

www.ifrc.org
Saving lives,
changing minds.

DREF Operations Update No. 1 NAMIBIA: Flooding

 International Federation
of Red Cross and Red Crescent Societies

DREF n°: MDRNA010	Glide n°: FL-2017-000027-NAM
Project Manager/Budget Holder IFRC: Florence Mangwende is responsible for compliance, reporting and implementation.	Expected timeframe: 20 March – 20 November 2017.
Initial DREF allocated: CHF 80,202	Revised DREF Budget: CHF 80,202 (no change)
Total number of people affected: 2,502	Number of people to be assisted: 417 HH (2,502 people)
Host National Society presence: Namibia Red Cross Society	
Red Cross Red Crescent Movement partners actively involved in the operation: Spanish Red Cross and IFRC	
Other partner organizations actively involved in the operation: Directorate of Disaster Risk Management in the Office of the Prime Minister (OPM), Regional Disaster Risk Management Committees (RDRMCs) in Oshana, Oshikoto, Omusati, Ohangwena, Kavango and Zambezi regions, Government Ministries (Ministry of Health and Social Services, Ministry of Agriculture, Water and Forestry, Ministry of Safety and Security, Ministry of Gender and Social Welfare, Namibia Water Corporation)	

This operations update seeks to provide an insight of the implementation of activities under the DREF whilst at the same time seeking a 2-month extension to finalize international procurements. Only limited materials were used from existing stocks. The order has been placed to replenish to the stock through Dubai. However, first samples of the household kits to be purchased were rejected, causing some delay. Expected timeframe for delivery is the second week of October. Extending the timeline allows for the DREF to account for the full costs of the items procurement (customs clearance and transport alongside the Goods Received Note once the items arrive in country).

Moving forward to avoid such delays, each new operation is to be accompanied with an operations call with key departments required for a successful operation (i.e. Logistics, Finance, PRD, IM, Operations and others as applicable). We have also introduced regional monthly management operational calls to review upcoming deadlines, implementation rates and compliance. We are in the process of establishing a real time, monitoring system, where every operation will be tracked against the timeline.

A. Situation analysis

Description of the disaster

Namibia received heavy rains during the period of January-March 2017 within the Cuvelai River Basin in Angola and localized rainfalls in Oshana, Oshikoto, Ohangwena, Omusati resulted in localized flooding in Iishana (shallow flood plains). On 09 March 2017, the Hydrological Services Namibia (HSN) in the Ministry of Agriculture, Water and Forestry (MAWF) in collaboration with the Directorate of Disaster Risk Management in the Office of the Prime Minister (OPM), and Meteorological Services issued a joint statement on the looming floods. HSN further warned that the flooding situation in the Cuvelai was comparable to that of 2011, which caused major damages in houses and infrastructure and requested for contingency preparedness and activation. The Hydrological Department in Ondjiva in Angola informed HSN that flood water had reached and flooded Ondjiva, which was likely to increase water levels in Namibian Cuvelai Iishana as a result of heavy rainfall in the catchment area. HSN hydrological gauging stations recorded highest water levels as compared to the floods that hit the same areas in 2008, 2009 and 2011 due to heaving rains in Namibia and in the bordering areas. Through the Regional Disaster Risk Management Committees of Oshana and Omusati regions, Namibia Red Cross Society Regional staff conducted field visits to relocation camps in both regions to investigate the extent and impact of the floods. The table below highlights the total number of the affected people:

Region	Number of Households displaced	Number of people affected
Oshana region	122	732
Omusati region	60	360
Ohangwena	44	140
Zambezi region	235	1410
Total	417	2502

In Zambezi region, the Zambezi River was flowing at 6.44m compared to 5.6m the same time last year. The Ministry of Agriculture, Water and Forestry on the 12th of April 2017 confirmed a flood wave that was developing in upstream Zambia at Lukulu, and it was expected that water levels at in Zambezi region would rise again. The floods were expected to displace about 2000 people in that region.

The affected communities could not access some of the basic services such as health and education. Most of the schools were inaccessible resulting in school children and teachers having to walk through water channels to access them and this also applied to health facilities. Displaced communities in relocation camps were under the risk of diarrheal diseases due to lack of access to safe water and proper sanitation facilities.

Summary of Current Response

In response to the effects of the floods the Namibia Red Cross Society engaged in disaster response activities aimed at reducing the impacts of the floods on the affected communities through provision of shelter, WASH interventions, restoration of family links (RFL) and continued flood monitoring and surveillance. NRCS responded to the 4 affected regions reaching out to a total number of 417 households (2,502 people).

NRCS managed to activate its volunteer base and make use of the various platforms to ensure a coordinated response. Regional staff in Omusati, Oshikoto, Ohangwena and Zambezi regions participated in coordination meetings organized by the respective Regional Disaster Risk Management Committees. The RDRMCs were aimed at coordinating preparedness and response activities, resources mobilization and community engagement. Three (3) regional RDRMCs were conducted in each region, in which it was agreed that NRCS would provide family kits and family tents in Omusati, Oshana and Ohangwena. Due to the NS's widely available pool of volunteers in the regions, it was further discussed and agreed that NRCS complement the coordinated response activities with Hygiene promotion activities in relocation camps.

Overview of Red Cross Red Crescent actors' in-country

The NRCS was working closely with the Southern Africa Cluster office in the development of the DREF as well as implementation of activities and the Regional Logistics Unit for the procurement of relief materials .

Movement Coordination

The NS has been receiving support from the Spanish Red Cross which has in- country presence. The PNS has been providing technical support to the NS as well as supporting other developmental projects.

Overview of non-Red Cross Red Crescent actors in-country.

The government through the Omusati, Oshana, Ohangwena and Zambezi respective RDRMCs conducted field visits in the affected communities during end February/early March to familiarize themselves with floods situation in the affected communities. At Headquarters level, NRCS continued to work closely with the Directorate of Disaster Risk Management in the Office of the Prime Minister (OPM). In addition, NRCS Disaster Management continued to liaise with regional offices to monitor the situation and provide technical support. NRCS worked closely with other non-Red Cross members including the United Nations Resident office to communicate its intended response plans and discuss possible integration of activities. UNFPA country office committed to support NRCS with N\$ 12,000 towards relief activities specifically to procure treated bed nets for distribution to pregnant and expecting women, children and elderly.

Needs Analysis, Beneficiary Selection, and Risk Assessment

Needs assessments

The NRCS together with government stakeholders conducted needs assessments in the affected areas so as to identify the priority areas of intervention. Due to their forced displacements, most of the households required none food items which included blankets, kitchen sets and hygiene kits; shelter, assistance with transport to relocation centres especially for women of child bearing age, access to improved sanitation and hygiene promotion. There was also a need for facilitating the access to medication for children, pregnant and lactating mothers and People Living with HIV/AIDS (PLWHIV) to ensure continued medication. In addition to the immediate needs, the affected families also had long term needs which mainly focused on the revival of their livelihoods which were affected by the floods.

The rationale of providing assistance for this period was based on the historical lessons of similar operations that displaced people would stay in relocation centres of which their needs must be met. The response targeted provision of relief items as per the mandate of the NRCS in responding to humanitarian needs in emergencies in line with SPHERE Standards. NRCS further engaged with government and UN agencies such as the UNICEF and UNFPA to ensure the integration of children and gender issues in emergencies such as gender based violence and sexual reproductive health are provided and met.

Beneficiary selection

Due to the nature of the disaster posing vulnerability to all the affected communities, the NRCS response targeted all displaced people in relocation camps. However, special needs was prioritised for children, pregnant and lactating women, people with disabilities and those with special needs such as People Living with HIV/AIDS (PLWHIV). Among criteria applied include (but not exclusive to) were women, children and single people headed households, pregnant and lactating mothers, households with 3 or more children under the age of 5 years. Selection and validation of beneficiaries' was conducted in collaboration with the local government, local authorities, NRCS volunteers and camp managers to ensure that the needs of the most vulnerable people were met. The above criteria complemented the IFRC commitment to prioritising gender to ensure equality for women, children and people with special needs.

Risk Assessment

NRCS conducted a risk assessment which identified the following issues and mitigation measures:

Risk Sector	Type of Risk	Mitigation measures
Transport	Limited access to safer roads and transport.	Request for water based transport from government.
Hydrological/Climate	Risk of more flooding affecting more people	NRCS continue to monitor weather through Hydrology and local communities for possible flooding as more rains may fall in the catchments
Drowning and Wild life risks	Potential of being attacked while crossing water streams.	Engage local leadership to regularly warn communities to not cross fast moving streams including at dark and to regularly watch school children. Distribute stay safe messages to school children

B. Operational strategy and plan

Overall Objective:

To provide the immediate basic relief items of Non-Food items (NFIs) for the 182 HHs representing 1,092 affected and displaced people in Omusati and Oshana regions

Proposed strategy.

The DREF operation was meant to support flood surveillance and monitoring as well as the provision of shelter-, health- and WASH-related NFI's to the most vulnerable flood-affected populations. The National Society focused on the four affected regions of Oshana, Omusati, Ohangwena and Zambezi targeting 417 households (2502 people) The operation targeted the following Outcomes, Outputs, and Activities as priority

1. Early warning and emergency response

Outcome 1: Continuous surveillance monitoring in Omusati, Oshana, Oshikoto, Ohangwena, Kavango and Zambezi regions is maintained to enable operations respond timely to further floods and related impacts on beneficiaries'.

Output 1.1: Surveillance monitoring and Floods Rapid Assessments are conducted to properly inform the response of the NS and coordination with partners to integrate responses.

Activities planned:

- Regularly monitor Hydrological Early Warning reports from the Hydrological Services Namibia to inform regional branches on ground situation.
- Conduct regular field visits with Regional RDRMCs in affected regions.
- Participate in joint assessments (to identify emerging needs) in Oshana, Ohangwena and Omusati regions with RDRMCs upon government sanctioned announcement.
- Revise Response Plan based on the surveillance and Rapid Assessment results
- Continuously engage local volunteers and regional Councillors on situation development and revise plans accordingly.
- Where necessary, deploy HQ supporting Disaster Response Team to the affected areas to support Regional staff and volunteers response Teams

2. Emergency Shelter

Outcome 2: At least 2,502 flood-affected people basic relief needs are provided and met in line with SPHERE standards.

Output 2.1: Procurement and distribution of basic relief items to 1,092 flood affected people

Activities planned:

- Procure and distribute protective clothing for field staff and volunteers (gum boots).
- Transport of relief items from Head Quarter to the affected regions.
- Replenish already NRCS distributed 150 tarpaulins.
- Provide 10L bucket, 13 bars bathing soaps, 2 clothes washing bars, 1 flash light with radio, 10L collapsible jerry can for each family
- Procure and distribute 364 treated mosquito nets.
- Monitoring and evaluation of relief activities and providing reports on relief distributions.

Outcome 3: At least 300 flood affected people (50 families) has access to safe SPHERE compliant shelter.

Output 3.1: Affected 300 people in relocation camps have access to improved temporary shelters

Activities planned:

- Procure and distribute 50 family tents (ready to erect tents).
- Procure and distribute 1 tarpaulin, 1 standard cooking set and 3 blankets for each family
- Construction of bathing facilities -4 communal baths per camp
- Mobilize volunteers and conduct sensitization to beneficiaries for constructions of their shelters.

3. Water, Sanitation, and Hygiene (WASH) Promotion

Outcome 4: At least 1,092 flood-affected people basic hygiene needs are met in line with SPHERE standards

Outcome 4.1: Procurement and distribution of hygiene related relief items to 1,092 flood affected people

Activities Planned:

- Transport of relief items from Head Quarter to the affected regions.
- Provide 182 family kits to 182 families in relocation camps. Family kit consist of (10L bucket, 13 bars bathing soaps, 2 clothes washing bars, 1 flash light with radio, 10L collapsible jerry can)

Outcome 5: The risk of water-borne and water-related diseases reduced through hygiene promotion to 182 Households in Omusati and Oshana regions for three (3) months.

Output 5.1: Target 1,092 population is provided with information on how reduce the risks of water related diseases

Activities planned:

- Replenish already 68 units NRCS distributed 10 litres foldable jerry cans.
- Source and distribute IEC WASH poster materials for hygiene promotion.
- Conduct refresher training for 42 volunteers to conduct camp based WASH education.
- Procure 5 fully equipped First Aid Kits to be used for emergency services for the affected communities.

4. Restoring Family Links

Outcome 5: Disaster separated families Omusati and Oshana regions are reunited with their families.

Activities planned:

- Conduct RFL Tracing refresher training for Regional and Volunteer field staff in affected regions.
- RFL Staff visit camps to create awareness on RFL and record cases for action.
- Interview families reporting missing relatives.
- Provide families counselling after reunifications.

5. Communication and Advocacy

Outcome 6: To better profile and position the NRCS as a leading organization in disaster management in Namibia.

Activities planned:

Procure 50 t-shirts, umbrellas and raincoats for field staff and volunteers.

NRCS Humanitarian Diplomacy Manager conduct joint media field visits to operation areas.

Operational support services

Beneficiary communications and accountability

Prior to distribution of relief items, beneficiaries' were engaged through community based volunteers and their local representatives to organise meetings and discuss operations. Meetings were necessary to ensure that beneficiaries' participate in the planning and provision of their needs taking in consideration their needs. Meetings were proceeded with families' registration to ensure that there was no duplication of relief items distribution and maintaining order. A post distribution consultation was conducted with beneficiaries' including provision of a focal volunteer to collect beneficiaries' complains, if any requiring NRCS response.

Feasibility and delivery capacity

All prepositioned relief items were transported with a hired truck from the Head Quarter warehouse to regional warehouses. Volunteers were mobilized to assist with the loading and offloading of relief items. During periods of actual response, volunteers were mobilized to assist in the loading, offloading and distribution of relief items. Volunteers were further responsible for engaging beneficiaries', registration, signing off receiving items and maintaining orders during actual distributions. Criteria for various relief items were explained by regional managers overseeing the operations.

Operational support services

Human Resources

Operations were led by the National Disaster Risk Reductions Coordinator with support of National Disaster Management Officer based in Head Quarter to support regional staff in Oshana, Ohangwena, Zambezi and Omusati regions and their volunteers. Since volunteers were highly involved in the operations, provision was made for the insurance during operations according to the IFRC policy of which names of those involved will be provided. Further provision was made for the visibility materials for field staff and volunteers to enable smooth operations in communities as visibility ensure community access.

Apart from fulltime staff within the NRCS, 60 volunteers were mobilized to support the implementation of the DREF operation. Volunteers were responsible for the assessment, hygiene promotion, the distributions and monitoring the situation. The number of volunteers was based on the ration of 1 volunteer serving 20 affected people as a rate for the SPHERE pertaining to flood relief response. Each volunteer received bib to ensure visibility and safety. Volunteers involved in sanitation activities were also issued with protective equipment such as water proof gum boots.

Logistics

All in country relief items were procured in the local market through the NRCS procurement standards which are compliant with the IFRC standards. Prepositioned relief items were transported from Head Quarters warehouse to regional warehouses to ensure effective responses. All items were stored at guarded warehouses and transported only during actual days of distribution to beneficiaries' in order to limit the risks associated with theft. The NS was also engaged the RLU to support with procurement of relief items to replenish the stocks that were distributed during the response. There have been delays in the delivery of the items and they are expected to arrive in- country on the 10th of October 2017. Hence the extension is to allow the delivery of the items to the NS.

Communications

NRCS Humanitarian Diplomacy engaged with non-movement partners to update on operations and solicit further support to operations. Two (2) television interviews were conducted on the national broadcaster by the Communications Management and the Secretary General during the period of April 2017. In addition, the Communications Manager organised a coordinated media field visit to enable coverage of the NRCS operations and advocate for the plight of the displaced families. IEC Materials pertaining to WASH education were further developed to ensure that beneficiaries' outreach is enhanced.

Organizational Development

The Human Resources and Organisational Development Manager oversee the mobilisation and overall conduct for all volunteers' (based on 1:20 ratio for flood response) and ensured that volunteers were trained in Code of Conduct according to the Red Cross codes. OD further facilitated the conduct of Volunteer refresher trainings including safety during operations and provide visibility materials for volunteers involved with field work and ensuring all volunteers involved were insured according to the IFRC standards.

Resource mobilization

NRCS Humanitarian Diplomacy engaged with non-movement partners to update on operations and solicit further support to operations. Two (2) television interviews were conducted on the national broadcaster by the Communications Management and the Secretary General during the period of April 2017. In addition, the Communications Manager organised a coordinated media field visit to enable coverage of the NRCS operations and advocate for the plight of the displaced families.

Risks assessment and Security

Regional Managers of the affected regions ensured that all volunteers were briefed on staying safe and ensuring that no unauthorised field travels were conducted to ensure the safety of the volunteers are staff. In addition, all field response operations were well informed on the conditions of the roads while volunteers were provided with safety clothing and bibs for easy identification by communities. In order to reduce potential risks associated with riots during distribution of relief items, response teams engaged with their respective Regional Disaster Risk Management Committees and ensured accompanying by Constituency Councillors during distribution of relief items. The presence of higher office ranking officials ensured

communities trusted the National Society and disassociate such with political affiliations. NRCS further ensured that relief items were distributed in accordance with the RCRC principles.

Monitoring & Evaluation

DREF Implementation was spearheaded and conducted by the Disaster Management Department with support of the line Departments and Regional officers and volunteers. PMER supported the monitoring and evaluation of the operation and ensured volunteers were able to collect data as required. Monthly monitoring visits were carried out by the Regional Heads overseeing regional operations to give technical support to the staff and volunteers in the field. Internally, the M&E unit facilitated the conducting of a post distribution monitoring assessment to evaluate the extent to which the response has effectively meet the needs of the beneficiaries.

Finance and administration

The NRCS entered into a Memorandum of Understanding (MoU) with the IFRC clearly stipulating the implementation of the DREF including financial procedures. The Project Accountant with the support of the Financial Manager constantly liaised with the IFRC South Africa Country Cluster in compiling financial reports with justifications as per the policy.

C. DETAILED OPERATIONAL PLAN

1. Early warning & emergency response preparedness			
Outcome 1: Continuous surveillance monitoring in Omusati, Oshana, Oshikoto, Ohangwena, Kavango and Zambezi regions is maintained to enable operations respond timely to further floods and related impacts on beneficiaries'.	Outputs		% of achievement
		Output 1.1: Surveillance monitoring and Floods Rapid Assessments are conducted to properly inform the response of the NS and coordination with partners to integrate responses	
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Regularly monitor Hydrological Early Warning reports from the Hydrological Services Namibia to inform regional branches on ground situation	x		100%
Conduct regular field visits with Regional RDRMCs in affected regions	x		100%
Participate in joint assessments (to identify emerging needs) in Oshana, Ohangwena and Omusati regions with RDRMCs upon government sanctioned announcement	x		100%
Revise Response Plan based on the surveillance and Rapid Assessment results.	x		100%
Continuously engage local volunteers and regional Councillors on situation development and revise plans accordingly	x		100%
Where necessary, deploy HQ supporting Disaster Response Team to the affected areas to support Regional staff and volunteers' response Teams			
Progress towards outcomes			
<p>With regards to flood monitoring and surveillance, NRCS Disaster Management Department tracked the daily bulletins from the Hydrological Services of Namibia to monitor the flood situations in major river basins and provide technical guidance to regional focal staff within the NRCS. The bulletins provided potential looming situations that enabled NRCS to constantly review its preparedness plans and further engage communities to be alert.</p>			

2. Shelter and settlements (and household items)			
Outcome 2: At least 1,092 flood-affected people basic relief needs are provided and met in line with SPHERE standards	Outputs		% of achievement
	Output 2.1: Procurement and distribution of basic relief items to 1,092 flood affected people		80%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Procure and distribute protective clothing for field staff and volunteers (gum boots)	x		100%
Transport of relief items from Head Quarter to the affected regions	x		100%
Replenish already NRCS distributed 100 tarpaulins.		x	0%
Provide 182 family kits to 182 families in relocation camps. Family kit consist of (1 tarpaulin, standard cooking utensils and 3 blankets)			104%
Construction of 12 bathing places (4 communal bathing places per camp)		x	0%
Outcome 3: At least 300 flood affected people (50 families) have access to safe SPHERE compliant shelter	Outputs		% of achievement
	Output 3.1 Affected 300 people in relocation camps have access to improved temporary shelters		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Procure and distribute 50 family tents.	x		84%
Mobilise volunteers and provide sensitization to beneficiaries for constructions of their shelters	x		100%
Progress towards outcomes			
<p>A total of number of 42 family tents where erected; of these a total number of 35 were erected in Oshana relocation camp, 4 in Ohangwena and 3 in Omusati. In addition, a total number of 92 tarpaulins were distributed (52 in Omusati and 40 in Ohangwena) reaching a total number of 46 households (230 beneficiaries). In order to counter the risks of contracting malaria vector borne, a total number of 317 LININ treated mosquito nets were distributed (82 in Omusati and 235 in Zambezi region). In addition, given the fact that the displaced households lost most of their property, the NRCS further distributed Class A family kits to a total number of 190 households. Of these, a total number of 143 were distributed in Oshana while the remaining 47 were distributed in Omusati. The kits included kitchen sets, jerry cans, 3 blankets a rope and tarpaulins</p>			

3. Water, Sanitation, and Hygiene (WASH) Promotion and Distribution of relief items			
Outcome 4: At least 1,092 flood-affected people basic hygiene needs are met in line with SPHERE standards	Outputs		% of achievement
	Outcome 4.1: Procurement and distribution of hygiene related relief items to 1,092 flood affected people		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Transport of relief items from Head Quarter to the affected regions	x		100%

Provide 182 family kits to 182 families in relocation camps. Family kit consist of (10L bucket, 13 bars bathing soaps, 2 clothes washing bars, 1 flash light with radio, 10L collapsible jerry can)	x		104%
Outcome 5: The risk of water-borne and water-related diseases reduced through the provision of s hygiene promotion to 182 Households in Omusati and Oshana regions for three (3) months	Outputs		% of achievement
	Output 5.1: Target 1,092 population is provided with information on how reduce the risks of water related diseases		80%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Replenish already 68 units NRCS distributed 10 litres collapsible jerry cans		x	0%
Reprint and distribute IEC WASH Poster Materials for hygiene promotion	x		100%
Conduct refresher training for 42 volunteers to conduct camp based WASH education.	x		100%
Procure 5 fully equipped First Aid Kits to be used for emergency services for the affected communities.	x		100%
Progress towards outcome			
<p>In order to improve access to clean water and mitigate the risks associated with consuming contaminated water especially during the periods of flooding, the NRCS response teams in Omusati, Oshana, Ohangwena and Zambezi distributed a total of number of 259 jerry cans (24 in Ohangwena, 235 in Zambezi), while a total number of 355 collapsible jerry cans (120 in Omusati, 235 in Zambezi) were distributed. In addition, 42,100 water purification tablets (41,600 in Zambezi and 500 in Omusati) were provided to affected families while 235 water dispenser buckets were distributed to beneficiaries' in Zambezi region. Awareness materials were developed and printed in the hygiene promotion activities conducted. Various Hygiene promotion sessions were conducted four (4) in Omusati relocation camps, reaching a total number of 358 individuals. In Oshana, a total number of 960 people were reached through weekly hygiene promotion sessions conducted over a period of two (2) months. In Ohangwena, a total number of 113 people were reached through hygiene promotion sessions conducted on a weekly basis.</p> <p>A total number of 4 factory First Aid kits were procured to enable emergency first aid during response operations.</p>			
4. Restoring Family Links			
Outcome 6: Family members separated by the disaster in Omusati and Oshana regions are reunited with their families	Outputs		% of achievement
	Output 6.1 Families missing relatives as result of the disasters are unified through search and rescue and family unifications		40%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Conduct RFL Tracing refresher training for Regional and Volunteer field staff in affected regions.	x		100%
RFL Staff visit camps to create awareness on RFL and record cases for action		x	100%
Interview families reporting missing relatives.		x	0%
Provide families counselling after reunifications		x	0%
Conduct RFL Tracing refresher training for Regional and Volunteer field staff in affected regions.		x	0%
Progress towards outcome			
There was no reported missing families requiring tracing services.			

5. Communication and Advocacy			
Outcome 7: To better profile and position the NRCS as a leading organization in disaster management in Namibia.	Outputs		% of achievement
	Output 7.1 NRCS operations are documented to increase visibility		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Procure 42 t-shirts, umbrellas and raincoats for field staff and volunteers	x		100%
NRCS Humanitarian Diplomacy Manager conduct joint media field visits to operation areas	x		100%
Progress towards outcomes			
<p>The National Society Humanitarian Diplomacy Manager in collaboration with local media and higher ranking government officials conducted a field visit to Omusati, Oshana and Ohangwena flood affected relocation camps during the period of March 2017. The visits were aimed to mobilize local media to cover the NRCS flood response operations and to further ascertain the ground situation to enable resources mobilization within the country. Among the major outcomes of the field visits by the Communications and local media, there has been increased visibility of the NRCS operations; increased advocacy actions from NRCS through the media regarding the needs of the affected communities while there has been several documentations of the situation by the NRCS. These field visits has resulted in the coverage of the NRCS operations in local papers available at https://www.newera.com.na/2017/03/30/onghala-village-cut-off-by-floods/ and https://www.newera.com.na/2017/03/30/onghala-village-cut-off-by-floods/ respectively. In addition, the operations were covered on the National television broadcaster available at https://www.nbc.na/news/red-cross-distributes-non-food-items-flood-victims-zambezi.3812</p>			

6.Areas Common to all sectors (Assessments, Monitoring and Evaluation)			
Outcome 8: Operations of the National Society is informed by two way communications.	Outputs		% of achievement
	Output 8.1 Affected communities have platforms to communicate their satisfaction with provided services by communicating to the National Society		90%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Conduct Post distribution survey	x		100%
Conduct DREF Review	x		100%
Progress towards outcomes			
<p>The NS conducted post distribution monitoring to get feedback from the beneficiaries on how they felt about the support they received during the response. The information was used to inform the DREF review.</p>			

Contact Information

For further information specifically related to this operation please contact:

- **In Namibia: Secretary General;** Naemi Heita, Secretary General; Tel +26461413750; email: naemi.heita@redcross.org.na
- **IFRC Cluster Representation:** Lorraine Mangwiro, Head of Southern Africa Cluster; phone: +27113039715; email: lorraine.mangwiro@ifrc.org
- **IFRC Africa Region:** Farid Aiywar, Disaster Management Unit; Nairobi; phone: +254 20 2835213; email: farid.aiywar@ifrc.org
- **IFRC Geneva:** Christine South, Operations Quality Assurance Senior Officer; phone: +41.22.730.45 29; email: christine.south@ifrc.org
- **IFRC Zone Logistics Unit (ZLU):** Rishi Ramrakha, Head of zone logistics unit; phone: +254 733 888 022/ Fax +254 20 271 2777; email: rishi.ramrakha@ifrc.org

For Resource Mobilization and Pledges:

- Kentaro Nagazumi, Head of Partnership and Resource Development, Nairobi; phone: +254202835155; email: kentaro.nagazumi@ifrc.org

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

- Fiona Gatere, PMER Coordinator; phone: +254 780 771139; email: fiona.gatere@ifrc.org

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

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



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and peace.

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