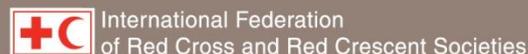


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DREF Final Report

Seychelles: Floods



DREF operation	Operation n° MDRSC003; Glide n° FL-2014-000014-SYC
Date of Issue: 29 October, 2014	Date of disaster: 24 January, 2014
Operation start date: 7 February, 2014	Operation end date: 31 May 2014
Host National Society: Red Cross Society of Seychelles (RCSS)	Operation budget: CHF 69,342
Number of people affected: 887 households (approximately 4,435 people)	Number of people assisted: 887 households (approximately 4,435 people)
National Societies involved in the operation: RCSS	
Other partner organizations involved in the operation: RCSS, Indian Ocean Platform for Regional Intervention (PIROI) and IFRC	

A. Situation analysis

Description of the disaster

Heavy rains and strong winds in the early hours of 24 January, 2014 resulted in flooding on the islands of La Digue, Praslin, and the northern parts of Mahe in the Seychelles. In the following days, ongoing rainfall and strong winds continued to affect the 3 islands. The main damages and effects reported were stagnant water in the lowland and coastal areas on La Digue and several landslides after the collapse of terraced fields/riverbanks. A total of 524 houses were flood on La Digue (250), Praslin (187) and Bel Ombre on Mahe (87). As a result CHF 69,342 was allocated from IFRC's Disaster Relief Fund (DREF) to support Red Cross Society of Seychelles (RCSS) in assisting 887 households (approximately 4,435 people), who were affected by the flooding, which equates to 100 per cent of those targeted for 2 month initially.

An [operation update](#) of the DREF operation was issued on 4 April 2014, to extend the operation timeframe for an additional 2 months (until 31 May 2014). The extension was necessitated by a delay in procurement and custom clearance, printing of information, education and communication (IEC) materials, as well as obtaining of items from local markets due to limited availability. Additionally, through the operation update, the budget was revised to reflect levels of actual and or expected expenditures. As such, this final report covers the overall DREF operation, focusing on the operation results and impacts on the affected people, who were assisted from the start of the disaster on 24 January to 31 May 2014.

In collaboration with headquarters, the RCSS branches were more organized and better able to manage the operation by building on the experiences and lessons learnt from the 2013 flood operation. During a review of this DREF operation, carried out in May 2014, a participative workshop was carried out for RCSS staff and volunteers to enhance the understanding and operational aspects of DREF operations. A report from the operation review will be published shortly together with recommendations to improve preparedness and response capacities from all sides in consultation with the National Society's leadership, partner national societies and IFRC regional representation in East Africa.

The European Commission Humanitarian Aid and Civil Protection (DG ECHO) and Tsunami Residual Funds have contributed towards replenishing the DREF allocation made for this operation. The major donors and partners of

DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, Danish Red Cross and government, DG ECHO, the Irish and the Italian governments, the Japanese Red Cross Society, the Luxembourg government, the Monaco Red Cross and government, the Netherlands Red Cross and government, the Norwegian Red Cross and government, the Spanish Government, the Swedish Red Cross and government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors.

The affected population and stakeholders expressed appreciation to support provided by the RCSS through the DREF operation, recognizing that it contributed to preventing flood related diseases, such as dengue; and have sincerely thanked all partners for their contributions and support to this operation, which assisted their recovery following the disaster.

[<click here for the final financial report and here for the contact details >](#)

Summary of response

Overview of Host National Society

The RCSS was the sole Red Cross Movement component on the ground and worked closely with the local authorities while at the same time maintaining its neutrality, and coordinating with the Indian Ocean Platform for Regional Intervention (PIROI) and IFRC regional representation in East Africa. A total of 58 Branch Disaster Response Team (BDRT) trained volunteers were deployed on the three main islands from 24 January 2014 to provide humanitarian assistance to the affected communities. Most of these volunteers were also engaged in the flood operation in 2013 which was caused by the tropical storm Felleng, during which they received training on hygiene and health promotion by two Regional Disaster Response Team (RDRT) members. Mosquito nets which were left over from the previous flood operation were also distributed during this operation.

On La Digue and Praslin, 32 BDRT volunteers (22 on La Digue; and 10 on Paslin) assisted the Fire and Rescue Services Agency with the pumping of water and providing sandbags to prevent water from entering 25 affected houses, and distributing sand bags (3 per household). In response to the flooding and landslide on Mahe Island, the RCSS deployed 26 volunteers to assist the Bel Ombre local authority in pumping flood water, distributing sandbags and provide assistance with unblocking drainage in affected houses priority houses. RCSS distributed mosquito nets which were part of its prepositioning stock, mosquito repellents for children and adults and mosquito coils to the three affected communities. In addition, the beneficiaries were sensitized on health and hygiene promotion through TV spots and IEC materials distributed by the volunteers.

National Society Capacity Building: Throughout the emergency response, RCSS was able to strengthen several aspects of the institution's capacity:

1. The National Society has increased its visibility and image in the community.
2. New Volunteers have gained experience in conducting assessment, distribution and operation
3. As opposed to the last operation, the NS was better organized and well prepared for this operation

Beneficiary satisfaction survey

A beneficiary satisfaction survey among the people reached in the three affected districts was conducted by the RCSS and an IFRC delegate. The survey aimed to find out whether the operation had really met the needs of the affected people, it measured the people's satisfaction with the response as well as their involvement in needs assessment, planning, and implementation. The interviewed population was gender balanced, mostly from larger families (although some households were smaller). Most of them were socially vulnerable (older people, single mothers, and people living with disabilities).

Overview of Red Cross Red Crescent Movement in country

There is no other component of the Red Cross Movement in country apart from the RCSS. The PIROI has been providing technical support to the RCSS by liaising with the IFRC and providing technical support in the procurement of items which were not available on local market.

Overview of non-RCRC actors in country

The Department of Risk and Disaster Management (DRDM) was activated and played a vital role in leading the coordination of the response. Daily coordination meetings were conducted during the emergency phase and were later scaled down to weekly and monthly meetings during the programme implementation phase. RCSS worked closely together with the Seychelles Fire and Rescue Services Agency in removing stagnant water from the flood affected parts of the islands. On La Digue the flooding caused septic tank seepage in some areas. The Ministry of Health (MoH) monitored the situation and took appropriate action as necessary. No reports of major health issues were registered as the general public was sensitized through the media about the preventive measures to be taken.

Needs analysis and scenario planning

From the onset of the disaster, RCSS staff and volunteers carried out an assessment on La Digue and Praslin from 28 to 29 January 2014; and were involved in a government-led interagency rapid assessment of the consequences of the flooding on Praslin. Please note that the rapid assessment report informed the decision making on who should be targeted and what type of assistance the beneficiaries should be offered.

A post disaster health related needs assessment was carried out by the RCSS and the MoH both on Praslin and La Digue to monitor the development of the situation, which recommended:

- Continuation of hygiene promotion, community mobilization and household visits by RCSS.
- Distribution of mosquito repellents and coils to 887 affected households.
- Procurement of three water pumps for removal of stagnant water (two for La Digue, one for Praslin).
- Dissemination of key health and hygiene messages in English and Creole (local languages) through print media (brochure) and television adverts, in collaboration with the MoH.

Table 1: Summary of the number of affected people

District	POPULATION		HOUSES		
	People	Families	Partially destroyed	Totally destroyed	Flooded
La Digue	2,500	500	0	0	250
Praslin	1,500	300	1	0	187
Bel Ombre	435	87	2	2	87
TOTAL	4,435	887	3	2	524

Risk Analysis

The time taken to procure items such as pumps and coils contributed to the delay of implementing the operation activities on time as these items were not available on the local market and had to be procured overseas.

B. Operational strategy and plan

The RCSS used volunteers who are part of its BDRT, which have participated in previous flood operations at branch level and also form part of the Regional Response.

Overall Objective

The overall objective of this operation was to assist the affected population on Mahe, La Digue and Praslin with essential vector control and hygiene/environmental sanitation promotion activities to reduce the risk of diarrheal and/or mosquito borne diseases (specifically dengue and chikungunya – malaria is not a threat in the Seychelles). Please note that this objective was met although the distribution of mosquito coils and repellents were delayed due to procurement challenges. No cases of diarrheal or mosquito borne diseases were reported in connection with the disaster, where a total of 887 affected households (4,435 people) were assisted.

Proposed strategy

RCSS embarked on a strategy to disseminate key hygiene and environmental messages in English in close cooperation with MoH and with technical guidance from PIROI and IFRC. The messages reached the affected population through print media, television and through house to house visits. In addition mosquito coils and

repellents were distributed to the affected population. RCSS also assisted the local authorities with the removal of stagnant water from flooded areas by procuring three water pumps and assisting the Fire and Rescue Service with pumping water from flooded houses.

Operational support services

Human resources (HR)

RCSS staff and 58 volunteers at headquarters and branch level were involved in the DREF operation, including 32 volunteers trained as BDRT members. At headquarters a programme manager and disaster management officer were assigned to support the operation in coordination with the branch coordinators in the area of implementation, and the communications, finance and logistics departments,

Please note that many of the volunteers that the per diem for volunteers was budgeted at 250 rupees per volunteers; however actual expenditure was only ; and as such were only 75 rupees, which contributed to an underspend of CHF 631 (37 per cent) on the “Volunteers” budget line.

Logistics and supply chain

The RCSS logistics officer was responsible for all procurement after it had been approved by the programme manager assigned responsible for the DREF operation and authorized by the secretary general. PIROI was very supportive in terms of the procurement of water pumps, mosquito coils and repellents. Please note that due to mosquito coils, repellents and water pumps not being available on the local market, they had to be procured overseas, which lead to expenditure of CHF 6,618 for logistics services including handling and transportation costs, which had not been budgeted at the onset. Due to better rates being negotiated with the agencies and transport owners the budget line ended up with an underspent. Delays in procurement due to non-availability in stocks in country also lead to there being only also lead to the team conducting only one monitoring visit instead of the three monitoring visits on the two Island budgeted thus affecting (underspend) the monitoring and distribution budget line.

Communications

The RCSS ensured that the DREF operation was promoted to the Seychellois population, through activities including: RCSS volunteers involved in the operation wore bibs with the National Society logo; while the logo of the IFRC and RCSS was also used on TV spots, for media and on leaflets. A RCSS newsletter was also distributed.

The under expenditure of CHF 510 (51 per cent) on the “Communications” budget line, was caused by the IFRC allocation (CHF 500) not being utilised.

Security

Security is not an issue in the Seychelles; and did not impact on the implementation of the DREF operation.

Planning, monitoring, evaluation and reporting (PMER)

Given the short time frame of the operation, RCSS did not set up a formal community based monitoring mechanism. However, an overall monitoring plan was developed for the duration of the operation and included the following:

- Items had distribution logs which had beneficiary signatures and team leaders' endorsement.
- Beneficiary satisfaction survey conducted in partnership with IFRC representative.
- One midterm monitoring was conducted and a request to extend the operation from two months to three months was approved because of the delay of obtaining some items and materials. (review reports will be shared once ready).

Please note that though a midterm monitoring visit was conducted; the CHF 3,000, which was budgeted was not fully utilised resulting in an underspend of CHF 2,270 (60 per cent) on the “Travel” budget line. Furthermore, CHF 3,000 that was also budgeted for a lessons learned workshop, was not utilised resulting in a total underspend of CHF 3,051 (76 per cent) on the “Workshops & Training”.

Administration and Finance

The RCSS finance coordinator and programme manager at headquarters level were responsible for the financial monitoring and reporting of the DREF operation; in coordination with the IFRC operations manager at the IFRC East Africa regional office. The IFRC office in Madagascar provided assistance related to administration and finance as required.

Please note that there was an overspend of CHF 1,195 (597 per cent) on the “Office Costs” line as a result of under budgeted, specifically for stationery, which was required during the implementation of the operation. The stationary purchased was also shared between headquarters and branches.

C. DETAILED OPERATIONAL PLAN

Water, Sanitation and Hygiene Promotion

<p>Water, sanitation and hygiene promotion</p>
<p>Outcome 1: Immediate reduction in risk of water and sanitation related (including mosquito borne) diseases for up to 887 affected households (approximately 4,435 people) in targeted communities on La Digue, Praslin and Mahe (Bel Ombre district).</p>
<p>Output 1.1: The targeted population is of 887 households supported with appropriate preventative vector control measures over a period of 2 months.</p>
<p>Impacts</p> <p>Three water pumps were procured with the assistance of PIROI and immediately transported to Praslin (one) and La Digue (two), which equates to 100 per cent of the target. The pumps are now added to the pre positioning DM stocks at both branches. Please note that there was a minor overspend of CHF 371 (7 per cent) on water pumps.</p> <p>The water pumps were used to assist the Fire and Rescue Services Agency pump stagnant water thus reducing the risk of mosquito borne diseases such as Dengue fever and Chikungunya.</p> <p>Two distributions of Mosquito coils and repellents were done to 887 households on La Digue, Mahe and Praslin. Please note that there was an underspend of CHF 3,604 (29 per cent) on mosquito coils due to hygiene leaflets having had a local sponsor and it was not possible to procure all the remaining coils and replants for a third distribution. This has contributed to an overall underspend of CHF 9,943 (24 per cent) on the “Water, Sanitation and Hygiene” budget line.</p> <p>RCSSC volunteers carried out sensitization of the affected population on the correct use of the coils and repellents. A survey was conducted to monitor the use and acceptance of items during the operations review. The survey showed that the items were. No mosquito borne diseases were reported.</p>
<p>Challenges</p> <ul style="list-style-type: none"> • Due to lack of availability of water pumps on the local market, therefore the items had to be procured overseas. This meant that the pumps that were procured during the floods in 2013 were used but they were not powerful and the operation was slow until the new pumps were received. • Coils and repellents were also not available on the local market and had to be procured overseas – as such, the second phase of the distribution was delayed. • The time frame for the review was short and was coinciding with a contingency workshop. Availability of volunteers was limited during that time.
<p>Lessons learned</p> <ul style="list-style-type: none"> • The RCSS needs to ensure that there are enough items like mosquito coils and repellents stock pre-positioned at branch level so that it can be used at the early stage for health related issues during a disaster. • Procurement of items that are not available locally should not wait for the approval of DREF, and an order placed so as to reduce delivery time.
<p>Output 1.2: Appropriate hygiene and environmental sanitation activities are provided to the targeted population of 887 households over a period of two months.</p>
<p>Impacts</p> <p>The RCSS in collaboration with the MoH carried out an assessment of key hygiene/health and environmental sanitation needs; and the results indicated that the DREF operation was appropriate to the needs of the affected population.</p> <p>In total, 18 volunteers were trained in hygiene promotion and disease prevention (including the use of mosquito repellents and mosquito nets), which equates to 90 per cent of the intended target (20). The new volunteers were supported by 20 existing volunteers that were trained through the 2013 floods operation.</p> <p>A total of 1,000 IECS were developed (English) printed and distributed with messages such as how to avoid being bitten by mosquitoes, to boil water, which may have been contaminated, and avoid contact with rodents and avoid walking bare footed. Distributions were made on a door to door basis which is accepted by the community rather than through mass</p>

distribution. The RSCC was able to secure funding from a national donor to support the production of the IEC materials, which resulted in an underspend on the budget line.

The RCSS in collaboration with the MoH, TV advertisements advert/slot and radio broadcasts were developed and aired on nationally, 2 times per week for three weeks with messages. , which was less than planned but realised to be sufficient, Please note that expenditure for TV/radio broadcasts was coded to "Information and Public Relations", resulting in an underspend of CHF 1,115; and contributing to an overall underspend of CHF 9,943 (24 per cent) on the "Water, Sanitation and Hygiene" budget line; as well as subsequent overspend of CHF 579 (89 per cent) on the "Information and Public Relations" line which was under budgeted.

Challenges

- Please note that the limitation of printing companies in Seychelles, it was difficult to get the IEC materials on time
- Due to the timeslots available with the Seychelles Broadcasting Cooperation, TV advertisements/slots were aired from April 2014 but were nonetheless considered to remain relevant to the needs of the affected population.

Lessons learned

- The RSCC needs to sign contract when requesting for services to avoid any problems.

Quality Programming / Areas Common to all Sectors

Outcome 1: The management of the operation is informed by a comprehensive monitoring and evaluation system

Output 1.1: Monitoring information informs revisions of the plan of action where appropriate

Impacts

The affected population acknowledged the effectiveness of the RSCC through a beneficiary satisfaction survey carried out; and also there was acknowledgement by the government of the effectiveness of the National Society during the review conducted the Department of Risk and Disaster Management (DRDM).

Challenges

- For the RSCC, a challenge is that volunteers are all full time employees and/or students; therefore activities are only able to be possible after working hours and at weekends.

Output 1.2: The findings of evaluations lead to adjustments in ongoing plans and future plans and future planning as appropriate.

Impacts

The DREF lessons learned and operations reviews exercise that were carried out have identified key areas that will be of importance for incorporation during the RSCC strategic plan review process, which is due in November 2014 conducted, with feedback incorporated into ongoing RCSS strategic planning and initiatives

Lessons Learned

- Beneficiaries need to be incorporated in operations review teams; along with volunteers apart from conducting beneficiary satisfaction survey.

D. THE BUDGET

The DREF budget was not fully utilized at the close of the operation partly due to a delay in procurement and custom clearance as well as obtaining items from local markets due to limited availability. The remaining balance of CHF 18,396 will therefore be returned to DREF.

Contact information

For further information specifically related to this operation please contact:

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For Resource Mobilization and Pledges:

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For Performance and Accountability (planning, monitoring, evaluation and reporting):

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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 Humanitarian Response (Sphere) in delivering assistance to the most vulnerable.

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

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

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

Disaster Response Financial Report

MDRSC003 - Seychelles - Floods

Timeframe: 06 Feb 14 to 31 May 14

Appeal Launch Date: 06 Feb 14

Final Report

Selected Parameters

Reporting Timeframe	2014/2-2014/10	Programme	MDRSC003
Budget Timeframe	2014/2-2014/5	Budget	APPROVED
Split by funding source	Y	Project	PSC008
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		69,342				69,342	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		69,342				69,342	
C4. Other Income		69,342				69,342	
C. Total Income = SUM(C1..C4)		69,342				69,342	
D. Total Funding = B +C		69,342				69,342	

* 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							
C. Income		69,342				69,342	
E. Expenditure		-50,946				-50,946	
F. Closing Balance = (B + C + E)		18,396				18,396	

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Budget Timeframe	2014/2-2014/5	Budget	APPROVED
Split by funding source	Y	Project	PSC008
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)			69,342			69,342		
Relief items, Construction, Supplies								
Water, Sanitation & Hygiene	42,068		32,125			32,125	9,943	
Total Relief items, Construction, Sup	42,068		32,125			32,125	9,943	
Logistics, Transport & Storage								
Distribution & Monitoring	8,000		6,117			6,117	1,883	
Transport & Vehicles Costs	2,000		1,584			1,584	416	
Logistics Services	700		501			501	199	
Total Logistics, Transport & Storage	10,700		8,202			8,202	2,498	
Personnel								
Volunteers	1,692		1,061			1,061	631	
Total Personnel	1,692		1,061			1,061	631	
Workshops & Training								
Workshops & Training	4,000		949			949	3,051	
Total Workshops & Training	4,000		949			949	3,051	
General Expenditure								
Travel	3,800		1,530			1,530	2,270	
Information & Public Relations	650		1,229			1,229	-579	
Office Costs	200		1,395			1,395	-1,195	
Communications	1,000		490			490	510	
Financial Charges	1,000		856			856	144	
Total General Expenditure	6,650		5,500			5,500	1,150	
Indirect Costs								
Programme & Services Support Recove	4,232		3,109			3,109	1,123	
Total Indirect Costs	4,232		3,109			3,109	1,123	
TOTAL EXPENDITURE (D)	69,342		50,946			50,946	18,397	
VARIANCE (C - D)			18,397			18,397		

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Budget Timeframe	2014/2-2014/5	Budget	APPROVED
Split by funding source	Y	Project	PSC008
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	69,342		69,342	69,342	50,946	18,396	
Subtotal BL2	69,342		69,342	69,342	50,946	18,396	
GRAND TOTAL	69,342		69,342	69,342	50,946	18,396	