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DREF Final Report

Philippines: Mayon Volcano Eruption

 International Federation
of Red Cross and Red Crescent Societies

DREF Final Report	Operation n° MDRPH027
Date of Issue: 26 September 2018	Glide number: VO-2018-000005-PHL
Date of disaster: 13 January 2018	
Operation start date: 20 January 2018	Operation end date: 20 June 2018
Host National Society: Philippine Red Cross (PRC)	Operation budget: CHF 337,158
Number of people affected: 91,055	Number of people assisted: 19,965
N° of National Societies involved in the operation:	
PRC was working with the International Federation of Red Cross and Red Crescent Societies (IFRC) in this operation. There are 10 Partner National Societies (PNS) with presence in the Philippines. PRC and IFRC are also coordinating with the International Committee of the Red Cross (ICRC) on this operation. Australian Red Cross, Kuwait Red Crescent, Spanish Red Cross and Turkish Red Crescent supported PRC bilaterally for this operation.	
N° of other partner organizations involved in the operation:	
Government agencies including the National Disaster Risk Reduction and Management Council (NDRRMC), Department of Social Welfare and Development (DSWD), Department of Education (DepEd), Department of Labour and Employment (DOLE), the Philippine Armed Forces, the Philippine National Police Force and Local Government Units are providing assistance to affected households. PRC has a seat on the NDRRMC.	

A. SITUATION ANALYSIS

Description of the disaster

Mayon Volcano is in Albay province in the Bicol region, around 300 km southeast of the Philippine capital, Manila. On 13 January 2018, Mayon heightened activities, generating steam and ash. As the day progressed, more phreatic eruptions occur, the Philippine Institute of Volcanology and Seismology (PHILVOLCS) raised Mayon from alert level I (abnormal) until alert level IV (hazardous eruption imminent). On 16 January, the provincial board declared Albay under state of calamity, allowing local governments to use their calamity funds for relief operation. An 8-kilometre extended danger zone was implemented when the alert raised to level IV. Families within the radius were ordered to evacuate and cease activities.



Phreatomagmatic eruption of Mayon Volcano generates steams and ash. Lava flows and rockfall events are observed while tons of sulfur dioxide is emitted. This prompted the evacuation of some 91,000 people. (Photo: Maryjoy Evalarosa/IFRC)

NDRRMC [reported](#) on the total number of volcanic earthquakes and rockfall events. The DSWD-Disaster Response Operations Monitoring and Information Center (DROMIC) reported that a total of 23,786 families or 91,055 persons in 61 barangays in Albay were affected by the phreatomagmatic eruption of Mayon Volcano. On 29 March, the alert level status of the volcano was downgraded to Level II, allowing families to return to their homes.

Summary of response

Overview of Host National Society

PRC complemented the efforts and assistance provided by the Government to the affected population. Key activities include the implementation of education, health and first-aid, livelihoods through the injection of multi-purpose cash programming approach, shelter support through non-food item (NFI) distribution, water, sanitation and hygiene (WASH), and welfare and psychosocial support (PSS). PRC's planned target against actual reached is in Table 1. Based on the overall target, PRC was able to reach 97 per cent of its target. The programme was able to support 22 per cent of the total affected population.



For cash transfer programming, PRC used mobile technology to manage community data and feedback. (Photo: Husni Husni/IFRC)

Table 1. Breakdown of PRC's accomplishment against its Plan of Action targets¹

Sector	Activity	Based on Plan of Action	Reached
Relief	Sleeping kit distribution	4,000 families	3,993 families
	Multipurpose cash grant distribution	3,000 families	2,813 families
	School kit		1,450 kits
Welfare	Hot meals and bread distribution – food trucks deployed	10,000 individuals	8,630 individuals
	Psychosocial support activity		14,104 individuals
	Setting up of welfare desks		49 ² desks
WASH	Hygiene promotion	10,000 individuals	8,122
	Hygiene kit distribution	4,000 kits	3,993 families
	Jerry can (20L) distribution	4,000 pcs	3,993 families
	Water distribution	5 water points	10 water points
	Litres of water distributed		1,725,000 litres
	Construction of latrines	5 schools	10 schools
	Construction of hand washing facilities	5 facilities	10 schools
Health	Portable toilets		30 units
	Provision of face mask	5,000 individuals	9,020 individuals
	Provision of nebulizing kits	6 units	4 units
	Health promotion	10,000 individuals	7,180 individuals
	Dignity kit		248 kits
Emergency Shelter	New born kits		308 kits
	Provision of tarpaulin	4,000 Families	3,993 families
Education	Provision of TLS	30 Units	5 units

Click [here](#) to see PRC's 3W Dashboard.

In terms of assets, three units of water tankers, two units of hot meals on wheels van, three units of 10-wheeler truck, one land cruiser were deployed to support the logistical needs of the operation. There were 30 staff and 86 volunteers deployed and mobilized, and four teams were deployed to support the following: rapid emergency telecommunications, assessment, water and sanitation (WATSAN), and operations.

At chapter level, Albay chapter deployed five teams for assessments. The chapter also distributed dust masks to the Municipal Disaster Risk Reduction and Management Office of the Municipality of Camalig. Furthermore, the chapter deployed an ambulance to rove between the different evacuation centres (ECs) and established welfare desks³ in evacuation centres. The chapter mobilized staff and volunteers who were provided with personal protective equipment. Red Cross Action Teams (RCAT 143) and Red Cross community-based volunteers (Red Cross 143) were also mobilized

¹ PRC overall accomplishment is a combination from the DREF, bilateral contributions from Movement Partners and PRC's own National Appeal.

² PRC DMS' final update indicated that there were 49 EC's supported by PRC

³ Welfare desk activities include: (i) restoring family links; (ii) tracing; (iii) psychosocial support; (iv) critical incident stress management; (v) guidance and counseling; (vi) inquiry and communications; (vii) contact of relatives; and (viii) referral

to support the operations in different evacuation centres. Close coordination with the LGU and local disaster councils is also being maintained.

Overview of Red Cross Red Crescent Movement in country

The National Society maintained close coordination with in-country Movement partners and continued to provide updates. IFRC Country Office was supporting PRC in disseminating updates to Movement partners with in-country presence and coordinating with the Asia Pacific Regional Office (APRO) in Kuala Lumpur in accordance with the IFRC Secretariat's Operational Response Framework. IFRC country office was also coordinating with other PNSs such as the Australian Red Cross and Spanish Red Cross which provided bilateral support to PRC. The Country Office was also in close contact with ICRC on any security-related considerations.

The DREF contributed to the overall PRC plan of action. Other PNSs supporting are Spanish Red Cross, Kuwait Red Crescent and Turkish Red Crescent. NFIs were released from the disaster preparedness stocks supported by the Australian Government - Department of Foreign Affairs and Trade (DFAT). The DREF supported the mobilization of these stocks.

Overview of non-RCRC actors in country

Coordinating with the authorities

As auxiliary to the public authorities, PRC maintained a strong relationship with government bodies through participation or collaboration with (i) the National Disaster Risk Reduction and Management Council (NDRRMC); (ii) the provincial, municipal and barangay (village) disaster risk reduction and management councils; and (iii) the local government units defined in the Disaster Risk Reduction and Management Act from 2010. PRC participates in NDRRMC meetings and coordinates with the Department of Social Welfare and Development (DSWD), and Department of Health.

Inter-agency coordination

At country level, PRC and IFRC consistently participated in meetings of the Humanitarian Country Team (HCT) held both during disasters and non-emergency times. PRC and IFRC were involved in relevant government-led cluster information sharing, planning, and analysis at all levels while IFRC supports PRC coordination efforts through representation in other relevant clusters as required.

Needs analysis and scenario planning

Based on the needs assessment, areas that needed intervention includes: education, health, livelihoods, shelter, WASH, and welfare. PRC's plan of action addressed all these identified needs.

Health: The volcano posed health risks, particularly for respiratory and skin diseases. The fallout of ash across large areas in Albay and surrounding provinces drove authorities to take health safety initiatives such as advising the population to wear face masks to avoid inhaling ash and toxic volcanic material.

The authorities and PRC identified the needs for masks and nebulizers for people living inside the evacuation camps. In the evacuation centers, there were number of people who were already experiencing acute respiratory infections (ARI), hypertension and other diseases.

WASH: There was a high demand of safe and drinking water in evacuation centres. Most of the water sources of the local water districts came from the spring of Mayon Volcano, which are historically disrupted by Mayon's eruption. Water supply in evacuation camps were supported by different actors – the Bureau of Fire Protection, Provincial Government, one private actor and PRC. There was a need to install water collection points and provide safe water to the evacuation centres.

With regards to excreta disposal, most evacuation centres or camps school building with most classrooms' sanitation facility designed only for urinal purposes and defecation. It was identified that there was need to install portable toilets to augment existing facilities. In terms of bathing, there was not enough proper facilities in these schools. Most people were bathing in the makeshift bathrooms, some in the open – where water sources were available – while there was a small percentage who returned to their homes to bathe. In general, there was a shortage for proper bathing and sanitation facilities.

Welfare: The suspension of classes throughout the province left children with limited access to education and play areas. PRC was the only agency that provided psychosocial support in evacuation centers in the province. PRC identified the need to mobilize its volunteers to conduct a series of PSS activities for children affected by the disaster. Through PSS activities, children would be encouraged to return to everyday and routine activities which is helpful to give a sense of normality and creates a feeling of security and certainty.

Shelter: The situation of families housed in the evacuation centres and makeshift shelters made them susceptible to health hazards such as cold, cough and mosquito-borne diseases. There was a need for non-food items like sleeping kit (blankets, mosquito nets and sleeping mat) and tarpaulins. These materials would help protect the families from bad weather inside the evacuation centres and for those who were in makeshift shelters. The tarpaulin would also be needed to use as screen and dividers, giving women and families their privacy.

Livelihoods: The provincial agriculture office in Albay reported that livelihoods and income of the affected population were disrupted, such as farming and livestock. PRC identified the need to provide a multipurpose cash grant which would complement the effort of the government's livelihood support.

Temporary Learning Spaces: For education of children, there was an urgent need for temporary learning spaces (TLS). Some schools received support - in a form of classroom tents - from UNICEF. Teachers held their classes in the TLS while the evacuees lived in the classrooms. Students who usually went to the schools attended the classes in the morning while students who lived in the evacuation centres (schools) attended the afternoon sessions. This created a stressful situation for teachers and students who worked overtime to adopt with the situation. Furthermore, there were children in evacuation centres who attended the school where they were originally enrolled. These children needed to travel longer from the evacuation centre to their original school. PRC identified to set-up the temporary learning spaces in five evacuation centres.



The school grounds of Bical National High school in Sto. Domingo, Albay are filled with temporary shelters put up by the evacuees. Unlike the other affected municipalities in the province, evacuees choose to erect their own temporary shelter instead of sleeping inside the designated schools currently being used as evacuation centres. (Photo: Linus Escandor II / IFRC)

Risk Analysis

There was a risk to safety of staff and volunteer's due to volcanic ash. Volunteers and staff were briefed on the risks and where provided with personal protective equipment. There was a regular health monitoring of volunteers and staff. The local government had a good capacity and was coordinating well with the PRC and other agencies for support.

B. OPERATIONAL STRATEGY

Proposed strategy

Overall Operational objective:

The overall objective of the DREF operation was to assist 3,000 families (15,000 people) affected by Mayon Volcano and displaced to evacuation centres to meet their basic needs for five months. PRC led the response and this DREF directly contributed to the overall PRC plan of action.

The operation underpinned by a commitment to quality programming that involved:

- Continuous and detailed assessments and analyses to inform the design and ongoing implementation of the programme.
- Adjustments of plan based on the assessments.
- Adherence to protection, gender and inclusion (PGI) measures.
- Establishment of mechanisms to facilitate two-way communication with, and ensure transparency and accountability to, disaster-affected people, and highlighting the nature of communication and information as life-saving mechanism.
- Management and delivery of the programme was informed by appropriate monitoring and evaluation.
- Cash transfer programming was implemented based on the needs and feasibility.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 19,965

Male: 10,062

Female: 9,903

Indicators:	Target	Actual
People reached with safe and adequate shelter and settlement	15,000	19,965
Households provided with emergency shelter and settlement assistance	3,000	3,993
Households provided with technical support and guidance, appropriate to the type of support they receive	3,000	3,993

Narrative description of achievements

PRC distributed its basic set of non-food items comprising two pieces each of sleeping mats, blankets and mosquito nets as a standard sleeping kit content. The set also included a 20-L jerry can and a hygiene kit (see WASH section below). Also, part of the set were two sheets of tarpaulin. PRC provided orientation on the use of the tarpaulins as emergency shelter materials. A total of 3,993 families (19,025 people) inside evacuation centres were provided with the set of non-food items.

Table 2. Breakdown of tarpaulins and sleeping kit distributed by PRC

Municipality/City	Barangay	No. families
Daraga	1	337
Guinobatan	3	880
Legazpi City	3	1034
Ligao City	2	378
Malilipot	3	854
Tabacco City	2	510

The NFIs were released from the disaster preparedness stocks supported by the Australian Government – DFAT. The DREF supported all the mobilization, operational cost, pre and post distribution and monitoring of all the NFIs.



Livelihoods and basic needs

People reached: 14,065

Male: 7,089

Female: 6,976

Indicators:	Target	Actual
Households have enough food, cash or income to meet their survival threshold	3,000	2,813
People reached with food assistance or cash for basic needs	15,000	14,065

Narrative description of achievements

For the cash support, PRC deployed a cash and market assessment team to assess the feasibility of the cash transfer programme and to help design it and coordinate with government and other agencies. Based on the results of cash and market assessment, cash grant was the modality used in providing the assistance, giving full flexibility for the recipients to decide on meeting their priority needs such as food and non-food. PRC provided a total of 2,813 families (14,065 people) with multipurpose-unrestricted/unconditional cash grants worth PHP 3,000 (CHF 62) each. Final number of people reached was based actual needs on the ground following detailed assessment and validation.

Table 3. Breakdown of families provided with multipurpose cash grant

Evacuation centre	Barangay	No. of families reached
Bical National High School	Lidong	721

Salvacion Elementary School	San Isidro	534
San Andres Resettlement	Fidel Surtida	559
	San Fernando	423
	Sta. Misericordia	576
Total		2,813

A new system named [Red Rose](#) was piloted as information management tool to more efficiently record and monitor cash distribution. This activity was supported by IFRC Geneva and the Asia Pacific Regional Office.

In addition, as part of welfare services, PRC has provided hot meals and bread to 8,630 (845 male adults, 1,392 female adults and 6,393 children) people inside the evacuation centres.

A post distribution monitoring was conducted for the multipurpose cash assistance: Highlights of the results are as follows:

Question	Don't know	No	Yes
Did you feel safe during the day of the distribution?	0	1	99
Did you feel safe going back home with the money and keeping it at home?	0	1	99
Was the money useful to cover your most important family needs?	0	1	99
Do you think the selection process was fair?	8	0	92
Was the support timely?	0	1	99
Overall, are you happy with the processes from selection, distribution, monitoring and feedback?	1	0	99

In terms of acceptance on the cash transfer programming, 79 per cent of the respondents reported that the community was okay with it. Further, 94 per cent reported that if the assistance will be redone, they would still prefer to receive cash.

In terms of expenditure, respondents were asked for their top three expenses. Based on the results, 76 per cent was used for food purchased. Thus, cash transfer programming was essential in prioritizing the food needs of the affected population. Other top expenses are below:

Expenditure	Percentage
Food	76%
Medical expense	40%
School fees	29%
Transportation	29%
House repair	28%
Debt payment	10%

Lessons Learned

In this response, Red Rose was used as an information management tool. Using or migrating towards a digitized information management system should be part of the chapter capacity building. It is recommended to train staff and volunteers on online based information management system such as Red Rose.



Health

People reached: 19,965

Male: 10,062

Female: 9,903

Indicators:	Target	Actual
People reached by health services	15,000	19,965
People reached by first aid services	5,000	79
People reached with community-based disease prevention and health promotion programming	15,000	10,797
People reached with community-based epidemic prevention and control activities	15,000	8,746
People reached with mosquito nets	15,000	19,965
People reached by psychosocial support	15,000	14,104 ⁴

⁴ Based on Welfare Service report

People reached by NS with services to reduce relevant health risk factors	500	Deprioritized
Health kits delivered (dignity and newborn kits)	500	556

Narrative description of achievements

PRC set-up first aid station within the welfare desks where it conducted the hygiene promotion and mask distribution activities. PRC provided first-aid and blood pressure monitoring services to 79 people, of whom 7 were transported to a nearby hospital for further medical attention.

A total of 11 volunteers (seven women and four men) were trained and oriented to conduct health promotion activities inside the evacuation centres. PRC reached 2,675 people (1,642 females and 1,033 males) with health promotion activities. Based on the secondary data gathered, the top five health issues inside the evacuation centres include acute respiratory infections, coughs and cold, headache, toothache and hypertension. Two of these five cases (cough and cold, and hypertension) were addressed during the health promotion activities. Recipients of the dust/ facial mask were also oriented to its proper use. Alongside hygiene promotion activity, PRC provided health promotion activities to 8,122 people. People reached with health promotion messages have decreased risk of exposure to epidemics and outbreaks.



Health volunteer giving an orientation for the beneficiaries on the proper use of the items inside the dignity kit and newborn kit. (Photo: John Paul Tobias/PRC)

Detailed assessment identified that there was no gap in either food security or nutrition needs. During PRC assessment with the impact population in the evacuation centers, it was clear that nutrition was not their primary concern. Albay is known to be one of the Philippine’s provincial municipalities with a strong nutrition programme and many of the affected areas have excellent nutrition programmes and [strong nutrition status of the general population](#).

To ensure prevention of acute respiratory infection and worsening of existing lung condition, PRC has provided medical intervention support in the health post inside the identified evacuation centers in coordination with the local health unit through provision of health items such as nebulizers, kits and nebulus medicines with proper monitoring and reporting.

Staff and volunteers mobilized were provided with personal protective equipment (PPE) to ensure their safety and health while providing health services to affected population.

Table 4. Breakdown of items distributed by PRC

Item	Quantity
Nebulizer (heavy duty)	4 units
Nebulizer kit (for children)	75 pieces
Nebulizer kit (for adult)	65 pieces
Salbutamol nebulus	120 tubes
Dust/face mask	8,746 pieces
N95	100 pieces
Safety goggles	26 pieces

PRC has distributed mosquito nets to 3,993 families (19,965 people) from their disaster preparedness stocks. This DREF operation supported the transportation of this item. The mosquito nets were released from the disaster preparedness stocks supported by the Australian Government – DFAT. The DREF supported all the mobilization, operational cost, pre and post distribution and monitoring of all the NFIs.

PRC established 49 welfare desks and provided psychosocial support services to people in which there were at least 14,104 (2,533 male adults, 3,649 female adults and 7,922 children) counselling sessions, including those provided to 65 volunteers. For children, play therapy was conducted.

A total of 248 dignity kits and 308 newborn kits were distributed to pregnant women (in their last trimester) and the lactating women (with babies up to six months) in the municipality of Camalig, Daraga and City of Legazpi. Barangays were selected based on the priority communities affected near the permanent danger zone from the Mayon Volcano in close coordination with the local health unit. Volunteers were mobilized to provide key messages on the proper use of the items inside the dignity kit and newborn kit.

Table 5. Breakdown of areas provided with dignity kit and newborn kit

Province	Municipality/City	Barangay	Dignity kits distributed	Newborn kits distributed
Albay	Camalig	6	89	100
Albay	Daraga	6	72	100
Albay	Legazpi	6	87	108
Total			248	308

Albay chapter conducted a survey on the support provided through client satisfaction survey. Result of the client satisfaction survey stated that 68 per cent of the respondents found the kit as excellent in terms of its usefulness. There were 52 per cent who were extremely satisfied on the content, usefulness, information and the distribution process while 38 per cent were very satisfied.

Challenges

Distribution of dignity and new born kits was a pilot activity for PRC. There was a delay on the distribution due to logistics and procurement concerns in-country. During the validation, it was noted that some of the content on the kit was no longer fit for the needs of the beneficiaries. For example, because the distribution happened three months later from its original distribution target, infant clothes no longer fit the baby. It was reported that some of the underwear distributed, as part of the dignity kit, did not fit to the needs female beneficiaries.

Lessons Learned

There should be improved beneficiary profiling for the distribution of dignity kit and newborn kit. For example, if underwear will be provided as part of the kit, measurement of the women should also be considered during the profiling. Health Services reported that since it was already a lesson learned from their end, they are now working on how to improve their procurement and finalization of the kit's content.



Water, sanitation and hygiene

People reached: 19,965

Male: 10,065

Female: 9,903

Indicators:	Target	Actual
People reached with adequate water, hygiene and sanitation solutions which meet Sphere and WHO standards	15,000	14,796
Number of assessments and monitoring visits undertaken	3	2
Number of people provided with safe water services that meet agreed standards according to specific operational and programmatic context	15,000	19,196
People with access to an improved sanitation facility	15,000	12,213
Number of people reached with hygiene promotion activities	15,000	7,180
Households provided with a set of essential hygiene items	3,000	3,993

Narrative description of achievements

PRC deployed a WASH specialist as part of the assessment team that visited seven municipalities affected by the volcanic activities.

PRC has distributed 1,725,000⁵ litres of water to 19,196 people inside the evacuation centres. A total of 10 water points (with 5,000 to 10,000 litre capacities) were installed for potable water distribution. PRC mobilized three water tankers to refill water to the water points. For proper handling and water storage, jerry cans were distributed to 3,993 families.

Table 6. Breakdown of evacuation centres in Albay province provided with water by PRC

Municipality	Evacuation Centres	No. of families	No. of individuals	Litres of water
Daraga	Upper Malabog ES	335	1,552	10,000
Malilipot	Malilipot Central School	184	756	215,000
Malilipot	San Jose Elementary School	616	2,338	505,000

⁵ PRC WASH Services final report

Tabaco, City	Bantayan National HS	140	514	280,000
Sto Domingo	Bical Elementary School	681	2,485	370,000
Sto Domingo	Salvacion Elementary School	573	1,597	120,000
Sto Domingo	San Andres Relocation Site	579	2,300	80,000
Legaspi City	Bagumbayan Central School	1,114	4,175	60,000
Legaspi City	Albay Central School	539	2,080	75,000
Guinobatan	Guinobatan West ES	390	1,399	10,000
Total		5,151	19,196	1,725,000

Access to sanitation facilities was a challenge inside the evacuation centres due to overcrowding. PRC constructed transitional latrines to provide sanitation solutions to evacuation centres. One transitional latrine unit was composed of five cubicles – each with toilet bowl – with one septic tank. In total, PRC constructed 65 units of latrine in 10 schools identified as evacuation centres serving 12,213 people. Each transitional unit has one set of hand washing facility for adult and children. In addition to the transitional latrines, PRC installed 30 units of portable toilets in seven evacuation centres, serving 11,625 people. The Spanish Red Cross contributed to the transitional latrines and hand-washing facilities. An IFRC engineer was deployed to support the assessment, design and technical supervision during the latrine construction conducted by PRC in evacuation centres.

PRC has reached 8,122⁶ people with hygiene promotion activities with the following topics: personal hygiene, environmental sanitation, access to safe drinking water, proper food handling and education session on vector-borne diseases. A total of 20 volunteers were mobilized to support this activity.



PRC installed portable toilet in evacuation centres. This portable toilet helped in the sanitation access of people overcrowding in ECs. (Photo: Mary Joy Evalarosa/IFRC)

From their own stocks, PRC has provided 3,993 families inside evacuation centres with hygiene kits which contained 12 pieces of body soap, five pieces of laundry soap, 40 pieces of sanitary pads, five pieces of bath towels, six pieces of toilet paper, two pieces of toothpaste, five pieces of toothbrush and four pieces of disposable razor. This DREF has supported the mobilization of these goods in terms of transportation and logistics support.

Table 7. Breakdown of hygiene kit and jerry cans distributed by PRC

Municipality/City	Barangay	Items	No. families
Daraga	1	Hygiene kit and Jerry Cans	337
Guinobatan	3	Hygiene kit and Jerry Cans	880
Legazpi City	3	Hygiene kit and Jerry Cans	1034
Ligao City	2	Hygiene kit and Jerry Cans	378
Malilipot	3	Hygiene kit and Jerry Cans	854
Tabacco City	2	Hygiene kit and Jerry Cans	510

The NFIs were released from the disaster preparedness stocks supported by the Australian Government – Department of Foreign Affairs and Trade. The DREF supported all the mobilization, operational cost, pre and post distribution and monitoring of all the NFIs.



Protection, Gender and Inclusion

People reached: 19,965

Male: 10,062

Female: 9,903

Indicators:

Target

Actual

⁶ WASH Services Mayon Operations update

People reached and supported in line with PRC's protection, gender and inclusion policy to ensure equitable access to disaster response services	15,000	19,965
Staff/volunteers available to provide equitable access to services	22	127
Children with access to equitable services preventing sexual- and gender-based violence	4,950	7,922

Narrative description of achievements

All the 3,993 families (19,965 people) reached by PRC support were supported in line with PRC's protection, gender and inclusion policy to ensure equitable access to disaster response services. The DREF contributed in this figure with a primary focus on the most vulnerable people (e.g. single women, pregnant and lactating women, adolescent girls, small children, people aged 65 years and more, and people with disability). This operation was seen as gender inclusive where PRC provided dignity and newborn kits to pregnant or lactating women. For inclusion, transitional latrines that were constructed has a specific unit for people with disability. However, in terms of design, additional modifications were not considered to provide easy access, for example, railings. Transitional latrines were also segregated for men and women. Establishment of welfare desks also supports protection issues for people living inside the evacuation centres. Here, PRC receives and accommodates concerns related to protection where PRC refers cases to relevant government authorities.

Since many schools were being used as evacuation centres, school-going children had limited access to classrooms. PRC, with support from the Turkish Red Crescent, assembled temporary learning spaces for the children, ensuring that their learning process was not hampered, and as child-friendly spaces. In these spaces, the PRC Welfare Services, through PRC Albay Red Cross Youth volunteers, provided psychosocial support to children through play therapy, reaching 7,922 children, to help them cope with the new environment they are in.

At the evacuation centres, reported cases of sexual and gender-based violence were referred to camp managers, particularly school authorities and linked with the Municipal Social Welfare Department and the Women's and Children's desk within the national police. Community engagement and accountability was seen as an effective prevention and reporting mechanism.

In addition, PRC established 49 welfare desks which serve as a one-stop shop for the people which provide services such as: (i) restoring family links; (ii) tracing; (iii) psychosocial support; (iv) critical incident stress management; (v) guidance and counselling; (vi) inquiry and communications; (vii) contact of relatives; and (viii) referral. A total of 127 staff and volunteers mobilized for the operation, providing immediate support to the people sheltering inside the evacuation centres.

A post distribution monitoring was conducted for the cash transfer programme with results related to protection, gender and inclusion. Highlights below:

Questions	Don't know	No	Yes	No response
Did the cash assistance cause any tension in the household?	5	95	0	0
If women received the cash assistance, how was it perceived by the community?	23	77	0	0
Do you think the cash grant negatively affected the relationships in your household?	5	94	0	0
Do you think the cash grant has created tension in the community, particularly with non-beneficiaries?	11	83	5	1

International Disaster Response

Indicators:	Target	Actual
# of internal and external coordination meetings attended	5	3
# of IFRC surge support deployed	1	1
Percentage international procurement respecting the IFRC procurement process	100%	100%
# of coordination meeting with other stakeholders	3	3

Narrative description of achievements

An RDRT member with logistics and relief profile from Papua New Guinea was deployed in the country for a month (12 Feb – 12 Mar). Further, the Community Engagement and Accountability RDRT member from IFRC CO Indonesia who was deployed for the Tropical Storm Tembin operation was also mobilized to provide CEA support for the Mayon operation. The RDRT member supported the PRC CEA officer to establish a community engagement and accountability mechanism in a form of feedback mechanism for quality programming. During the distribution of cash, an information desk was established for referral and inquiry purposes from the cash recipients. The chapter also utilized

mobile data collection technology to gather feedbacks from beneficiaries and non-beneficiaries. A Barangay Recovery Committee was organized and mobilized to support the operation.

A post distribution monitoring was conducted for the cash transfer programme. Some questions related to community engagement and accountability are as follows:

Questions	Don't know	No	Yes	No response
Informed of the amount that you were receiving?	1%	22%	77%	
Were you informed about the day, time and location of the cash distribution?		1%	99%	
Were the date, time and location of distribution convenient for you?	1%		99%	
Do you think all the people affected by the disaster were included in the lists given by the barangay officials to PRC?	12%	5%	83%	
Do you understand how you were selected to benefit from this programme?	10%	12%	78%	
Do you feel that the beneficiaries deserved to be included?	8%	2%	90%	1%
Do you feel that some people/household were excluded when they should have been included as beneficiaries?	13%	66%	16%	4%
Have you heard about any households that had difficulties accessing the programme?	2%	96%	3%	
Do you know how you can reach the Red Cross chapter?	1%	70%	27%	1%
Did you receive a contact/phone number of the Red Cross for your feedback?	1%	69%	28%	1%
Did you use any of the Red Cross feedback mechanisms?	19%	71%	9%	1%

Logistics support for this operation was provided through the strong capacity of the PRC logistics built over the years and an experienced IFRC in-country logistics team. Logistics activities aimed to effectively manage the supply chain, including procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures. The IFRC in-country logistics team supported the mobilization of NFIs of PRC. The team conducted the local procurement and supported PRC with delivery of 500 dignity kits and new born kits for the activities of PRC Health Services. For fleet support, one vehicle was also deployed in Albay and a local driver was hired to support the fleet operation. IFRC Operational Logistics, Procurement and Supply and Chain Management (OLPSCM) in KL had extended its technical logistics support to PRC and IFRC CO with operational matters.

At country level, PRC and IFRC consistently participate in meetings of the Humanitarian Country Team (HCT) held both during disasters and non-emergency times. PRC and IFRC were involved in relevant government-led cluster information sharing, planning, and analysis at all levels while IFRC supports PRC coordination efforts through representation in other relevant clusters as required. IFRC and PRC were very active member of the Cash Working Group of the HCT system, and co-facilitator of the Emergency Shelter cluster. PRC participated in different relevant government authorities: coordinated with the DSWD across all levels, from the national, provincial and municipal level, and Department of Health; and attended in NDRRMC meeting at national, provincial, municipal and barangay levels. PRC assigned some dedicated personnel who represented the National Society in NDRRMC meetings.

Challenges

Though there were feedback mechanisms (drop boxes) placed in the areas, the complaints or questions that staff and volunteers received were all course through verbally, because the people were hesitant to use the drop boxes. People shared their concerns during psychosocial support sessions. However, complaints/concerns/feedback were not recorded. The team did not have a monitoring sheet used for the CEA activities.

Lessons Learned

The establishment of the Barangay Recovery Committee (BaReCom) especially in the cash for relief programme enhanced the practice of community engagement and accountability. The team set up drop boxes to put their concerns and comments. Contact information of each sector was provided to evacuation centers (ECs) coordinator. The team also conducted community assemblies/meetings. CEA plan was put up and it was in the guidelines of cash for relief, however, the guideline is still not final but was being practiced. It was reported that not only was the committee effective in terms of enhancing the transparency of the selection process, but it was also instrumental as a group of individuals who can communicate the selection process to the other members of the community. This degree of engagement of the BaReCom can be considered as a practice that should be replicated for future programming.

Influence others as leading strategic partner

Indicators:	Target	Actual
Does the operation demonstrate evidence of secretariat, together with National Societies can use their unique position to influence decisions at local, national and international levels that affect the most vulnerable?"	Yes	Yes
Communication materials produced (social media, media articles, interviews, etc.)	6	8
# of post-distribution visits to affected communities	5	6
Narrative description of achievements		
<p>IFRC and PRC communications teams worked closely together to build public awareness around the humanitarian needs. Key messages, talking points and news stories were produced with particular emphasis placed on communicating around the needs of affected people, key milestones and timelines in the operation.</p> <p>On 19 - 26 January 2018, a communications team – embedded with the assessment team – was deployed, together with a professional photographer. The team gathered quality communications materials used for news releases, short clips of the emergency and relief operation activities on the ground.</p> <p>For this operation, the materials uploaded and shared by IFRC and PRC in their social media platforms generated significant online local and international media engagement who used the audio-visual materials taken by the team on the ground in their news reports. Some of the most shared audio-visual (AV) posts were: Link 1, Link 2, Link 3, Link 4, Link 5, Link 6.</p> <p>The communications team also worked closely with the deployed CEA RDRT and NS CEA Officer in developing localized communication materials (link 1, link 2) to assure the supported communities had access to timely, easy-to-understand, actionable, and life-saving information on the Red Cross relief activities.</p> <p>Two monitoring visits from IFRC delegate were done in the last week of January 2018 to see how PRC Mayon operation was implemented. One monitoring visit from the IFRC DRM delegate, as part of the market assessment, was conducted. The RDRT CEA member also conducted a monitoring visit. IFRC PMER also supported the cash distribution monitoring activity. The IFRC CO shelter and WASH engineer also supported the construction of sanitation facilities.</p> <p>A lesson's learnt activity for Mayon DREF operation was conducted during the 1st and 2nd week of August. The review/lessons learnt assessed and provided recommendations on the achievements, processes and impact of the intervention implemented by PRC. On 24 August, a workshop for the presentation and validation of results was conducted. The lessons learnt workshop was limited in terms of primary data collection with the beneficiaries and stakeholders (e.g. LGU, health offices, school authorities). The interviews were only at the National Headquarters Level while the survey was sent to both chapter staff and NHQ staff involved in the operation. Final report is being finalized and will be shared afterwards. Recommendations, best practices will be considered on the future programming for other operation.</p>		

Effective, credible and accountable IFRC

Indicators:	Target	Actual
Percentage of financial reporting respecting the IFRC procedures	100%	100%
Staff security is prioritized in all IFRC activities	100%	100%
Narrative description of achievements		
<p>The IFRC provided the necessary operational support for review, validation of budgets, bank transfers, and technical assistance to National Societies on procedures for justification of expenditures, including the review and validation of invoices – ensuring that the National Society complied to standard financial IFRC procedures. PRC has been supported for many years by the IFRC and is accustomed to these financial procedures.</p> <p>IFRC has a security focal and an updated security guideline in place. The IFRC security framework was applicable for this operation. With regards PRC staff and volunteers, the National Society's security framework applied. For Mayon operational area, there was no security threat identified.</p>		

D. BUDGET

The total budget for this operation was CHF 337,158 of which CHF 257,613 (76%) was spent. The balance of CHF 79,545 will be returned to the DREF. The main variance in the operation and the reason for the return of funds was that the DREF did not pay for the NFIs distributed. These stocks come from the PRC disaster preparedness stocks supported by Australian Government – DFAT.

Explanation of variances:

- Construction facilities: CHF15,493 expenditure against the CHF15,000 budget was due to exchange rate.
- Medical and first aid: The budget CHF12,500 but the total expenditure was CHF14,000 due to additional face mask and exchange rate.
- Transport and vehicles costs: The budget was CHF6,460 but the total expenditure was CHF 7,101 due to additional cost of fuel and exchange rate.
- National staff: The budget was CHF 2,925 but the total expenditure was CHF 3,138 because of additional cost for accommodation of national staff during the field visit in Albay.
- National Society Staff: The budget was only CHF 1,900 but the total expenditure was CHF 8,109 because of additional cost for the per diem & accommodation of national society staff during field visit in Albay.
- Travel: The budget was only CHF 8,130 but the total expenditure was CHF 11,588 because of additional costs for airfare during the field visit on the affected areas of Mt. Mayon Volcanic Eruption in Albay province.

Click [here](#) to view the financial report at the end of this report.

Reference documents



Click for:

- [Operations Update No. 2](#)
- [Operations Update No. 1](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

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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 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**.

Disaster Response Financial Report

MDRPH027 - Philippines - Mayon Volcano Eruption

Timeframe: 20 Jan 18 to 20 Jun 18

Appeal Launch Date: 20 Jan 18

Final Report

Selected Parameters

Reporting Timeframe	2018/1-2018/8	Programme	MDRPH027
Budget Timeframe	2018/1-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		337,158				337,158	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		337,158				337,158	
C4. Other Income		337,158				337,158	
C. Total Income = SUM(C1..C4)		337,158				337,158	
D. Total Funding = B + C		337,158				337,158	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		337,158				337,158	
E. Expenditure		-257,613				-257,613	
F. Closing Balance = (B + C + E)		79,545				79,545	

Disaster Response Financial Report

MDRPH027 - Philippines - Mayon Volcano Eruption

Timeframe: 20 Jan 18 to 20 Jun 18

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Final Report

Selected Parameters

Reporting Timeframe	2018/1-2018/8	Programme	MDRPH027
Budget Timeframe	2018/1-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

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	
BUDGET (C)			337,158			337,158		
Relief items, Construction, Supplies								
Shelter - Relief	3,250						3,250	
Construction - Facilities	15,000		15,493			15,493	-493	
Clothing & Textiles	13,700						13,700	
Food	11,000		1,089			1,089	9,911	
Water, Sanitation & Hygiene	28,500		21,114			21,114	7,386	
Medical & First Aid	12,500		14,000			14,000	-1,500	
Utensils & Tools	1,750						1,750	
Other Supplies & Services	1,750						1,750	
Cash Disbursement	180,000		155,128			155,128	24,872	
Total Relief items, Construction, Sup	267,450		206,822			206,822	60,628	
Logistics, Transport & Storage								
Storage	600		252			252	348	
Distribution & Monitoring	1,350		522			522	828	
Transport & Vehicles Costs	6,460		7,101			7,101	-641	
Logistics Services	4,000						4,000	
Total Logistics, Transport & Storage	12,410		7,875			7,875	4,535	
Personnel								
National Staff	2,925		3,138			3,138	-213	
National Society Staff	1,900		8,109			8,109	-6,209	
Volunteers	7,350		2,795			2,795	4,555	
Total Personnel	12,175		14,043			14,043	-1,868	
Consultants & Professional Fees								
Professional Fees			1,012			1,012	-1,012	
Total Consultants & Professional Fee			1,012			1,012	-1,012	
Workshops & Training								
Workshops & Training	7,500		11			11	7,489	
Total Workshops & Training	7,500		11			11	7,489	
General Expenditure								
Travel	8,130		11,588			11,588	-3,458	
Information & Public Relations	4,965		714			714	4,251	
Office Costs	750		614			614	136	
Communications	200		401			401	-201	
Financial Charges	3,000		-1,194			-1,194	4,194	
Other General Expenses			6			6	-6	
Total General Expenditure	17,045		12,129			12,129	4,916	
Indirect Costs								
Programme & Services Support Recover	20,578		15,723			15,723	4,855	
Total Indirect Costs	20,578		15,723			15,723	4,855	
TOTAL EXPENDITURE (D)	337,158		257,613			257,613	79,544	
VARIANCE (C - D)			79,544			79,544		

Disaster Response Financial Report**MDRPH027 - Philippines - Mayon Volcano Eruption**

Timeframe: 20 Jan 18 to 20 Jun 18

Appeal Launch Date: 20 Jan 18

Final Report

Selected Parameters

Reporting Timeframe	2018/1-2018/8	Programme	MDRPH027
Budget Timeframe	2018/1-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Food security	337,158		337,158	337,158	257,613	79,545	
Subtotal BL2	337,158		337,158	337,158	257,613	79,545	
GRAND TOTAL	337,158		337,158	337,158	257,613	79,545	