

www.ifrc.org

Saving lives,
changing minds.

Emergency Plan of Action Final Report

Rwanda: Floods



International Federation
of Red Cross and Red Crescent Societies

DREF operation MDRRW016	Operation n° FL-2018-000029-RWA
Date of Issue: 31 October 2018	Date of disaster: 03 March 2018
Operation start date: 22 March 2018	Operation end date: 22 June 2018
Host National Society: Rwanda Red Cross Society	Operation budget: CHF 152,896
Number of people affected: 25,000 people (5,000 households)	Number of people assisted: 4,750 people (950 HH)
N° of National Societies involved in the operation: Austrian Red Cross, Belgian Red Cross Flanders, Belgian Red Cross French Community, Spanish Red Cross, and Danish Red Cross	
N° of other partner organizations involved in the operation: Ministry of Disaster Management and Refugees Affairs (MIDIMAR), Local Authorities in Rubavu district	

A. SITUATION ANALYSIS

Description of the disaster

Beginning March 2018, heavy rainfall was experienced across many districts in the Western, Southern and Eastern regions of Rwanda, which resulted in flooding and landslides. On 3 March 2018, Rubavu District, located in the Western province of Rwanda, experienced heavy rains which resulted in flooding along Sebeya River and landslides in the steep areas. The affected areas were in four sectors, namely Nyundo, Nyakiliba, Rugerero and Kanama

In Rubavu district, 5,000 households (25,000 people) from seven (7) cells in four (4) sectors were affected by the floods, of which 4,750 people from 950 households were directly affected. These 950 HH were accommodated in the nearby communities after their homes were either destroyed or damaged by flowing waters and mud debris.

Following the disaster, an emergency needs assessment was carried out in the seven (7) flood affected cells in the four (4) sectors in Rubavu district, in collaboration with the local authorities and the Ministry of Disaster Management and Refugees (MIDIMAR).



Flooded and destroyed house in Rubavu district ©RRCS

Table 1: Summary of Rapid Assessment Findings (Rubavu district)

Description	Total
Number of HH directly affected /displaced	950 HH

Number of HH assisted in first response	550 HH
Number of houses completely destroyed	28 houses
Number of latrines destroyed	356
Number of schools affected	1
Number of mixed crops hectares affected/damaged	141.5 Ha
Number of people injured (major injuries)	5
Number of deaths	0
Number of livestock dead/missing	643

Table 2: Figures per affected sectors

No	Sector	Total affected houses	Of which the houses fully destroyed	Damaged latrines	Damaged bridges	Major injuries	Minor injuries	Crops affected (area)
1	Nyundo	248	16	254	3	2	14	62
2	Kanama	388	7	88	4	0	9	76.5
3	Rugerero	287	4	14	3	3	23	3
4	Nyakirirba	27	1	0	0	0	0	0
	Total	950	28	356	10	5	46	141.5

Summary of response

Overview of Host National Society

Rwanda Red Cross mobilized 12 staff (8 technical and 4 drivers) from RRCS HQ, 4 NDRT and 60 Local Disaster Response Team / Branch Disaster Response Team volunteers from Rubavu Branch committee to support families that were affected by floods.

RRCS response actions:

- Conducted joint rapid assessment with the local response committee and the (Ministry of Disaster Management Affairs (MIDIMAR)
- Provision of First aid services for the affected families
- PSS support was given by RRCS volunteers to 520 people
- Evacuation of affected population into safe locations identified by the government for long-term settlements
- Trained BDRT/LDRT volunteers (local response teams at district level) conducted rapid search and rescue immediately for the floods and landslide affected victims with support of local communities and authorities
- Public awareness & community sensitizations were conducted with support of volunteers in the high-risk zones of the local populations
- Coordination of response actions jointly with the Ministry of Disaster Management & Refugees and the district authorities.

In collaboration with MIDIMAR, RRCS conducted distribution of Non-food items (households and hygiene related items) to 550 affected HH from RRCS and MIDIMAR strategic stocks. The RRCS strategic stocks were replenished using this DREF allocation.

Table 1: NFIs distributed to the 550 households

Items	Quantity per family	Quantity / RRCS stocks	Quantity / MIDIMAR stocks	Total distributed
Blanket	2 blankets	1,098	2	1,100
Buckets	1 bucket	529	21	550
Sleeping Mat	2 sleeping mats	600	500	1,100
Jerry cans	1 jerry can	300	250	550
Plastic sheeting	2 plastic sheeting	56	0	56
Kitchen set	1 kitchen set	300	250	550
Kitenge (clothing items)	1 piece of kitenge	529	21	550
Flannel for children	1 peace of flannel	550	0	550
Washing Soap (tembo)	6 pieces of soap	1,800	1,500	3,300
Potty for children	1 potty	329	0	329
Mosquito nets	2 pieces	0	1,100	1,100

Overview of Red Cross Red Crescent Movement in country

IFRC provided technical assistance through the Eastern Africa Cluster office as well as the Africa Regional office in Nairobi. A DMIS alert was posted the day after the disaster on 4 March 2018, after which an Operations strategy call was held. The cluster office continued to provide support throughout the operation especially for implementation of the Cash Transfer component with the design of vouchers for NFIs and Food parcels.

In country PNS including Austrian Red Cross, Belgian Red Cross French, Belgian Red Cross Flanders, Danish Red Cross and the Spanish Red Cross supported through information sharing and helped to draft and review the DREF plan of action.

Overview of non-RCRC actors in country

RRCS worked in collaboration with the Ministry for Disaster Management Affairs (MIDIMAR) as well as local government authorities at district level who coordinated the response. MIDIMAR provided additional NFIs for the initially targeted 550 affected families (refer to table 3). No other partner was involved in the operation apart from RRCS and the government authorities (local and national level).

Local government response actions:

- The disaster affected communities were accommodated in nearby communities, churches and schools after their homes were damaged and other household materials were completely washed away by floods and landslides.
- Moving the affected families from high risk zones to safe locations for long-term settlements.
- Search and rescue was provided for disaster affected victims during flooding and landslides with support of Rwanda Red Cross volunteers. For those that lost their family members, funeral support services were provided in the form of money, tools and community participation in burial ceremonies.
- Early warning information continued to be provided for the areas in the high-risk zones for better preparedness.
- Evacuation services were provided with support for those in risk zones and those that had been displaced by disasters in different districts.
- Provision of mosquito nets for malaria prevention.
- Worked with the affected population to determine the needs and the kind of assistance that would be provided.
- Conducted advocacy for support to the National Platform for Disaster Risk Reduction (NPDRR) and other institutions.

Needs analysis and scenario planning

Following the initial rapid assessment carried out by RRCS after the disaster, the following needs were identified:

Table 4: Summary of identified needs

Sector	Identified needs
Health	Heightened risk of malaria infection due to the loss of habitat and mosquito nets and ensuing exposure to mosquitoes. Due to the personal losses of property, psychosocial needs were also identified.
Water and sanitation	The water systems were affected by floods. This situation and the consequent use of unsafe water lead to the increased risk of water-borne diseases such as diarrhoea or cholera. The loss of hygiene and household materials (such as bucket, jerry cans, soaps, etc.) worsened this situation. 356 household latrines were damaged, which has increased the risk of poor hygiene and sanitation related diseases.
Shelter	950 HH were displaced after their houses were flooded or damaged with roofs blown off and walls destroyed. They sought shelter in neighbouring families, schools and communities. However, this situation put pressure on the host families which are often overcrowded due to small living space.
Food security, nutrition and livelihood	An estimated 141.5 Hectares of crops were destroyed by the floods. In addition, household food stocks stored in homes that were flooded are lost. Moreover, the host families did not receive additional support to feed the hosted population. The population's livelihood, mainly based on agricultural activities, was also affected because of the lost crops, seeds and agricultural tools.

The heavy rainfall continued to affect the country throughout March to May causing further flooding and landslides. A follow up needs assessment was conducted by RRCS for all flood affected districts (including Rubavu) in Western, Southern and Eastern provinces and Kigali city, in May 2018. An additional 775 families (3,875 people) were affected

by the new disaster with their houses and farms destroyed by the flood waters and in need of relief assistance for food, shelter and NFIs. A request for a second DREF allocation was made to assist these additional families. However, due to late submission of the request, the allocation was not granted. MIDIMAR mobilized food assistance of maize and beans from Nyagatare and Nyabihu districts to support these families. 40 RRCS volunteers were mobilized to support MIDIMAR with the planned distribution.

Table 5: No. of relief NFIs needed for second disaster

	Kitchen sets	Blankets	Mats	Jerrycans	Soap	Bucket	Kitenge	Sheetings	Mosquito nets
RUBAVU	775	1,550	1,550	1,550	3,100	775	775	1,550	2,325

Risk Analysis

The continued heavy rainfall led to increased flooding and landslides. As previously mentioned, an additional 775 were affected by the flooding. The situation also made some of the areas inaccessible for RRCS to deliver assistance until the flood waters receded.

B. OPERATIONAL STRATEGY

Proposed strategy

Overall Operational objective:

Essential emergency relief, shelter items, and hygiene promotion was provided to 4,750 people (950 households) who were affected by floods.

550 households received NFIs (jerry cans, soap, blankets, kitenge, kitchen sets, flannels, potties, plastic mats), in addition to hygiene sensitization which targeted the whole community. The DREF allocation was used to replenish RRCS strategic stock which was used (refer to table 3).

The initial strategy was to assist the remaining 400 households through mobile cash distributions and direct cash as had been done in previous operations. After consultation with the local authorities and presentation on the different options for cash assistance (mobile money, direct cash or vouchers), the authorities indicated that it was preferable to use vouchers to ensure that the target communities used the money to purchase the right items. The local authorities were concerned that the households might not use the money for the intended purpose as it was the first time receiving cash in that district.

400 HH received assistance through vouchers to support them recover their basic households' materials- 1 bucket, 1 kitchen set, 2 blankets, 1 jerry can, 2 sleeping mats, 4 pieces of soap and 1 kitenge per HH. Some households also purchased basins, water jags and flasks in addition to the items below.



NFI distribution in Rubavu district ©RRCS

Table 6: Cost of NFI voucher per HH

Items	Quantity	Unit cost	Total cost (RwF)	Total cost (CHF)
Blanket	2	3,000	6,000	7
Buckets	1	2,500	2,500	3
Sleeping Mat	2	2,500	5,000	6
Jerry cans	1	2,400	2,400	3
Kitchen set	1	12,000	12,000	14
Kitenge (clothing items)	1	6,000	6,000	7
Washing Soap (tembo)	4	300	1,200	1
Total			35,100 RWF	40 CHF

356 HH whose latrines were destroyed were also supported with rehabilitation materials (2 iron sheets, nails, timber / wood planks). The construction work was conducted by community members through community work with support of local authorities and RRCS volunteers at community level. This was agreed on after consultations with the community through meetings. The communities committed themselves to digging of holes, provide timber and support labor costs. However, later, the community members were not active and RRCS had to organize another meeting to see what the needs were and which strategy to adapt for the provision of the latrines in the area.

Table 7: Initial Cost for latrine construction per HH

Items	Quantity	Unit cost	Total cost / RwF	Total CHF
Iron sheets (piece of 0.9 x 3 metres, BG 32)	2	6,000	12,000	14
Latrine door	1	10,000	10,000	11
Sack of Cement	1	14,000	14,000	16
Timber Nails 6cm 0.25 & 8cm 0.25 g & Iron sheets 0.5g	1 mixed nails	3,500	3,500	4
Total			39,500 RWF	45 CHF

After the 3rd meeting with the community, the following strategy was decided on due to the location of the latrines (the soil type in some areas was not favorable and needed to be mixed with more cement).

Procurement of the materials for the latrines was done by RRCS. The beneficiaries were fully engaged in the construction of their latrines and improvements in case of future flooding.

The communities were responsible for digging of the pits, making of mud bricks, elevation of the latrine, roofing and supporting the construction. The role of the RRCS was volunteer mobilisation to support community work on construction of latrines, roofing (2 Iron sheets/latrine), procurement of 357 kgs of nails, 356 doors (1/latrine) and 688 bags of cement (2 per latrine). Some 24 families received one bag of cement per latrine instead of two due to the nature of their settlement locations (soil was more favourable).

Table 8: Revised cost of construction of 356 latrines

Items	Quantity	Unit cost	Total cost / RwF	Total CHF
Iron sheets (piece of 0.9 x 3 metres, BG 32)	712	5,300	3,773,000	4,322
Latrine door	356	10,000	3,560,000	4,078
Sack of Cement	356	9,700	3,453,200	3,956
Sack of Cement	332	10,000	3,320,000	3,803
Timber Nails 6cm 0.25 & 8cm 0.25 g & Iron sheets 0.5g	356	1400	498,400	571
Total			14,604,600 RWF	16,729 CHF

Note: In initial budget, 1 latrine was budgeted 39,500* 356 latrines= 14,062,000 RWF
During the procurement process, the prices of cement increased hence the budget increased.

Some 400 HH whose crops and livelihoods were destroyed were also provided with food assistance through vouchers. The voucher was for a one-month food ration consisting of maize gains, beans, rice, mixed porridge flour, sugar and cooking oil.

Table 9: Cost of food parcel per HH (average of 5 persons)

Items	Quantity	Unit cost	Total cost / RwF (day)	Total cost / RwF (month)	TOTAL CHF
maize grains (kg)	2	500	1,000	30,000	34
beans (kg)	1	550	550	16,500	19
porridge flour, sorghum, wheat, millet, soybean (kg)	0.5	800	400	12,000	14
Total			1,750	52,500	67 CHF

FOOD PASS

Date: _____

Beneficiary Name: _____

Sector Code: KA01-0217

Amount: _____

Reason: KA01-0217

Food: Maize grain, Beans, Porridge/Roux, wheat, Millet, Type: Soybeans or Other related Food

DREF FLOODS-FOOD

Beneficiary Name: _____

ID No: _____

KANAMA SECTOR

Beneficiary Code: xxxxxx

RWF **52,500**

Validity Date: _____

Signature: _____

KA01-0217

2018

Sample of food voucher © RRCS

NFIPASS

Date: _____

Beneficiary Name: _____

Sector Code: KA01-0217

Amount: _____

Reason: KA01-0217

Food: Blanket, Kitchen sets, Sleeping mats, Buckets, jerrycans, Kite/pagne, Soap, or Other related NFIs

DREF FLOODS-NFIs

Beneficiary Name: _____

ID No: _____

KANAMA SECTOR

Beneficiary Code: xxxxxx

RWF **35,100**

Validity Date: _____

Signature: _____

KA01-0217

2018

Sample of NFI voucher © RRCS

For implementation of the Cash Transfer, the following process was followed to ensure effectiveness and efficiency.

- Two (2) meetings were organised with the local authorities to identify the best CTP Cash Transfer Programming process (direct cash or vouchers)
- Beneficiary registration and verifications were conducted at community level by moving from house to house with support of community local leaders
- One (1) market assessment was conducted by NDRT volunteers and Rubavu branch committee members to determine availability of items in the local markets and real prices on different items
- Joint Tender committee market assessment (HQ and Branch tender committees) were conducted
- Four (4) meetings with beneficiaries were conducted to ensure a good understanding of the voucher procures and general RRCS assistance in the area.
- Two (2) meetings with local traders for the voucher program were conducted to explain the process and items indicated in the vouchers were stocked.
- Distribution of vouchers were done for Food and NFIs.
- The beneficiaries collected the materials from different traders (Food and NFIs) and volunteers were deployed to support the beneficiaries.
- Payments to traders were made immediately at the end of every day. The traders produced the vouchers and receipts of items purchased before payment was issued.


Community hygiene promotion and sensitization was conducted, reaching 4,750 people in the target communities. 15 volunteers were trained in mobile cinema and were able to support the mobile cinema sessions at community level. 48 mobile cinema sessions were conducted on disaster prevention and response (24 sessions) and hygiene promotion (24 sessions) across the Four (4) sectors. Over 3,000 people participated in the mobile cinema sessions. Three (3) radio shows were organized on health promotion. 40 volunteers were also trained in PHASTER, and 4,007 people participated in 21 sessions that were organized at community level. 56 health promotion on disease prevention sessions were also held in the 4 sectors. Over 10,080 people participated in the health promotion sessions.

Two (2) NDRT deployed to support the entire operation and Two (2) other NDRT were deployed to support CTP market assessment and in the participation of branch meetings together with the community.

One assessment was conducted on communication channels and community feedback and 25 volunteers were trained on community feedback and complaint mechanisms. These activities were supported by two (2) RRCS communication staff. Two (2) community meetings were organized during the last phase of the operation. The first meeting was attended by representatives from MIDIMAR, local district, CARITAS, National Police, two (2) beneficiary representatives from district level, three (3) RRCS HQ staff, World Vision, the branch committee, and two (2) NDRT. RRCS did a presentation on how the operation went and how much was invested in the operation. The beneficiary representatives also gave testimonies on how the cash assistance impacted their lives. For the second meeting, all four sector authorities were together with all the beneficiaries and host community. The communities that were not supported after the second disaster were also invited in order to communicate why they were not given assistance.

Four (4) coordination meetings were conducted during the operation (2 at HQ and 2 at branch level) with all staff involved in the operation. The head of DM conducted monitoring missions throughout the operation and was involved in the assessment and during distributions.

C. DETAILED OPERATIONAL PLAN

	Shelter		
	People reached: 950 households / 4,750 beneficiaries		
	Male: N/A		
	Female: N/A		
	Outcome1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions		
	Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households		
Indicators:		Target	Actual
4,750 people provided with emergency shelter and settlement assistance		4,750	4,750
Narrative description of achievements			
<ul style="list-style-type: none">Initial rapid assessment was conducted immediately after disaster, which informed the operational design. A follow up needs assessment was conducted in May 2018 following the continued rainfall and flooding which identified existing gaps that needed to be addressed.4 coordination meetings were conducted (2 at HQ and 2 at branch level)RRCS strategic stock (NFIs and plastic sheeting) that was distributed during initial response was replenished (refer to Table 3)Volunteer equipment (gum boots, gloves) were procured and distributedMarket assessment was conducted determine availability of items, identify suppliers and prices.24 awareness sessions were conducted in schools on floods and landslides. Volunteer also supported digging of trenches around the schools for prevention of floods.28 families were supported in rehabilitation of houses in the initial response through the distribution of 56 tarpaulins and digging of trenches around their houses to prevent flooding.Continuous monitoring was carried out throughout the operation. RRCS HQ DM staff were involved in the market assessment, oversaw the distribution of the vouchers, payment of traders and construction of latrines.A CTP Post distribution assessment was conducted in collaboration with support from 3 HQ staff and 20 volunteers to capture the successes, challenges and lessons learnt from the operation. 862 HH took part in the assessment. See annexed PDM report.			
Challenges			
<ul style="list-style-type: none">A request for a second DREF allocation was made to assist the 775 families that were affected by the second floods disaster. However, due to late submission of the request, the allocation was not granted.			
Lessons Learned			
<ul style="list-style-type: none">For the rest of the 775 affected HH that were affected by the second flooding disaster and did not receive assistance under the DREF, RRCS advocated with in-country PNSs to fill this gap. A proposal was drafted for Spanish RC who will support some HH with shelter.Observation of DREF timelines is important to ensure additional funds are secured. The DREF request was eligible to support the additional affected timelines but the request was submitted late.			



Livelihoods and basic needs

People reached: 550 households (2,750 people)

Male: N/A

Female: N/A

Outcome1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
About 2,750 people (550 households) supported with food provision	2,750	2,750
Narrative description of achievements		
<ul style="list-style-type: none">The beneficiary list was provided by the local sector authorities and RRCS volunteers were involved in registration and verification of the names.Market assessment was conducted to determine availability of items, identify suppliers and pricesDistribution of food vouchers was done for 550 families. The cost of one voucher was RWF 52,500 and families could purchase maize gains, beans, rice, mixed porridge flour, sugar and cooking oil.Post distribution assessment was conducted by 3 HQ staff and 20 volunteers (PMER, Audit, DM & volunteers) and the report is available.		
Challenges		
<ul style="list-style-type: none">During distribution of the food vouchers, there were other families affected by the second disaster in the same area. There were complaints from these communities which distracted the volunteers during the food distributions.		
Lessons Learned		
<ul style="list-style-type: none">Using the community feedback and complaints approach was very effective as it enabled RRCS to communicate to the affected families on why they did not receive assistance.		



Health

People reached: 950 households / 4,750 beneficiaries)

Male: N/A

Female: N/A

Outcome1: The immediate risks to the health of affected populations are reduced

Output 1.1: Psychosocial support provided to the target population

Output 1.2: Target population is provided with rapid medical management of injuries and diseases

Output 1.3: Community-based disease prevention and health promotion is provided to the target population

Indicators:	Target	Actual
2,750 people reached by psychosocial support	2,750	520
157 people reached by First Aid services	157	157
4,750 people reached with community-based disease prevention and health promotion programming	4,750	4,750
Narrative description of achievements		
<ul style="list-style-type: none">PSS was provided to 520 affected people. Not all people that were targeted needed PSS, hence the variance.5 first aid kits and 4 stretchers were procuredIEC leaflets on were distributed during the health and hygiene promotion and disaster awareness sessions56 sessions were conducted across the 4 sectors on disease prevention and health promotion. 14 sessions were conducted in every sector from the initially planned 12 per sector.3 radio shows were organized on health promotion.		
Challenges		
<ul style="list-style-type: none">Scale of the operation increased because second floods disaster affected more areas but there were limited resources to cover these areas.		
Lessons Learned		
<ul style="list-style-type: none">None		

Water, sanitation and hygiene

People reached: 4,750

Male: N/A

Female: N/A



Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Output 1.1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Output 1.3: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
4,750 people reached by hygiene promotion activities	4,750	4,750
40 volunteers involved in hygiene promotion activities	40	55
80% of households using items properly	80%	80%

Narrative description of achievements

- 48 mobile cinema sessions were conducted for hygiene promotion (24 sessions) and disaster prevention (24 sessions).
- 40 volunteers were trained in Participatory Hygiene and Sanitation in Emergencies (PHASTER), and over 4,007 people participated in 21 sessions that were organized at community level.
- 15 volunteers were trained in mobile cinema and were able to support the mobile cinema sessions at community level.
- Distribution of chlorine purchased and distributed to 2,448 families (3 bottles/family for 3 months)
- 2,448 families were trained on safe water treatment.
- Procurement and replenishment was done for the items distributed to the 550 HH (refer to table 3).
- 400HH received NFI vouchers to purchase household related items (1 bucket, 1 kitchen set, 2 blankets, 1 jerry can, 2 sleeping mats, 4 pieces of soap and 1 kitenge per HH).
- RRCS supported rehabilitation of latrines by purchase of construction materials for 356 latrines. The communities were involved in digging of the pits, making of mud bricks, elevation of the latrine, roofing & supporting the construction.
- Continuous monitoring was conducted during implementation including the market assessment, distribution of vouchers and during latrine construction. RRCS volunteers also supported the beneficiaries by ensuring the items purchased matched the value of the voucher.

Challenges

- Scale of the operation increased because of a second flood disaster affecting more areas, but there were limited resources to cover these areas.
- Some of the HH that received the chlorine bottles shared them with other families that were also affected but not targeted.
- Some beneficiaries purchased items that were either too expensive or too cheap compared to the value of the NFI voucher. Some traders also hiked prices of NFIs.
- There was initial resistance from the local authorities as they did not understand why cash was being distributed instead of in-kind donations. RRCS took time to explain to beneficiaries and local authorities on the cash assistance, after which they got on board.

Lessons Learned

- Cash vouchers have not been widely used for response in Rwanda and there is always some resistance and skepticism related to the abuse of cash. There was need to call a meeting at district level, Ministry of disaster management, affected sectors executives and there was also sector by sector sensitization of communities on use of cash voucher. It also needs to be implemented at the beginning of the operation to allow adequate time for monitoring and HH visits.
- There is a need to conduct cash trainings before the emergency operation, targeting branches in high risk disasters zones to avoid delays from stakeholders/branch preparation during a disaster operation.
- The government and community leaders had no information on how cash vouchers will be implemented, asking why some affected families received in kind assistance and other families got cash. Cash assistance is a good strategy but there is need to involve local authorities from the start. In addition, they can be used to assist in monitoring use of the distributed cash.
- There is a need to consider having unconditional cash to give beneficiaries choice to purchase items according to their needs.

<ul style="list-style-type: none"> Cash training was conducted in two districts for 5 volunteers each and for HQ staff. However, the NS felt they still need support to enhance their capacity and confidence in CTP including: <ul style="list-style-type: none"> Trainings Support in development of SOPs Clear structure and roles and responsibilities for staff in implementation of cash e.g. logistic, tender committee, Finance and program team The RRCS felt that enhanced CTP capacity will enable the NS to respond with cash in a timely manner and more efficiently than they did in this operation.
--

International Disaster Response		
Indicators:	Target	Actual
Ratio of people reached by the IFRC disaster response operations to the people affected by these emergencies	N/A	1:5
80% of complaints and feedback received are responded to by the NS	80%	80%
80% of target population satisfied with level of consultation, information and involvement in the operation	80%	80%
Narrative description of achievements		
<ul style="list-style-type: none"> IFRC supported RRCS with technical guidance before and after operation was launched. CEA was integrated in the operation through continuous community consultations before decision making. The local authorities were also involved and engaged on implementation of activities. These consultations informed change of strategy especially with the construction of latrines and distribution of vouchers. It also helped to communicate to those families that were affected but did not receive assistance. One assessment was conducted on communication channels and community feedback and 25 volunteers were trained on community feedback and complaint mechanisms. These activities were supported by 2 RRCS communication staff. Two community meetings were organized during the last phase of the operation. The first meeting was attended by representatives from MIDIMAR, local district, CARITAS, National Police, 2 beneficiary representatives from district level, 3 RRCS HQ staff, World Vision, the branch committee, and two NDRT. RRCS did a presentation on how the operation went and how much was invested in the operation. The beneficiary representatives also gave testimonies on how the cash assistance impacted their lives. For the second meeting, all four sector authorities were together with all the beneficiaries and host community. The communities that were not supported after the second disaster were also invited in order to communicate why they were not given assistance. 		
Challenges		
<ul style="list-style-type: none"> After report of the second floods disaster, it was discussed to have a second allocation to support the newly affected families. However, the request was rejected as the timelines were not observed. This made it challenging for RRCS when continuing implementation of activities in the same area but not targeting the newly affected families. 		
Lessons Learned		
<ul style="list-style-type: none"> None 		

Influence others as leading strategic partner		
Indicators:	Target	Actual
95% of target population satisfied with support received	95%	95%
Narrative description of achievements		
<ul style="list-style-type: none"> All targeted communities were reached A CTP Post distribution assessment was conducted to capture the successes, challenges and lessons learnt from the operation. 862 HH took part on the assessment. A beneficiary satisfaction survey was not conducted but all HH that were targeted to receive vouchers were reached and purchased the NFIs and food that they needed. 		
Challenges		
<ul style="list-style-type: none"> Lessons learnt workshop was not conducted as RRCS planned it outside DREF timeframe. 		
Lessons Learned		
<ul style="list-style-type: none"> None 		

D. THE BUDGET

Variance Explanations

- Office costs- over expenditure of CHF 456 (63%) as office stationery was underbudgeted
- Communications- over expenditure of CHF 613 (49%) as courier costs for transporting financial returns to Nairobi was not budgeted
- Financial charges- over expenditure of CHF 3 due to IFRC bank charges

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:
In Rwanda Red Cross Society:**

Rwanda Red Cross Society:

- **Apollinaire Karamaga**, Secretary General, Rwanda Red Cross; phone: +250 078 8301377; Email: apollinaire.karamaga@rwandaredcross.org.

IFRC EAIO CCST Office:

- **Andreas Sandin**, Emergency Operations Coordinator, email; andreas.sandin@ifrc.org, phone; +254 732 508 060
- **Patricia Kibui**, Emergency Operations Officer, Email: patricia.kibui@ifrc.org Phone: +254 780 422 275

IFRC office for Africa Region:

- **Adesh Tripathee**, Head of Disaster Crisis Prevention, Response and Recovery Department, Nairobi, Kenya; phone +254 (0)731 067489; email: adesh.tripathee@ifrc.org
- **Khaled Masud Ahmed**, Regional Disaster Management Delegate, Tel +254 (0)731 067 286, email: khaled.masud@ifrc.org

In IFRC Geneva:

- **Eszter Matyeka**, Senior Officer DREF email: eszter.matyeka@ifrc.org, phone: +41 (0)22 730 4236

For IFRC Resource Mobilization and Pledges support:

- **IFRC Africa Regional Office for resource Mobilization and Pledge:** Kentaro Nagazumi, Head of Partnership and Resource Development, Nairobi, email: Kentaro.nagazumi@ifrc.org, phone: +254 202 835 155

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

- **IFRC Africa Regional Office:** Fiona Gatere, PMER Coordinator, email. fiona.gatere@ifrc.org, phone: +254 780 771 139

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.

www.ifrc.org

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

MDRRW016 - Rwanda - Floods

Timeframe: 22 Mar 18 to 22 Jun 18

Appeal Launch Date: 22 Mar 18

Final Report

Selected Parameters

Reporting Timeframe	2018/3-2018/9	Programme	MDRRW016
Budget Timeframe	2018/3-2018/6	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			152,896			152,896	
B. Opening Balance							
Income							
<u>Other Income</u>							
DREF Allocations			152,896			152,896	
C4. Other Income			152,896			152,896	
C. Total Income = SUM(C1..C4)			152,896			152,896	
D. Total Funding = B + C			152,896			152,896	

* 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			152,896			152,896	
E. Expenditure			-149,116			-149,116	
F. Closing Balance = (B + C + E)			3,780			3,780	

Disaster Response Financial Report

MDRRW016 - Rwanda - Floods

Timeframe: 22 Mar 18 to 22 Jun 18

Appeal Launch Date: 22 Mar 18

Final Report

Selected Parameters

Reporting Timeframe	2018/3-2018/9	Programme	MDRRW016
Budget Timeframe	2018/3-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	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	Expenditure	
							TOTAL	Variance
A							B	A - B
BUDGET (C)				152,896			152,896	
Relief items, Construction, Supplies								
Food	34,375			33,076			33,076	1,299
Water, Sanitation & Hygiene	41,064			39,540			39,540	1,524
Medical & First Aid	2,060			1,892			1,892	167
Utensils & Tools	47,741			47,587			47,587	155
Other Supplies & Services	6,952			6,555			6,555	397
Total Relief items, Construction, Sup	132,192			128,649			128,649	3,543
Logistics, Transport & Storage								
Storage	512			424			424	88
Transport & Vehicles Costs	7,306			6,985			6,985	321
Total Logistics, Transport & Storage	7,818			7,409			7,409	409
Personnel								
International Staff	0							0
Total Personnel	0							0
Workshops & Training								
Workshops & Training	0							0
Total Workshops & Training	0							0
General Expenditure								
Travel	1,590			921			921	669
Office Costs	714			1,170			1,170	-456
Communications	1,250			1,863			1,863	-613
Financial Charges				3			3	-3
Total General Expenditure	3,554			3,956			3,956	-402
Indirect Costs								
Programme & Services Support Recove	9,332			9,101			9,101	231
Total Indirect Costs	9,332			9,101			9,101	231
TOTAL EXPENDITURE (D)	152,896			149,116			149,116	3,781
VARIANCE (C - D)				3,781			3,781	