p><b>Number of equipped ambulances provided to support health services</b> GPlus Emergency Response Services provided one exclusive ambulance (Basic Life-Saving Ambulance with personnel and clinical services) to the GRCS DREF Operations in Batokunku and Sanyang Villages following Communal Violence that occurred in March 2021. GPlus Ambulance team always accompany the Red Cross response personnel during the operations.</p> <p><b>Number of mosquito nets procured and distributed</b> Distribution of 215 mosquito nets IPDs within the camp and outside.</p> <p><b>Number of people provided with PSS services</b> GRCS volunteers provided PSS support for communities of Sanyang and Batokunku including the affected Senegalese and Gambian as well as the host communities. A total of 122 Male and 98 Female were cared for by the trained volunteers. The PSS activity has played a great dividend in term of behavioural change adaptation as majority has never or only once experience such a scale of violence, which resulted to a traumatic situation including stress and vulnerability. Red cross volunteers offered first aid services, Psychosocial Support service and phone calls to traumatized people.</p> <p><b>Number of volunteers who have received PSS orientation</b></p> <ul style="list-style-type: none"> <li>○ 1 PSS training session /orientation for 20 volunteers was accomplished.</li> </ul>		

- These trained volunteers in turn conducted psychological support for migrant families and host communities,
- Orientation of 20 GRCS volunteers on Emergency Psychosocial Support (PSS) services was conducted in April, followed by series of intervention by the volunteers and staff.

### Challenges

- Only 215 mosquito nets were distributed up to the 315 initially planned, due to its late delivery. The demand was not significant in country during the implementation of the operation. The balance of 100 is still in stock.
- As the beneficiaries are fishermen and spend considerable amount of time at sea, it was difficult to meet them.
- Lack of cooperation from some IDPs delayed the implementation of planned activities. i.e., distribution of relief items. This is because, some IDPs who refused to be registered during the assessment were seen to show interest in receiving the relief items. However, during the actual activity implementation, more beneficiaries turned up, causing confusion. But the GRCS adhered to the registration list and distribution was conducted without problem.
- There would have been scope to improve the number of Red Cross volunteers from outside the West Coast region and to increase the number of training sessions on relief distribution in particular, due to the relevance of the topic and the interest and enthusiasm shown by the volunteers. Lack of good screening site to examine the patients properly in adherence to patient privacy rights (medical tent).
- Inadequate on-site laboratory services for basic tests.

### Lessons Learned

- Provide complete Clinical services including basic laboratory tests that can be done onsite.
- Enough fortification/time must be given before service delivery



## Water, sanitation, and hygiene

People reached: 696

Male: 487

Female: 209

### WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
% of target population in which a behavioural change is observed	100% or 105 HH	100%

### WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of people reached with hygiene promotion activities	696 people or 105 HH	105 HH
# of water conservation items procured and distributed	105 buckets and 105 jerricans	105
# of women and girls of childbearing age reached with dignity kits	75 women and girls	75
# of people reached with hygiene kits	696	696

### WASH Output 2.4: Hygiene promotion activities are provided to the entire affected population.

Indicators:	Target	Actual
# of volunteers who have received Hygiene Promotion orientation	10	20
# of Hygiene Promotion sessions conducted	06	08

### Narrative description of achievements

#### Percentage of target population in which a behavioural change is observed

Behavioural change was observed amongst the targeted 105 households. The awareness sessions on behavioural change coupled with the distribution of WASH items stimulated positive behavioural change among the targeted people.

**Number of people reached with hygiene promotion activities**

The National Society mounted and supported the functionality of hand washing facilities at the IDPs settlement amid prevention of Covid-19 and other communicable diseases. Additionally, The GRS procured and distributed 2,088 pieces of soap to the targeted beneficiaries. A total of 696 people were reached with hygiene promotion activities.

**Number of water conservation items procured and distributed**

A total of 105 buckets (20L) with lids and 105 jerricans for water conservation were procured and distributed to migrant families to ensure environmental and personal hygiene are maintained.

**Number of women and girls of childbearing age reached with dignity kits**

The targeted 75 women and girls of childbearing age were reached through the distribution of dignity kits, this consist of hygiene and menstrual pads, towels, culturally appropriate clothing, shoes, baby diapers, and soaps. Their identification was made mainly by age and through focus group discussions with women and girls, and the older women supported in identifying those who should benefit. The final list of beneficiaries was validated by community' members. Practical sessions were conducted during the distribution on the use of dignity kits. The NS's PGI officer took part both in the identification of beneficiaries and distribution, supporting the field team in awareness raising. Feedbacks were collected in an informal manner. In general, beneficiaries showed satisfaction on items received.

UNFPA supported women and adolescent girls as well by donating 75 dignity kits to the NDMA and coordinated their distribution with the NS.

**Number of people reached with hygiene kits**

The targeted 696 people or 105 households were reached with the hygiene kits (1 per household).

**Number of volunteers who have received hygiene promotion orientation**

The one-day orientation of 20 Gambia Red Cross' volunteers on hygiene and sanitation was conducted in April 2021 in collaboration with the Ministry of Health. A series of hygiene promotion activities, including door-to-door and at the beach sites where the violence occurred, targeting both the affected and host community, followed. During the orientation, additional 10 volunteers were trained In hygiene promotion, allowing them to reach more people.

**Number of hygiene promotion sessions conducted**

The Gambia Red Cross volunteers conducted 8 hygiene promotion sessions at community level and at fish landing areas (beach area). The hygiene sessions included hand washing demonstrations and discussions on the importance of keeping environment clean, especially in times of Covid-19. This action was conducted in complementarity with the EU funded project implemented by the GRCS and Spanish Red Cross which provided hygiene packs composed by masks, gel and soap to the entire IDPs population.

**Challenges**

The IDPs camp was closed before the beginning of certain WASH interventions. This made the intervention a bit difficult for volunteers, as it requires tracing affected individuals and families.

**Lessons Learned**

The awareness messages delivered by volunteers increased the well-being of beneficiaries.

**Protection Gender and Inclusion**

**People reached:** 978 people

Male: 457

Female: 521

**Protection, Gender & Inclusion Outcome 1: Communities become more peaceful, safe, and inclusive through meeting the needs and rights of the most vulnerable.**

Indicators:	Target	Actual
% of households reached with PGI and PSEA Information	100%	100%

**Protection, Gender & Inclusion Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.**

Indicators:	Target	Actual
# of assessments conducted and reported on PGI and PSEA on evacuation	01	01
<b>Protection, Gender &amp; Inclusion Output 1.2: Programmes and operations prevent and respond to sexual and gender-based violence and other forms of violence especially against children</b>		
Indicators:	Target	Actual
# of volunteers oriented on PGI and PSEA	20	20
# of migrants provided with PGI support	696	696
<b>Narrative description of achievements</b>		
<p><b>Percentage of households reached with PGI and PSEA Information</b></p> <p>105 households were targeted for the Protection Gender and Inclusion (PGI) as well as the Prevention to Sexual Exploitation and Abuse (PSEA). However, the National Society reached a total of 170 households regarding PGI and PSEA information during implementation. This includes both the displaced population (105 households) and 65 households from the host population.</p>		
<p><b>Number of assessments conducted and reported on PGI and PSEA on evacuation site</b></p> <p>An assessment on PGI was conducted during implementation covering the entire IDPs population and including the host populations with specific focus on women and girls. This has helped in responding to their vulnerabilities during the course of the operation and to provide them with protection services based on the identified needs (distribution of dignity kits, phone numbers to call, where to refer to in case of Sexual and Gender Based Violence (SGBV)).</p>		
<p><b>Number of migrants provided with PGI support</b></p> <p>The National Society reached the targeted 696 migrants with PGI support. Indeed, beneficiaries were provided with information on Sexual and Gender Based Violence (SGBV). Dignity kits were also distributed to the targeted 75 women and girls of childbearing age.</p>		
<p><b>Number of volunteers oriented on PGI and PSEA</b></p> <p>A total of 20 volunteers and staff involved in the emergency operation were oriented on PGI and PSEA. The objective was to augment the capacity of volunteers and staff supporting the operation to identify and provide protection support to the displaced population including the host communities and including during the relief operation. The participants of the training comprised of 16 females and 9 males who attended the orientation program on Minimum Standards for PGI in emergencies, through the use of the Diversity, Access, Participation and Safety (DAPS).</p> <p>The training gave them the opportunity to better understand IFRC's Minimum Standards on Protection, Gender, and Inclusion in emergencies, the priorities to consider during crises response to ensure protection, gender and inclusion, to help women, elderly and children to access health services, to provide the necessary hygiene kits, and the items needed in dignity kits for the women to support.</p> <p>It also addressed issues on Prevention of Sexual Exploitation and Abuse (PSEA) and collection of segregated data: Sex, age and disability-disaggregated data (SADDD), which help in the design sector-specific intervention.</p>		
<b>Challenges</b>		
<p>Most people consider Sexual and Gender Based Violence (SGBV) as an imported ideology from the western culture, and do not feel comfortable to discuss about it. Most beneficiaries, especially the host communities, were reluctant to talk about things related to Sexual and Gender Based Violence. The reasons were primarily based on their cultural beliefs and concepts. It was not easy for Red Cross volunteers to break through.</p>		
<b>Lessons Learned</b>		
<p>The Gambia Red Cross volunteers managed to engage beneficiaries through discussions on SGBV issues, using tact and giving them more confidence. As a result, more information on SGBV was shared. Such interactions are encouraged in future operations.</p>		

## Strengthen National Society

**S1.1: 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**

Indicators:	Target	Actual
# of volunteers involved in the response	25	25

**Output S1.1.4: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
# of volunteers insured	25	500
# volunteers provided with visibility material and protective clothing for their safety	140	140

**Outcome S2.1: Effective and coordinated international disaster response is ensured**

Indicators:	Target	Actual
# of monitoring visits conducted by Cluster delegation	02	00

**Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved**

Indicators:	Target	Actual
# of CEA orientation conducted	01	01
# of feedback mechanisms setup	01	01
# of feedback responded to	N/A	38
# of Lessons learned workshops conducted	01	00

### Narrative description of achievements

#### Number of volunteers insured

All volunteers involved in the DREF operation were covered by the International Federation Insurance Scheme. In general, The Gambia Red Cross Society insures 500 volunteers, which is possible for any operation. This insurance is not specifically for this DREF but for all other operations since January 2021 to December 2021.

#### Number of volunteers provided with visibility material and protective clothing for their safety

A total of 140 volunteers were provided with bibs for good visibility. The National Society ensured that all volunteers involved in the operation were abreast with and signed the GRCS Volunteers Code of Conduct. Their training and orientation sessions also included information on what DREF is, the Code of Conduct for disaster relief operations, including the Sphere Standards, etc. To inspire confidence amongst volunteers and staff, the Fundamental Principles of the Red Cross Movement and the use of the Red Cross were the main topics of every training conducted during the operation. This has built up more committed participation in the services that they provided. As activities of this operation took place in the West Coast Region, the services of the volunteers from this area were solicited. Other volunteers from Banjul and the Kanifing Municipality were also sought when necessary. The implementation of activities promoted the prestige and image of the NS.

#### Number of CEA orientation conducted

Two-days Community Engagement and Accountability (CEA) orientation was conducted for 26 volunteers and staff at the West Coast Region office in Brikama. The orientation covered:

- the definition of CEA and why it matters,
- CEA components, CEA in Planning and Design, its Implementation and monitoring, Evaluation and how to collect information and established feedback systems.

The main objective was to integrate and mainstreams CEA in all levels of the implementation to be able to meet the needs of the beneficiaries.

#### Number of feedback mechanisms setup

Field exercise on CEA was conducted in both Sanyang and Batokunku. 30 families were visited and engaged to collect their feedbacks on the operations. The discussions with the families included their knowledge and their level of involvement on the operation, information needs and channel.

**Number of feedbacks responded to**

Random feedback collection was carried out, of which 30 were received and responded to. However, during the implementation of response activities, 8 key feedbacks were received from both IDPs and host population, for a total of 38 feedbacks responded to, part of which were words of appreciation from both the community and IDPs for the role played by the Red Cross during the period.

**Number of Lessons learned workshops conducted**

Please see the Lessons Learned section

**Challenges****Number of monitoring visits conducted by Cluster delegation**

Due to the COVID-19 pandemic and its related restrictions regarding travelling, the Sahel Cluster Delegation staff members could not conduct monitoring visits.

**Lessons Learned**

The NS planned a lesson learned workshop for this operation. However, funds for this activity were not foreseen in the NS budget and therefore the activity could not take place. It is envisaged to transfer these funds to the NS directly rather than on request, to avoid delays in activities implementation.

## D. Financial Report

The total DREF allocation for this operation was CHF 96,478, of which CHF 90,660 (94%) was spent. A closing balance of CHF 5,818 will be returned to the DREF pot. The difference is related to non-realization of the following activities:

- i) Lessons learned workshop
- ii) Monitoring mission from the Sahel cluster delegation due to COVID19 increase of cases in the sub-region, especially the last month of its implementation.

The below variances are related to errors in coding while recording expenditures.

Description	Budget (CHF)	Expenditure (CHF)	Variance (CHF)
Water, Sanitation & Hygiene	3,095	586	2,510
Medical & First Aid	9,646	6,832	2,814
Volunteers	2,111	7,095	-4,983
Workshops & Training	10,756	5,914	4,842
Travel	1,638	0	1,638

## Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPoA\)](#)

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

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### For IFRC Resource Mobilization and Pledges support:

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- IFRC Africa Regional Office for Logistics Unit: 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)

- IFRC Africa Regional Office: IFRC Africa Regional Office: Philip Komo Kahuho, Regional PMER Manager; email: [philip.kahuho@ifrc.org](mailto:philip.kahuho@ifrc.org); phone: +254 732 203 081

## 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

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/03-2021/08	Operation	MDRGM013
Budget Timeframe	2021/03-2021/06	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 23/Sep/2021

All figures are in Swiss Francs (CHF)

### MDRGM013 - Gambia - Communal Violence

Operating Timeframe: 25 Mar 2021 to 30 Jun 2021

## I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>96,478</b>
DREF Allocations	96,478
<b>Expenditure</b>	<b>-90,660</b>
<b>Closing Balance</b>	<b>5,818</b>

## II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	44,395	46,909	-2,514
AOF3 - Livelihoods and basic needs	14,424	14,700	-276
AOF4 - Health	12,589	11,507	1,082
AOF5 - Water, sanitation and hygiene	8,846	8,093	752
AOF6 - Protection, Gender & Inclusion	853	3,016	-2,163
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>81,107</b>	<b>84,226</b>	<b>-3,119</b>
SFI1 - Strengthen National Societies	7,133	6,434	699
SFI2 - Effective international disaster management	8,238		8,238
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>15,371</b>	<b>6,434</b>	<b>8,937</b>
<b>Grand Total</b>	<b>96,478</b>	<b>90,660</b>	<b>5,818</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/03-2021/08	Operation	MDRGM013
Budget Timeframe	2021/03-2021/06	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 23/Sep/2021

All figures are in Swiss Francs (CHF)

### MDRGM013 - Gambia - Communal Violence

Operating Timeframe: 25 Mar 2021 to 30 Jun 2021

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>68,950</b>	<b>64,903</b>	<b>4,047</b>
Clothing & Textiles	7,733	7,943	-210
Water, Sanitation & Hygiene	3,095	586	2,510
Medical & First Aid	9,646	6,832	2,814
Utensils & Tools	8,578	8,680	-102
Cash Disbursement	39,898	40,863	-965
<b>Logistics, Transport &amp; Storage</b>	<b>4,313</b>	<b>4,431</b>	<b>-117</b>
Distribution & Monitoring	437	449	-12
Transport & Vehicles Costs	3,877	3,982	-105
<b>Personnel</b>	<b>2,930</b>	<b>7,936</b>	<b>-5,006</b>
National Society Staff	819	841	-22
Volunteers	2,111	7,095	-4,983
<b>Workshops &amp; Training</b>	<b>10,756</b>	<b>5,914</b>	<b>4,842</b>
Workshops & Training	10,756	5,914	4,842
<b>General Expenditure</b>	<b>3,640</b>	<b>1,943</b>	<b>1,697</b>
Travel	1,638		1,638
Office Costs	91	93	-2
Communications	1,092	1,120	-28
Financial Charges	819	725	94
Other General Expenses		5	-5
<b>Indirect Costs</b>	<b>5,888</b>	<b>5,533</b>	<b>355</b>
Programme & Services Support Recover	5,888	5,533	355
<b>Grand Total</b>	<b>96,478</b>	<b>90,660</b>	<b>5,818</b>