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# Emergency Appeal Final Report

## Central African Republic: Civil Unrest

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency Appeal n°</b> MDRCF017	<b>Glide number:</b> <a href="#">OT-2013-000152-CAF</a>
<b>Date of Issue:</b> 28 September 2016	<b>Date of disaster:</b> 5 December 2013
<b>Operation start date:</b> 23 December 2013	<b>Operation end date:</b> 31 May 2016
<b>Host National Society(ies):</b> CARC with 16 branches, 117 community-based committees, 12,000 volunteers	<b>Operation budget:</b> CHF 10,556,774
<b>Number of people affected:</b> 2.2 million	<b>Number of people assisted:</b> 150,000 (30,000 families)
<b>N° of National Societies involved in the operation:</b> French Red Cross, ICRC	
<b>N° of other partner organizations involved in the operation:</b> Multiple, all clusters activated	

### Appeal History

- This [Emergency Appeal](#) was initially launched on 25 February 2014 for CHF 1,136,640 for 12 months to assist up to 10,000 households (50,000 beneficiaries) in 10 IDPs camps in Bangui.
- Disaster Relief Emergency Fund (DREF): CHF 245,476 loan was allocated from the International Federation's DREF on 23 December 2013 to support this operation.
- [Operations Update n°1](#) was issued on 27 March 2014 to update on the operation since its launch
- [Operations Update n°2](#) was issued on 14 April 2014
- [A six-months update](#) was issued on 27 August 2014 reporting on the progress and achievements of the operation in the first 6 months
- A [Revised Emergency Appeal](#) was issued on 2 September 2014 increasing the operational budget to CHF 10,988,879 for 12 months in order to assist 150,000 people (30,000 beneficiaries)
- To date, this appeal has received 17% funding in cash donation and pledges.
- The [12 months update](#) of implementation was published on 26 February 2015
- [Operations update n°3](#) was issued on 18 September 2015 requesting a 2 months no cost extension of the operation (New end date: 30 November 2015) to enable completion of activities.
- [Operations Update n°4](#) was issued on 19 October 2015 reporting on the progress with implementation of the activities under the operation



Picture: Children after non-food items distribution in Bouar © CAR Red Cross

## A. Situation analysis

### Description of the disaster

Starting 2013, the Central African Republic (CAR) has been experiencing a massive political and security crisis, which has unravelled the social fabric of the society, created a humanitarian crisis that is unprecedented in the country, displaced 25 percent of the population, caused an economic slowdown, and weakened institutions that were already in shambles. An interim government put in place in January 2014 organized presidential and legislative elections in 2016, with the support of the international community. A democratically elected president was installed in March 2016

and this step marked the end of the transition and conflict, thus, introducing the country into the reconstruction, rehabilitation and resilience phase, after the massive destruction that the country suffered.

UNOCHA humanitarian bulletin, issued on 08 February 2016, revealed that the magnitude and complexity of the humanitarian crisis in CAR are unprecedented. Further, the same report indicated that a majority of the population remains extremely affected, vulnerable and exposed to general poverty and insecurity, with alarming basic indicators in the areas of nutrition, health, food security, education and serious violations of human rights. According to the Emergency Food Security Assessment (EFSA 2015) of December 2015, at least 50.5 percent of the CAR population (1,950,000 people) are food insecure, out of which 15.2 percent (586,000 people) are under severe food insecurity and 35.3 percent (1,360,000 people) in moderate food insecurity. The report revealed that only 6 percent of the CAR population are food secure with the food security situation having deteriorated within a year.

The CARC assessment report, which covers almost all regions of the country revealed that the humanitarian situation is still sombre countrywide and the needs of affected families huge and urgent. As per the report in question, food security, access to safe water, shelter, livelihoods and health, are priority needs of the affected families and host communities, thus there is an urgent need for reconstruction. Poverty levels have also been reported as high in a country whose humanitarian development index has been ranked as **185** out of **187** as of 2013.

According to UNOCHA humanitarian needs overview of 2016 indicates at least 2.35 million of the CAR population out of 5 million are in dire need of humanitarian assistance in at least one sector. Several families have had their houses completely destroyed, property, household items and livelihoods looted and/or vandalized, thereby forcing them to seek refuge in internally displaced people's (IDP) camps, with host families and/or in neighbouring countries. The UNHCR population movement commission (PMC) report of April 2016, reveals that 420,231 IDPS are still living in some 100 IDP camps countrywide and 470,000 people are still refugees in the neighbouring countries.

The Central African Red Cross (CARC) has been involved in the response to this emergency which started on 5 December 2013, under the emergency response domain. Since the onset of the conflict, the CARC has, among other activities, been continuously responding by managing dead bodies and providing first aid to the injured and transporting others to the hospital for further treatment when the need arises.

To enable the NS respond in a more timely and effective manner, the International Federation of the Red Cross and Red Crescent Societies (IFRC) launched a DREF of CHF 245,476 on 23 December 2013 to support the NS in assisting at least 25,000 displaced people (IDPs) in 10 IDP camps in Bangui. On 25 February 2014, the IFRC launched an Emergency Appeal for CHF 1,136,640 for this same operation, to support at least 50,000 people in the Central African Republic (CAR) with emergency health, water, hygiene and sanitation, communications and advocacy for peace, capacity building and preparedness.

On 2 September 2014, following the escalation of the violence in the provinces, the NS requested the IFRC CAR country office to revise the Appeal in order to expand the CARC assistance to IDP camps in the provinces, as well as increase the target population to 150,000 beneficiaries in 23 targeted areas countrywide. Despite limited funding, the National Society, was able to effectively implement the activities under the EA and greatly contributed to overcoming the CAR crisis. The CARC received technical support from IFRC in addition to the presence of the IFRC Global Fund unit staff present in Bangui.

#### **List of Partners support:**

The CARC is thanking all its partners who have supported the country during the CAR crisis namely Canadian Red Cross; Canadian Red Cross (from Canadian Government); Danish Red Cross (from Danish Government); Finnish Red Cross; Finnish Red Cross (from Finland – Private donors); Finnish Red Cross (from Finnish Government); Japanese Red Cross, Red Crescent Society of Islamic Republic of Iran, Red Cross of Monaco, Singapore Red Cross, Spanish Red Cross, Swedish Red Cross, The Netherland Red Cross, The Netherland Red Cross (from the Netherland Red Cross Silent Emergency Fund), UNDP – UN (Chili Government) and the United State Government – USAID.

## **Summary of response**

## Overview of Host National Society

The Central African Red Cross (CARC) was fully involved in responding to this crisis since the onset of the disaster. The CARC is organised into two main structures: the operational structure which includes programmes in Disaster Management; Community Health/HIV/Malaria/TB and Social Affairs; Water & Sanitation; Communication and Dissemination and the Support Services, which comprises Administration, Finance, Organizational Development.

The CARC has 69 sub-branches (Comités sous-préfectoraux), eight local committees in Bangui, and 117 community-based committees. Some of the committees have not been active, leaving a confirmed total active volunteers at 12,000.

At the onset of the crisis in December 2013, the CARC Management team conducted an initial assessment of the situation and set up an operations coordination centre at the national headquarters. Based on the findings of the initial assessment, six teams of volunteers were deployed in charge of dead body management and two teams were in charge of first aid and evacuation of the wounded. In addition, three teams were based at the morgue, in charge of body identification while ten other teams buried the dead. The Government provided two machines for digging trenches, funding for volunteer allowances and fuel for activities related to dead body management.

At the CARC level, the operation was coordinated by the National DM coordinator in close cooperation with other department coordinators in the NS. The operation was initially launched by the IFRC's Regional Operation Manager and was supported by a Head of Emergency Operations deployed from 19 January to 26 February 2014 and a psychosocial support delegate from 30 January to 26 February 2014. From the 26 February to 10 June 2014, the operation was supported by an RDRT who was later appointed as Operations Manager of the same. In April 2014, the IFRC appointed a country Representative and deployed him to the CAR to support the National Society in the management of this operation.

## Overview of Red Cross Red Crescent Movement in country

**IFRC presence in the country:** The IFRC is providing assistance through its CAR Country Office, Central Africa Country Cluster Support Team, and the Regional Office for Africa. Since August 2013, an IFRC team has been based in Bangui and dedicated to the implementation of a 35 million Euro Global Fund Programme aimed at distributing mosquito nets to two million beneficiaries across CAR. This programme also includes components linked to the provision of Malaria, TB and HIV treatments. The current crisis has led to partnership agreements for the handover and distribution of anti-malarial drugs (ACT). The CARC is covering 70% of the territory in terms of mosquito nets distribution. In December 2013, in response to the current crises, the IFRC Regional Operation Coordinator and Disaster Risk Management Coordinator were deployed in Bangui to assess the situation together with CARC, ICRC and the French Red Cross. They also supported the NS in the DREF start-up. From the 17 January 2014, a Head of Emergency Operations arrived in-country to scale up IFRC strategic support to the NS and has since been joined on the 30 January 2014 by a PSS delegate as requested by the NS. Currently, IFRC has a country Delegation in CAR headed by a country Representative. The IFRC has further deployed an Operations Manager, a Communication Delegate to support the current operation.

**ICRC presence in the country:** The ICRC has been permanently present in CAR since 2007 with its main office in Bangui and four branch offices currently in Ndélé, Kaga Bandoro, Bambari and Birao. Its activities, most of which are implemented in partnership with CARC include emergency response, a livelihoods support programme, restoring family links and promoting compliance with international humanitarian law. In the current crisis, the ICRC also gives advice and operational support to the RC/RC partners. Currently, the ICRC is providing water to the M'poko airport IDP camp through water trucking. The ICRC is also providing, among other things, food and NFIs to the IDPs living in the IDP camps through their sub delegation offices.

To respond to the CAR crisis, ICRC has reinforced its technical support, with human resources and material to health institutions. A surgical team takes care of the wounded at the community hospital in Bangui and at the Kaga Bandoro hospital. Further, nineteen ICRC health delegates support the Bangui and Kaga Bandoro hospitals, three health centres in Kaga Bandoro and 11 village health centres have received ad-hoc support in the form of drugs and material from the ICRC.

**French Red Cross Presence in the country:** The French Red Cross is also present in-country, with a focus on health, water and sanitation. Besides its development programmes in Bambari and Berberati, the French Red Cross also donated some drugs to the NS' health centre, and is operating mobile clinic interventions. Further, the French Red Cross is also conducting psychosocial support activities to the affected people at the health centers in Bangui. The FRC also runs a nutrition programme that involves 70 volunteers in Bangui.

**Qatar Red Crescent:** The Qatar Red Crescent signed an agreement with the National Society. The Qatar Red Crescent support to the NS aimed in the construction of shelter to the IDPs camps at Moyenne- sido in the Northern part of the country.

### **Movement coordination**

The current operation is being developed and implemented in close collaboration and communication with the all the Movement partners in CAR, the ICRC, the French Red Cross and the Qatar Red Crescent. Regular meetings are taking place to enhance collaboration and to find, where applicable, synergies that will have a positive impact of the work undertaken for the affected population. The revised emergency appeal builds on the initial revised emergency appeal launched on the 2nd September 2014 and further reinforces coordination mechanism established therein.

At the regional level, regular communication continues between IFRC and FRC offices.

In February 2014, the CARC, ICRC and IFRC concluded a Movement Coordination Agreement (MCA), followed by a Movement Security Framework Agreement. On 14 February 2014, the ICRC published a joint communication on the situation in CAR and on the Movement's coordinated approach to meeting the needs of the affected population.

### **Overview of non-RCRC actors in country**

The CARC has worked on response initiatives in collaboration with other Movement and non- Movement partners, UN agencies, government line ministries and channels bilateral and multilateral Red Cross and Red Crescent contributions. The Sudanese and the Turkish Red Crescent's in-kind support enabled the CARC to carry out the distribution of food and non-food items to the affected families living in Bangui IDPs camps.

The bilateral contribution from the Qatar Red Crescent to CARC programme aimed to provide shelter at Moyenne-Sido, and some water and sanitation activities. The French Red Cross's contribution of equipment's to health centres at Bangui, Bambari and Berbarati is continuing while providing support to capacity building efforts of the CARC. The Kuwait Red Crescent's and the Gabonese Red Cross's contribution to the CARC includes provision of food, non-food items and medication in various places.

The CARC and the IFRC have also been taking part in the UN led coordination and other ad-hoc meetings with strategic humanitarian partners over the crisis. The CARC in collaboration with the IFRC continued to gather and package information about the evolving situation of the crisis, emerging needs and the Red Cross response. The information is then shared with relevant stakeholders. To enhance the capacity of the NS, the IFRC has worked with the NS on a contingency plan. The plan was part of preparedness for constitutional referendum and legislative and presidential elections which took place respectively on August and December 2015.

Over 150 national NGO, international NGO and UN Agency representatives are currently working in the country and their numbers keep on increasing. In order to facilitate the coordination of the humanitarian response, cluster meetings in each sector are taking place on the weekly basis. Meeting agendas are constantly updated and information shared by all the stakeholders

### **Needs analysis and scenario planning**

At the onset of the disaster, the CARC in collaboration with IFRC have conducted need assessment to identify the needs of the affected population. Further, in January 2014, a multi-sector initial rapid assessment (MIRA) was published by OCHA, and identified health, protection, food security and WASH as the four priority needs. The humanitarian community estimates that 2.2 million are in need of assistance, or nearly half of the country's population of 4.6 million. The initial appeal was then done based on the findings of these assessments.

Further, a report of CAR Humanitarian Needs Overview (HNO) of January 2015 identified health, protection, food security, shelter, non-food items, education, and water and sanitation as priority needs in CAR. In addition, the 2015 UNOCHA strategic response plan, indicated that the basic social services situation in CAR has significantly deteriorated. Public health units were lacking essential medicine and medical equipment as well as sufficient medical personnel. In most of the health centres, the shortage of personnel is being supplement by the local Red Cross volunteers. Students have missed almost two complete school years. More than 30% of the population lives with food insecurity and lack access to drinking water, hygiene, and sanitation. Between 6,000 and 10,000 children have been recruited by armed groups. Many cases of sexual and gender-based continued to be reported, including among displaced individuals, generally instigated by armed men. Children were separated from their families and others end up unaccompanied during forced movements following confrontations with armed groups. However, 55% of health facilities continued care to the population (HeRAMS 2014) and approximately 50% of schools have reopened.

According to the 2015 humanitarian response plan, 2.7 million people in CAR, (nearly half of the country population of 4.6 million) were in need of humanitarian aid and protection out of which 0.4 million were internally displaced people, 0.2 million were host population, 1.4 million represent individuals with food insecurity and 0.7 million are returned individuals.

According to the UNHCR Population Movement Commission (CMP) report of 5 May 2015, there were 426,240 IDPs in the country including 36,930 in 34 camps in Bangui. The CMP estimated that since October 2014 some 131,000 people had returned to their regions of origin, mainly in the Ouham Pendé, Ouham, Kemo and Nana Gribizi Provinces. Despite all the response and support given, the needs of the affected people were enormous; the continuous attacks worsened the situation, hence need to upscale response services.

The CARC assessment report and the UNOCHA analysis of 2015 had also revealed that the food security situation in CAR was worrying. The GIEWS report of 17 June 2015 indicated that the crop production in 2015 was likely to be negatively affected by continuing civil insecurity, prices of animal protein had risen significantly due to constraints in available supplies. The same report had revealed that food access was severely constrained due to destroyed livelihoods, reduced own production and sharply curtailed market activity.

According to the CARC assessment of June 2015, many areas in the west part of the country were classified as enclaves with IDPs who were still trapped and were at risk of violence and abuse, in Bangui (24,000 people), in Boda (9,000 people), Bouar (1,600 people), Carnot (522 people), Berberati (456 people), Yaloke (372 people) and Dekoa (105) with most belonging to religious and ethnic minorities and had limited access to basic services.

In the same areas, the CARC report indicates that at least 892 houses were completely destroyed in Boda, granaries and market stalls burnt down. Furthermore, vandalized and looted health facilities have created an urgent need for health services. As a result, most of the affected people in several parts of the provinces and in Bangui do not have access to health services.

The CARC assessment reported the number of destroyed houses in various areas as follows: in Carnot: 3,316 people affected with 400 houses completely destroyed, in Bouar more than 8,495 people affected and 500 houses destroyed, in Baoro: 1,250 houses destroyed, in Berberati: 613 houses completely damaged, in Grimari: 1,223 houses destroyed, in Bambari: 680 houses damaged, in Bria: 773 houses destroyed, Bossangoa: 534 houses destroyed and Yaloke: 662 houses completely damaged. As a result, many IDPs in the areas listed below were forced to remain permanently in the IDPs sites with nowhere else to go. The transitional Government of CAR and the humanitarian community decided to provide a return kit to the IDPs of the Bangui Mpoko Airport camp to encourage them to return voluntarily to their places of origin.

### **Risk Analysis**

The security situation in Bangui and in the rest of the country remains calm and unpredictable with little indication of improvement in the foreseeable future. All planned interventions were developed and implemented in this light. Movement partners in CAR developed a Movement Security framework. The Movement security meetings are held monthly to share information on security incidents and to provide suitable solutions on the manner to operate within the Movement partners. The implementation of activities continued to be effected and monitored closely. The persistent violence often hampered timely delivery of humanitarian aid to the affected people.

The CARC volunteers continued to risk their lives while responding to the needs of the vulnerable people in a neutral manner. At least 8 volunteers of the CARC have lost their lives while providing humanitarian assistance to affected people. All Red Cross volunteers, national and international staff carried at all-times visible Red Cross emblems and a valid Red Cross ID Cards for security and identification purposes. The IFRC staff movement were limited to Bangui. For the activities out of Bangui, the emphasis was to strengthen the National Society's capacity in several domains.

## **B. Operational strategy and plan**

### **Overall Objective**

The living conditions of 150,000 people (30,000 families) affected by violence in Bangui and the provinces is improved through the provision of psychosocial support, hygiene promotion, health prevention campaign and messaging for peace and delivery of third party emergency assistance, as well as enhance the capacity of the National Society (NS) to respond to the current and future crises.

### **Proposed strategy**

The operation was based on the CARC needs assessment report of 27 June 2015 and analysis of information from other organizations including the UNHCR, UNOCHA, WFP and FAO among others and the prevailing situation in the country. All these reports indicated that the needs of the affected families were enormous and had to be addressed urgently. Further, the NS requested the IFRC to consider spreading its humanitarian support and operational activities beyond Bangui. The plan of action of this operation focused on two complementary axes of intervention: the first one was the direct delivery of services funded through the appeal in the areas of psychosocial support and addressing issues of GBV, sanitation and hygiene promotion, and communications and advocacy for peaceful coexistence and NFI and small ruminant distribution. The second one aimed to build the National Society's management and operational capacity to deliver third party programming, capitalizing on its privileged position as a local organization present and respected throughout the country. This was done through a reinforcement of its staffing and volunteer management system, as well as through the development of a robust support services system. In the delivery of its own and of third party programming, special consideration was given by CARC to children, pregnant women, and vulnerable individuals such as the ill and elderly, female- and child-headed households, etc.

### **Psychosocial Support (PSS)**

The operation focused on strengthening the way volunteer support is provided by CARC, based on a rapid assessment of good practices and gaps; a development path was available to gradually structure volunteer support management. This included, but not limited to 1/ training delivery in psychosocial support and 2/ supervision sessions aimed at coaching volunteers on a fortnight basis. The approach was also to re-focus the delivery of PSS services from IDP camps to the population in Bangui's districts ("arrondissements") as the CARC were already delivering PSS activities in the IDP sites. The strategy was based on the following components:

- A day to day presence of PS volunteers in the district both in the form of a tent and through home visits;
- Organization of playful activities (part-time) for children as long as schools had not resumed;
- Psychological First Aid (PFA) delivery including psycho-information (i.e. information over the many uncommon psycho-somatic reactions after exposure to stressful events);
- Needs analysis through collective sessions and via the daily presence, followed by mobilization toward action.

The individuals having similar needs gathered for mobilization into various Action Committees that will take various actions to gain satisfaction. This methodology turns needs into levers for people involvement and makes the affected population active players of the wellbeing ("*Healing by acting*").

- Identification and referral of severely affected individuals to external agents in MHPSS.

The exit strategy linked to this approach is a gradual hand-over of the local Action Committees from CARC facilitation to dedicated Government agencies or NGO sponsorship.

### **Gender-based violence (GBV)**

The door-to-door shelter visits by volunteers have proven effective in motivating affected girls and women to seek dedicated support. The global approach included medical, psychological and medico-legal aspects. This attention to a specific GBV was done when psychosocial support interventions were moved from IDP sites to urban districts. Through the operation, CARC developed a plan to prevent domestic violence. This approach was parallel to the one generally applied to individuals and communities affected by trauma: the intervention focused on providing a simple, nontechnical support to all people involved, to prevent the main population sample from spiralling down into a critical condition that requires more specific interventions by highly qualified experts. Under circumstances, due to exposure to deadly incidents, permanent insecurity, scarce resources, poor housing conditions, sudden death of close relatives, all members of CAR society were living under high stress levels. These high stress levels in turn increased the risk of husband-wife conflicts and escalation into violence. It was more effective to mobilize the positive drive to maintain a happy and peaceful household rather than to try and fix a number of families in conflict. In addition, it was essential for children's development to maintain a safe and peaceful domestic environment as possible. In this context, there was a greater return on strengthening existing positive relationships and fostering peaceful conflict resolution than to try and fix violent or broken couples.

In close coordination with the PSS reference centre in Copenhagen, a workshop was organized with CARC to tackle this topic and develop a first set of recommendations to be promoted by PSS volunteers supported by a poster and leaflet campaigns.

### **Water Sanitation & Hygiene (WASH) Promotion**

The majority of organizations working within the WASH cluster were focusing their interventions on the IDP camps. In the Airport IDP site, an average of three litres of water per day per person was distributed. At least one latrine was available for 154 people. However, many infrastructure that have been pillaged during the strife, such as public schools, were also in the need of having their sanitation facilities repaired or rebuilt to re-start functioning properly. CARC therefore decided to focus its response on repairing/rebuilding sanitation facilities in public sites, such as schools as well as in the camps, to complement other agencies focus on IDP camps and facilitate resumption of daily life for returnees and local communities.

Over 58,000 people received health promotion messaging disseminated by 30 CARC volunteers in 12 IDP sites in Bangui. These efforts continued and became even more important in reducing the risk of diseases during the rainy seasons.

### **Nutrition & Livelihoods**

An estimated 432,000 children were at risk of acute malnutrition in priority prefectures and 23,000 pregnant and lactating women were at risk of acute malnutrition countrywide. The nutrition situation deteriorated due to ongoing aggravating factors (displacement, poor food security, deteriorated access to clean water and sanitation, increased morbidity and lack of health-care services). The situation was complicated further by the interruption of the normal trade route between Cameroon and Bangui. The insecurity along this road is such that it has even forced WFP to launch an air bridge to bring in the minimum food supplies required to assist 150,000 people for at least one month.

### **Communications and advocacy, humanitarian diplomacy**

The CARC actively promoted peaceful coexistence between communities. All volunteers who was involved in activities held in IDP camps was sensitized to humanitarian diplomacy messaging and received key messages for beneficiaries. The CARC, with support from IFRC cluster and Africa Region communications coordinated various awareness and publicity activities, to sensitize the public, media and donors on the situation on the ground and the humanitarian response. A regional beneficiary communications delegate was deployed to support the NS in developing its strategy and messaging to communities.

### **Operational support services**

#### **Human resources (HR)**

The current crisis and the extremely difficult working conditions it has brought upon, the National Society has already taken the toll on its staff and volunteers. The most urgent human resources needs were to recruit a person that can address the psychosocial support component of the operation and accompanied by strengthening of the CARC staff and volunteers management system. Further another need was to recruit a person who will also provide support to the various department which are trying to scale up their operational responses. The appeal therefore covered the recruitment of a Psychosocial support delegate, a Communication delegate and an Operations Manager. However, the NS continued to require support from partners (through the IFRC) to enable them to have the capacity to work with partners and, through those partnerships, deliver efficient and effective assistance to vulnerable people. Through the appeal, the CARC hired a finance officer.

The Global Fund programme covered the position of health coordinator with the CARC as the main partner for the mosquito nets distribution, HIV and TB programmes. The implementation of the current partnership negotiations with various UN agencies brought up an increased workload of administrative, financial and reporting requirements on top of the workload of the disaster response. To help the CARC to meet these obligations, the appeal also covered seven support services positions of Secretary General, Programme Coordinator, Disaster Management, Health, and WASH Coordinator and Finance Assistant and programme monitoring and evaluation.

At the IFRC level; a country Representative, an operations Manager, a Communication delegate and a psychosocial support delegate have worked in the country to assist the NS in developing its strategy and to assist in strengthening its response system and in connecting the various technical departments together. Additional support was also provided as required from the IFRC's cluster representation in Yaoundé.

#### **Logistics and supply chain**

NFIs were purchased in close coordination with GLS Dubai office and transport to Bangui via Douala seaport with the support from the IFRC Central African Representation Logistic Officer. A warehouse of large capacity was rented at the NS headquarter in Bangui to store these items and secondary warehouses were rented for temporally periods in each of the target areas to store necessary quantities. The small ruminants were purchased locally.

The Appeal also covered the leasing of a 4x4 vehicles equipped with the radios allocated to support the NS logistics. It was allocated to the field mission as permanent logistical support to enhance operational capacity. The appeal also purchased four smartphones for delegates use, four desktops, one camera and radio equipment for effective communication for timely updates. The appeal was able to mobilise a well-equipped state-of-art ambulance for the national Society.

The NS logistics officer managed the Bangui warehouse for the provision of items to the distribution sites. Available regional NFIs stock was used at the beginning and the items were replaced from Dubai through the GLS. In close

coordination with GLS Dubai Office, the Africa Region Logistics Unit in Nairobi provided logistical support and coordinated procurement and mobilisation of items and material included in this Emergency Appeal. All logistics activities followed IFRC procedures and were conducted in a transparent and cost-efficient manner.

## Communications

CARC in collaboration with the IFRC through the communications delegate and the country representative ensured that the wider public and main stakeholders were well informed about the operation in CAR and the humanitarian support provided by the Red Cross Movement. The team continued to profile and position the NS and the IFRC for greater visibility as well as to improve resource mobilisation for current and future operations in CAR. Further, fact sheets, pictures alongside lengthy captions, situation reports and press releases where necessary were produced weekly and shared widely. Human-interest articles and key messages were also prepared and shared with regional and zone offices and the headquarters for greater visibility. All these materials have been published on the websites of the IFRC and Africa, Newswire, facebook and twitter and also shared where necessary. The communication team has also ensured that main focal persons including the NS President and the Director of Disaster Management appeared on major media platforms to sensitize the public about the evolving situation, gaps and the Red Cross action. The team also worked with volunteers to convey messages of peace to IDPs and communities through the radio, drama and IEC material.

CARC actively promoted peaceful co-existence between communities. All volunteers were involved in activities carried out in IDP camps were trained on humanitarian diplomacy messages and received key messages for beneficiaries. The CARC with the support of the IFRC regional representation and zone communications, targeted the coordination of various sensitisation and advertisement activities in view of sensitising the public, media, donors on the prevailing situation and humanitarian intervention.

## Security

Security was a primary operational concern as the violence was unpredictable and the conflict's dynamics were constantly evolving. In Bangui, since late January Seleka troops left the city *en masse*, and have been regrouping in different areas of the country. Their presence generally leads to a cycle of displacement of the local population, followed by the arrival of Sangaris and MINUSCA to stabilize the situation, whose departure then leaves the road open to reprisals against the Muslim population.

The Seleka departure from Bangui also left the way open for the anti-balaka militias and common criminals to engage in massive reprisals, looting and arson against the Muslim population. In the second half of January, ten to fifteen people were found dead every day in the areas of the city that had a higher density of Muslim population. This led to the displacement of thousands of Muslims fearing the attacks and whatever belongings they were not able to take with them were looted or burned. The area of Miskine, on the way to the airport, was the scene of almost daily clashes and interventions by the Sangaris, which eventually completely rounded up the area on February 3. Two days before, a group of approximately 300 anti-balaka militias had gone door to door in the area to burn houses not belonging to Christians. This led to reprisals by some seleka/ex-seleka who then attacked Christian civilians after the departure of the anti-balaka.

Security reports also showed the increased presence and use of war weaponry (heavy machineguns, RPGs and grenades) in the hand of the civilian population. The Sangaris and MINUSCA troops were involved in a context of widespread violence that is ever evolving towards urban guerrilla, with well-armed elements disappearing into the local population between their operations. Security is further complicated by the fact that many of these weapons were also falling into the hands of opportunistic and vengeful criminals. This blurring of the lines between sectarian violence and criminal activity was creating an increasingly insecure environment for international agencies to operate in, as they become targets of choice for the acquisition of vehicles and telecommunications equipment. The number of incidents against NGOs is always increasing and constitutes a major concern for operations.

The general insecurity also threatened the country's economic stability, as the road connecting Bangui to Cameroon was closed because of banditry cutting the lifeline of food and other merchandise. Since early January, hundreds of trucks were waiting at the border for armed escorts to accompany them to Bangui, and back. In late January, WFP warned that the situation was threatening the country's food security, and on 15 February, the MINUSCA announced that it was going to provide sufficient security to allow the reestablishment of the normal trade routes. The phenomenon had already led to a marked increase in prices, a tendency which could only reverse once the security situation allowed for normal trade to resume. On the 25 September 2015, at least 15 bases of International organisations had been completely looted in Bangui. More than 300 humanitarian staff left the country to save their lives.

The humanitarian community is increasingly targeted for carjacking, looting and robbery. Nevertheless, in view of all these elements and of the increasing banditry in Bangui, incidental risk remains high and all precautions must be

taken to minimize risk and exposure. Until a certain level of security is restored in the countryside, IFRC delegates activities and movement were therefore restricted to Bangui.

### Planning, monitoring, evaluation, & reporting (PMER)

The monitoring and reporting of this appeal used the IFRC's overall tools for Planning, Monitoring, Evaluation and Reporting (PMER). There was notably the examination of documents such as detailed weekly, monthly and bi-annual detailed narrative reports on the field for branches and headquarters. There were also rapid evaluations to monitor progress and consequently adjust approaches and interventions. Also, meetings with key players, performance reports, field visits to monitor progress regarding implementation of activities were carried out on a regular basis.

During the implementation of the appeal, many evaluation tools were produced and shared with the field team to help collect data on the field. The National Society staff and volunteers were trained on the use of the various evaluation tools produced.

### Capacity of the National Society

The CARC has two main structures: The operational structure that is made up of programmes on disaster management, community health/HIV/ malaria/ tuberculosis, WASH, communication and dissemination the second is the support service that is made up of an administration and finance, organisational development and social affairs. The NS has 69 local branches, eight sub-branch committees in Bangui, and 117 community committees, although all are not active. This translates into about 12, 000 volunteers countrywide. According to the 2016-2020 Strategic Development Plan, building the capacities of organisations (especially local committees) is a core priority of the NS in view of delivering humanitarian services more effectively.

The CARC had a volunteer pool of 600 people in Bangui before violence broke out in December 2013. Currently, about 70% are still active regularly, but priority circumstances coupled with general insecurity in the town have led to a decrease. Furthermore, some volunteers have found themselves in a situation where they must meet their own needs. The need to seek other income-generating activities and the stress caused by the highly intense body-recovery activities in which volunteers are involved, notably picking up and burying corpses, also contributed to this. The death of (8) eight volunteers since violence broke out and access interferences also constituted a challenge for the volunteers.

### IFRC Capacity

There is a country office comprising a country representative, an operations manager and a communications delegate, a psychosocial support delegate supported by a team from the IFRC Global Fund grant unit for CAR. The IFRC Global Fund office was responsible both for Global Fund grant management for malaria, HIV and tuberculosis and assistance to the NS with emergency operations during the ongoing conflict. The office receives additional technical support in good time from the IFRC's Yaounde Cluster representation for Central Africa and the Africa region office. The IFRC country representation has continued to provide technical support during the emergency intervention with emphasis on building the capacity of the NS.

## C. DETAILED OPERATIONAL PLAN

Health and Care	
<b>Outcome 1:</b> The mental well-being of 2,000 Central African Red Cross volunteers and 150,000 IDPs (30,000 households) in overcrowded camps is improved.	
<b>Output1.1:</b> The mental health of CARC volunteers as well as their morale is enhanced.	
Activities planned	Achievements
Provide 2 listening sessions to 350 CARC volunteers, Bangui	Effective support carried out to 600 CARC staff and volunteers by delivering 23 listening sessions in developing strategies and by making active use of the IFRC caring for volunteers' toolkit.
Organise leisure and relaxation activities for 2,000 CARC volunteers (1 session of each of the football, basketball, dance, karaoke, sprints)	At least 600 volunteers participated in the leisure activities organised by the psychosocial support delegates in the Bangui 20,000 seats football

	stadium and at NS headquarter. There was football match, basketball match, dance, karaoke and sprints
Deploy a Psychosocial Support Delegate	Two psychosocial support delegates were deployed in this operation in two different periods. The first came in at the beginning of the appeal in February 2014 for two months, further, another psychosocial delegate was deployed in March 2014 for three months. They all provided psychosocial support to CARC volunteers and trained them in community-based psychosocial support
<b>Output 1.2: The CARC volunteers' psychosocial support skills are strengthened</b>	
<b>Activities planned</b>	<b>Achievements</b>
Strengthen the activities of the volunteers in the Bangui IDPs Camps	The volunteer activities in the IDPs camps were strengthened through the construction of tents for the counselling and listening sessions with the psychosocial victims
Train/refresh the skill of the 30 volunteers initially trained by PSP delegate and deploy them to the field to brief the local volunteers in the 23 targets areas	The 31 volunteers initially trained by the first Psychosocial support delegate have received a refresher training by the second PSS delegate and they were later deployed to the IDPs camps in Bangui
Train 2,000 volunteers of the 232 local committees through the 30 trained volunteers	At least 600 volunteers of the CARC have received psychosocial support (PSS) from IFRC delegates (209 of whom have been trained in stress management and 315 on gender-based violence (GBV)). And they have been deployed to the field to address the same to the IDPs living in the several IDPs camps.
Deploy 2,000 trained volunteers in the IDPs Camps nationwide	The trained volunteers were all deployed in the IDPs camps for psychosocial support activities
Conduct a training of trainers for the 30 volunteers in Bangui in order to enhance their skill on PSP support	At least 30 volunteers have received the training of trainers in view of cascading their knowledge to others volunteers nationwide
<b>Output 1.3: Community-based psychosocial-support is provide to 425,000 beneficiaries in the IDüP camps in Bangui</b>	
<b>Activities planned</b>	<b>Achievements</b>
Conduct psychosocial support for the 425,000 displaced people in the Bangui IDP camps	The trained volunteers have contributed in providing psychosocial support to at least 87,718 IDPs in Bangui
Sustain a presence of PSS-trained volunteers in Bangui IDPs Camps to give PSP support to 425,000 IDPs	Permanent RC presence of PSS-trained volunteers was set in the tent in all the Bangui IDPs site. These were places for counselling and discussion with the victims for a period of six months
Procurement of child play things (skipping ropes, balls, drawing books, pencils)	50 skipping ropes, 10 footballs, and 100 drawing books were purchased and distributed to the group of children living in the IDPs camps
Carry out 1 session of community-based needs analysis and facilitation in order to provide start-up tools and equipment for 150,000 IDPs countrywide	This activity has not been conducted due to security constraint
Identification of people at risk or severely affected individuals; referral to a second-line counselling services.	At least 345 people were identified at risk or severely affected (they include: those that the houses were completely burnt with all their properties destroyed, those that have seen the assassination of their partners and relatives)
Set up play activities for children aged 7-12 in the IDPs camps in and outside Bangui	Due to security constraint, there was no possibility to gather children to play. The CARC has distributed the child play things in the IDPs camps to enable the children to play with it
<b>Output 1.4 Gender-based violence is identified, domestic violence is reduced and victims are referred to dedicated services.</b>	

Activities planned	Achievements
Produce 15,000 leaflets and 5,000 posters promoting peaceful resolution of husband-wife conflicts.	at least 1,000 flyers and 300 posters on stress management and gender-based violence have been designed and produced and are in use for the GBV sensitisation campaign
100 volunteers receive training on sustaining peaceful and constructive household in a stressful context.	At least 60 volunteers received training on sustaining peaceful and constructive households in a stressful context
Refer GBV affected people to dedicated health facilities.	The trained volunteers have carried out sensitisation activities on stress management and GBV in 34 IDPs camps in Bangui. Furthermore, at least 253 Gender based violence (GBV) affected people were identified and referred to dedicated hospital for better care.
<b>Outcome 2: The risk of epidemics is reduced for 2,000 volunteers and 150,000 beneficiaries (30,000 households) living in overcrowded conditions in IDP camps is reduced</b>	
<b>Output 2.1 The health status for 150,000 displaced people is improved.</b>	
Activities planned	Achievements
Train 2,000 volunteers in ECV, health promotion focusing on malaria prevention, cholera, diarrhoea and acute respiratory infections and dedication of malnutrition and referral processes	At least 50 CARC volunteers have received training in ECV, health promotion focusing on malaria prevention, cholera, diarrhoea and acute respiratory infections and dedication of malnutrition and referral processes
Sensitize 150,000 beneficiaries with health messages and provide referrals where necessary	Close to 87,718 IDPs have also been reached by health promotion campaign, under the emergency health domain.
Print out 5,000 posters and 15,000 leaflets with health message for sensitisation of 150,000 IDPs in camps countrywide	Not funded
Purchase and distribution of 200 first aid kits for volunteers use in 23 local Red Cross committees	At least <b>10</b> First Aid kits were acquired and distributed to the branches in the affected areas
<b>Challenges</b>	
<ul style="list-style-type: none"> <li>• The main challenge during the implementation of emergency health and psychosocial support programmes was the insecurity. The planned activities were hampered by the insecurity. Sometime the planned activities were delayed or simply cancelled. It was almost impossible to gather people for games and relaxations activities. The NS team have worked with various women associations in the CARC headquarter. The leisure activities were also being provided to CARC volunteers in the NS headquarter.</li> <li>• Ensuring respect for the emblem in situations of social unrest is complicated, as people used a Red Cross logo abusively; and even if omitted entirely, social groups (from either side) and the population in general might confuse Red Cross Movement partners with others humanitarian organisation</li> <li>• The volunteers continued to risk their lives while delivering humanitarian activities. All the RC volunteers had to wear RC T-shirt or Jacket with a functional Identity card during the implementation period. At least 08 volunteers lost their lives in the process of conducting humanitarian activities.</li> </ul>	
<b>Lessons Learned</b>	
<ul style="list-style-type: none"> <li>• Speedy training sessions for volunteer staff for refreshing knowledge and socialising key messages empowered them to conduct the activities.</li> <li>• The Red Cross logo protect volunteers while delivering their humanitarian activities. It is therefore important to continue public sensitisation/dissemination of the role of Red Cross in the society;</li> <li>• The positioning of institutional visibility and access to the dissemination of information by different media facilitated relations with all actors that required the Red Cross assistance;</li> <li>• The CARC volunteers have benefited from the training on psychosocial support. This will be useful for themselves, their families and for the entire community</li> </ul>	

<b>Water, sanitation and hygiene promotion</b>	
<b>Outcome 1: Reduced risk of water borne and sanitation related disease outbreaks for 30,000 households (150,000 persons) affected by the civil unrest in Bangui, Boda, Carnot, Paoua, Bouar, Yaloké, Grimari, Bambari, Bossangoa, Berberati, Sibut, Bria, Kabo, Moyen-sido, Ndele, Ippy, kaga bandoro Alindao Ouango, Markounda, Dekoa and Batangafo</b>	
<b>Output 1.1: Ensure that 150,000 beneficiaries in IDPs camps in Bangui and the provinces are reached with hygiene promotion sessions and basic sanitation facilities</b>	
<b>Activities planned</b>	<b>Achievements</b>
Provide refresher training for 2,000 volunteers in beneficiary selection, communication and monitoring	At least 200 CARC volunteers have benefited from a refresher training on beneficiary selection, communication and monitoring
Train 2,000 volunteers in emergency latrine construction and hygiene kits demonstration and distribution	At least 250 CARC volunteers have been trained in emergency latrines construction in Bangui, Boda, Bouar, Carnot and Baoro
Construct 10,000 emergency latrines to improve hygiene conditions in IDP camps and in the public schools (2,000 in Bangui and 8,000 in the prefectures - 381 for each target area).	At least 2,000 emergency latrines have been constructed in the IDPs camps in Bangui, Boda, Bouar, Carnot, Bambari, Bossangoa and Baoro
Train 2,000 volunteers in hygiene promotion and household water treatment and safe Storage/conservation	At least 250 volunteers have received training on hygiene promotion and household water treatment and safe storage/conservation
Provide 48 sessions of hygiene promotion, HH water treatment and safe storage/conservation awareness to 150,000 IDPs	At least 86,749 IDPs and 70,296 school children were reached with the sensitisation on hygiene promotion, HH water treatment and safe storage/conservation
Produce 15,000 leaflets and 5,000 posters promoting hygiene for the awareness campaigns	At least 10,000 leaflets, 5,300 posters and 15 images boxes were produced to be use in the awareness sessions
Enabling access to safe water through provision of aqua tabs for 20,000 targeted households (along with training of households), distribution of one hygiene kit per family (including soap and hygiene kit for women).	At least, 3,967 HH have received hygiene kit and aquatab following the demonstration of the use of aquatab for water treatment at home
Conduct 48 sessions of community cleaning campaigns, and 4 of vector control (spraying).	Not funded
Put in place hygiene committees in each IDP camp & involve the beneficiaries	At least 24 Hygiene committees have been set in the IDPs camps in Bangui, Bouar, Boda, Carnot and Baoro involving the beneficiaries. These hygiene committees include 10 members (5 males and 5 females)
Provide 100 cleaning tool kits for the hygiene committee working in the IDP camps	At least 10 cleaning tools have been purchased and distributed to the hygiene committees in Bangui
Give one session of hygiene tool kit use to the hygiene committee	The 24 hygiene committee members have set up cleaning sessions two days per week in their Camps
Provide weekly updates of the situation and revise the operation as appropriate.	Weekly updates have been regularly shared with the Yaoundé IFRC office and Nairobi zonal office.
<b>Output 4.2: Ensure access to clean water by 20,000 targeted families</b>	
<b>Activities planned</b>	<b>Achievements</b>
Conduct one assessment on water sources to determine extent of damage and alternative means of accessing safe drinking water.	The CARC staff and volunteers have conducted assessment on water sources in <b>23</b> most affected areas of the country to determine the extent of damage and alternative means of accessing safe drinking water
Construct at least 100 boreholes in the IDP camps inside and outside Bangui and in the communities	Not funded
Purchase 1 set of drilling machine	Not funded
Purchase 100 borehole installation equipment.	Not funded
Engage a technician for borehole drilling training.	Not funded
Train 20 volunteers on drilling boreholes	Not funded
Put in place water management committees in each borehole site - 10 people (5 Male 5 Female).	Not funded

<b>Output 4.3: Ensure that 100,000 children in 100 schools in 20 prefectures are sensitized through hygiene promotion campaigns.</b>	
<b>Activities planned</b>	<b>Achievements</b>
Construct or rehabilitate 3,000 latrines in at least 90 schools in Bangui and in the prefectures	At least 1200 latrines were rehabilitated in 450 schools in Bangui, Bouar, Carnot and Boda
Deliver 48 sessions of hygiene promotion messages to 100,000 school children	At least 70,296 school children have been reached with the awareness sessions on hygiene promotion
Produce 15,000 leaflets and 5,000 posters promoting hygiene	At least 5,000 leaflets and 600 posters have been produced with keys words in hygiene promotion for the awareness sessions
<b>Output 4.4: At least 600 displaced volunteers living at the CARC headquarters are provided with access to clean drinking water.</b>	
<b>Activities planned</b>	<b>Achievements</b>
Construct one borehole at the CARC headquarters	Not funded
Purchase a set of borehole installation equipment	Not funded
<b>Challenges</b>	
<ul style="list-style-type: none"> <li>• The main challenge remains insecurity;</li> <li>• The low funding of the appeal;</li> <li>• The resignation of the CARC WASH Coordinator, this delayed implementation of WASH activities;</li> <li>• The water and sanitation activities interventions were conducted at a minimal level. This was due to the low funding of the appeal;</li> <li>• The CARC needs assessment in the 23 most affected areas revealed that most of the rural populations consumed raw water, and 95% of the rural population practiced open defecation hence the urgent need to provide the population with clean water and sensitize the community in the danger of not using latrines, an activity that could not be carried out.</li> </ul>	
<b>Lessons Learned</b>	
<ul style="list-style-type: none"> <li>• The CARC must urgently recruit a WASH Coordinator to ease the implementation of WASH activities in future</li> <li>• The emergency latrines built in IDPs camps were constructed using tarpaulins and timber, as a result they did not last long because some people took the tarpaulin for other purposes forcing people to resort to open defecation. In future latrines to be constructed with more permanent material and also the community to be sensitised on importance of latrines so as not to destroy them once constructed.</li> <li>• During civil unrest, schools hardly re-opened, and most of the latrines rehabilitated in school were vandalized during the period schools were closed. The activities targeting schools should be implemented when schools are open.;</li> <li>• In Bouar, Bangui, Carnot and Boda, the CARC volunteers were already familiar with the emergency latrine construction and this needs to be cascade in other provinces.</li> <li>• Through community mobilization sessions it is possible to implement an integrated sanitation programme.</li> </ul>	

<b>Shelter and settlements</b>	
<b>Outcome: Vulnerability is reduced through distribution of relief assistance (small ruminant &amp; non-food items) as well as shelter items (tarpaulins) to 100,000 beneficiaries (20,000 HH).</b>	
<b>Output 1.1: At least 20,000 households receive essential relief items.</b>	
<b>Activities planned</b>	<b>Achievements</b>
Enhance beneficiary targeting strategy and registration system to deliver assistance	A beneficiary targeting strategy was put in place by the IFRC delegates and the CARC staff.
Conduct a registration of 100,000 most vulnerable IDPs targeted for relief distribution in the camps	At least 3,967 most vulnerable families have been identified with the support of the community leaders for the non-food items distribution in Boda, Bangui, Bouar, Carnot, Baoro, Bambari, Bossangoa and berberati
Mobilise 2,000 volunteers for the emergency operation to be involved in distribution of relief items and assessments	At least 300 CARC volunteers were involved in the distribution of relief items in the eight targets areas

in Bangui and the 19 prefectures.	
Train 2,000 volunteers and staff in needs assessment, relief distribution, emergency shelter construction, demonstration of how to use mosquito nets.	At least 50 RC volunteers have been trained in need assessment, relief distribution, emergency shelter construction, demonstration of the use of mosquito nets
Conduct 2 sessions of detailed assessment on the needs, existing capacity and propose sustainable interventions.	The National Society staff and volunteers have conducted a need assessment in 23 most affected areas of the country
Procure and distribute NFIs to 20,000 families and emergency shelter kits to 20,000 families	At least NFIs for 3,967 families have been purchased and distributed in Bangui, Boda, Bouar, Carnot, Bambari, Bossangoa and Baoro. These include: tarpaulin, ropes, sleeping mats, blankets, mosquito nets, 17 liters-buckets with lids, jerrycans, aqua tab for HH water purification, solar lamps, kitchen sets, hygiene kits, and 250 grammes bars of soap.
Monitor and evaluate relief activities and provide reporting on relief distributions throughout the operation	The relief activities were well monitored by the NS disaster management coordinator and reports were shared with all the stakeholders.
Provide weekly updates of the situation and revise the operation as appropriate.	The weekly reports were regularly shared with the Yaoundé regional office and the Nairobi zonal office
<b>Output 3.2: At least 5,000 most vulnerable households led by women living in the IDPs camps (Bangui, Boda, Carnot, Paoua, Bouar, Yaloke, Grimari, Bambari, Bossangoa, Berberati, Sibut, Bria, Bangassou, Ndele, Ippy, Kaga-bandoro, Alindao, Ouango, Markounda, Dekoa, Kabo, Moyen - Sido and Batangafo) are provided with a 2 small ruminant/ chicken.</b>	
<b>Activities planned</b>	<b>Achievements</b>
Develop beneficiary targeting strategy and registration systems to deliver assistance	A beneficiary targeting strategy and registration system has been put in place
Procure small ruminant and/or Chicken across the country	At least 822 goats (males and females) have been purchased to be distribute to women heads of households
Conduct a registration process of the most vulnerable household led by women	At least 411 women head of most vulnerable household have been identified for the small ruminant distribution
Distribute livestock to 5,000 most vulnerable targeted women in the camps countrywide	The 822 have been distributed to the 411 selected women head of household (2 animals per women (male & female))
<b>Challenges</b>	
<ul style="list-style-type: none"> <li>The main challenges remained the insecurity constraint; The animal were to be purchased locally, due to the insecurity, the armed group were taking over any animal they discovered. It was therefore very difficult to <i>get the required number of livestock</i>. The women headed households, who are mostly widows and elderly women, consumed most of the livestock which had been distributed for production as their first priority was food;</li> <li>According to the NS needs assessment report, identified relief items as the major needs but due to poor funding of the appeal, the CARC could not assist all the population in need;</li> <li>Some beneficiaries sold/disposed of the items that they had received and used the money for food items;</li> <li>Delays in procurement and delivery of NFIs coupled with the insecurity on the road between the border to Bangui;</li> <li>Items transportation was also challenge because many truck drivers have been killed along the road from the neighbouring Cameroon to Bangui and thus most of them refuses to carry items in the direction of CAR.</li> </ul>	
<b>Lessons Learned</b>	
<ul style="list-style-type: none"> <li>The work becomes easier when the beneficiaries are involved;</li> <li>During civil unrest, the primary priority/need of the affected population is food, most of the items distributed to them have been sold to seek money for buying food;</li> <li>Animal distribution for livestock development is not suitable for people living in IDP camps, because they don't have enough space to take care of their animal and they are always expose to danger of facing their opponent;</li> <li>Many volunteers were also affected by the CAR crisis and most of them were living in the NS headquarter. They become also vulnerable, it is important to organise activities toward the volunteers.</li> </ul>	

<b>National society capacity building</b>	
<b>Outcome : Ensure that the National Society's capacity to deliver quality services is strengthened and aligned to international standards</b>	
<b>Output 1: The National Society's Communication department's strategy is strengthened for increased visibility and timely information updates</b>	
<b>Activities planned</b>	<b>Achievements</b>
Purchase 5 mini cameras for documentation by focal people in 23 targeted areas	At least one camera was purchased for reporting of activities by the Communication delegate
Support NS website development and hosting for wider communication	The NS website was developed and hosted
Hold 1 session of Beneficiary Communication training for 23 focal people for enhanced visibility	Not funded
Hold 1 session of Humanitarian Diplomacy and advocacy training for 23 focal people for strengthened partnership.	Not funded
Conduct 2 sessions of Crisis Communication for 60 focal people for timely & effective response	Not funded
Support CARC theatre group in packaging peace campaign messages	The IFRC Delegates have been regularly assisting the CARC communication department in packaging peace campaign messages for the theatre group
Conduct 2 sessions of Humanitarian Code of Conduct training for 60 NDRTs for increased neutrality in a polarised context.	Not funded
Provide technical support of production of advocacy/ peace building IEC campaign materials for NS	The IFRC Delegates provided technical support for the production of advocacy/peace building IEC campaign material for NS
Provide technical support of packaging of 10 radio spots for peace advocacy messages in French and Sango countrywide.	The IFRC Delegates have provided technical support of packaging radio spots for peace advocacy messages in French and Sango
Provide technical support for NS communications focal person in HQ.	The IFRC communication Delegate has provided technical support for the NS Communication focal person in the HQ
Deployment of communications Delegate in support to NS	A Communication Delegate has been deployed in CAR to provide technical support the NS communication Department
<b>Outcome 7: Improve NS infrastructure and capacity to deliver humanitarian programming</b>	
<b>Output 7.1: Key positions are recruited in order to strengthen NS capacity</b>	
<b>Activities planned</b>	<b>Achievements</b>
Recruitment of 5 finance assistants for field and headquarters.	Not funded
Recruitment of 5 Programme Management focal point people for the field	Not funded
Recruitment of a PMER officer at the National headquarters	Not Funded
Recruitment of a logistic assistant for the headquarters	Not Funded
Recruitment of 5 Logistic assistants for the field	Not Funded
Recruitment of 5 communication focal persons in the field.	Not Funded
Acquire and install IT equipment for NS	A full VSAT asset have been purchased and installed at the NS headquarter for timely and efficient communication
Support CARC OD department by providing volunteer management software	A volunteers' management software was purchased and installed at the NS OD department
Support CARC Finance department by providing finance management software	Not Funded
<b>Challenges</b>	
<ul style="list-style-type: none"> <li>• The mains challenge remains insecurity constraint;</li> <li>• Lack of funding of the appeal;</li> </ul>	
<b>Lessons Learned</b>	

- The CARC is permanently connected to the world with a VSAT for timely and efficient communication;
- The CARC communication department have benefitted from capacity building provided by the IFRC Communication Delegate.

### Disaster preparedness and risk reduction

**Outcome: The Central African Red Cross is well prepared to respond effectively and to reduce risk for future crises.**

**Output: CARC has contingency plans and preparedness items in place for immediate response.**

Activities planned	Achievements
Deployment of 1 Disaster Management Delegate	An Operations Manager was deployed to the CAR to support the NS in the implementation of the Appeal activities
Procure, transport and store NFIs (blankets, sleeping mats, household water treatment items, solar lamps, shelter kit and fixings, hygiene kits and kitchen items) for 1,000 families.	A stock of non-food items suitable for <b>1,000</b> families including blankets, sleeping mats, household water treatment items, solar lamps, shelter kit and fixings, hygiene kits and kitchen items have been purchased, transported and store in the NS warehouse
Hold two sessions of NDRT training for 30 programme managers	Not Funded
Development of population movement contingency plans and implementation of organisational preparedness measures (standard operational procedures).	A population Movement Contingency Plan was developed and implemented during the CAR crisis with standard operational procedures drafted.
Conduct 2 training sessions of 30 managers on crisis communication for DRR	Not Funded
Deliver 48 sessions of awareness messages on peace building capacity for 150,000 IDPs in 20 prefectures	At least 60,073 people were reached by peace awareness campaign in the IDPs camps and in the communities of Bangui, Bouar, Carnot, Berberati and Baoro
Produce 15,000 leaflets and 500 posters with key messages on peace and reconciliation	at least 10,000 flyers and 500 posters with key messages on peace have been produced and distributed in the target areas
Deliver radio spots on peace building through 10 community radios covering the 23 targeted areas, using French and Sango.	The NS has continued to advocate for peace and reconciliation among the CAR populations including in IDP camps and in the communities. Messages of peace continued being broadcasted through the local radio station, "Radio Centrafrique" using volunteers who have been trained in this field. To date, volunteers have hosted over 50 radio shows to advocate peace and peaceful coexistence in the country. Opinion leaders continued to be sensitise as well so as to support advocacy for peace in IDP camps and communities

### Challenges

- The main challenge remained insecurity constraint;
- Poor funding of the appeal which does not allow to implement the remaining activities

### Lessons Learned

- The dissemination of peace campaign spots through the radio has been very successful. It has reached many people even the armed groups:

## D. BUDGET / EXPENDITURE

Please find attached the Final Financial Report for this Appeal, showing details of budget, income and expenditure. The financial report closed with a deficit of CHF 40,905, owing to over-booking of expenditures on this Appeal project. This will be rectified during October 2016, to close the project balance to zero.

## Contact information

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

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### For Resource Mobilization and Pledges:

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

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## How we work

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

[www.ifrc.org](http://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

## MDRCF017 - Central African Republic - Civil Unrest

Timeframe: 21 Dec 13 to 31 May 16

Appeal Launch Date: 25 Feb 14

Final Report

## Selected Parameters

Reporting Timeframe	2013/12-2016/8	Programme	MDRCF017
Budget Timeframe	2013/12-2016/5	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>		10,556,774				10,556,774	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
Danish Red Cross		31,815				31,815	
Danish Red Cross (from Danish Government*)		150,000				150,000	
Finnish Red Cross		21,566				21,566	
Finnish Red Cross (from Finland - Private Donors*)		74,315				74,315	
Finnish Red Cross (from Finnish Government*)		351,555				351,555	
Japanese Government		297,003				297,003	
Japanese Red Cross Society		86,795				86,795	
Other		944				944	
Red Crescent Society of the Islamic Republic of Iran		30,000				30,000	
Red Cross of Monaco		12,203				12,203	
Singapore Red Cross Society		35,000				35,000	
Spanish Red Cross		6,357				6,357	
Swedish Red Cross		198,978				198,978	
The Canadian Red Cross Society		43,853				43,853	
The Canadian Red Cross Society (from Canadian Government*)		35,725				35,725	
The Netherlands Red Cross		120,110				120,110	
The Netherlands Red Cross (from Netherlands Red Cross Silent Emergency Fund*)		61,652				61,652	
UNDP - United Nations Development Programme (from Chile Government*)		14,365				14,365	
United States Government - USAID		482,143				482,143	
<b>C1. Cash contributions</b>		<b>2,054,377</b>				<b>2,054,377</b>	
<b>Inkind Goods &amp; Transport</b>							
Finnish Red Cross		167,750				167,750	
Spanish Red Cross		97,806				97,806	
<b>C2. Inkind Goods &amp; Transport</b>		<b>265,556</b>				<b>265,556</b>	
<b>Other Income</b>							
DREF Allocations		61,369				61,369	
<b>C4. Other Income</b>		<b>61,369</b>				<b>61,369</b>	
<b>C. Total Income = SUM(C1..C4)</b>		<b>2,381,302</b>				<b>2,381,302</b>	
<b>D. Total Funding = B + C</b>		<b>2,381,302</b>				<b>2,381,302</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>		2,381,302				2,381,302	
<b>E. Expenditure</b>		-2,422,207				-2,422,207	
<b>F. Closing Balance = (B + C + E)</b>		<b>-40,905</b>				<b>-40,905</b>	

## Disaster Response Financial Report

## MDRCF017 - Central African Republic - Civil Unrest

Timeframe: 21 Dec 13 to 31 May 16

Appeal Launch Date: 25 Feb 14

Final Report

## Selected Parameters

Reporting Timeframe	2013/12-2016/8	Programme	MDRCF017
Budget Timeframe	2013/12-2016/5	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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## 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>10,556,774</b>			<b>10,556,774</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	546,000		202,788			202,788	343,212	
Construction - Facilities	96,154						96,154	
Construction Materials	10,883		12,169			12,169	-1,286	
Clothing & Textiles	504,000		104,109			104,109	399,891	
Food	961,538		86			86	961,452	
Water, Sanitation & Hygiene	1,524,792		193,368			193,368	1,331,424	
Medical & First Aid	21,154		1,403			1,403	19,751	
Teaching Materials	343,269		20,392			20,392	322,878	
Utensils & Tools	630,000		83,381			83,381	546,619	
Other Supplies & Services	305,000		46,961			46,961	258,039	
<b>Total Relief items, Construction, Sup</b>	<b>4,942,790</b>		<b>664,656</b>			<b>664,656</b>	<b>4,278,134</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	46,154		30,835			30,835	15,319	
Computers & Telecom	78,300		13,836			13,836	64,464	
Office & Household Equipment	15,385		4,352			4,352	11,032	
Others Machinery & Equipment	0		350			350	-350	
<b>Total Land, vehicles &amp; equipment</b>	<b>139,838</b>		<b>49,374</b>			<b>49,374</b>	<b>90,465</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	454,561		52,251			52,251	402,310	
Distribution & Monitoring	36,351		90,413			90,413	-54,062	
Transport & Vehicles Costs	766,454		128,726			128,726	637,727	
Logistics Services	0		45,807			45,807	-45,807	
<b>Total Logistics, Transport &amp; Storage</b>	<b>1,257,366</b>		<b>317,196</b>			<b>317,196</b>	<b>940,170</b>	
<b>Personnel</b>								
International Staff	625,858		508,510			508,510	117,348	
National Staff	40,546		36,748			36,748	3,798	
National Society Staff	144,654		82,191			82,191	62,463	
Volunteers	1,273,854		100,794			100,794	1,173,060	
Other Staff Benefits			-498			-498	498	
<b>Total Personnel</b>	<b>2,084,912</b>		<b>727,745</b>			<b>727,745</b>	<b>1,357,167</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	0		3,460			3,460	-3,460	
Professional Fees	5,304		7,392			7,392	-2,088	
<b>Total Consultants &amp; Professional Fees</b>	<b>5,304</b>		<b>10,853</b>			<b>10,853</b>	<b>-5,549</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	1,143,385		67,994			67,994	1,075,390	
<b>Total Workshops &amp; Training</b>	<b>1,143,385</b>		<b>67,994</b>			<b>67,994</b>	<b>1,075,390</b>	
<b>General Expenditure</b>								
Travel	50,000		142,943			142,943	-92,943	
Information & Public Relations	17,279		24,292			24,292	-7,013	
Office Costs	68,865		81,425			81,425	-12,560	
Communications	104,961		52,170			52,170	52,791	
Financial Charges	10,500		30,687			30,687	-20,187	
Other General Expenses	87,264		10,570			10,570	76,694	
Shared Office and Services Costs	0		15,745			15,745	-15,745	
<b>Total General Expenditure</b>	<b>338,869</b>		<b>357,831</b>			<b>357,831</b>	<b>-18,963</b>	

## Disaster Response Financial Report

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Split by funding source	Y	Project	*
Subsector:	*		

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## 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>10,556,774</b>			<b>10,556,774</b>		
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies			2,198			2,198	-2,198	
<b>Total Contributions &amp; Transfers</b>			<b>2,198</b>			<b>2,198</b>	<b>-2,198</b>	
<b>Operational Provisions</b>								
Operational Provisions			57,125			57,125	-57,125	
<b>Total Operational Provisions</b>			<b>57,125</b>			<b>57,125</b>	<b>-57,125</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recovr	644,310		144,120			144,120	500,190	
<b>Total Indirect Costs</b>	<b>644,310</b>		<b>144,120</b>			<b>144,120</b>	<b>500,190</b>	
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee	0		17,514			17,514	-17,514	
Pledge Reporting Fees	0		5,600			5,600	-5,600	
<b>Total Pledge Specific Costs</b>	<b>0</b>		<b>23,114</b>			<b>23,114</b>	<b>-23,114</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>10,556,774</b>		<b>2,422,207</b>			<b>2,422,207</b>	<b>8,134,567</b>	
<b>VARIANCE (C - D)</b>			<b>8,134,567</b>			<b>8,134,567</b>		

**Disaster Response Financial Report****MDRCF017 - Central African Republic - Civil Unrest**

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Budget Timeframe	2013/12-2016/5	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster response	10,556,774		2,381,302	2,381,302	2,422,207	-40,905	
Subtotal BL2	10,556,774		2,381,302	2,381,302	2,422,207	-40,905	
<b>GRAND TOTAL</b>	<b>10,556,774</b>		<b>2,381,302</b>	<b>2,381,302</b>	<b>2,422,207</b>	<b>-40,905</b>	