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# Emergency Appeal operation update

## Solomon Islands / Pacific: Flash Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency Appeal:</b> MDRSB003	<b>Glide N°:</b> <a href="#">FL-2014-000045-SLB</a>
<b>Operations Update N°:</b> 1	<b>Update timeframe:</b> 11 April 2014 – 10 October 2014
<b>Date of issue:</b> 7 November 2014	<b>Date of disaster:</b> 3 April 2014
<b>Operation start date:</b> 5 April 2014	<b>Operation end date:</b> 11 January 2015 (9 months)
<b>Operation manager:</b> Vuli Gauna, Regional Disaster Management Coordinator, IFRC Pacific regional office	<b>Point of contact:</b> Joanne Zoleveke, Secretary General, Solomon Islands Red Cross Society
<b>Operation budget:</b> CHF 684,278	<b>DREF allocated:</b> CHF158,009
<b>N° of people affected:</b> 52,000	
<b>N° of people to be assisted:</b> 21,000	
<p><b>N° of people assisted to date:</b> total numbers of people assisted are attributed through activities.</p> <ul style="list-style-type: none"> <li>• WASH and health activities reached 66,000 people</li> <li>• 1,428 households have received emergency shelter kit</li> <li>• 2,878 households have received household kit</li> </ul> <p><i>*As per government classification, one household consists of an average of 6 persons.</i></p> <p>The total number of people supported by the Solomon Islands Red Cross Society (SIRCS) has exceeded the originally planned in the Emergency Appeal. However it is recognised that there is some overlap within these figures. Beneficiaries (especially within the evacuation centres) would have received WASH activities, and also received either a household kit or emergency shelter kit. This issue, coupled with the continual movement of people throughout the flood affected communities and their very limited means to identify themselves, resulted in challenges for data recording.</p> <p>Apart from the work within the evacuation centres in Honiara, the other distributions to communities for WASH and non-food items (NFIs) by SIRCS were carried out in separate geographic locations as described below.</p> <p><b>Geographic boundaries for coordination :</b></p> <ul style="list-style-type: none"> <li>• <b>Distributing NFIs</b> - SIRCS worked primarily within the Guadalcanal wards of Ghaobata, Aola, Sahalu and Savulei. Within these areas, whereby over 400 communities were visited by SIRCS volunteers.</li> <li>• <b>WASH services</b> primarily focused upon the Visale area within Guadalcanal province.</li> </ul>	
<p><b>Host National Society:</b> Solomon Islands Red Cross Society (SIRCS)</p>	
<p><b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> New Zealand Red Cross, Fiji Red Cross Society, Croix-Rouge française (French Red Cross), Australian Red Cross</p>	
<p><b>Other partner organizations involved in the operation:</b> Government of the Solomon Islands, including the National Disaster Management Office and the Honiara City Council; Australian Government Department of Foreign Affairs and Trade; New Zealand Ministry of Foreign Affairs and Trade; United Nations Agencies including: UNOCHA, WHO, UNICEF and UNDP; international non-government organisations such as: World Vision, Save the Children, ADRA, Oxfam, Médecins Sans Frontières—Holland</p>	

## Summary

**Solomon Islands flash floods impact:** Prolonged heavy rainfall associated with a tropical depression passing over the Solomon Islands on 3 April 2014 resulted in severe flooding in the capital Honiara and the northern Guadalcanal Plains. Associated damage was also recorded in the Guadalcanal region, together with the Makira, Malaita and Isabel Provinces.

The flooding caused the deaths of 22 people (18 in Honiara, 2 in Guadalcanal and 2 in Isabel Province; with several people still recorded as missing). The flooding also caused significant injuries, and trauma for people who were caught in, or witnessed the flooding.

The flooding resulted in massive destruction and damage to public infrastructure, homes, water sources, sanitation facilities, livelihoods and agriculture.

The first responders were the people and communities living and working in the destructive path of the floods, who tried to warn others, assisted in rescuing people and supported many to reach safety. Many extended families, friends and neighbours have offered their home to host families to those who had lost their homes.

An estimated 52,000 people were known to be affected by the floods across the Solomon Islands (total population 515,870). Initially, around 12,000 people were displaced, who primarily sought emergency shelter within the evacuation centres.

There were 27 evacuation centres at the commencement of the response, which generally were schools, and also included community halls and the Festival of the Pacific Arts (FOPA) village at the Solomon Islands National University. The Solomon Islands Red Cross Society (SIRCS) and Participating National Societies (PNS) staff and volunteers were equally caught within the flooding. They assisted people to get out of the flood waters and reach safety, and evacuated the flooded offices. Some staff and volunteers also had their homes flooded, and other key workers were cut off from Honiara.

When the SIRCS's headquarters (HQ) were flooded, an alternative emergency operations centre was established in the Honiara Hotel during the first few days of the response. The SIRCS HQ was later cleaned and emergency operations were able to be reinstated to be run out of the HQ office.<sup>1</sup>

Shelter<sup>2</sup> damage from the flooding was significant. Shelter was estimated to represent approximately 56 per cent of the total value of monetary damages. This was 2.5 times greater than the transport sector (the next most affected sector), 20 times greater than the combined health and education sectors, and 25 times greater than the water and sanitation sector<sup>3</sup>. Response phase assessments identified that 758 houses were totally destroyed and 638 houses suffered significant but reparable damage. Many more household kitchens, which are generally smaller detached out-buildings, were also destroyed, resulting in the loss of household cooking equipment.

**National disaster** was declared on 3 April, when the Solomon Islands Government (SIG) declared Honiara and other areas of Guadalcanal a disaster zone. On 5 April SIG requested the regional support of the Pacific Humanitarian Team (PHT). Aid personnel and supplies began arriving from 6 April after Honiara International Airport was reopened. SIG lead the response with the support of the PHT, UN Agencies, Solomon Islands Red Cross Society (SIRCS), national



China Town Bridge, Honiara, 3 April 2014. **Photo:** Junior Wale/SIRC.

click [here](#) for revised appeal budget

click [here](#) for map of the affected area

click [here](#) for contact details

click [here](#) for Emergency Plan of Action

<sup>1</sup> Review of the Emergency Shelter Response to the April 2014 Flooding in Solomon Islands: Sept 2014 undertaken for the Ministry of Lands Housing and Survey – through the support of; IFRC, UNDP and EC.

<sup>2</sup> The shelter sector includes private housing. It does not include public housing, social infrastructure or evacuation centre management.

<sup>3</sup> Government of Solomon Islands (May 2014), Rapid Assessment of the Macro and Sectoral Impacts, Flash Floods April 2014 (p.7).

and international non-governmental organisations and donor partners. A humanitarian action plan (HAP) was developed and endorsed by SIG in late April 2014.

**The people of the Solomon Islands** are renowned for their ability to endure hardships, and start their lives again after disasters. They demonstrate strong community spirit, built upon their durable family and church bonds. Many people within the Solomon Islands also experience a range of vulnerabilities that include high unemployment (resulting in poverty), lack of land rights and lack of safe drinking water. Many live in very basic homes with unsafe structure, and have poor sanitation practices and inadequate health services.

Loss of homes and incomes as a result of the flash flooding has exacerbated poverty issues on multiple levels. Limited resources are preventing people from rebuilding or repairing their homes, accessing basic community services (such as health) as well as maintaining or regaining household assets such as land ownership.

Despite the efforts of many actors including SIRCS (in conjunction with the Red Cross Red Crescent Movement) government agencies, along with national and international actors, not all of the communities needs are able to be met due to the limitations of the resources available. Never the less, the activities and services provided through the coordinated efforts of all these actors by their collective available resources, has alleviated the effects of the floods for many beneficiaries and assisted them to recover.

**SIRCS** is a legally constituted association, officially recognised by the government as a voluntary relief society and auxiliary to the public authorities within the Solomon Islands Red Cross Society Act of 1983. The National Society has an identified role in the national disaster risk management plan.

Previous to these flash floods, SIRCS had 86 active volunteers, 33 staff and 4 branches, with an established high profile in disaster response. In 2013, the SIRCS played a key role in responding to the Temotu earthquake and dengue outbreak. Another large response operations managed by SIRCS was the 2007 tsunami. SIRCS earned great respect for its neutrality and independence during the country's ethnic tensions between 1999 and 2003.

Above and beyond that, SIRCS has been actively responding to smaller disasters and dengue outbreaks throughout the Solomon Islands since being founded in 1983.

## *Flood Response*

From the onset of the response, with the support of the IFRC and PNS, SIRCS has undertaken significant roles in addressing the most immediate humanitarian needs of the flood affected communities.

Prior to the floods there were 30 SIRCS volunteers from Guadalcanal Province, and 20 volunteers and staff from SIRCS national office headquarters who were trained in emergency response techniques. These members of SIRCS Emergency Response Team, many of whom are the heads of their Village Disaster Risk Committees were cut off from Honiara by flood waters and had to cross the flooding rivers (walking over 20 kilometres to SIRCS' national office headquarters) to take up their roles to assist with the response. This team was pivotal to SIRCS' capacity to respond immediately after the floods hit.

SIRCS registered over 12,000 evacuees within evacuation centres, undertook needs assessment processes, repairs for transitional shelter at the FOPA evacuation centre, as well as producing and delivering safe drinking water, sanitation and hygiene promotion (WASH) activities and distributing non-food items (NFIs) including emergency shelter kits.

From the onset of the floods, it was readily observable and agreed by all key stakeholders, that these were the most pressing humanitarian needs which the SIRCS had the mandate, experience and ability to address. SIRCS mobilised



Koa Hill Community, Mataniko River Bank, Honiara, 5 April 2014. **Photo:** Junor Wale/IFRC.

resources including significant numbers of staff and over 90 volunteers very quickly following the floods and this was a significant contribution to the disaster response.

As the efforts required to fulfil these obligations were extensive, SIRCS did not take on a role for the early recovery work, which was addressed by other agencies.

**The IFRC and PNS support for SIRCS' initial response activities** included resourcing the initial relief activities, which was made possible through the IFRC Disaster Relief Emergency Fund (DREF) of CHF 158,099. This assisted in the mobilisation and deployment of additional resources including support from Australian Red Cross, Fiji Red Cross Society, French Red Cross and New Zealand Red Cross.

The DREF provided immediate financial support to address the urgent humanitarian needs of: water supply, relief distributions, mobilisation of volunteers, and assessment processes.

In upscaling the humanitarian response, the IFRC supported SIRCS in developing an Emergency Appeal of CHF 1,365,761 and plan of action within the first three weeks of the response.

An IFRC field assessment coordination team (FACT) leader and communications delegate were deployed to support SIRCS in the initial stages of the response for the development of the Emergency Appeal and provision of relief items.

A member of the regional disaster response team (RDRT) coupled with a peer exchange member from Fiji Red Cross Society were also deployed to assist SIRCS with logistics and with the coordination of the operation. The IFRC also deployed a staff member from the Pacific regional office in Fiji, with back up being provided from the Disaster Management Unit (DMU) of the IFRC Asia Pacific zone.

**A Revised Emergency Appeal** was posted three months later, seeking CHF 684,278 (a decrease from CHF 1.3 million) to enable the IFRC to support the SIRCS to deliver assistance and support to 4,200 flood affected families (21,000 people), focusing on the provision NFIs, water and sanitation, emergency shelter, hygiene promotion and National Society capacity building. These activities were estimated according to the joint assessments undertaken and through coordination of the work of other agencies.

The revision provided a reduction in both beneficiary numbers and budget, to take into account evolving needs and funding limitations, and has focused upon the remaining relief needs and capacity building of the National Society. SIRCS has received contributions through the Emergency Appeal as well as bilateral support from regional PNS and in-country donors.

## *Coordination and partnerships*

**Within the Solomon Islands:** in responding to the disaster, SIRCS has worked closely with the government and other humanitarian actors through various clusters including the National Disaster Management Office (NDMO), Save the Children and Oxfam across all aspects of their response assessments, registration, WASH and NFIs.

It was reported by implementing partners that SIRCS has continued to enhance its relationships with government and key partners throughout this response. As part of a coordinated approach SIRCS participated in the following activities for assessing needs:

- SIRCS has worked with NDMO in registering over 12,000 evacuees who sought shelter within the initial 27 evacuation centres, immediately after the floods;
- SIRCS completed joint household assessments in cooperation with other agencies throughout 2,021 households in Guadalcanal Province and Honiara. The comprehensive survey was undertaken in partnership with other agencies and covered Shelter, WASH, and community assessment for health and protection;
- All assessment information was shared with government and other key actors through clusters for improved coordination and beneficiary selection processes;
- SIRCS participated in the needs analysis assessments for supporting the Humanitarian Action Plan (HAP) under WASH and shelter sectors;
- SIRCS agreed to evaluate needs in remaining evacuation centres to assist gathering information required to classify beneficiaries regarding the land status; and
- SIRCS has worked in close coordination (through clusters) for the selection of beneficiaries and the distributions of WASH and NFIs

**Shelter coordination:** the IFRC (as global lead Agency for the emergency shelter cluster) deployed a Shelter sector coordinator (supported by Australian Red Cross) for 7 weeks to the end of May 2014.

The Solomon Islands Government Ministry of Lands, Housing and Survey (MLHS) officially concluded engagement with the emergency shelter response activities on 12 June 2014. The state of emergency was officially lifted by NDMO on 28 July 2014.

Aside from SIRCS, IFRC and MLHS, other actors involved in the shelter sector included World Vision International, Oxfam, and UN-Habitat. All response activities have been coordinated through the Humanitarian Action Plan (HAP) with all national, regional and international stakeholders providing input and sharing information, while the UNOCHA team in Suva had responsibility to share regular update (weekly or bi-weekly).

Training on rapid assessments for all actors involved has been delivered jointly by NDMO and SIRCS.

**Coordination across IFRC and PNS:** IFRC Pacific regional office operates as the country team as per the Asia Pacific Disaster Response SOPs. With the support from IFRC Asia Pacific Zone, the regional office coordinates and assists the SIRCS response operation. Regular coordination meetings were held between SIRCS, IFRC and in-country PNS as well as with government and cluster coordinators.

**Beneficiary selection and addressing vulnerabilities:** SIRCS processes collected the majority of the valuable registration data of evacuees and assessment of households needs. SIRCS applied its efforts to meeting the needs of the most vulnerable; for example, it was noted that the majority of people residing within the evacuation centres were women, children and people who were landless.

The context of the Solomon Islands is that the pre-existing vulnerabilities of the families and communities were multi-faceted and those vulnerabilities were further exacerbated by the impacts of the floods.

Some of the most vulnerable people live in the highest risk areas, for example along the river banks in informal settlements as is the situation in Honiara. Within the flood affected communities those most impacted included children, women, elderly, people who had a lack of livelihoods, people who have no land / residential rights, lived in poverty, and people with disabilities etc.

## Operational implementation

The response of the Emergency Appeal (EA) focussed on four sectors: health; water, sanitation and hygiene; shelter and settlements and National Society capacity building.

Due to the broad extent of the communities' needs and the distribution of effort across all actors, SIRCS, in consultation with national partners, decided to focus only on the immediate relief under the EA, while some other national partners (Save the Children and World Vision International) oriented their actions on early recovery.

The operation timeframe remains unchanged with relief activities having been planned for the first five months while SIRCS is expected to strengthen its existing response capacity during the remaining four months.

As described under each sector, SIRCS is now wrapping up its involvement within the Solomon Islands flood operation, and will be implementing the capacity building activities. It is anticipated that these activities will be completed by early 2015.

### Health

The focus on health was closely integrated within the WASH sector activities - therefore there is some duplication of reporting across these sectors.

Health		
People planned to be assisted	2,500 households in Honiara and Guadalcanal	100% assisted
<b>Outcome 1:</b> The immediate risks to the health of affected populations are reduced.		

<b>Output 1.1:</b> Community-based disease prevention and health promotion (acute watery diarrhoea, dengue and malaria prevention) is provided to the target population 2,500 households)												
Activity 1.1.1	Apr	May	Jun	Jul								
<b>Reprint/reproduce Information Education Communication materials.</b> <ul style="list-style-type: none"> <li>SIRCS printed 600 copies of IEC materials, pictures messages on the F-chart (presenting information on faeces, fingers, fluids, flies, fields/floors, food) which the volunteers used as a resource during the awareness campaign along with other resources such as household water treatments – which was primarily focused on acute watery diarrhoea.</li> </ul>										<b>100% implemented</b>		
Activity 1.1.2	Apr	May	Jun									
<b>Conduct training for volunteers to refresh them on priority diseases, including use of dissemination material and techniques.</b> <ul style="list-style-type: none"> <li>Twenty SIRCS health volunteers were trained in February 2014 prior to the operation. Subsequently, these volunteers along with 10 other SIRCS volunteers and 20 volunteers from Save the Children and World Vision were provided with refresher training by WASH delegate in July.</li> </ul>										<b>100% implemented</b>		
Activity 1.1.3		May	Jun									
<b>Mobilise trained SIRCS volunteers to disseminate dengue and malaria prevention messages in priority communities.</b> <ul style="list-style-type: none"> <li>Given the context that evolved of reports of outbreaks of acute watery diarrhoea, then to a lesser degree - dengue and malaria, the messaging was primarily to address the acute watery diarrhoea issues.</li> <li>Each of the trained volunteer teams provided training for 3 to 5 communities per day.</li> <li>There are a number of communities in each of the target areas (i.e. subsections of the Ward). Meeting was set up with each community to address hygiene promotion activities. The volunteer team made an effort to do a door-to-door visit for any community who did not attend the meeting. An alternate date or venue was mutually agreed for the next meeting.</li> <li>The majority of the attendees for these community meetings were women and children. Upon which, the women shared this information with their family members. <i>(More details reported under Activity 2.2.1)</i></li> </ul>										<b>100% implemented</b>		

## Progress

- During the joint assessments, SIRCS volunteer teams reached 116 communities in Guadalcanal province through dissemination of disease prevention and health promotion messages.
- Key health and hygiene promotion messages and associated materials were developed in coordination with the Health Promotion Unit (HPU) of Ministry of Health (MoH) and Medical Services;
- 600 copies of IEC material related to rotavirus<sup>4</sup> were printed and distributed to priority communities in Guadalcanal province. In addition, SIRCS supported MoH in printing health information flyers.
- The volunteers who received training (or refresher training) in July were again mobilised for the measles awareness campaigns held in September and October.
- There was an increase in reported cases of diarrhoea following the floods in the Visale communities as recorded by the registered nurse at Visale Clinic. Following the SIRCS response including the provision of safe drinking water and the hygiene promotion awareness messages, the numbers of people presenting with diarrhoea have reduced significantly.

<sup>4</sup> Rotavirus is the most common cause of severe diarrhoea among infants and young children. The virus is transmitted by the faecal-oral route. In addition to its impact on human health, the virus also infects animals.

- SIRCS response activities in Visale were implemented in close consultation with the local people, especially the registered nurses at Visale Clinic and the nearby communities.

## Water, sanitation and hygiene promotion

**Coordination for geographic and community responsibilities for WASH activities:** SIRCS commenced providing WASH activities (including safe drinking water) to the Ghaobata area, but after further negotiations through the WASH cluster, it was agreed that another organisation would remain in that locality. SIRCS relocated the WASH services to primarily focus on the Visale area within Guadalcanal province, as well as the evacuation centres.

Water, sanitation and hygiene promotion										
People planned to be assisted	2,500 households in evacuation centre in Honiara city and more than 12,000 families in Guadalcanal province					100% assisted				
<b>Outcome 2:</b> Targeted populations have similar or better access to water and sanitation in Honiara city and Guadalcanal province.										
<b>Output 2.1:</b> Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population at evacuation centres in transit area in Honiara and other communities in Guadalcanal Province.										
Activity 2.1.1	Apr	May	Jun	Jul	Aug					
<p><b>Distribution of water to evacuation centres and targeted communities through water trucking from a borehole following treatment with NOMAD and chlorination in tankers.</b></p> <p>The distribution of safe drinking water to people within evacuation centres and selected communities was provided consistently throughout the operation.</p> <p>The WASH activities have exceeded the scope of proposed work given the extension of the time for the evacuation centres to remain open and internally displaced persons (IDP) continued to receive safe drinking water. Water was obtained from existing sources, treated with NOMAD units and chlorinated at the source and delivered using locally hired transport.</p> <ul style="list-style-type: none"> <li>• The quality of water was monitored by performing regular water quality tests at distribution points, using methodology agreed with WASH cluster partners. The quality of water supplied was in accordance with WHO drinking water guidelines.</li> </ul> <p>The quantity of water supplied did not meet Sphere indicators. However the tanks were continuously topped up and it was reported by the teams that the tanks were very seldom empty or near-empty.</p> <ul style="list-style-type: none"> <li>• Residual chlorine was added to the drinking water to reduce the risk of post-delivery contamination. The levels of residual chlorine added were reduced following feedback from communities.</li> </ul> <p>Water treatment and distribution throughout this operation consisted of providing over 2.43 million litres of safe drinking water. A breakdown of the water distribution is as follows:</p> <p><b>East Guadalcanal:</b></p> <ul style="list-style-type: none"> <li>• Provided over 370,000 litres to 150 communities comprising of 53,000 beneficiaries.</li> </ul> <p><b>West Guadalcanal:</b></p> <ul style="list-style-type: none"> <li>• Provided over 360,000 litres to 13 communities consisting of 3,600 beneficiaries.</li> </ul> <p><b>Honiara:</b></p> <ul style="list-style-type: none"> <li>• Provided over 1.7 million litres to 41 health facilities and evacuation centres consisting</li> </ul>						100% implemented				

of 10,000 beneficiaries.

Activity 2.1.2	Apr	May	Jun	Jul	Aug																						
<b>Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities and emergency evacuation centres.</b>											<b>100% implemented</b>																
<b>Output 2.2:</b> Hygiene promotion activities which meet SPHERE standards in terms of the identification and use of hygiene items provided to target population in evacuation centres and targeted communities in Guadalcanal Province.																											
Activity 2.2.1		May	Jun	Jul	Aug																						
<b>Conduct hygiene promotion in targeted communities.</b>											<b>100 % implemented</b>																
As per agreement established with the WASH cluster to ensure effective coordination of activities, SIRCS conducted hygiene promotion activities as listed in the table below.																											
<table border="1"> <thead> <tr> <th>Activity- hygiene promotion</th> <th>Location</th> <th># people reached</th> </tr> </thead> <tbody> <tr> <td>Compliment NFI delivery of hygiene kits</td> <td>Ghaobata, Aula</td> <td>12,000</td> </tr> <tr> <td>Accompany delivery of safe drinking water</td> <td>West Guadalcanal</td> <td>875</td> </tr> <tr> <td>Response to increase in reported diarrhea cases</td> <td>West Guadalcanal (Visale Clinic)</td> <td>300</td> </tr> <tr> <td>Part of exit strategy (HH water treatment)</td> <td>West Guadalcanal</td> <td>650</td> </tr> </tbody> </table>													Activity- hygiene promotion	Location	# people reached	Compliment NFI delivery of hygiene kits	Ghaobata, Aula	12,000	Accompany delivery of safe drinking water	West Guadalcanal	875	Response to increase in reported diarrhea cases	West Guadalcanal (Visale Clinic)	300	Part of exit strategy (HH water treatment)	West Guadalcanal	650
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<ul style="list-style-type: none"> <li>• Collaboration with Ministry of Health (MoH) Solomon Islands Government, Hygiene Promotion Unit, to determine the key hygiene promotion messages, develop and print IEC (<i>Information, Education and Communication</i>) materials.</li> <li>• 20 hygiene promoters from SIRCS were trained to facilitate the key hygiene promotion messages.</li> <li>• Hygiene promotion sessions were well attended by a majority of the Visale community.</li> <li>• Refresher training on household water-treatment (Training of Trainers) was conducted for 39 persons from MoH-Hygiene Promotion Unit, SIRCS and other WASH cluster partners.</li> </ul>																											
Activity 2.2.2		May	Jun	Jul																							
<b>Disseminate safe household water treatment in emergencies messages to targeted communities in Guadalcanal Province.</b>											<b>100% implemented</b>																
<b>Outcome 3:</b> The risk of waterborne and water related diseases has been reduced among 2,000 families in Honiara town and Guadalcanal																											
<b>Output 3.1:</b> Water and faecal-born disease vectors are controlled in evacuation centres and targeted communities in Guadalcanal Province.																											
Activity 3.1.1	Apr	May			Aug																						

### Construction of semi-permanent latrines in evacuation and transit centres in Honiara by Rural Water Supply and Sanitation officers with advice from SIRCS.

- SIRCS supported the Rural Water Supply and Sanitation officers in the construction of semi-permanent latrines in evacuation and transit centres in Honiara. This consisted of technical advice for the design of latrines and the provision of materials including tarpaulins and plastic slabs.
- SIRCS was requested to undertake urgent repairs at the FOPA evacuation centre to empty pit toilets and undertake repairs to ablation block to improve sanitary conditions. It was confirmed that responsible agencies didn't have the capacity to undertake this work and the sanitary conditions were very unsafe and humanitarian needs were high. SIRCS agreed to provide these additional repairs and cleaning of latrines within the evacuation centre and the tasks were completed in July. Evacuation centres remained open for an extended timeframe well beyond original planned.

100% implemented

Activity 3.1.2

Apr

May

### Construction of hand washing facilities in evacuation centres and transit centre in Honiara.

- Approximately 100 hand washing stations (Tippytops) were installed in the Honiara evacuation centre.
- 50 additional Tippytops were also installed in Guadalcanal Province while carrying out hygiene promotion community awareness sessions.
- There was an increase in reported cases of diarrhoea following the floods in the Visale communities as recorded by the registered nurse at Visale Clinic. The same nurse reported that following the Red Cross response, the numbers of people presenting with diarrhoea then reduced. Therefore the response had met the identified needs of the people including the provision of clean water and the hygiene promotion awareness messages to prevent sickness.
- SIRCS response activities in Visale were implemented in close consultation with the local people, especially with the registered nurse at Visale Clinic and the nearby communities.

100% implemented

### Progress

SIRCS has applied its efforts to meeting the needs of the most vulnerable. For example the majority of people residing within the evacuation centres were women, children and people who were landless. SIRCS WASH activities extended the provision of safe drinking water to these sites well beyond the anticipated time frame.

SIRCS has regularly communicated with other agencies in the WASH cluster to report on the progress of WASH activities completed, ensured coordination with other actors, as well as identified and responded to any gaps.

SIRCS has now completed all water deliveries and treatments, which were ceased by late August.

Before water production ceased for the selected Guadalcanal communities, the WASH delegate ascertained that water sources had returned to pre-flooding conditions, as indicated by decreasing diarrhoea cases and cross checked by indicative microbiological testing. The exit strategy included Hygiene Promotion sessions that focused on household water treatment, which was done in cooperation with Save the Children, who are carrying out early recovery activities in the area.



Water from a borehole in Tertere Correction Facility is treated with a NOMAD water purification unit and delivered to communities in Guadalcanal plains, 2014.  
Photo: Ana Zarkovic / IFRC.

**The Solomon Island's rural water and sanitation hygiene group (RWASH) provided water tanks** which were used as part of the response in Honiara, RWASH is the Rural Water Sanitation and Hygiene coordination group of the Solomon Islands Government. It was negotiated with RWASH to keep one tank for the SIRCS School for children with disabilities and one tank in Marble Street. RWASH will install the water tank in Marble Street (and procure necessary materials). SIRCS will install the water tank in the school in which will ensure future water harvesting and access to safe drinking water for the children who have disabilities. Other communities are also negotiating for the other tanks to remain permanently within their communities to enable them to have access to safe drinking water in all conditions. WASH asset management tasks were completed by end of August with a completed stocktaking list of available assets shared with key partners and additional small repairs/maintenance tasks undertaken by SIRCS in order to store assets in good condition.

**Profile of 5 NOMAD units used for this flood response:** at the end of the current water distribution activities, one NOMAD on loan was returned, leaving SIRCS with 3 working NOMAD units and one non-working unit (which is not viable to repair and will be used for spare parts). SIRCS will maintain these NOMAD units in Honiara, as a central location from a transport/logistics point of view for deployment for future disasters, and ease of maintenance.

**Review of EA and beneficiary survey/feedback on WASH activities.** As a component of the review completed in August 2014 of the activities undertaken through the DREF and Emergency Appeal (EA), a beneficiary survey was undertaken to seek feedback regarding the WASH activities provided by SIRCS in selected communities.

Below are excerpts from the beneficiary survey results. Broader feedback from the review of the WASH activities and coordination etc. are provided later within this document under Review findings.

The beneficiary surveys were carried out on 29 and 30 July 2014, and recorded using a form agreed to by the Red Cross Review team and Save the Children. Four of ten communities were identified – Laovavasa, Veratabalo, Visale and Chapuru. Twenty people from each of the identified communities were randomly selected to participate in the survey.

**Conclusions and recommendations:** Overall it can be said that the beneficiaries were well satisfied with the response, based on the fact that the vast majority of those questioned used the service provided, and were satisfied with taste as well as timeliness.

Whilst the quality of the water supplied was generally considered acceptable, the quantity was considered by some beneficiaries to not be sufficient to meet their family's needs. It is not clear if people thought the water was also provided for washing etc. or just for drinking. In future, greater care is to be taken to communicate to affected communities regarding the provision of water for drinking purposes only.

Hygiene promotion activities were considered very valuable and the survey questions showed that the vast majority of those interviewed (85 per cent) attended the hygiene promotion sessions and out of those a vast majority (90 per cent) remembered key hygiene messages.

Two-way beneficiary communication was not as effective as planned, with only 10 per cent of beneficiaries knowing who to contact if they wanted to provide feedback. In future, further consideration needs to be given to how to communicate more effectively with beneficiaries and their representative.

## *Shelter and settlements*

**Coordination for geographic and community responsibilities for distributing NFIs** - SIRCS worked across the evacuation centres within Honiara and primarily within the Guadalcanal wards of Ghaobata, Aola, Sahalu and Savulei. Within these areas, over 400 communities were visited by SIRCS volunteers.

**Definition of people per household:** To ensure consistency across the Solomon Islands flash flooding operations, the NDMO requested agencies to apply the same formula to the number of people within a household. NDMO requested an average of 6 people per household be used in all reporting.

Shelter and settlements		
People planned to be assisted	2,500 households in evacuation centre in Honiara city and Guadalcanal province	100% assisted

<b>Outcome 4: Immediate needs of 2,500 households in Honiara and Guadalcanal Province are met through distributions of in-kind</b>												
<b>Output 4.1: Affected households have access to non-food items to meet their household needs</b>												
<b>Activity 4.1.1</b>	<b>Apr</b>	<b>May</b>										
<p><b>Carry out needs assessment in Guadalcanal Province and Honiara by SIRCS's Emergency Response Teams (ERT)</b></p> <ul style="list-style-type: none"> <li>SIRCS undertook a comprehensive household survey throughout 2,021 households in Guadalcanal Province and Honiara. The comprehensive survey was undertaken in partnership with other agencies and covered Shelter, WASH, and community assessment for health and protection.</li> <li>All assessment information was shared with government and other key actors through clusters for improved coordination and beneficiary selection processes.</li> </ul>	<b>100% implemented</b>											
<b>Activity 4.1.2</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>						
<p><b>Locally and regionally mobilise and distribute 2,500 'household kits'</b></p> <p>To suit the Pacific context and availability of items, the 'household kit' was slightly modified. A family (household) was counted as receiving a household kit if they received the following:</p> <ul style="list-style-type: none"> <li>Kitchen Set;</li> <li>Hygiene Kit;</li> <li>Mosquito Net;</li> <li>1 or 2 Blankets;</li> <li>Plastic sleeping mat (if available – refer below notes); and</li> <li>Either a 10 L water container or a 14L bucket.</li> </ul> <p>SIRCS distributed household kits to 2,878 households (or 17,268 people) within the flood affected communities. This level of distribution exceeded the original intent of the EA but through coordination with other agencies, strove to reach as many affected households as possible with the available items.</p> <p>The challengers were:</p> <ul style="list-style-type: none"> <li>At points within the distribution, the operation did not have access to, or had depleted certain items and could not procure them;</li> <li>For those households that did not initially receive a plastic sleeping mat through the distribution (due to short supply) through coordination by mid-July, an implementing partner NGO was able to distribute sleeping mats to the majority of the households that missed out initially; and</li> <li>It was intended to include a solar lamp with 'household kits' as these are widely used by people within the Solomon Islands. In this operation, the initial stock of solar lamps proved unreliable when distributed, and there was a shortage of tested solar lamps available. Therefore, early in the distribution it was decided not to continue distributing solar lamps.</li> </ul>	<b>100% implemented</b>											
<b>Activity 4.1.3</b>				<b>Jul</b>	<b>Aug</b>							
<p><b>Developing tools to capture data as well as enable beneficiaries feedback</b></p> <ul style="list-style-type: none"> <li>SIRCS developed a beneficiary feedback survey, and SIRCS volunteers in conjunction with Save the Children undertook this survey to obtain beneficiary feedback on the distribution of NFIs and to provide information for the EA review undertaken in August.</li> </ul>	<b>100% implemented</b>											

<p>The survey was conducted over approximately 100 beneficiaries and feedback is included below.</p> <ul style="list-style-type: none"> <li>One of the recommendations from the EA review is for SIRCS to establish a stronger system for accountability and beneficiaries' communication processes.</li> </ul>											
<b>Activity 4.1.4</b>				<b>Jul</b>	<b>Aug</b>						
<p><b>Distribution monitoring visits carried on by trained staff and volunteers</b></p> <ul style="list-style-type: none"> <li>As per Activity 4.1.3, SIRCS developed a beneficiary survey and this was undertaken and compiled. SIRCS volunteers directly engaged and interviewed beneficiaries when completing these surveys.</li> <li>Feedback from these surveys was also provided to other implementing partners for a combined lessons learnt workshop.</li> <li>Whilst this was one effective way to obtain feedback, SIRCS recognises that additional monitoring throughout the distribution process would have been preferable. One of the recommendations from the EA review is for SIRCS to establish stronger monitoring systems and provide further training for staff and volunteers.</li> </ul>										<b>100% implemented</b>	
<b>Output 4.2:</b> 1,000 affected households have access to shelter goods to meet their emergency needs											
<b>Activity 4.2.1</b>		<b>Apr</b>	<b>May</b>								
<p><b>Carry out needs assessment in Guadalcanal Province and Honiara City by SIRCS' ERTs.</b></p> <ul style="list-style-type: none"> <li>SIRCS undertook a comprehensive household survey throughout 2,021 households in Guadalcanal Province and Honiara. The comprehensive survey was undertaken in partnership with other agencies and covered Shelter, WASH, and community assessment for health and protection.</li> <li>All assessment information was shared with government and other key actors through clusters for improved coordination and beneficiary selection processes.</li> </ul>										<b>100% implemented</b>	
<b>Activity 4.2.2</b>		<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>July</b>	<b>Aug</b>					
<p><b>Provide sufficient training and awareness raising for families to build adequate emergency shelters.</b></p> <ul style="list-style-type: none"> <li>During the distribution of 'emergency shelter kits' SIRCS volunteer teams provided a demonstration of how to most effectively use the kit. The team would identify one of the most vulnerable persons/households within a community, and support that person to construct their emergency shelter. This was undertaken whilst other beneficiaries watched and learnt.</li> </ul> <p>The challenges were:</p> <ul style="list-style-type: none"> <li>SIRCS staff, volunteers and other partners were under extensive time pressure to respond to the communities needs following the floods;</li> <li>The movements of IDPs who lost their homes were not conducive to a geographic method for training provision;</li> <li>When IDPs left the evacuation centres with their 'emergency shelter kits' they dispersed to outlying communities and/or continued to frequently relocate;</li> <li>Small numbers of SIRCS staff and volunteers reported that they had carried out some training within some of the communities. They acknowledged that the training was not delivered across all communities, and was a minimalist approach which was rushed;</li> <li>Therefore whilst SIRCS and other agencies staff and volunteers provided some</li> </ul>										<b>50% implemented</b>	

<p>community training, is not clear regarding the extent of delivery and/or effectiveness of this training;</p> <ul style="list-style-type: none"> <li>When beneficiaries were questioned within the surveys or for focus groups for the EA review, they could not recall this training or any learning from it if they did participate.</li> </ul>													
Activity 4.2.3	Apr	May	Jun	Jul	Aug								
<p><b>Regionally mobilise and distribute 1,000 emergency shelter kits (2 tarpaulins and 1 shelter tool kit) to families whose homes have been destroyed or rendered inhabitable and irreparable.</b></p> <p>To suit the availability of items, the 'emergency shelter kit' was slightly modified. A family (household) was counted as receiving an 'emergency shelter kit' if they received the shelter tool kit and 1 or 2 tarpaulins.</p> <p>SIRCS distributed 'emergency shelter kits' to 1,428 households (or 8,688 people) - 1,127 households received 2 tarpaulins and shelter tool kit, whereas, another 332 households received 1 tarpaulin and shelter tool kit within the flood affected communities. This level of distribution exceeded the original intent of the EA but through coordination with other agencies, strove to reach as many affected households as possible with the available items.</p> <p>The challenges were:</p> <ul style="list-style-type: none"> <li>There was an initial shortage of tarpaulins;</li> <li>SIRCS had distributed over 500 emergency kits <i>by the end June 2104</i>. Due to the shortage of tarpaulins up to <i>the end June 2104</i>, of those 500 emergency shelter kits already distributed, 226 kits had only 1 tarpaulin included, with the remaining 274 having 2 tarpaulins;</li> <li>The anticipated shipment arrived soon thereafter and the majority of the remainder of emergency shelter kits distributed were able to include 2 tarpaulins;</li> <li>Emergency shelter kits were not necessarily distributed with the 'household kits'. The emergency shelter kits were often distributed separately because these were only provided to those families that had had their homes completely destroyed; and</li> <li>NDMO requested that the emergency shelter kits be provided to internally displaced persons (IDPs) upon their departure from the evacuation centres. Due to an extended timeframe of the evacuation shelters remaining open, the distributions to the IDPs continued throughout July and into August when these people finally left the evacuation centres in Honiara.</li> </ul>													<b>100% implemented</b>
<p><b>Output 4.3:</b> SIRCS's capacity to effectively implement emergency programs is enhanced</p>													
Activity 4.3.1	Apr												
<p><b>Shelter Kit Training conducted for selected SIRCS volunteers who then supported the affected community with training and awareness-raising to build adequate emergency shelters.</b></p> <ul style="list-style-type: none"> <li>In conjunction with the shelter cluster, over 20 SIRCS volunteers and 10 staff from World Vision and Ministry of Lands were trained to support families to erect their emergency shelters. Multi-agency training was completed under the supervision of a Technical Advisor for shelter coordination.</li> </ul>													<b>100% implemented</b>

### Progress

**Shelter cluster:** The IFRC, as global lead Agency for the emergency shelter cluster, deployed a Shelter sector co-ordinator for 7 weeks to the end of May 2014.

**Emergency evacuation centres:** The Ministry of Infrastructure Development conducted structural assessments of the evacuation shelters at FOPA in May, which were then submitted to the Shelter Cluster. SIRCS was subsequently tasked to undertake this work for the evacuation shelters and partitioned and repaired the FOPA huts.

The repairs of an additional 14 temporary shelters were constructed by SIRCS. As described under the WASH sector, SIRCS also provided safe drinking water, assistance to build latrines, as well as undertaking maintenance and repairs to the sanitation facilities within the FOPA evacuation centre.

**Shelter and resettlement issues:** The issues arising from the displacement of many flood affected people have been very complex due to many of these people:

- having moved to Honiara from other islands to seek employment;
- not appearing to have the required family or community support available to them to co-locate,
- living in poverty;
- living in a flood risk area in substandard shelters;
- residing within unplanned urban and peri-urban settlements;
- having no land or residency rights; and
- having a history of tensions caused by immigration of people from other areas of Solomon Islands into Guadalcanal.

Therefore the capacity of IDPs to resettle and move out of the evacuation centres was limited, resulting in evacuation centres remaining open for far longer than anticipated.

This resulted in a strain between the need of government agencies and the land owners of the evacuation centres wanting IDPs to leave and close the evacuation centres, and the humanitarian actors supporting the immediate relief and early recovery needs of these people.

*“Whilst some NFI’s were distributed to IDP’s in the evacuation centres at the commencement of the response, this was curtailed by NDMO who did not wish to encourage people to stay in the evacuation centres. Later, IDP’s were issued with various shelter kits and NFI’s depending upon the damage status of their home. For those whose home was destroyed, the shelter kits were supplemented with corrugated iron roofing sheets by NDMO.”<sup>5</sup>*

There is a resettlement process, with exchange of land, being established for those people who lost their homes in Honiara, and/or who cannot return to their original area of residence as it has been determined within the ‘no- go’ zone. The people who can access this scheme are those who have known land tenure-ships or ownership rights.

#### **Review of the EA undertaken by RC/RC Movement- feedback re the distribution of NFIs**

Within the review undertaken (more information is provided later within this Operations Update) two beneficiary surveys were undertaken, one for WASH and one for NFIs, as well as focus group meetings with beneficiaries. The review team also interviewed external and internal partners to gauge the effectiveness of the flood response, and to provide a range of recommendations. What is included below is the feedback from beneficiaries on the distribution of NFIs.

In the main beneficiaries provided strong feedback including:

- SIRCS was often reported as being the first organisation visibly responding to meet the humanitarian needs of the people within the flood affected communities;
- Overall the communities were mainly satisfied and appreciative of the assistance provided by SIRCS;



SIRCS delivers relief items to families in Guadalcanal, 2014. **Photo:** Jane Ussher/NZRC

<sup>5</sup> Review of the Emergency Shelter Response to the April 2014 Flooding in Solomon Islands: Sept 2014 undertaken for the Ministry of Lands Housing and Survey – through the support of; IFRC, UNDP and EC

- SIRCS staff and volunteers were considered to be mostly experienced in their respective roles, with the right mind set and attitude of serving the people;
- SIRCS personnel were visible to the community and readily identified by wearing the emblem; and
- Assistance provided by SIRCS was readily available and delivered in accessible locations close to the people requiring the support services.

Conversely there were areas for improvement – these include;

- Assessment processes is an area of concern for many people interviewed, as a lot of community members felt that they missed out on being on ‘the list’, and therefore did not receive NFIs. From feedback obtained it appears this mostly occurred because these people were not in the area when the assessment took place. The regular movement of people throughout the assessment and distribution process was a significant issue for many organizations including SIRCS;
- there was mixed feedback on the timeliness of some of the support and provision of NFIs with several commenting it was late;
- some of the NFIs were of poor quality and broke quickly, and some community members expressed they were unhappy with the kitchen sets; and
- There was little knowledge or participation within the provision of training on the appropriate use of shelter kits.

**Review of the Emergency Shelter response:** As the IFRC have the role as global lead agency for the emergency shelter cluster, following completion of emergency shelter activities, the IFRC wished to conduct a review of the emergency shelter response. Recognising the close link between emergency shelter response and longer term shelter solutions, the review received support from United Nations Development Program (UNDP). The report titled ‘Review of the Emergency Shelter Response to the April 2014 Flooding in Solomon Islands’ is referenced within this Operations Update. It was undertaken for the Ministry of Lands Housing and Survey- with support of IFRC, UNDP and EC. The review found:

Whilst the emergency shelter response may have addressed the immediate shelter needs, it has not addressed the longer term, underlying vulnerability. Communities do not build back safer. As one informant put it;

*‘Next year we will be again distributing (shelter kits / NFI’s) to them. E.g. Burns Creek. Every year since 2010 we have distributed shelter kits, NFI’s and I recognise the same people each year.’*

This suggests that stronger links need to be developed between emergency shelter response and shelter disaster risk reduction elements to reduce the need for the former.<sup>6</sup>

## ***National Society capacity building***

**Overview of SIRCS capacity:** SIRCS is a legally constituted association, officially recognised by the government as a voluntary relief society and auxiliary to the public authorities with the Solomon Islands Red Cross Society Act of 1983. SIRCS is viewed by government and several key partners as a trusted and dependable partner.

SIRCS mobilised resources including trained staff and over 90 volunteers very quickly following the floods and this was a significant contribution to the disaster response. This provided surge capacity when the majority of agencies were depending upon staffing to provide initial response. Additionally SIRCS offices were flooded and several staff and volunteers were directly affected by the floods.

Within the scope of the work identified for the DREF and EA, the capacities of SIRCS have been clearly demonstrated. Nevertheless SIRCS is a relatively small national society and experiences a high demand of response to disasters. This is one of the major challenges facing SIRCS, in trying to implement ongoing programmes (which are vital for addressing the vulnerabilities and poverty status of the people) whilst carrying out response operations. This significantly impacts upon the ability of SIRCS to focus on longer term organisational development.

The below activities were identified to further build the capacities of SIRCS to address the recent flash floods as well as future disasters. The capacity building activities were planned to be undertaken in the second phase of the operation.

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<sup>6</sup> Review of the Emergency Shelter Response to the April 2014 Flooding in Solomon Islands: Sept 2014 undertaken for the Ministry of Lands Housing and Survey – through the support of; IFRC, UNDP and EC.

National Society capacity building												
People planned to be assisted	25 national office staff and 130 branch volunteers										40% assisted to date	
<b>Outcome 5:</b> Solomon Islands Red Cross Society's infrastructure and communications capacity to respond to emergencies is strengthened.												
<b>Output 5.1:</b> SIRCS headquarter logistics capacity is augmented.												
Activity 5.1.1											Dec	Jan
<b>Build additional logistics storage space at SIRCS HQ</b>										0% implemented		
<ul style="list-style-type: none"> <li>Given the focus on ongoing distributions utilising existing infrastructure this has not commenced yet. The initial priority will be the relocation of 40ft containers, with additional storage space to be achieved before end of this operation.</li> </ul>												
Activity 5.1.2				Jun	July							
<b>Identify need and procure sufficient SIRCS-branded shirts and vest for use of volunteers</b>										100% implemented		
<ul style="list-style-type: none"> <li>Recent procurement and delivery of over 200 t-shirts for staff and volunteers has been finalised. Vests have already been procured.</li> </ul>												
Activity 5.1.3										Nov	Dec	
<b>Relocation of existing 40ft containers</b>										25% implemented		
<ul style="list-style-type: none"> <li>Aim to be completed before end of December 2014. Truck/forklift provider organised, relocation site is prepared.</li> </ul>												
Activity 5.1.4										Nov	Dec	
<b>Maintain SIRCS HQ Generator so that it is kept at an operational level at all times</b>										0% implemented		
<ul style="list-style-type: none"> <li>Due to damage of floods to office and associated infrastructure, generator has been assessed and report provided explains that it is not viable to repair (parts not available and costs are prohibitive). Currently the SIRCS offices experience frequent power outages, resulting in the inability for staff and volunteers to continue working. A quote for a new generator will be obtained and additional funds sought for purchase.</li> </ul>												
<b>Output 5.2:</b> SIRCS Headquarters building infrastructure and communications technology upgrade based on needs.												
Activity 5.2.1										Nov	Dec	
<b>Assess state of HQ roof and make repairs</b>										10% implemented		
<ul style="list-style-type: none"> <li>Due to damage by floods to office, current roof was damaged, roof developed extensive leaks, and repairs are required. It has been initially assessed as requiring replacement of some structural timber and galvanised iron roofing. Quotes are being sought from 3 contractors (as per procurement code) for repairs to be undertaken.</li> </ul>												
Activity 5.2.2										Dec	Jan	
<b>Improve vehicle garage structure by installing concrete slab</b>										10% implemented		
<ul style="list-style-type: none"> <li>A concrete slab over existing dirt floor between offices, storeroom and containers will assist greatly when distributions of NFIs are occurring. Quotes are being sought from 3</li> </ul>												

contractors (as per procurement code) for slab to be laid. This will be undertaken following the logistics storage containers / infrastructure being established.																	
<b>Activity 5.2.3</b>												Dec					
<b>Industrial strength photocopier purchased and installed in HQ</b>												0% implemented					
<ul style="list-style-type: none"> <li>SIRCS has minimal office equipment and facilities. A resident PNS procured a new photocopier during the recent flood response to assist the operation. As SIRCS offices are lacking many other items, the costs originally set aside for this item will be considered for reallocation to addition needed equipment.</li> </ul>																	
<b>Activity 5.2.4</b>												Aug					
<b>Teleconference facilities procured</b>												100% implemented					
<ul style="list-style-type: none"> <li>An open phone system was procured to enable teleconferences to be held.</li> </ul>																	
<b>Output 5.3:</b> Media communication and data management strategies and plans are established and implemented.																	
<b>Activity 5.3.1</b>												Apr		Nov		Dec	
<b>Develop and revise media communication and data management strategies based on needs analysis</b>												0% implemented					
<ul style="list-style-type: none"> <li>Not commenced.</li> </ul>																	
<b>Activity 5.3.2</b>												Apr		Jan		Feb	
<b>Media communications training conducted for selected staff</b>												5% implemented					
<ul style="list-style-type: none"> <li>Initial media communications induction has been carried on for new communication officer. SIRCS Disaster Management Officer has requested the Solomon Islands Media Association to present training with select staff. It was proposed to also use IFRC Pacific regional office communication staff to support remaining training for selected staff. Training for 10 staff and volunteers from SIRCS HQ and five Branches is being planned.</li> </ul>																	
<b>Activity 5.3.3</b>												Dec		Jan			
<b>Data Management training conducted to volunteers for future evacuation centres registrations</b>												0% implemented					
<ul style="list-style-type: none"> <li>It was proposed that the SIRCS Disaster Management Officer will conduct this training with the support of the Australian volunteer who is already in country. This training is rescheduled after the national elections in mid-November 2014.</li> </ul>																	
<b>Activity 5.3.4</b>												Oct		Nov		Dec	
<b>Volunteer management system developed</b>												50% implemented					
<ul style="list-style-type: none"> <li>SIRCS Disaster Management Officer has started the process for developing a system for HQ, Guadalcanal and Malaita branches. There are additional needs to establish the system in three more branches – two of which to be completed by end of October and the remaining by November.</li> <li>A MS Excel spreadsheet has been developed to be used at branch level with the master copy updated at HQ.</li> </ul>																	
<b>Activity 5.3.5</b>												Aug					
<b>Conduct Lessons Learned Workshop with SIRCS volunteers and staff/IFRC Pacific</b>												100% implemented					

<p><b>regional office</b></p> <p>The flood response review was led by IFRC and undertaken with PNS and SIRCS representatives during August.</p> <ul style="list-style-type: none"> <li>• A component of the review was a debrief/ workshop with all staff available and a debrief/focus group workshop with volunteers;</li> <li>• A full report is available on review findings with key recommendations - two separate reports are also available on volunteers debrief and staff workshop;</li> <li>• The review was to provide a timely inquiry into the activities undertaken within the EA plan of action to assist SIRCS in finalising the operation and planning for future disaster events, especially as it is recognized that SIRCS historically does not have long periods of time between disasters occurring; and</li> <li>• Key points from the review are included below, additional information is provided later in this report under the review and findings.</li> </ul>												
Activity 5.3.6								Nov				
<p><b>Conduct RC Orientation session for new volunteers</b></p> <ul style="list-style-type: none"> <li>• SIRCS Disaster Management Officer has conducted a half-day orientation for the approximately 40 volunteers who were part of the floods operation. Additional training to complete their induction and skills development for disaster management will be provided in November for these 40 new volunteers.</li> </ul>	25% implemented											

### Progress

**Review:** More information is provided on the Review later in this Operations Update, what follows only pertains to the capacity building.

Key findings from the review demonstrated that it was equally recognised by beneficiaries, key partners / stakeholders as well as RC/ RC Movement staff and volunteers that SIRCS has provided an exceptional response to the flash flooding, especially in consideration to the extent of the disaster and the size of SIRCS. Respect and trust in the role of SIRCS to address the humanitarian needs of flood affected people was evident in all conversations.

There were several findings which highlighted the drain of time, energy and resources of SIRCS in continually responding to frequent disasters, whilst equally trying to build capacity and manage longer term programmes. Several recommendations explored the inter-relationship between the widely valued disaster response work of SIRCS and ongoing programmes to meet community vulnerabilities. Whilst there are recognised limitations of SIRCS, and it is clear by the recommendations that SIRCS growth needs to occur in step with building internal capacities; it is agreed that there are many opportunities to build bridges between these activities.

Key areas for capacity development include:

- Assessment processes;
- Volunteer management procedures;
- WASH;
- Shelter;
- Training and mentoring;
- Finance;
- Logistics;
- Monitoring;
- Media and communications;
- Long term organisational development and overall capacity building;
- Relationship building with partners; and
- Information management system assessment and potential upgrade.

## *Review of the activities undertaken through the DREF and Emergency Appeal*

The review was conducted in August 2014, led by the IFRC with support of PNSs and SIRCS. The purpose of the review was to examine if the EA plan of action addressed the major humanitarian needs, was timely, and had met its planned goals. The review also highlighted the key achievements, challenges, and captured the major learnings identified by beneficiaries, other partner actors, Red Cross and Red Crescent staff and volunteers as well as external stakeholders who had been involved in the flood operation.

**Locations, focus and feedback from beneficiaries:** The services that SIRCS provided to communities differed, according to the communities' needs and the coordination arrangements. For example, SIRCS commenced providing WASH activities (including safe drinking water) to the Ghaobata area, but after further negotiations through the WASH cluster, it was agreed that another organisation would remain in that locality and SIRCS would relocate to focus primarily on the Visale area, as well as the evacuation centres.

Therefore when the review team visited the communities to obtain their feedback, the focus of the questions and information collected was primarily on what had been provided to the communities by SIRCS. The review team obtained feedback through a range of different methods from a number of communities throughout Guadalcanal which included:

- NFI beneficiary survey report - (East Guadalcanal), Ghaobata area,
- WASH beneficiary survey report - (West Guadalcanal) Visale area,
- Separate women's and men's focus groups to primarily discuss NFIs (East Guadalcanal), Ghaobata area;
- Separate women's and men's focus groups to primarily discuss WASH (West Guadalcanal) Visale area;
- Interviews at ROVE Evacuation Centre Honiara with Chairman and then a small group of evacuees.

The beneficiaries who participated in any of the above methods were selected randomly from throughout the communities. The review team acknowledges that the numbers of beneficiaries contained within each separate process above were relatively small and that this does not provide a comprehensive study of feedback.

**Key findings from the review:** during the review, it was clearly recognised that SIRCS has provided an exceptional response to the flash flooding, especially in consideration to the extent of the disaster and the size and capacity of SIRCS. Respect and trust in the role of SIRCS to address the humanitarian needs of flood affected people was evident in all conversations.

The following provides a summary of key findings which were validated by beneficiaries, SIRCS personnel (staff and volunteers) PNS, IFRC and key external partners.

### **Did the EA plan of action keep within flood affected communities' humanitarian needs?**

The EA applied its efforts to addressing the most immediate humanitarian needs for the flood affected communities for safe drinking water, WASH hygiene promotion activities, repairs for transitional shelter at FOPA evacuation centre, and the distribution of NFIs including emergency shelter kits etc.

Overall it was stated that the relief support provided by SIRCS in terms of relevance, quality and quantity of services and materials, was of a good standard and was directed at the basic humanitarian needs.

There were issues identified regarding the coordination arrangements within Solomon Islands for the assessment processes, beneficiary selections, verifying distributions, and shelter.

### **Did the EA plan of action reach its identified goals, outcomes and outputs?**

The majority of the goals, outcomes and outputs within the EA have been met. The numbers of NFIs distributed to the localities and number of beneficiaries are in keeping (or exceed) the planned scope of work within the EA.

The WASH activities have exceeded the scope of work given the extension of the time for the evacuation centres to remain open and internally displaced persons (IDPs) continued to receive safe drinking water. Hygiene promotion activities in conjunction with provision of safe drinking water for the Visale communities were well met.

The EA planned for training on the appropriate use of emergency shelter kits, as well hygiene promotion activities to take place at the same time as the distribution of hygiene kits. It is not clear that this was effectively implemented across all communities.

### Was the EA plan of action timely in the response provided?

All of the groups interviewed agreed that initially there were delays through the coordination mechanisms, to commence the assessments and providing relief services.

Following the initial delays, it is agreed SIRCS undertook its response activities in a timely manner, especially WASH.

### Was the EA within SIRCS's capacities and mandate?

From interviews and feedback it has been clearly validated, that the capacities of SIRCS in the main fitted the scope of the work as identified within the EA.

SIRCS is viewed by government and several key partners as a trusted and dependable partner. In comparison to the EA in 2007, this time SIRCS took on the lead responsibility and established improved leadership visibility and relationships. SIRCS mobilised resources including significant numbers of staff and volunteers very quickly following the floods and this was a significant contribution to the disaster response.

SIRCS is a small national society which has a high frequency of responding to disasters. This significantly impacts upon the ability of SIRCS to focus on longer term organisational development and capacity building initiatives.

### Has the EA been provided with sufficient support and resources?

The initial DREF (IFRC Disaster Relief Emergency Fund) did its job in providing immediate financial support to the address the urgent humanitarian needs of: water supply, relief distributions, mobilisation of volunteers, and assessment processes before the EA was launched and donor contributions were able to be received.

PNS, IFRC regional office, FACT<sup>7</sup>, peer exchange support and RDRT<sup>8</sup> members all assisted SIRCS through providing immediate support in the early stages of the response.

The EA provided a common platform for resourcing and for promoting the work of the SIRCS and its partners regionally/internationally.

## Budget

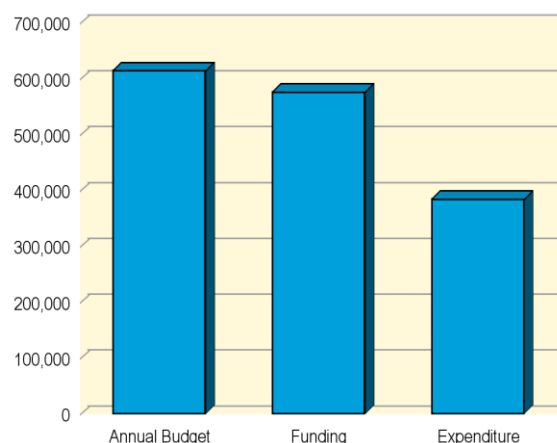
The Revised Emergency Appeal is seeking CHF 684,278 (a decrease from the initial CHF 1.3 million) to enable the IFRC to support the SIRCS to deliver assistance and support to 4,200 flood affected families (21,000 people), focusing on the provision of non-food items, water and sanitation, shelter, hygiene promotion and National Society capacity building.

The revision provided a reduction in both beneficiary numbers and budget, to take into account evolving needs and funding limitations, and has focused upon the remaining relief needs and capacity building of the National Society.

SIRCS has received contributions through the Appeal as well as bilateral support from regional PNSs and in-country donors. To date, donors' response stands at 84 per cent of total budget (CHF 575,945). Of the total income received, CHF 384,144 was spent.

It is anticipated that with additional operation costs to be claimed by SIRCS, as well as the costs to undertake the capacity building activities and procurement of additional NFIs, the expenditure will effectively utilise as planned all funds available through the Appeal. These remaining activities will be undertaken through the end of 2014 and early 2015.

Chart 1. Funding & Expenditure (YTD) vs Annual Budget



<sup>7</sup> Field assessment coordination team (FACT)

<sup>8</sup> Regional disaster response team (RDRT)

## Contact information

### For further information specifically related to this operation please contact:

- **Solomon Islands Red Cross Society:** Joanne Zoleveke, Secretary General, mobile: +677 749 9662; email: [secgen@redcross.org.sb](mailto:secgen@redcross.org.sb)
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### For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- **In IFRC Zone:** Peter Ophoff, Head of Planning, Monitoring, Evaluation and Reporting, office: +603 9207 5507; email: [peter.ophoff@ifrc.org](mailto:peter.ophoff@ifrc.org)

## Click

1. [here](#) to Interim financial report
2. [here](#) to return to the title page

## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in 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.



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****MDRSB003 - Solomon Islands - Floods**

Timeframe: 11 Apr 14 to 11 Jan 15

Appeal Launch Date: 02 May 14

**Interim Report****Selected Parameters**

Reporting Timeframe	2014/4-2014/9	Programme	MDRSB003
Budget Timeframe	2014/4-2015/1	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
<b>A. Budget</b>		<b>684,277</b>				<b>684,277</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
<i>American Red Cross</i>		139,652				139,652	
<i>Australian Red Cross</i>		2,470				2,470	
<i>Australian Red Cross (from Australian Government*)</i>		55,666				55,666	
<i>Italian Government Bilateral Emergency Fund</i>		60,990				60,990	
<i>Japanese Red Cross Society</i>		45,100				45,100	
<i>Korea Intern. Coop. Agency (KOICA)</i>		44,484				44,484	
<i>New Zealand Red Cross</i>		52,953				52,953	
<i>Red Crescent Society of the United Arab Emirates</i>		8,935				8,935	
<i>Red Cross of Monaco</i>		18,213				18,213	
<i>Singapore Red Cross Society</i>		9,516				9,516	
<i>Spanish Government</i>		36,212				36,212	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>		44,559				44,559	
<b>C1. Cash contributions</b>		<b>518,749</b>				<b>518,749</b>	
<b>Inkind Goods &amp; Transport</b>							
<i>Australian Red Cross</i>		29,348				29,348	
<b>C2. Inkind Goods &amp; Transport</b>		<b>29,348</b>				<b>29,348</b>	
<b>Inkind Personnel</b>							
<i>New Zealand Red Cross</i>		27,848				27,848	
<b>C3. Inkind Personnel</b>		<b>27,848</b>				<b>27,848</b>	
<b>C. Total Income = SUM(C1..C4)</b>		<b>575,945</b>				<b>575,945</b>	
<b>D. Total Funding = B + C</b>		<b>575,945</b>				<b>575,945</b>	

\* 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>B. Opening Balance</b>							
<b>C. Income</b>		575,945				575,945	
<b>E. Expenditure</b>		-384,144				-384,144	
<b>F. Closing Balance = (B + C + E)</b>		191,802				191,802	

**Disaster Response Financial Report****MDRSB003 - Solomon Islands - Floods**

Timeframe: 11 Apr 14 to 11 Jan 15

Appeal Launch Date: 02 May 14

**Interim Report****Selected Parameters**

Reporting Timeframe	2014/4-2014/9	Programme	MDRSB003
Budget Timeframe	2014/4-2015/1	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	
<b>BUDGET (C)</b>			<b>684,277</b>			<b>684,277</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief			2,880			2,880	-2,880	
Construction - Facilities	4,788						4,788	
Construction Materials	5,027		329			329	4,698	
Clothing & Textiles	29,600		6,612			6,612	22,988	
Food			876			876	-876	
Water, Sanitation & Hygiene	114,504		16,109			16,109	98,395	
Medical & First Aid	710		703			703	7	
Utensils & Tools	57,000		8,570			8,570	48,430	
Other Supplies & Services			154			154	-154	
<b>Total Relief items, Construction, Sup</b>	<b>211,629</b>		<b>36,233</b>			<b>36,233</b>	<b>175,396</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	0						0	
Computers & Telecom	1,197						1,197	
Office & Household Equipment	5,387						5,387	
<b>Total Land, vehicles &amp; equipment</b>	<b>6,584</b>						<b>6,584</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring	97,566		31,478			31,478	66,088	
Transport & Vehicles Costs	12,162		66,762			66,762	-54,600	
<b>Total Logistics, Transport &amp; Storage</b>	<b>109,728</b>		<b>98,240</b>			<b>98,240</b>	<b>11,489</b>	
<b>Personnel</b>								
International Staff	76,610		52,419			52,419	24,191	
National Staff	5,000		9,099			9,099	-4,099	
National Society Staff	8,509		23,873			23,873	-15,364	
Volunteers	95,860		48,110			48,110	47,750	
Other Staff Benefits			4,693			4,693	-4,693	
<b>Total Personnel</b>	<b>185,979</b>		<b>138,193</b>			<b>138,193</b>	<b>47,786</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	27,000						27,000	
<b>Total Workshops &amp; Training</b>	<b>27,000</b>						<b>27,000</b>	
<b>General Expenditure</b>								
Travel	46,915		41,242			41,242	5,673	
Information & Public Relations	8,376		167			167	8,209	
Office Costs	27,811		9,780			9,780	18,031	
Communications	17,048		7,068			7,068	9,980	
Financial Charges	600		367			367	233	
<b>Total General Expenditure</b>	<b>100,750</b>		<b>58,624</b>			<b>58,624</b>	<b>42,127</b>	
<b>Operational Provisions</b>								
Operational Provisions			30,037			30,037	-30,037	
<b>Total Operational Provisions</b>			<b>30,037</b>			<b>30,037</b>	<b>-30,037</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	41,709		21,676			21,676	20,033	
<b>Total Indirect Costs</b>	<b>41,709</b>		<b>21,676</b>			<b>21,676</b>	<b>20,033</b>	
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee	898		1,141			1,141	-243	
<b>Total Pledge Specific Costs</b>	<b>898</b>		<b>1,141</b>			<b>1,141</b>	<b>-243</b>	

**Disaster Response Financial Report**

MDRSB003 - Solomon Islands - Floods

Timeframe: 11 Apr 14 to 11 Jan 15

Appeal Launch Date: 02 May 14

Interim Report

**Selected Parameters**

Reporting Timeframe	2014/4-2014/9	Programme	MDRSB003
Budget Timeframe	2014/4-2015/1	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**III. Expenditure**

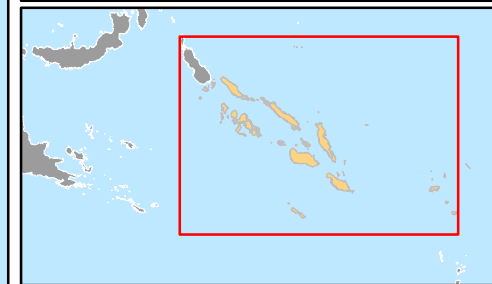
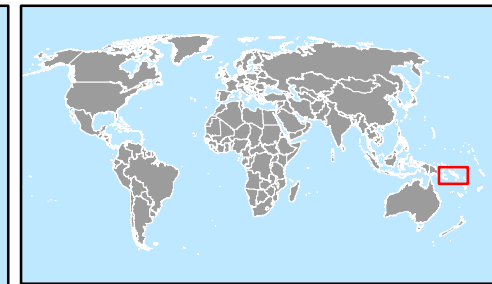
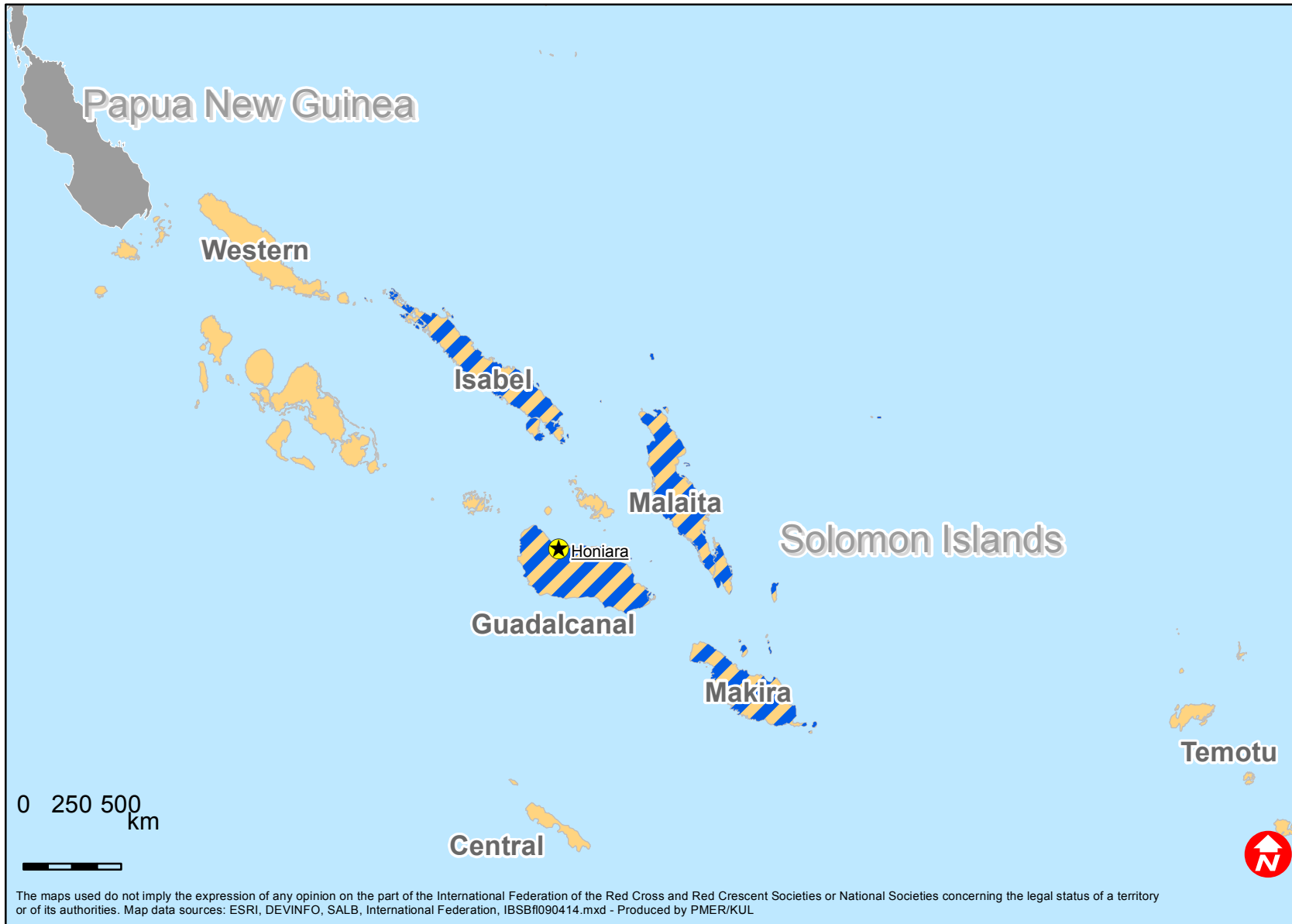
Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			684,277			684,277		
TOTAL EXPENDITURE (D)	684,277		384,144			384,144	300,134	
VARIANCE (C - D)			300,134			300,134		



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

2 May 2014  
FL-2014-000045-SLB

# Solomon Islands: Floods



- ★ Capitals
  - Floods affected provinces
- 

The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: ESRI, DEVINFO, SALB, International Federation, IBSBf090414.mxd - Produced by PMER/KUL