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Emergency appeal operation update

Viet Nam: Typhoon Wutip

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRVN012

GLIDE n° [TC-2013-000122-VNM](#)

6-month consolidated update

15 May 2014

Period covered by this update: 7 October 2013 to 31 March 2014. This update represents a six-month summary of the operation (cumulative narrative and financial).

Appeal target (current): CHF 1,036,744.

Appeal coverage: The appeal is currently 99 per cent covered in hard and soft pledges.

[<click to go to donor response list, or link to contact details >](#)

Appeal history:

- 24 March 2014: The [second revised emergency appeal](#) was issued for CHF 1,036,744 to assist 37,850 beneficiaries (7,570 households) for 12 months in nine provinces, until the end of September 2014.
- 26 November 2013: a [revised emergency appeal](#) was issued for CHF 2,623,263 to assist 34,000 beneficiaries (6,800 households) for ten months in nine provinces, including the six provinces in the preliminary emergency appeal and three additional provinces affected by Typhoon Nari.
- 7 October 2013: an [emergency appeal](#) was initially launched on a preliminary basis for CHF 2,114,739 to assist 37,500 beneficiaries (7,500 households) for ten months in six provinces affected by Typhoon Wutip.
- 1 October 2013: CHF 266,261 was advanced from the International Federation of Red Cross and Red Crescent Societies (IFRC) Disaster Relief Emergency Fund ([DREF](#)) to initiate distribution and support the assessment.



Beneficiary from Nai Hiep hamlet, Trieu Ai commune, Trieu Phong district in Quang Tri, used the cash grant to purchase a pig for livelihood recovery - April 2014. Photo: *Phuong Nguyen/IFRC*

Summary: As a result of Typhoons Wutip and Nari within the first two weeks of October 2013, 31 people were killed, five were missing and 330 others injured. A total of 215,838 people were evacuated before and during the two events.

Prior to the storms, VNRC had worked with Movement partners as well as government agencies and international NGOs in information sharing to coordinate preparedness activities, damage and needs assessments, as well as response and recovery activities.

A week after Typhoon Wutip landed, IFRC launched a [preliminary emergency appeal](#) to assist those affected in the six provinces affected including Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri and Thua Thien-Hue. However, after Typhoon Nari hit the same provinces and several others two weeks after that, IFRC and VNRC agreed to revise the appeal to cover an additional three provinces of Quang Nam, Quang Ngai and Da Nang. During the relief phase which lasted three months from October to the end of December 2013, the National Society had collaborated with IFRC and partner National Societies under the one-programme approach to provide relief supplies and unconditional cash grants to over 11,000 households, exceeding the planned number of households by 2,430. The support was provided in a timely manner in the following areas: food and non-food relief; water and sanitation; and shelter.

In preparing for the recovery phase of the operation, a joint recovery assessment was carried out in December 2013 to assess the needs in shelter, livelihoods and water, sanitation and hygiene (WASH) in the five most affected provinces. While the communities had been able to recover in the areas of shelter and WASH, the assessment team identified the need to provide targeted livelihood assistance for poor and near-poor households¹ in the most affected provinces of Ha Tinh, Quang Ngai, Quang Nam and Quan Tri.

Based on the recommendations from the assessment team and the confirmed revision of VNRC's one-operation plan, the emergency appeal was revised downward to CHF 1,036,744 in line with the reduced need for recovery assistance. In total, VNRC's one-operation will provide livelihood assistance for 920 households, 770 of which would be supported by IFRC and the other 150 through bilateral support from Spanish Red Cross to VNRC.

As of 28 April 2014, 99 per cent of the appeal, or CHF 1,029,130, has been covered. On behalf of Viet Nam Red Cross, IFRC would like to thank American Red Cross, Australian Red Cross, British Red Cross, Canadian Red Cross/Canadian government, Hong Kong Branch of the Red Cross Society of China, Japanese Red Cross Society, Red Cross of Monaco, Netherlands Red Cross/Netherlands government, Norwegian Red Cross, the Republic of Korea National Red Cross, Swedish Red Cross, Swiss Red Cross/Swiss government and the World Health Organization Voluntary Emergency Relief Fund (WHO/VERF) for their generous contributions to the appeal.

The situation

During the first two weeks of October 2013, the central provinces of Viet Nam were hit by two major storms, Typhoon Wutip on 30 September and Typhoon Nari on 15 October. These two storms and their subsequent flooding caused significant damages to public infrastructure, houses and agriculture in the affected provinces. The total economic loss due to Typhoon Nari is estimated to be VND 1.5 trillion (USD 71 million), over and above the VND 13.5 trillion (USD 663.23 million) economic loss earlier caused by Wutip. In total, up to 504,339 people were affected in the nine provinces by both typhoons. Details on the damage can be seen in the first [revised emergency appeal](#).

By the end of 2013, approximately three months after the impact of the typhoon, VNRC and its partners had successfully achieved the planned relief activities for more than 11,000 households across food, non-food, shelter and WASH interventions.

In preparing for the recovery phase of the operation, a joint recovery assessment team comprising of representatives from VNRC, IFRC, British Red Cross, French Red Cross, German Red Cross, Spanish Red Cross and New Zealand Red Cross was established in December 2013 to assess the needs in shelter, livelihood, and WASH in the five most-affected provinces (Nghe An, Ha Tinh, Quang Binh, Quang Tri and Quang Nam) to inform the detailed recovery needs and plan of action. The team found that the communities had recovered from the impact on shelter and WASH, either by themselves or with the assistance of public authorities.

In the area of livelihood, the well-established early warning system in many communities had also helped them mitigate the impact of the typhoons on their livelihoods; and in other places where rubber trees and industrial trees were damaged on a large scale, there were state-supported initiatives to assist those affected.

¹ Decision no. 9/2011/QĐ-TTg by the Prime Minister of Viet Nam, which is applied between 2011-2015:

- Poor household in rural areas which has on average VND 400,000/per person/per month (from VND4.8 million/person/per year) downwards.
- Poor household in urban area which has on average VND 500,000 /per person/per month (from VND6 million/person/per year) downwards.
- Nearly-poor household in rural areas which has on average from VND 401.000 to VND 520.000/per person/per month
- Nearly-poor household in urban area which has on average VND 501.000 to VND 650.000 per person/per month

Based on the findings, the team concluded there was no need for large-scale livelihood recovery assistance. However, there were poor and near-poor households who required assistance in the area of livelihood recovery. As such, the team recommended implementing conditional cash grants and livestock restocking (in this case, cow is the main livestock) to support livelihood continuation.

As a result of the assessment, VNRC and IFRC agreed on the recovery plan in December, following which IFRC revised the emergency appeal to focus recovery assistance in the area of livelihood for affected households and capacity building for VNRC.

Coordination and partnerships

Movement coordination: The operation has enabled VNRC to lead the planning, implementation and monitoring of activities and allocation of human resources among Movement partners through the one-programme approach. The National Society has played a proactive role in working with IFRC and the in-country partner National Societies namely American Red Cross, Australian Red Cross, French Red Cross, German Red Cross, Italian Red Cross, Netherlands Red Cross, Norwegian Red Cross, Spanish Red Cross and Swiss Red Cross under a single plan of action to ensure consistency and avoid overlaps of efforts. This was demonstrated through the establishment of the joint recovery assessment team and the VNRC, IFRC and Spanish Red Cross cooperation for conditional cash grants for livelihood recovery (CCGLR).

Meanwhile, the IFRC country office has also been actively working with partner National Societies to call for and coordinate their support. This resulted in the commitment from all in-country partners as well as other partners to provide technical and/or financial support to the operation. The IFRC country office has also actively supported VNRC to improve internal coordination with its provincial chapters and response teams to ensure timely implementation of activities.

Coordination with the government and NGOs: The operation has once again affirmed VNRC's auxiliary role to the government in disaster management, which is stipulated in the Law of Red Cross Activities. VNRC headquarters is an active member of the Disaster Management Working Group (DMWG), a platform for relevant government agencies and international NGOs to collaborate in information sharing and carrying out preparedness and response activities. At the provincial level, VNRC chapters have also been active in information sharing and coordinating their activities with the relevant public authorities such as People's Committees and committees for flood and storm control. At the field level, the People's Committees were involved in some of the processes including village meetings to introduce the cash transfer programme and select beneficiaries.

Red Cross and Red Crescent action

Overview

Prior to, during and after both storms, VNRC actively participated in DMWG meetings to share information on the progress of the storms with relevant government agencies, UN agencies and other in-country NGOs.

Following the storms, VNRC deployed its provincial disaster response teams (PDRTs) to carry out needs assessment and delivering initial relief. Based on the results from PDRT assessments and joint assessments by VNRC, NGOs and local authorities, it was decided by VNRC, IFRC and partners to provide unconditional cash grants and in-kind to support early recovery assistance in the areas of shelter, food and essential household needs to the most affected households in Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue (following Wutip), Quang Nam, Da Nang and Quang Ngai (following Nari) in the form of in-kind and cash.



Da Nang Red Cross volunteers help with clean-up in the community the day following the storm – 16 October 2013.
Photo: VNRC/ Da Nang Red Cross chapter

Initially, the plan was to support 6,800 households affected by the storms. By the end of 2013, approximately three months after the storms took place, VNRC and its partners had successfully achieved the planned response activities for more than 11,000 households with food, non-food, shelter and WASH interventions.

In December 2013, VNRC together with its partners conducted a recovery assessment with the aim of confirming outstanding needs and defining the most appropriate interventions. The assessment revealed virtually no need for large-scale shelter, livelihood or WASH intervention. Instead, the assessment recommended focusing on providing conditional cash grants or livestock for poor and near-poor affected households to recover and diversify their sources of income, as well as capacity building for VNRC.

Progress towards outcomes

Relief support	
Outcome 1: Immediate needs of 6,800 affected households in nine provinces of Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Quang Nam, Da Nang and Quang Ngai are met through VNRC's distribution of in-kind or cash.	
Outputs (expected results)	Activities planned
Affected households have access to food, non-food items, shelter goods and cash to meet essential household needs	<ul style="list-style-type: none"> Carry out needs assessment in affected provinces by VNRC's provincial disaster response teams (PDRT). Locally mobilize and distribute 2,800 household kits (each comprising two blankets, one mosquito net, a set of pots and pans, a small bucket) to target provinces in line with the agreed procurement standards and quality control. Carry out training on selection of beneficiaries and distribution. Identify and verify 6,800 households (4,000 for cash and 2,800 for household kits). Carry out cash transfer to 4,000 identified households. Distribute household kits to 2,800 identified households. Monitor and evaluate relief activities and provide reporting on relief distributions.

Progress: All of the proposed activities under this outcome were completed by the end of December 2013 and are summarized in the table below.

Table 1. VNRC relief distribution

Province	Unconditional cash (HH)	House-hold kits (kit)	Shelter	
			Kits (unit) Swiss RC	Material (HH) German RC
Thanh Hoa	–	200	–	–
Nghe An	407	200	–	–
Ha Tinh	688	600	–	–
Quang Binh	170	600	–	150
Quang Tri	412	200	–	–
Thua Thien Hue	327	200	–	–
Quang Nam	515	400	400	–
Da Nang	244	200	130	–
Quang Ngai	380	200	–	–
TOTAL	3,143	2,800	530	150

Needs assessments: Following Typhoon Wutip, PDRTs conducted initial needs assessments in 46 communes of the six affected provinces, the reports of which were shared with IFRC and all partners in a timely manner. Following Typhoon Nari, VNRC has also deployed PDRTs to conduct assessments and relief activities in Quang Nam and Quang Ngai. Together with findings from local authorities and other NGOs, the results from the needs assessment helped inform relief interventions by VNRC and partners.

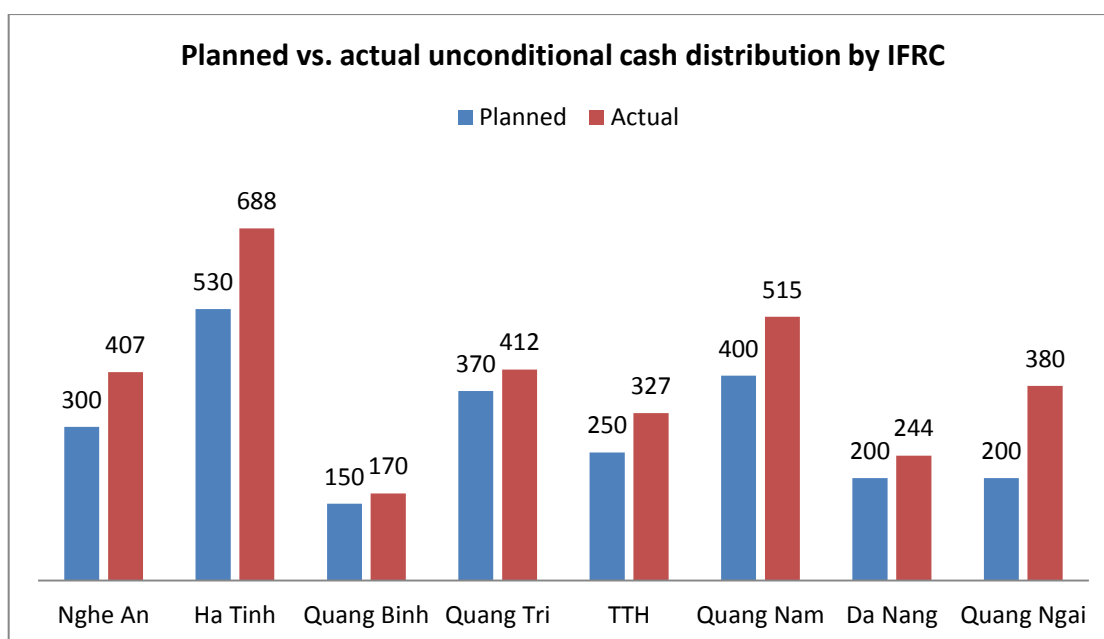
Household kits: With the support of IFRC, a total of 2,800 household kits were distributed in a timely manner to families in need in all of the nine target provinces. Each household kit includes two blankets, a mosquito net, a set of pots and pans, and a small bucket.

Shelter kits: With support from the Swiss Red Cross, 530 shelter kits were procured and distributed in Quang Nam (400 kits) and Da Nang (130 kits) following Typhoon Nari. Materials for house repair were also distributed by German Red Cross to 150 households in Quang Binh.

Cash support: Overall, with the support of IFRC, VNRC had provided unconditional cash grants totalling CHF 218,861 to 3,143 households, or 10,148 beneficiaries (54 per cent female), as opposed to the planned 2,400 households, in all of the target provinces except for Thanh Hoa. This was in addition to the 1,281 households receiving unconditional cash grants through German Red Cross support to VNRC in Quang Binh. The number of households receiving cash for relief turned out to be higher than planned because initially, the plan was to provide a grant of CHF 88 to each selected household regardless of household size. However, the plan was later revised to provide grants based on household size, ranging from CHF 42 for households with one member to CHF 59 for households with two members and CHF 88 for households with three members or more.

As part of the cash transfer programme (CTP), VNRC provincial staff and relevant local authorities had participated in the beneficiary targeting and selection awareness sessions in October, prior to the distribution. This helped ensure community participation and transparency in the selection and distribution processes, which was confirmed through monitoring.

Between 5 and 18 November 2013, with support from the American Red Cross CTP delegate, IFRC carried out monitoring of cash distribution in Nghe An, Ha Tinh, Thua Thien-Hue, Quang Tri and Da Nang. The monitoring showed positive results, including very well-organized meetings with participatory approaches and the incorporation of beneficiary communication. Red Cross staff and volunteers were also found to have treated beneficiaries with dignity during these meetings. Please refer to [Annex 1](#) for field notes from the monitoring.



Challenges:

- As with Typhoon Wutip, the initial assessments for Typhoon Nari and provision of relief have been hampered by limited access to all affected areas, due to the need to clear debris from the storm damage.
- The occurrence of two typhoon's in two weeks has impacted on the ability of VNRC to deliver relief assistance in many provinces.
- The planning of the operation is undertaken in stages due to the limited initial funding.
- The content of the PDRT assessment findings was limited, although adequate for planning and confirmation of needs. This was primarily due to this being the first time the teams have undertaken assessments in a real-life situation. This event will enable a follow-up reflection and a learning process with the PDRTs to enhance their future performance.

Water and sanitation

Outcome 2: The risk of water and sanitation-related diseases are reduced through the provision of safe water and hygiene promotion to 4,125 households in the flood/storm-affected provinces of Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Da Nang, Quang Nam and Quang Ngai.

Outputs (expected results)	Activities planned
Access to safe water which meets Sphere standards in terms of quantity and quality, water containers and hygiene promotion is provided to target communities.	<ul style="list-style-type: none"> • Organize transport of a water purification unit to sites in Quang Binh. • Carry out detailed assessment on distribution sites to install the equipment. • Coordinate with local authorities and select beneficiaries. • Provision of safe water to 1,600 households. • Mobilize 18,250 boxes of Aquatabs to replenish VNRC pre-positioned stock. • Mobilize 2,025 jerry cans according to agreed quality standards. • Distribute aquatabs and jerry cans to 2,025 households. Print information, education and communication (IEC) material in Vietnamese. • Provide promotion and IEC materials (aquatabs instructions) to 4,125 households. • Promote hygiene and sanitation through television commercials to be distributed to Red Cross chapters (TVC). • Conduct monitoring for quality control and evaluate for effectiveness. • Monitor and evaluate relief activities and provide reporting on relief distributions.

Progress: A total of 4,125 households benefited from activities under this component, in addition to the 850 households who were receiving water storage tanks from the German Red Cross in Quang Binh.

Table 2. VNRC water and sanitation intervention

Province	Water purification (unit)		Aquatabs 100 tablets each HH (boxes)	Jerry cans (unit)
	IFRC (HH)	German RC	VNRC	German RC
Thanh Hoa	–	–	920	–
Nghe An	–	–	925	–
Ha Tinh	–	–	–	–
Quang Binh	1,600	1,120*	–	850
TOTAL	1,600	1,120	1,845	850

*These include 850 water filters and 270 storage tanks

Aquatabs and jerry cans: Immediately after Wutip, in response to the escalating need for household water treatment following severe flooding in Thanh Hoa and Nghe An, VNRC distributed 1,845 boxes of Aquatabs² to these two provinces, with 920 in Thanh Hoa and 925 in Nghe An. With the support of the zone logistics unit, VNRC received an in-kind contribution of 2,025 jerry cans to distribute with an additional 2,025 Aquatabs boxes to Thanh Hoa, Nghe An and Ha Tinh, along with leaflets with instructions on hygiene promotion and water purification methods. Due to limited supply of Aquatabs, the distribution of jerry cans along with Aquatabs has been delayed to later in 2014, to prepare communities for the next disaster season. IFRC has supported VNRC in procuring 18,250 boxes of Aquatabs to replenish VNRC pre-positioned stock.

Water purification system: Initial assessments identified the need for clean water in Quang Binh province. In response to this need, VNRC headquarters deployed a NOMAD water purification system to Quang Son commune of Quang Trach district between 17 and 19 October to provide clean water to an estimated 1,600 households in a timely manner.

IEC materials: VNRC, with IFRC assistance, finished the design, printing and distribution of 400 posters and 4,125 leaflets on the cash transfer programme and water treatment methods. The specific distribution of the leaflets are as follows:



Quang Binh Red Cross staff providing instructions to residents of Quang Son commune, Quang Trach district on how the water purification system functions – October 2013. *Photo: VNRC/ Quang Binh Red Cross chapter*

Table 3: Distribution of IEC material to households

Province	Total
Thanh Hoa	625
Nghe An	950
Ha Tinh	1,150
Quang Tri	250
Thanh Hoa	250
Quang Nam	400
Quang Ngai	300
Da Nang	200
Total	4,125

With IFRC inputs and support, VNRC and the national television broadcasting company completed the production of short television commercials (TVC) and public service announcements (PSA) promoting water treatment, safe food storage and handling, and dengue fever prevention following a flood event. A total of 350 DVDs with these TVCs and PSAs are in stock and will be distributed to 68 districts and 220 communes of the affected provinces in May, prior to the 2014 disaster season, to be shown to communities at community meetings. Another 62 DVDs are to be kept in stock for future use.

Challenges:

- Due to the limited availability of jerry cans in Viet Nam, they were not distributed along with the Aquatabs during the first distribution.
- Due to the limited number of suppliers for Aquatabs, there were delays in the procurement of these items.

² 1 box = 100 tabs = 1 household for one month. 1 tablet treats 20 litres of water.

Recovery support - livelihood	
Outcome 1: A viable and sustainable source of income is restored to 770 affected poor and near-poor households in the provinces of Ha Tinh, Quang Tri, Quang Nam and Quang Ngai who have lost their means of income.	
Outputs (expected results)	Activities planned
Up to 770 households are provided with in-kind livestock or conditional cash grants and education inputs to restore their livelihoods.	<ul style="list-style-type: none"> • Train staff and volunteers on needs assessment. • Carry out in-depth needs assessment on livelihoods linking with market analysis. • Train VNRC staff and volunteers on beneficiary selection. • Carry out beneficiary selection and verification. • Support of 770 households in re-establishing a source of livelihood through in-kind livestock and conditional cash grants. • Provide livelihoods training to VNRC staff. • Chapter development with specific focus on monitoring, evaluation and reporting.

Progress: In total, 920 households have benefited from this component.

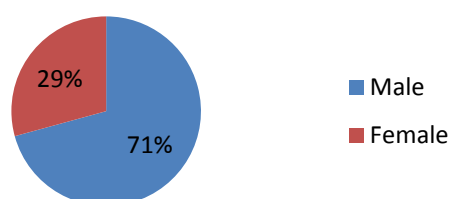
Conditional cash grant for livelihood recovery (CCGLR): Between February and April 2014, IFRC and Spanish Red Cross have provided support to VNRC in launching the CCGLR in Ha Tinh and Quang Tri, including the launching workshop in Quang Binh province in February to orient the intent of CCGLR under the recovery phase and provide training on developing criteria for beneficiary selection, beneficiary targeting and household livelihood proposal development. The workshop was attended by 72 participants who are Red Cross Chapter staff from Ha Tinh and Quang Tri, the two provinces who are implementing CCGLR, district and commune Red Cross, as well as representatives from the district and commune People's Committees, and other organizations including the Department of Agriculture and Rural Development, Department of Labour, Invalids and Social Affairs, the Fatherland Front and Women's Union.



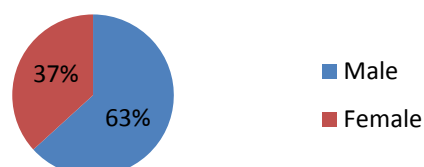
Beneficiary card was given to each beneficiary for their information and livelihood plan proposal. Photo: *Phuong Nguyen/ IFRC Viet Nam*

Following the workshop, beneficiary targeting and selection were carried out, and the selected households were supported by Red Cross staff to develop their livelihood plan. The support was scheduled into two direct cash installments, the first of which of VND 2 million (or CHF 84), or two-thirds of the grant, has been carried out in April. At the time of the update, 800 households have carried out their proposed livelihood activities. The second installment is scheduled for May. The breakdown of households headed by men compared to households headed by women can be seen in the graph below:

Men vs. women-headed beneficiary households in Ha Tinh



Men vs. women-headed beneficiary households in Quang Tri



The same CTP delegate from American Red Cross who supported the monitoring of relief cash distribution in November 2013, returned to provide technical support and monitor the CCGLR implementation. Her support contributed tremendously in enhancing the effectiveness of the activity and the capacity of VNRC. In mid-April, IFRC and Spanish Red Cross also supported VNRC in monitoring the spending of the first installment of CCGLR as well as trained chapter staff and volunteers on how to do this. The monitoring was made easier thanks to a newly developed database on beneficiaries, which the staff have received training on. Best practices for this pilot programme have been captured and shared with VNRC for institutional learning.

This was an opportunity to build capacity for and empower the community in being able to develop their own livelihood plan, as this was the first time that VNRC allows beneficiaries to have the flexibility in choosing their livelihood option. The capacity of Red Cross staff and volunteers in geographical and beneficiary targeting, beneficiary criteria development, beneficiary interview and selection, and developing livelihood plans was also enhanced through the operation. For example, the village meetings were found to be interactive and participatory, wherein the staff and volunteers have demonstrated improved skills in facilitating these activities. Other relevant stakeholders like the people's committees also had the chance to enhance their skills, in targeting the most needed hamlets in the commune based on a set of criteria, for instance.

Cow distribution: In the reporting period, IFRC had supported VNRC in standardizing the guidelines for cow distribution as well as the templates for monitoring and its mechanisms. The cow distribution for livelihood support and the launching workshop have been scheduled for May targeting 120 households in Quang Nam and Quang Ngai, for the purpose of both income generation and ploughing.

Challenge:

- VNRC project team were occupied by CCGLR, leading to the delay in the cow distribution.

Disaster preparedness and disaster risk reduction	
Outcome 1: Community awareness and capacity to be prepared for and act in a timely manner after a disaster event is enhanced in the flood/storm-affected provinces of Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Da Nang, Quang Nam and Quang Ngai.	
Output (expected result)	Activities planned
Communities have increased knowledge and awareness regarding floods and typhoon hazards.	<ul style="list-style-type: none"> • Re-produce and distribute information, education and communication (IEC) materials on seven hazard events including floods and typhoons.
Outcome 2: VNRC community capacity to respond in a timely and effective manner to disasters is enhanced at the headquarters and in the flood/storm-affected provinces of Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Thua Thien-Hue, Da Nang, Quang Nam and Quang Ngai.	
Output (expected result)	Activities planned
VNRC disaster response system is enhanced through improved systems and capacity.	<ul style="list-style-type: none"> • Carry out training on communications in emergencies (with linkages to beneficiary communication actions below) for headquarters and provincial staff and volunteers. • Provide logistics training for provincial staff and volunteers in line with the National Society Logistics Capacity Enhancement Project. • Conduct a review of the deployment of PDRTs. • Carry out refresher training and update the VNRC SOPs based on experiences from this event for NDRT and PDRTs.
A beneficiary communication action plan is developed for future emergencies.	<ul style="list-style-type: none"> • Disseminate information to affected populations through social media platforms, radio and other accessible media (where applicable and appropriate to context). • Feed received information to VNRC responders and departments to build programme and response delivery plans. • Establish feedback mechanism based around the needs of programmes (shelter, disaster management, health, etc) for beneficiary feedback.

Progress:

Enhancing community awareness and capacity in disaster preparedness and response: IFRC disaster preparedness has collaborated with the disaster risk reduction programme to provide technical support to VNRC in re-producing IEC materials which are comic books on the seven major hazard events. In total, 1,830 comics books were produced, including 610 each on floods and typhoons, and 610 on personal hygiene with messages on infectious diseases prevention. These materials will be distributed to the target chapters and their communes by the end of May, prior to the next disaster season.

Communications in emergencies training: The training is scheduled to be organized at the end of May for 26 chapter staff from the PDRT, as well as communication teams from the nine target provinces and four other disaster-prone provinces in central-southern Viet Nam. The training will build on experience from the previous communications in emergencies training in 2012, with further adjustment to local context and with the addition of beneficiary communication.

Logistics training: IFRC and VNRC have had discussion on the logistics training, which will on build the capacity of the newly established procurement team at the headquarters level. This training is expected to be completed by 30 September 2013.

Beneficiary communications

Outcome 3: Improved lives of those affected by the floods through the provision of timely, relevant and accurate information.

Outputs (expected results)	Activities planned
A baseline and channels for communication are established with beneficiaries in emergencies.	<ul style="list-style-type: none"> • Conduct rapid assessment to gather baseline data on existing media and communications environment. • Establish contact with other humanitarian actors to coordinate messaging to affected population. • Investigate dialogue/feedback or two-way communications mechanisms in consultation with other humanitarian actors.

Progress:

With regard to the overall operational planning, the VNRC communication and resource mobilization department has established a communications and resource mobilization plan which has incorporated further aspects of beneficiary communication, particularly beneficiary feedback mechanisms.

The cash grant distributions during both relief and recovery phases have incorporated the importance of appropriate beneficiary communication practices, within the provincial preparation workshops. As part of the beneficiary selection and distribution actions, VNRC has also incorporated the beneficiary feedback mechanism to engage with the beneficiaries, as well as communication products (posters) informing them about the assistance provided by VNRC.

During the relief distribution, most of the feedback were thank you notes from beneficiaries, with few comments for improvement of the activities. Learning from the lessons during the first phase, Red Cross contact information has been printed on the cash envelopes which were distributed to beneficiaries. Most of the feedback for improvement was received during monitoring of the recovery cash distribution done by VNRC staff and volunteers, supported by IFRC and Spanish Red Cross.

Communications – Advocacy and public information

From the onset of the typhoons, the IFRC communications team has been working closely with VNRC at both the headquarters and provincial levels to ensure that the humanitarian needs and response are well-communicated, understood and supported by internal and external stakeholders. Maintaining a steady flow of timely and accurate information focused on the immediate emergency and longer term recovery needs will support the programme objectives of this emergency appeal, increase the profile, funding and other support for VNRC and IFRC.

The humanitarian context and the achievements of VNRC have been profiled through proactive public information that integrates the use of IFRC online platforms, media relations activities, audio-visual production and social media engagement. Following Typhoon Nari, IFRC's East Asia regional communication manager was deployed to assist in promoting the typhoons operation to the international media.

Target audiences include regional and international media, Red Cross and Red Crescent National Societies, and peer organizations as well as donors and the wider public. Donors and national societies have received and will continue to receive information and materials they can use to promote this operation amongst relevant stakeholders. Communications initiatives will help build the information and public relations capacity of the host national society for future emergencies.

VNRC is committed to maximize domestic contributions towards its humanitarian response. As such, they also worked closely with the Fatherland Front to facilitate contributions from domestic partners and from the wider public through an short-messaging system (SMS) campaign. Between 10 October and 19 November 2013, the campaign was able to raise CHF 19,106 through some 113,000 SMS messages for those affected by the disasters.

Efforts to showcase the work of VNRC in disaster response are continued through the recovery phase, wherein IFRC has assisted the VNRC communication and resource mobilization department in coordinating communication activities among the three media agencies of VNRC, namely the Humanitarian Magazine, Humanitarian and Life Newspapers, and the Humanitarian Television. Between now and the end of the operation in September 2014, Typhoon Wutip communication activities will be combined with "My Red Cross Story" campaign, the theme of 2014 World Red Cross Red Crescent Day, to showcase beneficiary, staff and volunteer stories from the operation on VNRC and IFRC traditional and social media, as well as other external media channels.

Contact information

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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 \(NGOs\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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Saving lives, changing minds.



The IFRC's work is guided by [Strategy 2020](#) which puts forward three strategic aims:

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

Disaster Response Financial Report

MDRVN012 - Vietnam - Typhoon Wutip

Timeframe: 30 Sep 13 to 30 Sep 14

Appeal Launch Date: 07 Oct 13

Interim Report

Selected Parameters

Reporting Timeframe	2013/10-2014/3	Programme	MDRVN012
Budget Timeframe	2013/10-2014/9	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		1,036,744				1,036,744	
B. Opening Balance		10,932				10,932	
Income							
Cash contributions							
American Red Cross		91,525				91,525	
Australian Red Cross		16,821				16,821	
British Red Cross		103,853				103,853	
China Red Cross, Hong Kong branch		23,436				23,436	
Japanese Red Cross Society		86,600				86,600	
Norwegian Red Cross		44,246				44,246	
Red Cross of Monaco		12,217				12,217	
Swedish Red Cross		216,176				216,176	
Swiss Red Cross		50,000				50,000	
Swiss Red Cross (from Swiss Government*)		50,000				50,000	
The Canadian Red Cross Society (from Canadian Government*)		86,243				86,243	
The Netherlands Red Cross (from Netherlands Government*)		185,231				185,231	
The Republic of Korea National Red Cross		50,000				50,000	
VERF/WHO Voluntary Emergency Relief		1,000				1,000	
C1. Cash contributions		1,017,349				1,017,349	
Inkind Goods & Transport							
British Red Cross		10,731				10,731	
C2. Inkind Goods & Transport		10,731				10,731	
Other Income							
DREF Allocations		-10,932				-10,932	
Programme & Services Support Recover		504				504	
C4. Other Income		-10,428				-10,428	
C. Total Income = SUM(C1..C4)		1,017,652				1,017,652	
D. Total Funding = B + C		1,028,584				1,028,584	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance		10,932				10,932	
C. Income		1,017,652				1,017,652	
E. Expenditure		-516,465				-516,465	
F. Closing Balance = (B + C + E)		512,119				512,119	

Disaster Response Financial Report**MDRVN012 - Vietnam - Typhoon Wutip**

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Interim Report

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Reporting Timeframe	2013/10-2014/3	Programme	MDRVN012
Budget Timeframe	2013/10-2014/9	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
A						B	A - B	
BUDGET (C)			1,036,744			1,036,744		
Relief items, Construction, Supplies								
Clothing & Textiles	82,600						82,600	
Water, Sanitation & Hygiene	51,323		635			635	50,688	
Utensils & Tools	7,756		7,756			7,756	0	
Cash Disbursement	403,350		227,871			227,871	175,479	
Total Relief items, Construction, Sup	545,029		236,262			236,262	308,767	
Logistics, Transport & Storage								
Distribution & Monitoring	21,515		3,234			3,234	18,281	
Transport & Vehicles Costs	11,771		4,335			4,335	7,435	
Total Logistics, Transport & Storage	33,286		7,569			7,569	25,716	
Personnel								
International Staff	68,638		12,062			12,062	56,576	
National Staff	30,000		19,672			19,672	10,328	
National Society Staff	68,085		31,117			31,117	36,968	
Volunteers	5,565		3,706			3,706	1,859	
Total Personnel	172,287		66,556			66,556	105,731	
Consultants & Professional Fees								
Consultants	20,000						20,000	
Total Consultants & Professional Fees	20,000						20,000	
Workshops & Training								
Workshops & Training	77,000		15,010			15,010	61,990	
Total Workshops & Training	77,000		15,010			15,010	61,990	
General Expenditure								
Travel	27,861		11,042			11,042	16,819	
Information & Public Relations	25,859		9,309			9,309	16,550	
Office Costs			953			953	-953	
Communications	10,001		1,785			1,785	8,216	
Financial Charges	2,809		934			934	1,875	
Other General Expenses	19,115		4,185			4,185	14,930	
Shared Office and Services Costs	37,613		20,461			20,461	17,152	
Total General Expenditure	123,258		48,669			48,669	74,589	
Operational Provisions								
Operational Provisions			108,547			108,547	-108,547	
Total Operational Provisions			108,547			108,547	-108,547	
Indirect Costs								
Programme & Services Support Recover	63,106		31,176			31,176	31,929	
Total Indirect Costs	63,106		31,176			31,176	31,929	
Pledge Specific Costs								
Pledge Earmarking Fee	2,778		2,475			2,475	303	
Pledge Reporting Fees			200			200	-200	
Total Pledge Specific Costs	2,778		2,675			2,675	103	
TOTAL EXPENDITURE (D)	1,036,744		516,465			516,465	520,279	
VARIANCE (C - D)			520,279			520,279		

IFRC/VNRC CTP Program Field Visits: 5-18 November 2013

	PROVINCE	DATES	EVENTS	BEST PRACTICES
STRENGTHS	Nghe An	6-7 Nov	Distribution - Round 1 Kick-off meeting - Round 2	<p>Monitoring:</p> <ul style="list-style-type: none"> --Exit surveys were conducted for first time by monitors. They used skill in interviewing treating interviewees with dignity as they explained the survey, asked the questions, probed for additional information, and stayed on track/time (no more than 5 minutes on average per survey). --Beneficiary Communications: assisting people with reading and understanding the Poster, writing down hotline numbers, answering questions; <p>Distribution management:</p> <ul style="list-style-type: none"> --well organized site set up, --excellent, concise introduction to program and explanation of expectations at distribution --excellent care of the most vulnerable at the distributions <p>Kick-off meeting:</p> <ul style="list-style-type: none"> --excellent introduction and practice with monitoring forms. For RC and for commune so all could better understand intent, roles, expectations --important support from VNRC HQ staff in supporting kick-off meeting in province.
	Ha Tinh	5, 8 Nov	Distribution - Round 1 Kick-off meeting - Round 2	<p>Distribution:</p> <ul style="list-style-type: none"> --excellent introduction and explanation of the program. Particularly the explanation of the intent of the cash grant and specific to this community, examples of how the money could be used: "If you already repaired your roof but borrowed money to do so, this can be used to pay that back. Or for education or health expenses if you used money for these to recover from storms." --excellent explanation of intent of cash and of no 'forced' redistribution --good set up of distribution and attention to the "flow" of beneficiaries, --excellent care of the most vulnerable at the distributions <p>Kick-off meeting:</p> <ul style="list-style-type: none"> --excellent explanation of program and intent of no 'forced' redistribution. --excellent introduction and practice with monitoring forms. For RC and for commune so all could better understand intent, roles, expectations, --important support from VNRC HQ staff in supporting kick-off meeting in province.
	T.T. Hue	9-13 Nov, 16-17	Haiyan preparedness & response, Kick-off Meeting - Round 2, Village Meetings - Round 2 (some were postponed),	<p>Preparedness:</p> <ul style="list-style-type: none"> --for Haiyan pre-positioning of resources, readiness to respond, planning for PDRT, sharing of information, follow up visits to communes (for Haiyan and next storm) <p>Kick-off meeting:</p> <ul style="list-style-type: none"> --excellent participatory approach to this training. Pha and Tri had great skill as educator and getting involvement of participants. Good practice of setting up a distribution site. --excellent, concise introduction of VNRC and Red Cross by Chairman. Principles as basis for what we do and how we do it. Good tie in to response. <p>Village Meetings:</p> <ul style="list-style-type: none"> --excellent skills facilitation of village meetings by RC and People's committee: clear explanation of program and process. -- participation of community in selection: good discussion, including result of some proposed beneficiaries either being voted not to receive (already recovered, had other assistance, etc.) and some who chose to withdraw themselves as have more capacity to recover than others. This clearly demonstrated that the community understood the program, its intent, and the process. --though meetings were postponed in some communes due to severe flooding, excellent small meetings/visits were held in community with leadership and beneficiaries to gain situational awareness and have key informant interviews.
	Quang Tri	14-15 Nov	Village Meetings - Round 2	<p>Management:</p> <ul style="list-style-type: none"> --Commitment to RC Principles: Chairman was excellent example of long-term commitment to RC and the principles, discussions of how to build capacity of next generation for this type of commitment as well as RC management skills in general. Find opportunities to have him share experiences with others in VNRC before he retires. <p>Village Meetings:</p> <ul style="list-style-type: none"> --Nov 14: Commune leadership ran meetings in open, participatory style. Excellent discussions of program and proposed beneficiaries then open voting of list. Also excellent involvement of People's Committee - to understand and support process. --Nov 15: Excellent participation of community members in beneficiary selection in one small village _____. Community leader had great example of information management in his notebook. Wealth of secondary information used as basis for proposed beneficiaries and included in discussion with community. --At some village meetings, the leadership read the poster to the community members: this was good as it ensured that all of hte points were covered and the poster was shown as a reference to then be left up in the community. --PO gave excellent introduction of the Feedback mechanisms (box and Hotline number) to the community members. Included in his explanation was the detail on the role of the Chapter (Province level) as responsible for opening the box, reviewing the feedback and responding as appropriate.
	Da Nang	17-18 Nov	Village Meetings - Round 2, Beneficiary Verification - Round 2 (delayed due to recent flooding)	<p>Allocation of resources:</p> <ul style="list-style-type: none"> --Good example of a method to allocate Cash Grants between Villages in a commune. Used % of affected HHs as a weight for allocating the % of Cash Grants to a village within a commune. <p>Village meetings:</p> <ul style="list-style-type: none"> --RC staff attending each Village Meeting - able to support and mentor local volunteers and staff as needed. Consistency with messaging. --Commune leadership read and explained EACH proposed beneficiary why they are eligible according to which criteria, open discussion and voting --At conclusion of meeting, community leader READ the minutes of the meeting to the community so they would understand what the final decision was and then what next steps to expect. <p>Beneficiary Verification - delayed but PO had excellent planning for process including:</p> <ul style="list-style-type: none"> --Briefing and De-briefing of whole team just before and after completing verifications, --Adjusting timing/schedule of verifications to occur at least 2 days after list has been posted and 'advertised' in community and to try to do it in the evening in order to have more success with finding people at home; --Computer-based random selection methods. PO will do selection and provide list to Monitors.
	All provinces	5-18 Nov	Overall	<p>VNRC Management: Attention to details of the program and commitment to RC principles was evident at the Provincial level. Well organized and supportive of field staff and activities. A strength of the VNRC DM overall is the structure and systems in place at each level (HQ, Provinces, Districts, Communes) and how well all understand reporting lines and priority responsibilities.</p> <p>Commune/village relationships: RC seems to have excellent rapport with and support of many of hte commune leadership (People's Committee, Fatherland Front, etc.) that was critical for effective village meetings, beneficiary selection and program implementation (distribution and limiting re-distribution). The communes with strong relationships had higher levels of community participation, clear communication and potential for impact.</p> <p>Kick-off meetings: Critically important for VNRC HQ staff to support (be present, mentor, coach, assist and intervene if needed) at these kick-off meetings as CTP is developed as a relief method.</p> <p>Ben Comms: Most places did have feedback boxes and most did explain the intent of these.</p> <p>Village meetings: criteria were explained and options for how to select beneficiaries were offered, discussed and voted on in clear and participatory manner</p>

AREA		IMPROVEMENT RECOMMENDATIONS
OPPORTUNITIES - For IMPROVEMENT	All provinces RC Visibility	Visibility: It is very important to have all the VNRC and program-specific visibility items (Poster, t-shirts for volunteers, leaflets, etc.) on hand in time - and properly displayed.
	Assessments:	Assessments: Continue to build PDRTs, CDRTs and develop coordinated and consistent tools and procedures for all to use and "roll up" into consolidated reports that will allow for more efficient situational awareness, operational decision-making, and response allocation or resources. Review, edit and (potentially) consolidate the assessment forms and data tools in order to be consistent across tools: Use the same definitions, questions, database practices so that data can be more easily consolidated and analyzed. Check that market assessment (questions, RAM, or full assessment) is included in processes and procedures. This will allow Cash options for a response to be systematically considered and decisions to use cash based on field conditions for each operation - leading to higher probability of successful implementation and impact.
	Capacity building:	Capacity building: --Community meeting Facilitation skills: Opportunity to support and mentor local volunteers and community leaders in Participatory approach to community meeting facilitation. Especially to get increased involvement of community. More interactive. Probing questions to better understand if program and expectations are clear. --Kick-off meetings: increase interaction in these to get more depth of understanding. Practical sessions for filling out forms, interviewing, etc. As each session starts with an introduction of RC movement and VNRC history, include local volunteers in this with some questions as to how they apply some of principles in this program. E.g. Distributions with dignity, targeting of most vulnerable. --Field skills: opportunities should be sought to improve field-skills through additional didactic training and field practice of key skills such as interviewing, observing, surveying, and information management (data collection, collation, and reporting). --Critical thinking and analysis skills: Add sessions in trainings and practicums to build these skills at all levels. Empower the field staff and volunteers to more actively participate in the DM cycle. Don't collect data for the sake of collecting it. Participate in continuously improving what we do and how we do it. Ask "Why? Who will receive the information? How will the receiver use the information? What decisions will be made? What changes may be made because of the information?" All for the betterment of the individuals and communities as well as developing the VNRC.
	Beneficiary Communication	Ben Comms: need to strengthen the feedback mechanism. Forms must be available at the meetings. Where to place the box so people feel comfortable using it? How long to keep it in the community? Use examples to explain how it can be used. Define and communicate expectations of VNRC and Community. Review and improve methods to collect, collate, analyze and respond to feedback.
	Roles & Responsibilities	Role and responsibilities: the provincial team (staff and volunteers) have a great opportunity in this program to strengthen local volunteers. They can support by sharing lessons and best practices from one community to another. Do this using a mentoring and coaching approach. Meet with the local team before an event to review what will happen and expectations. Then allow locals to run the meetings and distributions, only stepping in to clarify points as needed or add key messages. One of key messages should be to let community know the value of the local RC and their explicit role in helping each community prepare for, respond to, and recover from disasters.
	Timeliness	Timeliness: RC should arrive at least 15-30 minutes before scheduled event and review as a team what the purpose of event is, that all resources are on hand and all people understand their roles and responsibilities.
	Risk reduction for use of cash programs	Redistribution: The issue of potential redistribution of cash grants repeatedly came up. As Cash is a new method of relief support it is critically important to develop and monitor any issues such as redistribution that might negatively effect VNRC's ability now or in the future to implement cash programs. Clear, constant and consistent messaging communicated to all levels (districts, communes, villages, leadership and community members) will help decrease risk of redistribution. Monitoring at various points in process will be key - with timely and accurate reporting of any issues found and decisive interventions/consequences (be clear and set these at beginning of program) resulting. Include procedures and assign responsibilities for cross-checking reports such as distribution monitoring reports, reconciliation reports, beneficiary lists (compare the expected list to final one submitted) and HH surveys. Financial accountability: Financial systems were not observed or reviewed in the field visits except at the point of distribution. Cash hand-over reports were strengthened by adding a section for post-distribution reconciliation. As above, these should be monitored and timely action taken if issues or errors are found. Review of the financial system for processes and accounting purposes should be done and strengthened in areas found to need improvement.
	VNRC growth	Red Cross community presence and impact: Suggest to give additional 2-5 minutes at beginning of event to remind/introduce community to RC (top principles and how they apply to this program) and VNRC (work they are always doing, this program and how to get involved). Opportunity to provide support to local VNRC and to increase understanding and potentially build volunteer base. Continuous Improvement: VNRC should hold (at provincial, regional and/or national level) after action review of CTP. Bring together implementors and decision-makers to review program. Share experiences, lessons learned, and focus on constructive analysis that can inform and lead to actionable steps to improve guidance, tools, and processes of using CTP in a VNRC disaster response.