

# Operations update



International Federation  
of Red Cross and Red Crescent Societies

## Viet Nam: Floods

Emergency appeal n° MDRVN005  
GLIDE n° FF-2008-000211-VNM  
Operations update n° 5  
31 July 2009

### Period covered by this operations update:

12 November 2008 to 30 June 2009. This operations update is a consolidation of activities since the beginning of the operation.

**Appeal target (current):** CHF 4,779,037 (USD 4.07 million or EUR 3.17 million)

**Appeal coverage:** 46%;

[<Go to attached financial report, or see contact details>](#)

### Appeal history:

- This emergency appeal was initially launched on 12 November 2008 for CHF 4,779,037 (USD 4.07 million or EUR 3.17 million) to support the Viet Nam Red Cross (VNRC) to assist 293,860 beneficiaries (70,000 households) for 10 months.



At VNRC headquarters, Red Cross volunteers facilitated a meeting with commune members to select beneficiaries in the distribution of water tanks and fertilizer. (Photo: International Federation)

### Summary:

To date, the VNRC's floods operations has progressed relatively well towards achieving the objectives of its plan. The distribution of rice has benefitted up to 68,959 families (approximately 196,729 people) and despite delays in the procurement of rice supplies, distribution was carried out at an opportune time that covered a critical period for many of these families. Training of VNRC members and workers proved successful in that this round of distribution was much better organized than previous rounds. In terms of non-food items, about 26,555 families (about 112,986 people) have benefitted from these distributions. This figure is much higher than anticipated as not all items were distributed in the given sets, but also as individual items according to needs. Distribution also took longer than scheduled due to time taken in communications between different Red Cross levels, consolidation of beneficiary lists and customs clearance for imported items.

In water, sanitation and hygiene promotion, priorities for support have favoured the five provinces of Ha Nam, Ninh Binh, Nghe An, Quang Binh and Thanh Hoa. Selection has been necessary due to the relatively low response to this appeal. From the field assessments undertaken, rainwater harvesting tanks were considered the most suitable solution to address water supply and storage needs and to improve the security of water supply in the event of future flooding. As such, 500-litre household water tanks were procured in June for distribution.

The outcomes of livelihood support needs assessments have established the distribution of fertilizer as the current principal need as the time for planting of new crops is approaching. VNRC will provide each beneficiary family with 7kg of fertilizer for every 300-500 m<sup>2</sup> of crop land.

The national society itself has undergone some capacity building: training on overall planning at chapter-level; exchange of experiences in monitoring practices; training of district and commune members, and local government leaders in the selection of beneficiaries based on needs rather than on damages as well as the seven Red Cross Red Crescent principles, by chapter staff; training in professional relief distribution and in procurement of relief supplies according to International Federation standards.

VNRC also continues to face several challenges in its work. Its capacity was greatly stretched in 2008, responding to numerous and subsequent emergencies. Also, its members have difficulty distinguishing between different operations and therefore, find it difficult to report on them as separate entities. Chapters still require support in distribution activities such as in even allocation of supplies and making allocations based on needs rather than damage. There is a constant shortage of Red Cross volunteers, and this coupled with limited funding for this appeal, exacerbates the challenges in supporting the restoration and rehabilitation of livelihoods and water, sanitation and hygiene promotion activities. This shortage of human resources will need to be addressed through a long-term human resource policy from VNRC leadership.

Due to limited funding, however, no comprehensive evaluation of this operation has been planned. However, to ensure lessons learnt and good practices are recorded, internal evaluation will be undertaken by VNRC with support from the International Federation.

**Financial situation:** To date, this appeal is 46 per cent covered with contributions received totaling CHF 2,224,794 (USD 2.1 million or EUR 1.5 million).

Contributors to this appeal include American Red Cross, British Red Cross, Canadian Red Cross/Canadian government, Finnish Red Cross, Japanese Red Cross, Monaco Red Cross, Netherlands Red Cross/Netherlands government, and Swedish Red Cross/Swedish government. Contributions were also received from the Norwegian government and USAID.

On behalf of Viet Nam Red Cross, the International Federation would like to thank all donors and contributors to this appeal.

## The situation

Six days of constant torrential rainfall from 30 October to 4 November 2008 caused severe and widespread flooding in several northern and central provinces of Viet Nam. Cities and provinces badly affected by flood waters included Lang Son, Thai Nguyen, Bac Giang, Phu Tho, Vinh Phuc, Ha Noi, Hoa Binh, Ninh Binh, Thanh Hoa, Nghe An, Ha Tinh, Bac Ninh, Hung Yen, Hai Duong, Ha Nam, Nam Dinh and Quang Binh. The ministry of agriculture and rural development reported at least 89 people dead and 600,000 others critically affected by the flooding. Damage to property and land was widespread, covering some 180,000 houses, some 210,000 hectares of vegetable fields, 30,000 hectares of rice fields, and 40,000 hectares of aquaculture farms. Furthermore, transport and power supply were seriously disrupted and public amenities such as health facilities and schools badly damaged. Total losses are estimated at up to VND 8,000 billion (USD 479 million or EUR 379 million).

It was also unfortunate that many of the provinces affected by the flooding included those such as Son La and Bac Giang who were just beginning to return to some degree of normalcy following the strikes by Typhoon Kammuri in August 2008, and Typhoon Hagupit in September 2008. Other affected areas included Thanh Hoa and Quang Binh which had just recovered a year after Typhoon Lekima struck in August 2007.

Apart from damage to houses and other buildings, the severe loss of livelihoods and livestock was incurred. Hundreds of thousands of hectares of flourishing vegetable and rice crops in these provinces were swept away by flood waters. In other villages where pig farming was the main income generating activity, families took to keeping their valuable livestock in their own homes. This led to the ministry of health spraying disinfectant in order to prevent and mitigate health risks.

Vietnamese television also provides a medium for disaster preparedness messages to the general public. Some of these are raising floors, stocking of food and drinking water, and building techniques for temporary underground cyclone shelters. Transport in most areas is by boat and many homes store their own bamboo boats under their roofs at the ready.

This destruction of food crops posed a threat to food security in the affected areas. While the lack of vegetable and rice seedlings challenged the re-establishment of income, the long term need to address the possibility of food shortage also loomed. In the Northern provinces, it was too late to begin planting new crops as harvesting would only take place in June, leaving a gap in food supply in February. One alternative was to plant maize and sweet potato to supplement the rice staple. Those affected were also concerned with obtaining seedlings for new plantation and securing rice for the lean seasons once relief food supplies were finished.



**Ninh Binh province: salvaging valuable livestock was one of the first concerns of communities affected by the floods. Some families also took to keeping livestock in their living areas to keep them safe. (Source: VTC)**

Immediate government support was requested by 17 different flood-affected provinces for the supply of 8,400 tonnes of rice, with the support of the ministry of agriculture and rural development. These supplies were to cover the worst-hit and most vulnerable communities over a three-month period.

Up to 15 tonnes of water purification tablets, 25,000 litres of disinfection chemicals, 220 units of local standard emergency medical kits and about 1.4 million units of livestock vaccinations were also requested.

On 14 November, the ministry of agriculture and rural development also urged the government to release 45 tonnes of vegetable seeds, 275 tonnes of rice seedlings and cash support of VND 1 million (CHF 72 or USD 60) per hectare of farmland for the winter crop.

On 18 November, the Vietnamese government responded to these requests by releasing 5,400 tonnes of rice, 45 tonnes of vegetable seeds, and VND 310 billion (CHF 22.4 million or USD 18.6 million) in cash for the repair of public facilities such as schools, health stations, irrigation systems, and roads in rural areas. Food assistance of up to 3,000 tonnes of rice, not presently covered by government support, was to be covered by the Red Cross and other organizations.

On 19 November, a meeting facilitated by UNDP and attended by disaster management working group (DMWG) members and the central committee for flood and storm control (CCFSC), focused on updates of damages and needs, and ultimately called for international assistance. Government sources indicated a total cost of USD28.2 million (CHF 34 million or EUR 22.3 million) was needed to cover agricultural production of the winter crop in 2008, and the spring crop in 2009. While the government was able to extend up to USD 10.8 million (CHF 13.04 million or EUR 8.6 million) for this recovery effort, and the farming community, a further USD 5.95 million (CHF 7.17 million or EUR 4.7 million), there remained a gap of USD 11.44 million (CHF 13.8 million or EUR 9.06 million) that sought to be filled through international aid.

Efforts to convey immediate assistance to the flood-affected people in the northern and north-central regions of Viet Nam were continuously challenged by fresh downpours and Typhoon Noul (17 November). The latter struck the central provinces of Phu Yen, Khanh Hoa, Ninh Thuan and Binh Thuan. Further casualties were reported and homes destroyed, albeit in much smaller numbers, by the local media, while some 1,000 hectares of rice fields and another 1,000 hectares of sugar cane were destroyed. A further 92,000 people were evacuated by the government to safer areas, together with the help of the VNRC.

Given the frequency of typhoons, storms and flooding, Vietnamese communities have developed a wide variety of coping mechanisms and ways of addressing their individual situations. Many of those who are affected stay a minimal time at temporary evacuation shelters, eager to return to their own homes as soon as water levels recede or storms calm. Others whose homes are completely leveled often seek shelter with extended family or relatives during the re-building of their own homes. Activities include changing modes of transport from bicycle to bamboo boat, to sharing living quarters with one's piglets to ensure they are not drowned in floodwaters. Many communities appear to face the restoration of livelihoods, the support of community members, and the cleaning of common community areas as a whole.

Also, on a highly positive note, VNRC chapters have reported that houses constructed under the Typhoon Lekima operations proved flood-resistant.

The VNRC continues to garner information on the damages, needs and gaps, and welcomes any other support or contributions to help in the mitigation of and response to the current situation which is now in the stages of recovery.

## **Coordination and partnerships**

The VNRC works closely with its government counterparts through its participation in the central committee for flood and storm control (CCFSC), and people's aid coordinating committee. The national society also has good working relations with other international organizations such as UNDP, UNICEF, WHO and other non-governmental organization members of the disaster management working group (DMWG).

All VNRC response planning is done transparently and in close collaboration with the International Federation office in Hanoi, the Southeast Asia regional office in Bangkok, and the Asia Pacific disaster management unit in Kuala Lumpur. The global agenda goals' framework for action provides a guideline for response as well as emergency assessment. These tools have proven useful for needs assessment, and subsequent planning and monitoring of this operation.

Information and advocacy activities have been shared at DMWG meetings in order to maintain a steady flow of timely and accurate information between the field, major stakeholders and donors. These aim to support the national society in improving its communications capacities and in promoting greater quality, accountability and transparency in effective disaster response. Activities related to these are closely coordinated with the communications unit of the International Federation's Asia Pacific zone office.

The national society, with technical support from the Federation country office and disaster management unit in Kuala Lumpur, shares information to continually clarify needs and gaps, and to update on new developments through regular monthly coordination meetings. The meeting follows a basic agenda which includes progress to date, and recommendations for solutions to challenges facing VNRC's overall programmes. In national forums, such as regular meetings of the DMWG where all cases are represented by the country office, the International Federation presents the latest developments of the operation to members.

The International Federation also hosts discussions with partner national societies including Australian Red Cross, French Red Cross, German Red Cross and Spanish Red Cross, all of whom are engaged to support the national society in this operation.

VNRC and the International Federation developed and shared the plan of action which has proven a tool for the national society to effectively plan and prioritize the operation. Mapping of existing and incoming resources remains a key activity. This plan was also shared with UNDP, CCFSC, the DMWG and other relevant organizations; and continues to be a tool by which the national society manages its operations and shares new information with other partners.

With the help of the regional logistics unit (RLU) in Kuala Lumpur, the International Federation worked with the VNRC in developing a mobilization table to support the international mobilization of in-kind relief items, as well as mapping relief support to provide a coordination tool for assistance.

### **National society capacity building**

The International Federation country office provides technical support to the national society on a day-to-day basis while promoting the Red Cross Red Crescent Movement's Fundamental Principles and its implication in Red Cross work at all levels. Areas of support include planning, monitoring and reporting; and relief assessment and distribution.

#### *Planning, monitoring and reporting*

Training on overall planning was carried out at chapter-level, and proved a first time for many in learning to do overall planning, setting up timeframes for commune training, arranging commune meetings for beneficiary selection, publicly announcing the selected beneficiaries, transporting rice to communes, planning distributions and facilitating those involved in these activities. At headquarters level, planning and monitoring activities are prepared by the social work department. However, due to the shortage of personnel in certain departments, staff

from other departments also participated in these monitoring activities in the field. Coaching and mentoring for all monitoring staff at all levels helped hone skills and improve capacity all across the national society. The findings and recommendations from each monitoring visit were shared with the chapters and headquarters to help disseminate the introduction of good practices.

Also to support monitoring activities, three experienced retirees from the social work department at headquarters and chapters were recruited by the Federation country office as volunteers to increase capacity. The adoption of a firm policy to encourage better utilization of skilled human resources in disaster preparedness at chapter level would also benefit the national society.

#### *Relief distribution*

VNRC staff at all levels, local government, particularly commune authorities were invited for Red Cross training in rice distribution. This particular training was designed to make Red Cross branches and local authority leaders, major partners in Red Cross activities. This training also sought to impart Red Cross Red Crescent Movement principles, in order to encourage all Red Cross staff adhere to the Movement's Fundamental Principles. Other topics included damage versus needs, selection of beneficiaries, the Fundamental Principles and their implications on Red Cross activities, focusing on humanity, independence and voluntary service. In total, about 1,002 Red Cross branch staff, and representatives of local government: heads or deputies of local commune authorities, benefited from this type of training.

With the support of the International Federation country office, the VNRC continues to strengthen its efforts at the local level. Teams are sent out into the field to provide technical support on organization of relief distribution, and planning for monitoring and reporting. Regular updates on the situation are maintained to provide partners with information on relief activities and the direction of the national society's work.

## **Red Cross and Red Crescent action**

### **Overview**

The VNRC was among the first humanitarian organizations to respond to this flood situation. VNRC chapters used their own funds to provide cash, instant noodles, clothes and rice to those who had been hit by the floods. In mountainous provinces such as Hoa Binh, the local Red Cross chapter also provided lifebuoy bags to school children. These bags are backpacks for children, used as ordinary schoolbags, but act as flotation devices if the child falls into the water (as many children go to school by boat) or is in danger of drowning.

Red Cross chapters such as Vinh Phuc sent staff and volunteers to help people clean their homes and resume agricultural production after the disaster. A training-of-trainers session held in Nghe An province by the Federation also proved useful: this training in disaster preparedness helped community volunteers in this Northern province by enhancing their knowledge and skills in disaster preparedness, and subsequently, allowed them to respond effectively to those who were affected by the floods.

The national society provided relief assistance in the form of cash to those affected in Hanoi and Ninh Binh on 4 November. Up to VND 600 million (USD 35,000) was allocated by the national society to the provincial chapters for food and support to those who lost family members to the floods. This money was allocated from the national headquarters' disaster relief fund.

On the ground, the VNRC also teamed with local authorities to expand the effort in evacuating people from dangerous areas and to provide health care and first aid where necessary. Thanks to support by the government and partner national societies through the emergency appeal, VNRC has been able to reach beneficiaries in 17 affected provinces with rice and basic household items such as mosquito nets, blankets and cooking utensils. The distribution of household items and rice is now completed, while support for water and sanitation, and livelihood rehabilitation continues, and is expected to complete by the end of August.

In addition to the emergency appeal response, VNRC provided 71 tonnes of fertilizer, 7,000 kg of rice, 565 bio-sand filters, and 5,270 household kits, to badly affected communes in Lang Son, Bac Giang, Nghe An, Ha Tinh, and Quang Binh provinces through bilateral support from partner national societies.

The VNRC's initial relief included cash for families who had lost family members in the disaster; instant noodles, rice, blankets and mosquito nets. These items were covered by the national society's headquarters and the

chapters' own contingency funds of over VND 600 million (CHF 43,300 or USD 36,000). VNRC preparedness stocks proved well-placed in the initial phase of response to this disaster.

In terms of water and sanitation, limited funding has compelled the prioritization of five provinces for assistance. Through further assessments and community meetings, the supply of rainwater tanks to ensure safe water supply throughout the year has been identified as the most appropriate form of assistance. The procurement of 3,500 water tanks was undertaken in June for distribution over the next months.

Limited funding has also affected activities under livelihood recovery. However, working with the Red Cross chapters and local governments at provincial level to select the most vulnerable communities has helped VNRC determine the need for fertilizer as the most pressing. VNRC will help provide beneficiary families with 7kg of fertilizer per 360-500 m<sup>2</sup> of crop land. Procurement of 385 tonnes of fertilizer was also done in June for distribution in the following months.

## Progress towards objectives

Relief distributions (food items)	
Objective: Provision of 30 kg of rice per person for 70,000 people for three months in the worst-affected areas in 17 provinces.	
Expected results	Activities planned
By end of February 2009, 70,000 people who have lost basic income and crops during the floods have received 30 kg of rice.	<ul style="list-style-type: none"> <li>• Identification of beneficiaries through criteria agreed upon between the national society and the local communities.</li> <li>• Procurement of rice based on International Federation logistics standards</li> <li>• Organization of transport to the distribution point.</li> <li>• Organization of the various distributions by the concerned local chapters.</li> <li>• Distribution of rice with a proper recording system.</li> <li>• Monitoring and evaluation.</li> </ul>

The planned distribution of food items is now complete. Rice distribution has benefitted 196,729 people (68,959 households) in nine provinces over the relief phase. Procurement of rice following International Federation procedures was expected to be completed by end-January and for distribution to begin in February.

During this period of procurement itself in January/February, the government supported each flood-affected family with 23.5 kg of rice per person. In communes, rice for relief purposes was divided equally among villagers, regardless of individual needs. However, distribution of rice by VNRC was delayed and took place from 7 March in Quang Binh province until 26 March in Vinh Phuc province.

This was critical prior to the June harvest as this constituted a lean period with little recourse for several provinces, and despite the delay in the distribution schedule, was carried out at an opportune time that filled the gap.

Depending on family size, each family received 30kg to 60kg of rice. For many households, 30 kg is enough for a month's sustenance for a family of three.

While the plan was to reach 70,000 people through this distribution, the VNRC was able to reach more beneficiaries than planned as a greater need was identified through ongoing field assessments



Ha Nam province: the distribution of rice arrived at an opportune time that helped beneficiaries get through a lean period. (Photo: Nguyen Minh Toan/VNRC)

Province	Rice (tonnes)	No. of families	No. of people
Ninh Binh	210	6,979	23,595
Thanh Hoa	399	13,067	13,300
Nghe An	399	13,300	31,913
Ha Tinh	300	9,881	36,457
Quang Binh	120	3,724	15,442
Vinh Phuc	81	2,700	11,949
Ha Noi	300	10,000	34,676
Hoa Binh	81	2,348	9,517
Ha Nam	210	6,960	19,880
<b>Total</b>	<b>2,100</b>	<b>68,959</b>	<b>196,729</b>

This distribution was widely broadcasted by local media, highlighting the criteria for beneficiary selection and Red Cross Red Crescent relief standards.

The training on relief distribution was beneficial in that this round of distribution was much better organized than previous rounds of non-food items in December 2008 and January 2009. There is still a need, however, to train Red Cross commune workers to independently lead the distribution process. At distribution points, the Red Cross logo and uniforms were highly visible. There remains a need, however, for more Red Cross vests and hats to adequately identify Red Cross volunteers during activities, and increase the visibility of the work of the Red Cross on the ground.

#### Relief distributions (non-food items)

**Objective: By end of January 2009, 11,000 families (46,200 people) in the worst-affected areas will receive one basic household kit composed of: cooking and kitchen utensils, one mosquito net, two blankets, one 10-litre water bucket and one 40-litre water plastic container. The provision of these items aims to meet the immediate needs of the affected families so as to enable them to return to everyday life as quickly as possible.**

Expected results	Activities planned
By end of January 2009, 11,000 families will receive one basic household kit	<ul style="list-style-type: none"> <li>• Identification of beneficiaries using criteria agreed between the national society and the local communities.</li> <li>• Release of households kits from the VNRC warehouse</li> <li>• Organization of the transport and distribution system for the basic household kits by each of the local chapters concerned.</li> <li>• Distribution of basic household kits with a proper recording system.</li> <li>• Procurement of items for the basic household kits based on International Federation logistics standards.</li> <li>• Monitoring and evaluation.</li> </ul>

The planned distribution of non-food items is now complete. In total, about 26,655 families (approximately 112,986 people) have benefited from non-food item support through the emergency appeal (both from in-kind support from the British, Japanese, and Netherlands national societies, and USAID), reaching more beneficiaries than planned.

The items on the mobilization table opened for this operation were fully covered through in-kind contributions from British Red Cross, Japanese Red Cross, Netherlands Red Cross and USAID. Based on provincial Red Cross assessments, the VNRC decided to distribute relief items on specific needs of target families. As of 15 January,

some 6,500 kitchen sets, 22,000 blankets and 22,000 mosquito nets had been distributed to those affected in 17 provinces. The number of beneficiaries reached is higher than planned as in-kind contributions were not all distributed in full sets; beneficiaries were given individual items in accordance to their needs, and therefore the number of beneficiaries is increased. However, distribution of 2,000 household kits which were procured with financial support from USAID was done in full sets.



Ninh Binh province: Up to 3,790 beneficiary families (about 12,990 people) received relief assistance in non-food items from VNRC during the cold season in early 2009. (Photo: International Federation)

The VNRC reports that this distribution benefited 24,655 families (about 104,851 people) in 212 communes in 58 districts throughout these 17 provinces. The kitchen sets and blankets were shipped from the regional warehouse of the regional logistics unit based in Kuala Lumpur, while the mosquito nets were locally procured from the supplier under the Framework Agreement, based in Viet Nam. While not all the items in the kitchen sets conformed to Vietnamese tradition, they were nevertheless appreciated by the beneficiaries for their utility and quality.

Overall, the distribution took longer than scheduled. The main reason for this was the time taken in communicating between the different Red Cross levels, and allowing sufficient time for Red Cross chapters to consolidate beneficiary lists submitted by Red Cross communes, as well as customs clearance for the imported items.

*Distribution of in-kind supplies (details)*

Province	Blankets (unit)	Mosquito nets (unit)	Cooking sets (set)	No. of families	No. of people
Lang Son	1,000	1,000		1,000	3,500
Bac Giang	1,000	1,000	500	1,500	5,250
Bac Ninh	1,000	1,000	-	1,000	2,500
Ha Nam	1,500	1,500	500	3,500	12,250
Ninh Binh	2,000	2,000	500	3,790	12,991
Nam Dinh	1,500	1,500	-	3,000	7,208
Thanh Hoa	1,000	1,000	500	1,469	7,104
Nghe An	1,000	1,000	500	1,500	8,988
Ha Tinh	1,000	1,000	500	1,117	3,919
Quang Binh	1,000	1,000	-	1,000	3,500
Vinh Phuc	1,000	1,000	500	1,075	4,357
Phu Tho	1,000	1,000	500	1,180	4,130
Ha Noi	2,997	3,000	997	-	8,210
Thai Nguyen	1,000	1,000	500	1,756	6,239
Hung Yen	1,500	1,500	500	-	5,639
Hai Duong	1,500	1,500	500	-	2,852
Hoa Binh	1,000	1,000	-	1,778	6,223
<b>Total</b>	<b>21,997</b>	<b>22,000</b>	<b>6,497</b>	<b>24,655</b>	<b>104,851</b>

By 1 December 2008, support from USAID through the emergency appeal allowed the distribution of household kits to about additional 2,000 families in the four provinces of Vinh Phuc, Ha Nam, Ha Noi and Ninh Binh, benefiting 8,135 people. In Ninh Binh and Ha Noi, this is the second round of assistance from VNRC to those impacted; in the early stage of the floods, instant noodles and rice were distributed in these areas. In Ninh Binh province's Tan Son commune, the only assistance received by this community since the floods occurred, came from the Red Cross.

Province	Household kits <sup>1</sup>	No. of families	No. of people
Ha Nam	500	500	2,062
Ha Noi	600	600	2,400
Ninh Binh	500	500	2,073
Vinh Phuc	400	400	1,600
<b>Total</b>	<b>2,000</b>	<b>2,000</b>	<b>8,135</b>

The VNRC prepared a distribution plan of these supplies with technical assistance from the Federation country office and zone office to ensure a coordinated allocation of relief distribution.

<b>Water, sanitation, and hygiene promotion</b>	
<b>Objective: By end of September 2009, 12,100 families (50,800 people) with no available means to rebuild their water and sanitation facilities are provided with appropriate water and sanitation facilities.</b>	
<b>Expected results</b>	<b>Activities planned</b>
By end of September 2009, 12,100 families (50,800 people) will be provided with appropriate water and sanitation facilities.	<ul style="list-style-type: none"> <li>• Identification of beneficiaries with destroyed/damaged water and sanitation facilities, through strong community participation.</li> <li>• Community meeting to discuss design and materials to be used.</li> <li>• Training of Red Cross staff and volunteers on monitoring and evaluation following the agreed model and standards</li> <li>• Education and awareness raising of hygiene and sanitation (water treatment and maintenance) for local people</li> <li>• Monitoring and evaluation</li> </ul>

Activities for water and sanitation are focused towards longer-term recovery. However, given the relatively low response to this emergency appeal, support for water and sanitation activities has been prioritized in favour of five selected provinces: Ha Nam, Ninh Binh, Nghe An, Quang Binh and Thanh Hoa. In these provinces, Red Cross provincial chapters are more able to address needs for further assistance.

In order to speed up the recovery phase, the country office recruited three retirees from the VNRC headquarters and chapters as volunteers to carry out re-assessments on water and sanitation, as well as livelihood needs in the five provinces, in order to prioritize beneficiaries most in need of support, due to the reduced budget. Between April and May, the volunteers, facilitated by Red Cross communes, organized commune meetings which are normally done by the local Red Cross and representatives of local authorities and other organizations. Preliminary lists of beneficiaries were established after each meeting. In some provincial chapters, it will take time for them to embrace the new initiative, but it has been accepted and practiced in other provinces.

The outcome of the re-assessment and community meetings determined that the most appropriate assistance for households was the supply of rainwater tanks, which could be used to ensure a safe water supply throughout the year for households, including in times of flooding. Each household is to be provided with one water tank of 500 litres and accessories, and will undertake to install the water tanks themselves. Training on water tank installation will be given to these beneficiaries. The quality of this water tank conforms to Vietnam quality assurance standards. Sanitation activities will not be addressed due to the limited budget; however hygiene and sanitation promotion activities will be carried out in July and August in all the communes receiving water tanks.

<sup>1</sup> Each kit contains one cooking and kitchen utensils, one mosquito net, two blankets, one 10-litre water bucket, and one 40-litre water plastic container

The procurement of a total of 3,500 water tanks was done in June for distribution to be carried out in July.

**Ha Nam province: Currently, communities use water and sanitation facilities such as pictured below. These groups have been selected for the distribution of water tanks from VNRC. (Photo: Assessment team/International Federation)**



### Livelihoods support

**Objective: By end of September 2009, 30,200 households in the worst affected areas, who have lost their homes and/or crops and other means of income, have a viable and sustainable source of income.**

Expected results	Activities planned
By end of September 2009, 30,200 households are provided with agricultural seeds, livestock and fertilizer.	<ul style="list-style-type: none"> <li>• Briefing of VNRC volunteers, staff and branches on beneficiary and village selection criteria.</li> <li>• Identification of villages for VNRC assistance</li> <li>• Beneficiary selection process.</li> <li>• Public notification of assistance to beneficiaries.</li> <li>• Support of 30,200 households in re-establishing a source of livelihood.</li> <li>• Meeting with affected communities to identify their interests, skills and available resources.</li> <li>• Monitoring and evaluation</li> </ul>

Communities and villages affected by the floods are slowly but surely adapting to make ends meet and return to a semblance of their everyday lives before the floods. In many areas, villagers planted potatoes while awaiting the February crop, while others sought jobs as construction workers, dockhands or household help. In Hanoi and surrounding areas, the initiative of villagers to adapt and even improve their situation in the aftermath of the disaster was apparent in their efforts to re-plant flowers and quick-growing vegetables. These intended to capture the market for vegetables and flowers, following a price increase in the wake of the disaster. However, contrary to expectation, prices plunged much lower than expected; e.g. from VND 2,000 (CHF 0.136 or USD 0.12) per bunch of mustard greens, to VND 1,000 for three bunches. This adversely affected villagers in terms of labour and production costs, and was a setback in the effort to generate income.

Based on recommendations for more support from the five chapters of Ha Nam, Ninh Binh, Nghe An, Quang Binh and Thanh Hoa, the country office carried out a field visit to the provinces of Ha Nam and Ninh Binh to discuss upcoming activities with the Red Cross chapters and local government there. Important considerations included limited funding and methods used to select the most vulnerable people. As previously mentioned, the country office's volunteers were carrying out revised assessments and preliminary selections of beneficiaries. A considerable amount of adequate support will be required to ensure suitable and sustainable livelihoods.

The outcomes of the field trips showed that livelihood needs focused on farming buffalo, piglets, and shrimp and the availability of fertilizer. Given potential challenges include such as foot and mouth disease in animals in Nghe An province, and a case of H5N1 infection in Thanh Hoa province, the distribution of fertilizer appears the most feasible option. The reason is also because after the spring crop harvested in May, villagers are now planting their new crop, emphasizing the need for fertilizer. Based on this need, the VNRC will provide each beneficiary family 7kg of fertilizer per 360 to 500 square metres of crop land to add to their new summer crop.

Similar to the water and sanitation component, the procurement of 385 tonnes of fertilizer was done in June so that the distribution can be implemented in July.



Toi village, Me Linh district on the outskirts of Hanoi: this vegetable cultivation district underwent grave destruction of commercial vegetable crops, which constitute an essential item in the Vietnamese daily diet. Replanting has helped restore food supplies and family incomes, but several provinces still require livelihood aid from VNRC. (Photo: [www.vnexpress.net](http://www.vnexpress.net))

Institutional capacity building	
Objective: Monitoring and reporting capacity building: VNRC staff and members at headquarters and relevant Red Cross chapters will improve their skills on needs assessments, monitoring and reporting.	
Expected results	Activities planned
By end of September 2009, 3,400 Red Cross staff and volunteers are provided with relevant on-the-job training skills to carry out assessments, and monitoring and evaluation.	<ul style="list-style-type: none"> <li>• Briefing and coaching of VNRC volunteers, staff and branches on needs assessments, monitoring and reporting skills.</li> <li>• Organization of workshops</li> <li>• Carrying out of evaluation and documenting lessons and recommendations</li> </ul>

As mentioned earlier, training on overall planning was carried out at chapter-level, and introduced to chapters basic tools in the planning process such as determining time frames, arranging meetings for beneficiary selection, and transporting, planning and facilitating distribution activities. These activities were overseen by the social work department at headquarters level, and assisted by other departments in the national society due to a shortage of hands in implementing these activities adequately.

In monitoring, hands-on experience gained by the country office from monitoring visits was shared with training participants for discussion. The chapters have, in turn, trained district and commune Red Cross members, and local government leaders. Feedback from chapters shows that following guidelines to produce a professional relief operation is a challenge towards achieving a level of quality and efficiency in relief operations. While efforts have been made by chapters, it will take time to see significant outcomes and achieve better performance.

Also, three previous employees of the national society was contracted to help out in monitoring activities. There still exists, however, the need for a clearer firmer policy in better using skilled human resources in disaster preparedness at chapter level.

Several other initiatives were also carried out in order to enhance the capacity of the Viet Nam Red Cross. While these were not included under this section of institutional capacity building, these nevertheless proved highly useful and helpful in improving service delivery of the national society throughout this operation:

- Training in professional relief distribution on non-food items. This training was carried out by VNRC headquarters staff in 425 VNRC chapters, districts and communes across 17 provinces.
- Training in professional relief distribution of rice. Training was conducted by the International Federation country office with 577 VNRC headquarters, chapter, district, commune and local commune authority heads or deputies, in nine provinces.
- Training in procurement of relief supplies according to International Federation standards was given to seven staff at VNRC headquarters.

All in all, up to 1,009 VNRC staff and local commune leaders have benefitted from training under this operation.

#### *Professional relief distribution*

Provincial VNRC chapters are key in the implementation of emergency relief and support. Recent relief operations have clearly demonstrated the need to support and guide VNRC training and monitoring activities to better achieve International Federation standards.

Training on the implementation of professional distribution was held before the actual distribution of household kits and rice. This included steps from the selection of beneficiaries to the actual delivery of relief items. Among those who attended were VNRC chapter leaders from beneficiary provinces, social work department staff and other departments at VNRC headquarters engaged implementing in this activity. This training was also designed to increase the partnership between the VNRC headquarters, branches and local authority leaders.

One priority that was emphasized in this training was the Red Cross Red Crescent Fundamental Principles and their implication in the work of the Red Cross Red Crescent. Staff at all chapters were therefore encouraged to understand and apply these principles in the allocation of relief items and the selection of beneficiaries, more so than in previous distribution and selection processes.

#### *Procurement of relief supplies*

Staff at headquarters received a two-day training session on International Federation procurement procedures and processes conducted by a regional procurement officer from the regional logistics unit in Kuala Lumpur. Those who attended included staff from administration, social work (who implement these activities), finance and personnel departments who currently work as the procurement team for relief operations. Discussions were also held reviewing the current procurement process of the VNRC. This training session supported the tendering of the procurement of 2,100 tonnes of rice (which was successful and purchased at very competitive rates), and benefitted 68,959 families. Technical support and other related training continued over the course of the operation.

## **Challenges and constraints**

VNRC was greatly stretched in responding to emergencies in 2008. Three major waves of extreme weather events and their aftermath between August and November included Typhoon Kammuri, Typhoon Hagupit and the present floods operation. Field personnel have been kept busy at provincial and district levels, and often staff overlap from operation to operation. The difficulty in distinguishing between similar activities under different operations has made it difficult to report on any of them individually. For national society field staff, this distinction is artificial and to better report to donors on different operations, there lies a need to creatively find ways of mapping different activities. Chapters in the field need to improve their methods of verifying information and keeping records in order to track different sources of assistance, and determine lines drawn between different operations.

While there are strong chapters that have well-implemented relief distributions, there are other chapters still in need of regular support from VNRC headquarters in conducting more organized distributions. There is also a need to alter the presently accepted method of distributing relief supplies to those affected; problems lie in evenly allocating supplies and avoiding over-stretching resources as well as following the tendency to make allocations based on damage rather than on needs. This issue implies the lack of a standard approach and a common understanding of the Red Cross' unique position among Red Cross workers themselves. As such, experiences vary from chapter to chapter. What is evident is the importance of the role which the International Federation can fulfil in supporting the coordination and management at headquarters level in distribution activities, and to help ensure the Fundamental Principles are better observed through to the community level.

Lessons learnt from the rice distribution process and the training that took place will help improve the national society in this respect as well as lessons learnt from the water and sanitation, and livelihood support initiatives.

At community-level, the operation continues to receive full cooperation and support from local government, community organizations and others involved in the distribution. However, there is a constant shortage of Red Cross volunteers which remains a challenge to actual implementation.

While the overall plan for distribution for non-food items was prepared by VNRC with technical support from the International Federation country and zone offices, items shipped from Kuala Lumpur underwent some delay in release upon arrival. This time was taken for adequate communications among Red Cross levels, the consolidation of beneficiary lists and for customs clearance.

At present, funding of this appeal lies at less than 50 per cent coverage. Available funding is limited in supporting the restoration and rehabilitation of livelihoods, and water and sanitation activities in the five provinces of Ha Nam, Ninh Binh, Nghe An, Quang Binh and Thanh Hoa. As such, not all provinces identified as needing assistance in the original assessment will receive support. Field trips continue to identify the most suitable and realistic options in providing this support and to continue in ascertaining the beneficiaries who are most vulnerable.

The social department at the VNRC headquarters is an implementation unit, and was overloaded with responding to frequent emergencies one after another through the International Federation emergency appeal, and bilateral partner national societies. At the same time, this unit was tasked with keeping track of programme development. As such, to deal with the workload, the Federation country office helped recruit volunteers to supplement additional capacity in the work of the VNRC. Assistance from the regional office also came in the secondment of a staff member from Malaysian Red Crescent to support the country office and VNRC in monitoring the progress of water and sanitation, and livelihoods initiatives. However, these are only short-term stop-gap measures. The shortage of adequate human resources at VNRC needs to be addressed through a long-term human resource policy from VNRC leadership.

## How we work

*All International Federation 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 is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.*

The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

### Global Agenda Goals:

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

## Contact information

For further information specifically related to this operation please contact:

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**[<financial report attached below;  
click here to return to the title page>](#)**

# International Federation of Red Cross and Red Crescent Societies

MDRVN005 - Vietnam - Floods

Interim Financial Report

Selected Parameters	
Reporting Timeframe	2008/11-2009/6
Budget Timeframe	2008/11-2009/10
Appeal	MDRVN005
Budget	APPEAL

All figures are in Swiss Francs (CHF)

## I. Consolidated Response to Appeal

	Goal 1: Disaster Management	Goal 2: Health and Care	Goal 3: Capacity Building	Goal 4: Principles and Values	Coordination	TOTAL
<b>A. Budget</b>	<b>4,779,038</b>					<b>4,779,038</b>
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>Income</b>						
<u>Cash contributions</u>						
American Red Cross	61,170					61,170
British Red Cross	37,569					37,569
Canadian Red Cross	20,803					20,803
Canadian Red Cross (from Canadian Government)	187,269					187,269
Finnish Red Cross	77,030					77,030
Japanese Red Cross	7,466					7,466
Monaco Red Cross	14,808					14,808
Netherlands Red Cross	141,269					141,269
Norwegian Government	854,409					854,409
On Line donations	72					72
Sweden Red Cross (from Swedish Government)	422,910					422,910
<b>C1. Cash contributions</b>	<b>1,824,775</b>					<b>1,824,775</b>
<u>Outstanding pledges (Revalued)</u>						
USAID	54,195					54,195
<b>C2. Outstanding pledges (Revalued)</b>	<b>54,195</b>					<b>54,195</b>
<u>Inkind Goods &amp; Transport</u>						
British Red Cross	90,836					90,836
Japanese Red Cross	116,454					116,454
Netherlands Red Cross	132,800					132,800
<b>C3. Inkind Goods &amp; Transport</b>	<b>340,090</b>					<b>340,090</b>
<b>C. Total Income = SUM(C1..C5)</b>	<b>2,219,059</b>					<b>2,219,059</b>
<b>D. Total Funding = B + C</b>	<b>2,219,059</b>					<b>2,219,059</b>
<b>Appeal Coverage</b>	<b>46%</b>					<b>46%</b>

## II. Balance of Funds

	Goal 1: Disaster Management	Goal 2: Health and Care	Goal 3: Capacity Building	Goal 4: Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>C. Income</b>	<b>2,219,059</b>					<b>2,219,059</b>
<b>E. Expenditure</b>	<b>-1,672,073</b>					<b>-1,672,073</b>
<b>F. Closing Balance = (B + C + E)</b>	<b>546,987</b>					<b>546,987</b>

# International Federation of Red Cross and Red Crescent Societies

MDRVN005 - Vietnam - Floods

Interim Financial Report

Selected Parameters	
Reporting Timeframe	2008/11-2009/6
Budget Timeframe	2008/11-2009/10
Appeal	MDRVN005
Budget	APPEAL

All figures are in Swiss Francs (CHF)

## III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Goal 1: Disaster Management	Goal 2: Health and Care	Goal 3: Capacity Building	Goal 4: Principles and Values	Coordination		
A							B	A - B
<b>BUDGET (C)</b>		<b>4,779,038</b>					<b>4,779,038</b>	
<b>Supplies</b>								
Clothing & textiles	135,000	205,944				205,944	-70,944	
Food	1,274,400	1,009,415				1,009,415	264,985	
Seeds,Plants	1,510,000						1,510,000	
Water & Sanitation	847,000						847,000	
Utensils & Tools	230,000	181,096				181,096	48,904	
<b>Total Supplies</b>	<b>3,996,400</b>	<b>1,396,455</b>				<b>1,396,455</b>	<b>2,599,945</b>	
<b>Land, vehicles &amp; equipment</b>								
Office/Household Furniture & Equipm.		514				514	-514	
<b>Total Land, vehicles &amp; equipment</b>		<b>514</b>				<b>514</b>	<b>-514</b>	
<b>Transport &amp; Storage</b>								
Storage	15,000	8,150				8,150	6,850	
Distribution & Monitoring	89,000	46,763				46,763	42,237	
Transport & Vehicle Costs	30,000	5,893				5,893	24,107	
<b>Total Transport &amp; Storage</b>	<b>134,000</b>	<b>60,806</b>				<b>60,806</b>	<b>73,194</b>	
<b>Personnel</b>								
International Staff	30,000	256				256	29,744	
National Staff	30,000	35,629				35,629	-5,629	
National Society Staff	30,000	27,862				27,862	2,138	
Consultants	20,000						20,000	
<b>Total Personnel</b>	<b>110,000</b>	<b>63,747</b>				<b>63,747</b>	<b>46,253</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	43,000	10,401				10,401	32,599	
<b>Total Workshops &amp; Training</b>	<b>43,000</b>	<b>10,401</b>				<b>10,401</b>	<b>32,599</b>	
<b>General Expenditure</b>								
Travel	55,000	2,722				2,722	52,278	
Information & Public Relation	25,000	17,393				17,393	7,607	
Office Costs	45,000	1,894				1,894	43,106	
Communications	20,000	3,602				3,602	16,398	
Professional Fees	25,000						25,000	
Financial Charges	5,000	-197				-197	5,197	
Other General Expenses	10,000	2,612				2,612	7,388	
<b>Total General Expenditure</b>	<b>185,000</b>	<b>28,026</b>				<b>28,026</b>	<b>156,974</b>	
<b>Programme Support</b>								
Program Support	310,637	109,878				109,878	200,759	
<b>Total Programme Support</b>	<b>310,637</b>	<b>109,878</b>				<b>109,878</b>	<b>200,759</b>	
<b>Services</b>								
Services & Recoveries		107				107	-107	
<b>Total Services</b>		<b>107</b>				<b>107</b>	<b>-107</b>	
<b>Operational Provisions</b>								
Operational Provisions		2,138				2,138	-2,138	
<b>Total Operational Provisions</b>		<b>2,138</b>				<b>2,138</b>	<b>-2,138</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>4,779,038</b>	<b>1,672,073</b>				<b>1,672,073</b>	<b>3,106,965</b>	
<b>VARIANCE (C - D)</b>		<b>3,106,965</b>				<b>3,106,965</b>		