

Emergency Plan of Action Final Report

Cameroon: Flash Floods in Santchou

DREF operation	Operation n° MDRCM025
Date of Issue: 23 February 2018	Glide number: FF-2017-000122
Date of disaster: 4 August 2017	
Operation start date: 21 August 2017	Operation end date: 21 November 2017
Host National Society: Cameroon Red Cross	Operation budget: CHF 95 161
Number of people affected: 12,890	Number of people assisted: 18,719 ¹
N° of National Societies involved in the operation: 01; Cameroon Red Cross supported by the International Federation of Red Cross and Red Crescent Societies (IFRC)	
N° of other partner organizations involved in the operation: Local administrative authorities	

A. SITUATION ANALYSIS

Description of the disaster

On 4 August 2017, torrential rains caused floods and mudslides in Santchou, a district located in the Menoua Division of the West region of Cameroon. The disaster affected 12,890 people in different ways across the villages in Santchou, with some vulnerable people left homeless, others with houses partially destroyed, and farms and schools destroyed, as well as many houses and public buildings, including schools, flooded. The rains continued until October, thereby delaying implementation of the response operation. Nevertheless, devoted Cameroon Red Cross volunteers managed to complete all the activities planned despite the adverse weather conditions, preventing a revision of the operation, or an extension of the operation timeframe.

The National Society (NS) conducted a detailed assessment of the situation as part of this operation, but the findings did not show considerable gaps between the rapid assessment and the detailed assessment. Thus, the operational team decided to keep with the response initially planned. A Regional Disaster Response Team (RDRT) member with relief, assessment and sanitation background was deployed at the beginning of the operation to support the host NS with this detailed assessment.



Trained Cameroon Red Cross volunteers conducted door-to-door sensitization and hygiene promotion in Santchou to help prevent waterborne diseases. Photo by Cameroon Red Cross

¹ This number includes the 1 105 people that were targeted, and the many people who were reached by hygiene promotion activities as highlighted under the WASH section below.

The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID), AECID, the Medtronic and Zurich Foundations and other corporate and private donors. The IFRC, on behalf of the Cameroon Red Cross, would like to extend many thanks to all partners for their generous contributions.

Summary of response

Overview of Host National Society

When the disaster occurred, Cameroon Red Cross mobilised 33 volunteers who administered first aid to affected people and conducted the rapid assessment that enabled the NS and IFRC to put together this DREF operation. As first-aiders, the volunteers helped affected people to find refuge in host families and in other available temporary shelters. Those volunteers also administered psychosocial support to 221 families affected by the disaster, and helped them save what was left of their property after the disaster.

After the launching of this DREF operation, a team from the NS' headquarters, supported by an RDRT member, went to Santchou to conduct a detailed assessment of the situation. Their findings confirmed the data made available by the 33 Red Cross volunteers prior to the launching of the operation. These volunteers were then trained on distribution techniques, water treatment, disinfection of latrines and hygiene promotion focussing on hygiene rules, potable water supply, excreta disposal, vector control, solid waste management, and used water drainage.

Overview of Red Cross Red Crescent Movement in country

The International Federation facilitated the deployment of an RDRT member from the Central African Republic (CAR) Red Cross to support Cameroon Red Cross with the implementation of the operation. This RDRT member supported the detailed assessment of the situation in Santchou.

Overview of non-RCRC actors in country

Government authorities in the field, including the Senior Divisional Officer of Dschang, the Divisional Officer and the Mayor of Santchou, facilitated the access of Red Cross teams in the affected localities. They also acknowledged the humanitarian support from the Red cross to their populations.

Needs analysis and scenario planning

After the launching of the DREF operation, a joint Cameroon Red Cross and IFRC team, as well as an RDRT member from CAR Red Cross, conducted a detailed assessment of the situation in the field. After observations and discussions with key informants, including Government officials in Santchou, the assessment team determined that there was no need to plan additional activities. They realised that the operation was on track and accelerated implementation.

Risk Analysis

Santchou is a locality made of several hills. For a better understanding of the situation, the joint assessment team decided to climb those hills to the point where the landslide started, causing the destructions reported. The objective of that visit was to determine if there was still a risk for the surrounding populations. As that was not the case, the team then concluded that planned activities be implemented until the end of the operational timeframe.

B. OPERATIONAL STRATEGY

Proposed strategy

When the joint assessment team arrived in Santchou, they quickly realised there were very few trained Red Cross volunteers in the locality. The volunteers involved in the operation by then came from neighbouring localities, and this would have created a serious human resources management issue for the NS, in addition to being too expensive to the operation. Thus, the team supported the local branch of Cameroon Red Cross to recruit and train new Red Cross volunteers locally. Those volunteers who knew their community well then facilitated smooth counting of the people in need, and also strengthened community engagement in the operation. Following the assessment, a new calendar of activities was set up as follows:

- Training of Red Cross volunteers on distribution techniques
- Training of Red Cross volunteers on hygiene promotion
- Conducting a hygiene promotion, water and sanitation campaign
- Distribution of non-food items to targeted families (although all planned NFIs were distributed the same day, those distributions are reported below under each specific area of focus)
- Conducting a lessons learned workshop

C. DETAILED OPERATIONAL PLAN



Water, sanitation and hygiene

People reached: 18 719

Male: 7 806

Female: 10 913

Indicators:	Target	Actual
Number of people reached with hygiene promotion activities	NA	18,719 ²
Number of households reached with NFIs	221	221
Narrative description of achievements		
<p>A water, sanitation and hygiene promotion (WASH) training session was organized in Santchou from 2 to 4 October 2017. The 33 Cameroon Red Cross volunteers who attended the training were briefed on water treatment and conservation at home to help prevent water-borne diseases. The training also focused on hygiene promotion and sanitation. The trainees were briefed on how to mobilize communities for hygiene promotion and sanitation campaigns.</p> <p>After the training, 30 Cameroon Red Cross volunteers and 3 supervisors conducted a hygiene promotion and sanitation campaign that lasted from 6 October to 20 November 2017 in several localities of Santchou. This was done using the door-to-door technique, which enabled Red Cross volunteers to pass across messages on how to treat and keep water safe at home. Sensitization sessions also targeted households sharing the same water sources. The message for them was to use a single bucket for carrying water as the use of several buckets would facilitate the contamination of the water source. The beneficiaries were also briefed on how to keep their water safe by treating it and by cleaning the surroundings of the source. Red Cross volunteers insisted on the need to cover the water to prevent contaminated objects from falling inside. The beneficiaries were also told how to elevate small walls around their water sources to prevent them from being contaminated during flooding.</p> <p>At the end of the sensitization, the beneficiaries were given aqua tab tablets for home-based water treatment. Red Cross volunteers demonstrated how to use those tablets, and also showed the beneficiaries how to clean their latrines and keep them safe.</p> <p>Other NFIs distributed included 3 buckets of chlorine (45 kg each) for environmental sanitation and cleaning of latrines, 50 bottles of bleach (1 liter each), 199 boxes of aqua tab (100 tablets in each box), 2,000 posters (A2 size) and 2,000 folders (A5 size) for sensitization and hygiene promotion, 5 wheelbarrows, 8 sprayers, 25 strong brushes, 50 hoes with handles, 10 round shovels, 50 sachets of detergents. In addition, each household targeted received 1 bucket (10 liters) with cover, 10 pieces of soap, 1 hygiene kit, and 1 jerry can (20 liters). The following table summarizes what was achieved in the area of WASH under this operation.</p>		

² Hygiene promotion targeted the entire population of Santchou, and Red Cross volunteers could reach 18 719 people as shown in the table below.

Localities visited	Number of households visited	Total number of people reached by sensitisation sessions				Number of water points treated or cleaned	Number of latrines cleaned
		Adults		Youths			
		Male	Female	Male	Female		
Kassala femme Long trait	646	644	814	629	828	58	36
Bessouk	434	436	548	500	940	49	38
Madagascar	634	638	840	432	651	48	65
Manzoko	1,238	1,612	1,960	745	920	94	78
Eshiock/ Bébong	636	511	854	931	1382	157	69
Fondonnéra	236	270	556	458	620	96	71
TOTAL	3,824	4,111	5,572	3,695	5,341	502	357
Grand Total	18 719				502		357

Challenges

The main challenge under this section was to reach the affected population, as the Red Cross was not really active in the area. The population had to be sensitized on Red Cross activities to be able to recruit volunteers, who later facilitated the implementation of activities.

Lessons Learned

This DREF operation has given the divisional and sub divisional committees of Cameroon Red Cross a unique opportunity to gather good disaster management experience. By providing assistance to the most vulnerable 221 families (1 105 people), and reaching about 18 719 people directly and indirectly with hygiene promotion and sanitation activities, the NS has gained popularity and acknowledgement from both the populations and administrative and political authorities in the West region of Cameroon. In fact, the ceremony to distribute NFIs was presided over by the National President of Cameroon Red Cross and the Secretary General in the services of the Governor of the West region of Cameroon. A member of parliament of the Menoua constituency (the division where Santchou is located) sent an acknowledgement letter to the national President of the Cameroon Red Cross in which she renewed the support of her constituency to the activities of the Red Cross.



Emergency Shelter and non-food items

People reached: 1,105

Male: 485

Female: 620

Indicators:	Target	Actual
Number of vulnerable people reached with non-food items (NFIs)	1,105	1,105
Narrative description of achievements		

On 27 September 2017, 30 Cameroon Red Cross volunteers from Fondonera, Singuem, Eschiok, Dschang and Santchou localities were trained on humanitarian aid distribution techniques. The themes covered during the training included Code of Conduct and ethics, Distribution standards (SPHERE standards), Distribution circuit (itinerary to be covered by the beneficiaries from entry to exit from the distribution site, and the positioning of items to be distributed, and the order of distribution (classification of items), and the items available according to the operation.

The distribution of NFIs took place on 15 October and was presided over by the National President of Cameroon Red Cross at the Government's ceremonial ground in Santchou. The planned 221 families of beneficiaries each received 2 mats, 2 blankets, 2 insecticide-treated nets, and 1 tarpaulin.



Cameroon Red Cross also distributed NFIs to affected people in Santchou. Photo by Cameroon Red Cross

Challenges

The flash floods and landslide of 4 August 2017 occurred in a locality where Cameroon Red Cross was not known very well. This explains why it was so difficult to gather the required information to launch the alert, present a reliable list of affected people, and develop a list of beneficiaries in line with DREF procedures. Santchou had never experienced such an event before, and the local committee of the Red Cross did not have the required human resources and training to assess the situation on behalf of the National Society (NS). The locality now has about 50 trained volunteers who are ready to carry out humanitarian interventions.

Lessons Learned

The situation in Santchou revealed the uneven disaster preparedness of Cameroon Red Cross. The NS needs to have at least a minimum trained intervention team in each local branch that can be operational with very little briefing.



Health

People reached:

Male:

Female:

Indicators:

	Target	Actual
Number of households that received at least 2 insecticide-treated mosquito nets	221	221

Narrative description of achievements

In order to facilitate Red Cross intervention, the following NFIs were distributed to the Santchou sub divisional branch of the Cameroon Red Cross: 8 first-aid kits, 30 Red Cross bibs, 200 sachets of oral rehydration solutions, 8 megaphones with a comprehensive set of batteries. Each of the 221 planned families received 2 insecticide-treated mosquito nets, i.e. a total of 442 nets distributed to help prevent malaria.

Trained Red Cross volunteers provided first aid to about 1 105 people, and helped them find refuge in safer temporary shelters.

Challenges

No major challenge to report under this section.

Lessons Learned

The major lesson learned from this operation, and as highlighted during the lessons-learned workshop that was organised on 18 November 2017, is that the NS needs to strengthen its community engagement and accountability to ensure that the beneficiaries are involved at every stage of the operation, from planning to implementation and reporting.

D. THE BUDGET

The overall budget for this DREF operation was CHF 95,161 of which CHF 94,703 was spent. The major variances observed are due mostly to accounting errors such as volunteers' per diems entered outside workshop expenses, and some costs entered under Information and Public Relations instead of under Teaching Material. Moreover, the unit prices for leaflets and posters turned out to be higher than initially planned, thus the variance under Information & Public Relations. As far as the NS staff line is concerned, the NS made unplanned expenses, for example to cover the travel of their National President for the distribution of NFIs. The NS Président took Office in August 2017, and this operation was her first opportunity to send out a Red Cross message to the entire national community.

Contact information

Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

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

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

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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 (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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Saving lives, changing minds.



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

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

Disaster Response Financial Report

MDRCM025 - Cameroon - Flash Floods Santchou

Timeframe: 26 Aug 17 to 26 Nov 17

Appeal Launch Date: 26 Aug 17

Final Report

Selected Parameters

Reporting Timeframe	2017/8-2018/1	Programme	MDRCM025
Budget Timeframe	2017/8-2017/11	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		95,161				95,161	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		95,161				95,161	
C4. Other Income		95,161				95,161	
C. Total Income = SUM(C1..C4)		95,161				95,161	
D. Total Funding = B + C		95,161				95,161	

* 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		95,161				95,161	
E. Expenditure		-94,703				-94,703	
F. Closing Balance = (B + C + E)		458				458	

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III. Expenditure

Account Groups	Budget	Expenditure					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					TOTAL B	A - B
BUDGET (C)			95,161			95,161	
Relief items, Construction, Supplies							
Shelter - Relief	6,179		6,604			6,604	-425
Clothing & Textiles	23,945		24,381			24,381	-435
Water, Sanitation & Hygiene	8,790		7,865			7,865	926
Medical & First Aid	1,660		2,526			2,526	-866
Teaching Materials	3,057		401			401	2,657
Utensils & Tools	5,986		6,535			6,535	-549
Total Relief items, Construction, Sup	49,619		48,312			48,312	1,307
Logistics, Transport & Storage							
Storage	454		320			320	134
Distribution & Monitoring	1,922		2,149			2,149	-227
Transport & Vehicles Costs	2,621		2,422			2,422	200
Total Logistics, Transport & Storage	4,998		4,891			4,891	107
Personnel							
International Staff	6,693		3,667			3,667	3,025
National Staff	140		629			629	-489
National Society Staff	7,759		9,301			9,301	-1,541
Volunteers	9,101		11,456			11,456	-2,355
Total Personnel	23,693		25,053			25,053	-1,359
Consultants & Professional Fees							
Professional Fees	699		193			193	506
Total Consultants & Professional Fees	699		193			193	506
Workshops & Training							
Workshops & Training	6,953		2,077			2,077	4,876
Total Workshops & Training	6,953		2,077			2,077	4,876
General Expenditure							
Travel	1,730		1,442			1,442	288
Information & Public Relations	437		5,068			5,068	-4,632
Office Costs	175		145			145	30
Communications	612		466			466	146
Financial Charges	437		1,275			1,275	-839
Total General Expenditure	3,390		8,396			8,396	-5,006
Indirect Costs							
Programme & Services Support Recover	5,808		5,780			5,780	28
Total Indirect Costs	5,808		5,780			5,780	28
TOTAL EXPENDITURE (D)	95,161		94,703			94,703	458
VARIANCE (C - D)			458			458	

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Subsector:	*		

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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 management	95,161		95,161	95,161	94,703	458	
Subtotal BL2	95,161		95,161	95,161	94,703	458	
GRAND TOTAL	95,161		95,161	95,161	94,703	458	