



## 6 - MONTH OPERATION UPDATE

### Malawi | Tropical Storm Ana

<b>Emergency appeal №:</b> MDRMW015 <b>Emergency appeal launched:</b> 24/01/2022 <b>Operational Strategy published:</b> 17/03/2022	<b>Glide №:</b> <a href="#">SS-2021-000196-MWI</a>
<b>Operation update #2 (6 MONTH UPDATE)</b> <b>Date of issue:</b> 20/12/22	<b>Timeframe covered by this update:</b> From 01/03/2022 to 30/09/2022
<b>Operation timeframe:</b> 18 months (24/01/2022 - 30/06/2023)	<b>Number of people being assisted:</b> 160,000 people (32,000 households)
<b>Funding requirements (CHF):</b> CHF 4.5 million through the IFRC Emergency Appeal CHF 6.5 million Federation-wide	<b>DREF amount initially allocated:</b> CHF 750,000

*To date, this Emergency Appeal, which seeks CHF 4,500,000.00, is 49 per cent funded. Further funding contributions are needed to enable the Malawi Red Cross Society, with the support of the IFRC, to continue with the preparedness efforts of and provide humanitarian assistance and protection to people on the move.*



*Malawi Red Cross facilitating NFI distributions to affected households in Nsanje district as part of return home package @MRCS*

## **A. SITUATION ANALYSIS**

### **Description of the crisis**

In January 2022, the Tropical Storm Ana weather system brought destruction and damage to most parts of the country especially within the southern region. The impact of tropical storm Ana brought subsequent flooding and resulted in an estimated 945,728 people needing humanitarian assistance and protection. Initially, and as of 8 February 2022, the Government of Malawi estimated that 46 people were reported dead, 18 missing, 206 injured and 221,127 households (more than 945,728 people) were affected. Swollen rivers drowned livestock and submerged fields destroying the livelihoods of rural families. At least 115,388 hectares of crops were destroyed. Over 228 schools had their blocks destroyed rendering over 114,218 learners without learning materials and facilities. Furthermore, access to some of the affected areas remained a big challenge as many of the roads were damaged and to date, some remain in bad condition. The displaced populations over 67,800 households were relocated to 217 camps in Chikwawa, Zomba, Phalombe, Mulanje, Nneno, Mangochi, and Nsanje districts. Government embarked on a process of decommissioning camps after a joint monitoring visit to the camps during the month of April 2022. The monitoring visit indicated that most of the camps were decommissioned in some affected districts except in Nsanje and Chikwawa where about 1200 households are still in camps waiting to relocate to other new places.

Due to the magnitude of the impact, most vulnerable people are still struggling to recover from this shock although a smaller number of the affected households have managed to relocate to higher and safe areas. The intensity of the impact has been aggravated by outbreak of Polio, Cholera, and continued risk of COVID 19 across the country. Meanwhile the Department of Climate Change and Meteorological Services (DCCMS) has forecasted that during the 2022/23 rain season, the country will receive normal to above normal rainfall. Normal to above normal rainfall is associated with heavy flooding across many areas in the country acerbating the vulnerability of the people who were affected and are still recovering. The MRCS team is in the process of putting in place contingency plans at national and district level to make sure that any eventuality is handled in a proactive manner to avoid being caught unawares.

## Summary of response

### Overview of the host National Society and ongoing response

MRCS was established by ACT 51 of 1966 Parliament as an auxiliary to Government of Malawi. The National Society is a volunteer- based organization, which has 33 Divisions (Administrative Structures) and a network of more than 76,000 volunteers and 372 staff present in all the 28 districts of Malawi. Following the disaster, the Government of Malawi declared a State of National Disaster and called for support from various organizations. It was against this background that Malawi Red Cross Society (MRCS) through the International Federation of the Red Cross Societies (IFRC) launched an Appeal which helped to mobilize funds through various partners including the International Federation of the Red Cross and Red Crescent (IFRC) itself, Danish Red Cross consortium and the Central Emergency Response Fund (CERF) through the International Office of Migration (IOM), Kuwait Red Crescent and other individual well-wishers to support the people affected.

The Appeal therefore seeks to continue supporting the immediate humanitarian needs of the affected population targeting 160,000 people (32,000 households) that were directly affected by the storm in the four districts of Salima, Phalombe, Nsanje and Chikwawa in Malawi for a period of 18 months (01/03/2022 to 30/06/2023). The response which focused on the immediate needs of families displaced and hosted in camps has now started to support early recovery interventions by assisting the affected to return to their homes and start to rebuild their houses and livelihoods.

Key achievements include:

- Provision of unconditional cash transfer to 6,141 households with each receiving an average of CHF 72 (Mk80,000) supported 500 households with cash for shelter to enable them to reconstruct their damaged houses
- Provided NFIs to 7,465 households
- rehabilitated 63 boreholes
- De-sludge over 235 latrines in schools which were used as safe havens.

The operation continues to undertake additional Cash Transfers, construction of Transitional Shelter, rehabilitation and drilling of more boreholes, provision of small-scale livestock such as goats as part of their early recovery interventions with much focus on households embarked in voluntary relocation.

### IFRC membership coordination

The IFRC Harare Country Cluster Delegation continues to provide coordination and technical support to MRCS in in the implementation of the Appeal through meetings, monitoring visits and on the job trainings across the different sectors of the response. Remote communications and resource mobilization support is provided through the IFRC South Africa Country Cluster Delegation and IFRC Africa Regional Office.

### Movement coordination

The International Committee of the Red Cross (ICRC) has no permanent presence in country but organizes regular visits to support restoring family links (RFL) in emergencies. IFRC, partner National Societies and the International Committee of the Red Cross (ICRC) will continue meeting on a regular basis for Movement Coordination and provide technical and financial support to the Appeal.

### External coordination

In view of its auxiliary role, MRCS is formally part of national disaster management mechanisms. MRCS sits on the National Disaster Preparedness and Relief Committee (NDPRC) that comprises of Principal Secretaries of all line ministries and departments, and three Non-Governmental Organizations (NGOs). The Department of Disaster Management Affairs (DoDMA) had set up an Emergency Operation Centre (EOC) at Blantyre District Council offices where government officers and partners were operating from as they respond to tropical storm Ana. MRCS and IFRC participated actively in this coordination mechanism, but this government led EOC dissolved some months ago as the situation improved on the ground because most of the affected households returned home.

## Needs analysis

The government commissioned a joint needs analysis that took place in April 2022 in all the existing camps. The Department of Disaster Management Affairs (DoDMA) and lead cluster members (Coordination, Education, WASH, Shelter, Camp Management, Protection and Council members) undertook a joint monitoring visit to get first-hand information on the prevailing situation within the camps which would assist government decision-making. Both the joint needs assessment and the joint monitoring found out that the impact of the disaster was huge affecting even areas which have never been flooded before, displacing many families especially in Chikwawa, Phalombe, Mulanje, Zomba, Mangochi, Nneno and Nsanje district, destroying livelihoods, washing away crop fields and domestic animals, damaging schools and school materials in the process injuring and killing people. Immediately after the floods, around 67,076 displaced households were kept in 217 camps, by their relations while others used the remains from their damaged houses to construct makeshift shelters.

The Government of Malawi embarked on the decommissioning of the camps to enable affected households embark on their recovery actions. The affected households though slowly recovering still faces a lot of challenges such as shelter, food, safe drinking water, need to support restoration of their Livelihoods rehabilitation of their damaged roads and bridges. In areas where the affected people have relocated to has serious challenges related to the provision of social services such as boreholes, schools, health facilities as well as livelihood support since they are in new locations there is need to assist them establish their livelihood needs.

This Emergency Appeal is contributing to the Malawi Government efforts by supporting 160,000 people (32,000 households) directly impacted by Tropical Storm Ana with emergency response and early recovery support particularly the immediate needs of families displaced and hosted in camps, supporting them to return to their homes and start rebuilding their houses, lives and livelihoods.

## Operational risk assessment

The following are some of the operational risks and mitigation measures in place by the MRCS.

Risk	Likelihood	Impact	Mitigating steps
Further disasters causing further harm to population and/or impacting the response.	Medium	High	<ul style="list-style-type: none"><li>Monitoring information relating to the volcano status, public health and other matters</li><li>Ensuring relief items are received in Tonga as soon as possible</li><li>Ongoing communication to the extent possible, to help in meeting most critical needs</li></ul>
Health and safety risks to response team, e.g., Cholera	High	Medium	<ul style="list-style-type: none"><li>Provision of PPE to response team</li><li>Briefing with best available information</li><li>Use of technology to minimize unnecessary travel</li></ul>
Cyclone or other disaster event during response adversely affects TS Ana response.	Medium	Medium/High	<ul style="list-style-type: none"><li>MRCS team is well experienced in responding to cyclone events and have trained staff and volunteers and SOPs in place.</li><li>Replenishment of relief items will be progressed as soon as possible.</li></ul>

## SECURITY OVERVIEW

The Regional Security Unit has been extending daily support to the Country Delegation and maintaining close monitoring of the developments. The head of the Cluster Delegation extending advisory to PNS based in country following the GSU/RSU Advisories.

The Regional Security Unit extends direct support and work with the COs and CCSTs in monitoring the security situation and provide safety and security related inputs regarding the operation. There will also be close coordination between RCCE and security to ensure community feedback can also be used to inform security analysis.

All personnel under IFRC security responsibility operate in accordance with and within the existing IFRC security frameworks. The IFRC Country Security Plan includes security risk assessment, contingency plans and security regulations.

The IFRC security plans will apply to all IFRC staff throughout. Area specific Security Risk Assessment will be conducted for any operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented. All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e., Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training. Minimum Security Requirements (MSR) is in place for Malawi.


## B. OPERATIONAL STRATEGY

### Update on the strategy

All the key issues highlighted in the strategy remain relevant and no changes have been made, however, due to the outbreak of Cholera in most of the districts covered by the Appeal, Cholera prevention related activities are now an integral part of the overall operational strategy. It is expected that the health messaging previously included in the Operations Strategy will include Cholera messaging.


## C. DETAILED OPERATIONAL REPORT

### STRATEGIC SECTORS OF INTERVENTION

	<b>Shelter, Housing and Settlements</b>	Female > 18: <b>16,249</b>	Female < 18: <b>18,588</b>
		Male > 18: <b>32,498</b>	Male < 18: <b>34,935</b>
<b>Objective:</b>	<i>Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i># of households provided with emergency shelter and settlement assistance</i>	7,565	3,600
	<i># of households who have durable shelter solutions that meet national and/or Cluster standards for recovery for the specific operational context</i>	On going	Needs based
	<i>% of surveyed people who report that the shelter solution they implemented has helped in their long-term recovery</i>	78% <sup>1</sup>	85%
<p>The following are some of the key activities carried out to ensure that communities in the disaster and crisis affected areas, restore, and strengthen their shelter and settlements solutions:</p>			

<sup>1</sup> (2,808 of 3,600) through PDMs conducted.


- Distribution of NFIs to 7,565hhs (5,144 females and 2,421males) in Phalombe, Chikwawa, Nsanje and Mulanje districts and this was done through support from the Danish Red Cross, IFRC and the IOM-OCHA. Initial distribution was done as a return home package with funding from IFRC and DRC while the IOM came at a later stage in September 2022.
- The Appeal facilitated distribution of cash to 6,141hhs (4,176 females and 1,965 males) in Nsanje, Chikwawa, Phalombe and Salima districts and the money was meant to help households rebuild their houses.
- The Appeal facilitated identification of site for shelter construction in at Kailedzi in TA Tengani, Nsanje and this was done in collaboration with district council authorities. The site is designated for households that have relocated and MRCS will support 10 households with shelters at this site.
- The Appeal facilitated recruitment and retraining of foremen and artisans to support shelter construction in Nsanje and Chikwawa districts where 30 shelters were erected.
- The Appeal facilitated procurement of shelter construction materials as well as protective gear and bicycles for the foremen for easy mobility.
- Commenced construction works for the 30 temporary shelters (Nsanje 10, and Chikwawa 20) where some households will be supported following damage to their original homes by the storm Anna. Currently the shelter construction is at foundation stage, and it is hoped that all the 30 shelters will be completed with the next tranche of funding around December 2022.

	<b>Livelihoods</b>	Female > 18: <b>16249</b>	Female < 18: <b>18588</b>
		Male > 18: <b>32498</b>	Male < 18: <b>34935</b>
<b>Objective:</b>	<i>Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i># of households reached with food assistance</i>	3,450	Needs based
	<i># of households supported by livelihoods interventions</i>	6,141	5,000
	<i>% of targeted population whose livelihoods are restored to pre-disaster level</i>	85%	85%

The following are some of the key activities carried out to ensure that communities in the disaster and crisis affected areas, restore, and strengthen their livelihoods.

- Supported 6,141 households with cash for shelter and basic livelihood as part of survival during the disaster period.
- Supported 3,450 households with food packs with support from private sector partners especially First Capital Bank and New Building Society (in collaboration with Football Association of Malawi)
- Supported 12 coordination meetings with district stakeholders especially under the agriculture sector the District Agriculture Extension Coordinating Committee (DAECC)
- Identified and trained 20 Community Animal Health Workers to provide technical support to livestock groups in Nsanje, Chikwawa and Phalombe districts.
- Conducted awareness meetings on VSL concept in all targeted districts but also identified and trained 54 VSL agents to provide technical support to VSL groups
- Training Village and Saving Loan groups on small scale business management
- Trained 360 lead farmers in crop production in Nsanje, Chikwawa and Phalombe districts to cascade skills to follower farmers in good agricultural practices.
- The Appeal facilitated training of volunteers, staff and government officers in cash and voucher assistance

with funding from the Danish Red Cross and a total of 90 participants were reached.

	<b>Multi-purpose Cash</b>	Female > 18: <b>16,249</b>	Female < 18: <b>18,588</b>
		Male > 18: <b>32,498</b>	Male < 18: <b>34,935</b>
<b>Objective:</b>	<i>Households are provided with unconditional/multipurpose cash grants to address their basic needs</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i># of households provided with multipurpose cash grants</i>	6,141	5,000
	<i>% of target households that have enough sources of food and income to meet their survival threshold (including cash grants)</i>	85% <sup>2</sup>	85%

The Appeal was able to mobilize resources from different partners such as IFRC, Danish Red Cross, Kuwait Red Crescent and International Organization on Migration-IOM to support 6,141 households with cash transfers to enable them meet basic livelihoods needs but also shelter needs. The registration processes for affected community members were done in collaboration with the structures at district level but also community level to reduce inclusion and exclusion errors. All the processes were done in a transparent manner bearing in mind that a lot of people were affected and there was need to conduct a thorough and rigorous selections process.

Selection of affected households for cash and NFIs: The selection of the affected communities was based on the assessments conducted by MRCS in determining shelter needs and furthermore used additional community-based criterion based on social status. Targeting criteria and verification processes was discussed and agreed upon with the communities, based on agreed vulnerability criteria. Apart from the shelter needs assessment, particular vulnerabilities were taken into account, including, but not limited to households that are female or child headed, households with a large number of dependents or households with pregnant and lactating women. The selection of affected households was undertaken at the village level by a targeting committee comprising members from the Village Civil Protection Committee (VCPC), camp management committees and village leaders. The targeting committee used the agreed selection criteria to identify eligible households; the eligibility of these households was then verified by a group verification exercise facilitated by the project staff in coordination with district civil protection committees. The exercise involved an open community meeting, at which the names of beneficiaries were read out, giving community members the opportunity to validate or contest the names on the list. This self-community-based targeting encouraged transparency and accountability.

**Community Based Targeting Criteria.**

**1. MRCS Shelter criteria**

- *Destruction/Total collapse (100% damaged)*
- *Very heavy damage (serious roof/fall/walls) (80% damaged)*
- *Heavy damage (Large part of the roof/walls collapse) (60% damaged)*
- *Moderate/Slight damage (roof/wall still standing but with parts removed) (40% damaged)*

**2. Community Social criteria**

*The following additional selection criteria will be considered during the targeting process:*

- *Child-headed households.*
- *Elderly-headed households.*
- *Households with chronically ill/HIV-AIDs affected members.*
- *Female-headed households.*
- *Households with children receiving or in need of supplementary or therapeutic feeding.*
- *Households caring for orphaned children less than 18 years old.*
- *Those directly affected by strong winds, stormy rains and floods.*
- *Pregnant women, lactating mothers and children under 2 years.*
- *People living with disabilities.*

<sup>2</sup> Through PDMs conducted.

Verification of selected households: The project staff then conducted a 20% household verification exercise of the affected households who were selected. This was a cleaning exercise to avoid inclusion and exclusion errors in a way that should any be deemed to be ineligible; they should be replaced using the community-based selection methodology. Robust community consultations helped to mitigate against potential tensions between targeted and non-targeted households. An accountability mechanism (complaints and response mechanism) was used to enable stakeholders to share feedback or any grievance they were there about any aspect of the programme, including selection of affected communities.


	<b>Health &amp; Care</b> <i>(Mental Health and psychosocial support / Community Health / Medical Services)</i>	Female > 18: <b>16,249</b>	Female < 18: <b>18,588</b>
		Male > 18: <b>32,498</b>	Male < 18: <b>34,935</b>

**Objective:** *Strengthening holistic individual and community health of the population impacted through community level interventions and health system strengthening*

Key indicators:	Indicator	Actual	Target
	<i># of people reached with community-based disease prevention and health promotion programming</i>	32,000	Needs based
	<i># of mosquito nets distributed (two per household)</i>	748	Needs based
	<i># of households provided with a set of essential hygiene items as part of essential household item</i>	3,480	3,600
	<i># of people reached by First Aid service</i>	8,300	Needs based
	<i># of people reached via outreach clinic services</i>	32,000	Needs based

In order to Strengthen holistic individual and community health of the population impacted through community level interventions and health system strengthening the project facilitated several activities within the target communities but the following are key ones.

- Distribution of Mosquito Nets to 748 (509 female-headed and 239 male-headed) households in Phalombe.
- Training of 51 volunteers (33males and 18 females) in First Aid and Psychological First Aid services.
- Established or strengthened 36 integrated mobile outreach clinics/referral system to Health facilities
- Support 3 health cluster coordination meetings.
- Conduct TOT in First aid for First Responders to 51 Volunteers and staff.
- Facilitated Community led Complementary Feeding Lessons and Sessions (CCFLS) as an approach to prevent and control moderate acute malnutrition amongst children under two years. 306 mothers and 626 IYC were screened.

	<b>Water, Sanitation and Hygiene</b>	Female > 18: <b>16,249</b>	Female < 18: <b>18,588</b>
		Male > 18: <b>32,498</b>	Male < 18: <b>34,935</b>

<b>Objective:</b>	<i>Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the Emergency Operation, through community and organizational interventions</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i># of people reached by hygiene promotion activities (including communities and schools)</i>	102,450	Needs based
	<i># of households provided with a set of hygiene items as part of essential household item</i>	3,480	3,600
	<i># of people provided with safe water services that meet agreed standards according to specific operational and programmatic context (approx. 30 camps)</i>	31,500	32,000
	<i># of people provided with sanitation facilities maintained by target population (approx. 30 camps)</i>	21,000	12,500

To ensure that affected communities have access to safe and sound health and care but also WASH amenities, the Appeal has implemented quite several activities both in hard and software, but the following are the key ones.

- Facilitated dissemination of cholera prevention measures in target districts using the volunteers and taking advantage of community level meetings. It is worth to note that all messages are developed by the Ministry of Health and Malawi Red Cross Society just promotes these messages within targeted communities using various mediums including radio and van publicity.
- Facilitate training in soap making in 4 primary schools in Chikwawa district with funding from the Danish Red cross and targeted 60 participants mostly learners and school management committee members.
- The appeal has de-sludge 235 pit latrines in schools which were being used as camps and this was done through DRC and IFRC funding in Chikwawa, Nsanje and Phalombe districts.
- Training of 72 volunteers & stake holders on communicable diseases and epidemic control but also Training of volunteers, stake holders and District staff in CBHFA (HAS& VHC)
- Conducted 5 monthly review meetings with volunteers.
- Facilitated Repairing and maintenance of 63 boreholes, disinfection, and recommissioning of 28 boreholes.
- Drilling of 1 borehole with funding from the Kuwait Red crescent at one of the relocation sites in Nsanje district.
- Provision of Water Treatment Chemicals to all the 3 targeted districts (Aqua tabs, HTH,)
- Conducted Hygiene sensitization and demonstrations in communities and schools in Nsanje, Chikwawa and Phalombe districts.
- Conducted WASH engagement meetings with opinion leaders in camps and communities.
- Conducted van publicity on Hygiene promotion.
- Conducted radio programs and production of jingles on community radios in all target districts.
- Supported WASH Cluster Coordination Meeting.
- Norwegian RC being part of the partners to the appeal offered cash and in-kind support. Support in kind included deployment on of a WASH Manager and two technical WASH specialists.




• *Desludging a pit latrine at a school in Chikwawa District @MRCS*



*Rehabilitation of a borehole @MRCS*




WASH delegate and Officers from Malawi Red Cross Society conducting water point assessments in Nsanje district @MRCS

	<b>Protection, Gender and Inclusion</b>	Female > 18: <b>16,249</b>	Female < 18: <b>18,588</b>
		Male > 18: <b>32,498</b>	Male < 18: <b>34,935</b>
<b>Objective:</b>	<i>Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other non-respect of their human rights and address their distinct needs</i>		
	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>


<b>Key indicators:</b>	<i># of people reached with PGI and prevention and response to SGBV awareness messages</i>	13,706	Needs based
	<i># of SGBV survivors referred for services</i>	On going	Need based

To ensure safe and equitable access to basic services, considering different needs based on gender and other diversity factors, through protection, gender, and inclusion (PGI) informed multi-sectors needs assessment to identify and address gender and specific needs and protection risks. The emergency appeal facilitated the following activities within the targeted districts.


- Sensitization of communities on prevention and response to sexual-and gender-based violence and all forms of violence against children. This was being done through the organized trainings but also through cash and | NFIs distributions as part of the key messages disseminated.
- Conducted awareness campaigns in districts as part of early actions where communities were supported to take active steps to strengthen their preparedness for timely and effective response to disasters. This was mainly done before the tropical cyclone Gombe hit most of the districts in the southern part of Malawi and MRCS through DRC did a lot of community awareness campaigns in these districts.
- The Appeal supported the orientation of 250 camp management committees and volunteers with a training in protection, gender and inclusion, SGBV, PSEA, child protection, Sexual and Reproductive Health and Rights (SRHR) & PFA, MRCS believes in networking with relevant structures and within the operation, the sensitive cases that were recorded involved community leaders who were forcing affected households to share part of their entitlements especially cash. Sensitive matters are referred to a district level committee (Social Mobilization) which comprises of members from different departments and these normally follow up on all issues.
- This is one way of ensuring sustainability of all actions and MRCS works hand in hand with these structures to ensure that all complaints are handled professionally. Internally as MRCS the procedure is that all cases are referred to Senior Management for decision making if it involves staff and that is supposed to be done within stipulated timelines e.g., within 24hrs.
- The Appeal supported the training of 250 Camp management committees and volunteers in complaints and feedback mechanisms, this aimed at raising awareness on what complaints and feedback mechanisms means and what it looks at, how community can set up complaints and feedback mechanisms and how to manage cases once they come across them.
- The Appeal has supported protection cluster coordination meetings in districts where we have been supporting, this aimed at enhancing coordination among district coordinating members in the district.


	<b>Community Engagement and Accountability</b>		
<b>Objective:</b>	<i>Communities in high-risk areas are prepared for and able to respond to disaster</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i>% of staff and volunteers working on the operation who have been trained on community engagement and accountability</i>	90%	90%
	<i>% of queries / feedbacks received through the feedback mechanisms established that were responded to</i>	80%	80%

	<ul style="list-style-type: none"> <li>• % of operational decisions made based on community feedback</li> </ul>	100%	100%
<ul style="list-style-type: none"> <li>• The project facilitated training of staff and volunteers in CEA and in total, 90 participants (30 per district: 31 females and 59 males) were trained in Chikwawa, Phalombe and Nsanje districts prior to the cash distributions. Furthermore, the emergency appeal provided complaints and feedback mechanisms to enable communities channel their concerns on how the project is running. According to the database, the project registered a total of 786 cases/feedback where 322 (41%) of these came through suggestion boxes, 453 (58%) came through help desks and 10 cases came through one on one (1%).</li> <li>• The volunteer checklist also includes a section where affected communities are supposed to express their views on how MRCS is conducting itself in the delivery of support. All the information is then analyzed by the PQL team who determines the categories of the feedback/complaints.</li> <li>• All the cases/issues were followed up and appropriate redress measures were put in place based on the issues and it's worth noting that most of the issues were around appreciation of the response and requests for additional support. However, some of the requests influenced operational decisions and one notable case being the request from government to support camps as part of decommissioning process in Nsanje district and this was done outside MRCS selection criteria which used assessment findings. In Chikwawa district the council requested support through provision of cash and safe water at one of the relocation sites as one way of encouraging people to move from risk areas to safer zones, and MRCS came in by supporting borehole and cash transfers under the Kuwait Red Crescent funding.</li> </ul>			


	<b>Risk Reduction, climate adaptation and Recovery</b>	Female > 18: <b>16,249</b>	Female < 18: <b>18,588</b>
		Male > 18: <b>32,498</b>	Male < 18: <b>34,935</b>
<b>Objective:</b>	<i>Communities in high-risk areas are prepared for and able to respond to disaster</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i># of people reached through DRR and Climate Change Adaptation activities</i>	67,433	Need based
	<i># of community members trained (first aid, response, etc.)</i>	51	Need based
	<i># of community early warning systems established</i>	7	Need based
<ul style="list-style-type: none"> <li>• The project facilitated dissemination of early warning messages prior to the second disaster (cyclone Gombe) in most of the targeted districts and this was done using various mediums including local structures, local radios, and van publicity. This helped most of the targeted communities to relocate to safer places which helped reduce loss of life.</li> <li>• Furthermore, community members were trained in first aid. This activity is still going on in most of the target areas as part of building capacities of the locals in disaster response.</li> </ul>			

## Enabling approaches

	<b>National Society Strengthening</b>		
<b>Objective:</b>	<i>Communities in high-risk areas are prepared for and able to respond to disaster</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i>% of staff trained on Protection of Sexual Exploitation and Abuse (PSEA)</i>	100%	100%
	<i># of volunteers working on the project with health, accident and death compensation</i>	NA	100%
<ul style="list-style-type: none"> <li>The national society ensured that all the staff under the emergency appeal have been trained Protection of Sexual Exploitation and Abuse (PSEA). Besides this there are periodical refresher sessions where the PGI specialist gives presentation on issues around PSEA, and mandatory courses are completed by staff to ensure that their knowledge is enhanced.</li> <li>The National Society ensured that all the volunteers are ensured and that their health is being taken as a priority.</li> </ul>			

	<b>Coordination and Partnerships</b>		
<b>Objective:</b>	<i>Communities in high-risk areas are prepared for and able to respond to disaster</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i># of external partnership supporting the NS in the response</i>	4	2
	<i># Regular coordination mechanism is in place ensuring alignment and coordination with all Movement partners</i>	6	1
<ul style="list-style-type: none"> <li>MRCS, IFRC, the in-country PNS consortium, developed coordination mechanisms at different levels (EoC level and Senior Management level) that ensure synergies and good coordination among the movement partners.</li> <li>The project has been able to mobilize resources from different partners such as International Federation of Red Cross and Red Crescent, Norwegian Red Cross, American Red Cross, British Red Cross, Red Cross of Monaco, Swedish Red Cross, Japanese Red Cross, Canadian Red Cross and The European Commission- Dg who channeled the funding through the Appeal managed by the Federation. Other partners like the Danish Red Cross, Kuwait Red Crescent, IPM, and IOM mobilized resources for the TC Ana directly to the National Society</li> <li>Furthermore, the society has been able to mobilize local partners from the private sector especially banks and well-wishers. In terms of coordination meetings, the project has been having regular catchup meetings with its partners but also within the society just to ensure things are moving according to plan and agreed milestones.</li> <li>The Shelter Cluster Coordinator was deployed to Malawi in February and since then has managed to revive an already existing Shelter Cluster Coordination group, which in peacetime is normally co-chaired by MRCS. IFRC also deployed an IM coordinator that supports the cluster and that has been key to developing IM products</li> </ul>			

that are proving very useful to guide the response to Tropical Storm Ana for all those organizations and government agencies involved in shelter activities.

 <b>Secretariat Services</b>			
<b>Objective:</b>		<i>Communities in high-risk areas are prepared for and able to respond to disaster</i>	
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	<i># of global and regional surge</i>	6	4
<ul style="list-style-type: none"> <li>The operation has been supported with delegates with specific sector expertise and these have been very instrumental in giving technical advice on how the operation should be run on the ground – including Operations Management, finance, WASH and logistics.</li> <li>Furthermore, the IFRC has been supporting the society with guidelines on major procurement and services such as agreements with financial service providers for cash.</li> <li>The logistics and procurement officer from the Harare cluster was able to come to Malawi to orient drivers and key staff on the fleet and procurement issues.</li> </ul>			

#### D. FUNDING

The table below summarizes funding received so far under the Appeal as well as expenditures.

Partner	Funding	Expenditure
Norwegian Red Cross Plus	600,000	
British Red Cross	488,157.60	
American Red Cross	289,444.62	
Red Cross of Monaco	10,327.34	
The Canadian Red Cross	181,629.30	
Swedish Red Cross	195,683.96	
Japanese Red Cross	40,178.75	
Slovenia Government	31,191.69	
European Commission - DG	133,883.40	
	<b>1,970,496.66</b>	<b>1,072,020.15 (54.4%)</b>

## Contact information

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

### In the Malawi National Society

- Secretary General: Mcbain Kanongodza email: [mkanongodza@redcross.mw](mailto:mkanongodza@redcross.mw)
- Director of Programmes: Prisca Chisala: email: [pchisala@redcross.mw](mailto:pchisala@redcross.mw)
- Acting Head of Disaster Management: Chisomo Duncan Teputepu, email: [cteputepu@redcross.mw](mailto:cteputepu@redcross.mw)

### In the IFRC

- John Roche, Head of Country Cluster Office, Harare; [john.roche@ifrc.org](mailto:john.roche@ifrc.org)
- Vivianne Jepkoech KIBON, Operations Manager - Email: [Vivianne.KIBON@ifrc.org](mailto:Vivianne.KIBON@ifrc.org)
- Roster Kufandiko; Senior Coordination Officer- Malawi Email: [rkufandiko@redcross.mw](mailto:rkufandiko@redcross.mw)

### IFRC Regional Office

- Regional Head of Health and Disaster, Climate and Crisis Unit: ai Pierre Kremer: Phone: +254 (0) 669 678254; email: [pierre.kremer@ifrc.org](mailto:pierre.kremer@ifrc.org)
- Regional Head of Disaster, Climate, and Crisis Unit: Rui Oliveira; +254 780 522 276; [rui.oliveira@ifrc.org](mailto:rui.oliveira@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- Louise Daintrey; head of Partnerships and Resource Development; Email: [Louise.DAINTREY@ifrc.org](mailto:Louise.DAINTREY@ifrc.org)

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

- 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)

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

- IFRC Africa Regional Office: Philip Komo Kahuho, Regional Head, PMER and Quality Assurance, Email: [Philip.kahuho@ifrc.org](mailto:Philip.kahuho@ifrc.org)

#### Reference documents

☐ Click here for:

- [Emergency Appeal](#)
- [Operations Strategy](#)

## How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.