


# Operations update

 International Federation  
of Red Cross and Red Crescent Societies

## Indonesia: West Sumatra Earthquakes

Emergency appeal n° MDRID004  
GLIDE n° TS-2009-000211-IDN  
Operations update n° 11  
22 March 2010

**Period covered by this operations update:** 1 February 2010 – 28 February 2010

**Appeal target (current):** CHF 13,293,583 (USD 12.9 million or EUR 8.8 million)

[<click here to view the attached Revised Emergency Appeal Budget and interim financial report>](#)

**Appeal coverage:** With contributions received to date, the appeal is 95 per cent covered in cash and kind, with further pledges in the pipeline. Additional funds are needed to enable Palang Merah Indonesia (PMI, Indonesian Red Cross) to scale up its response and provide humanitarian assistance to those affected by the disaster. [<click here for the donors' response list or here for contact details>](#)

### Appeal history:

- The Emergency Appeal was launched on 5 November 2009 for CHF 13,293,583 (USD 12.9 million or EUR 8.8 million) in cash, kind, or services. The overall budget of PMI's operations is CHF 19,627,833 (USD 19.17 million or EUR 12.99 million). The balance is being covered by bilateral contributions made directly to PMI by a number of partner national societies.
- A revised preliminary Emergency Appeal was launched on 7 October 2009 for CHF 19,185,775 (USD 18.64 million or EUR 12.69 million) in cash, kind, or services to support PMI in assisting up to 20,000 families (approximately 100,000 individuals) for six months.
- A Preliminary Emergency Appeal was launched on 4 October 2009 for CHF 6,842,032 (USD 6.60 million or EUR 4.53 million) in cash, kind, or services to support PMI in assisting up to 5,000 families (approximately 25,000 individuals) for six months.
- CHF 235,000 (USD 227,106 or EUR 155,302) was allocated from the International Federation's Disaster Relief Emergency Fund (DREF) to support this operation.



Hj. Umar Anang, 90 years old, gets his blood pressure checked as part of the medical treatment offered by PMI and supported by IFRC, at Batang Tajongkek Village, Pariaman Selatan. (Photo by IFRC/Muhammad Fadli).



Ardi plays inside a pandan leaf mat, destined to become a wall of his family's new T-shelter, in the village of Sungai Lundang, Pesisir Selatan district. (Photo by IFRC/Muhammad Fadli).

**Summary:**

In February the long-expected recovery coordinator joined the West Sumatra operation to lead activities in water and sanitation, health, psychosocial support (PSP) and shelter, and to coordinate activities with active partner national societies (PNSs). In addition, three temporary/transitional shelter (T-shelter) field officers were recruited to support the PMI branches in Kota Padang, Kota Pariaman and Padang Pariaman. Pending the finalization of a formal project agreement, the International Federation of Red Cross and Red Crescent Societies (IFRC) sent a letter of intent to PMI which was sufficient to continue shelter activities in the three districts allocated for IFRC funding.

An ambitious operational plan and budget has been created, aiming to finish all recovery activities within the emergency appeal period of one year. In cooperation with PMI, the required volunteers are being trained and field offices opened.

After a few months of preparation, an additional 400 families received their financial grant for the construction of their T-shelters, bringing the total to 550 families. The financial transfer system to beneficiaries suffered from inconsistent formats and procedures that were not clear to everyone. By giving additional training to financial staff, this has been solved. With staff and planning in place the shelter operation is ready to scale up.

PMI has decided to contribute to the shelter needs with the procurement of 300,000 zinc sheets from its own funding. These sheets will be distributed in March.

The relief team has been preparing for the reception of a large consignment of relief goods in March 2010. Relief also has been very active in reconciling the emergency distribution figures of 2009 which it expects to finish in April. In the mean time, it is planning additional 'relief distributions' training to West Sumatra branches.

Partners which have made contributions to the appeal to date include the American Red Cross/ American government, Andorran Red Cross, Australian Red Cross, Austrian Red Cross, British Red Cross/British government, Canadian Red Cross/Canadian government, Red Cross Society of China, Hong Kong branch of the Red Cross Society of China, Macau branch of the Red Cross Society of China, Finnish Red Cross/ Finnish government, French Red Cross, Iranian Red Crescent, Irish Red Cross, Japanese Red Cross, Republic of Korea National Red Cross, Monaco Red Cross, Netherlands Red Cross/Netherlands government, New Zealand Red Cross/New Zealand government, Norwegian Red Cross/Norwegian government, Spanish Red Cross and Swedish Red Cross/Swedish government as well as the government of Estonia, the Organization of the Petroleum Exporting Countries (OPEC) Fund of International Development and Irish Aid.

Bilateral partners supporting PMI include the American Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross/Danish government and Netherlands Red Cross (European Commission Humanitarian Aid Office [ECHO] funding), German Red Cross, Italian Red Cross, Kuwait Red Crescent, Norwegian Red Cross, Qatar Red Crescent, Singapore Red Cross, Spanish Red Cross, Swiss Red Cross, Turkish Red Crescent and United Arab Emirates Red Crescent.

The International Federation, on behalf of PMI, would like to thank all partners for their generous response to this appeal.

## The situation

The Indonesian government announced in February a permanent shelter support 'cash stimulus' programme which is expected to start mid-March 2010 in seven districts. In five of these districts PMI is also active. The exact content and eligibility criteria of this programme are not yet known, but there are indications that the ceiling range of the cash stimulus for a specific beneficiary could be contingent on the contribution of humanitarian agencies to that beneficiary. In any case it is understandable that with this permanent shelter support commencing, the focus of beneficiaries will shift towards permanent shelter solutions instead of T-shelters. The Red Cross Red Crescent is monitoring these developments closely through intensive consultations with the government, beneficiaries and in coordination with the shelter cluster, and will begin considering moving towards shelter support concepts in line with the government programme in the coming months.

## Coordination and partnerships

Cooperation with PMI has improved over the past month thanks to the active involvement of PMI chapter board members in meetings. Every board member is linked to a district in which PMI is active and that is significantly contributing to progress.

Cooperation among the Spanish Red Cross, Danish Red Cross and Swiss Red Cross in moving the T-shelter programme forward is constructive. Australian Red Cross decided in February to add 500 T-shelters to the Movement commitment.

Movement partners meet weekly to discuss progress and developments with representatives of all PMI branches and the PMI chapter. When necessary, additional meetings are scheduled.

Canadian Red Cross has funded one shelter field project officer as part of the organizational development programme.

There have been two reported cases of overlapping T-shelter activities but both were solved in a constructive manner with the involved agency and beneficiaries.

The shelter cluster, and water and sanitation cluster continue to meet every two weeks. This will continue until at least the end of April. All Red Cross Red Crescent activities and plans are shared with the clusters to prevent overlap. In one case, the shelter cluster was invited to a chapter board meeting to elaborate on the government permanent shelter plans. In addition, PMI has provided 40 volunteers for an assessment of house damage in Kota Padang. Lessons learned have been shared with some of the organizations that are scaling down.

## Red Cross and Red Crescent action

In addition to support from the International Federation, PMI continues to receive bilateral support from partner national societies in relief, shelter, water and sanitation, logistics, and health and care. Partners include American Red Cross, Danish Red Cross/Danish government, French Red Cross, Irish Red Cross, Italian Red Cross, Netherlands Red Cross, Qatar Red Crescent, Spanish Red Cross and Turkish Red Crescent.

### Progress towards objectives

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

<b>Objective:</b> Up to 20,000 families (100,000 individuals) have their immediate needs provided for through the distribution of non-food items, such as hygiene kits, kitchen sets, tarpaulins, tents, shelter repair kits, bedding, jerry cans and household items, by the Red Cross and Red Crescent relief operation.	
<b>Expected results</b>	<b>Activities planned</b>
The immediate needs of 20,000 affected families are met through relief distribution.	<ul style="list-style-type: none"> <li>• Conduct rapid emergency needs and capacity assessments.</li> <li>• Develop beneficiary targeting strategy and registration system to deliver intended assistance.</li> <li>• Mobilize relief supplies from pre-positioned stocks in country and the Kuala Lumpur regional logistics unit regional warehouse, supplemented by additional local / regional procurement.</li> <li>• Monitor and evaluate the relief activities and provide daily reporting on distributions to ensure accountability to donors.</li> <li>• Ensure the implementation of a common approach to volunteer mobilization, induction, support and recognition across all programmes that leads to strengthened branch volunteer base and volunteer management capacities for the future.</li> </ul>

### Progress

Statistical indicators collated by the UN shelter cluster team in Padang affirm that relief distributions have not been required since 1 January 2010.

To date, 28,806 families in Padang, Pariaman, Padang Pariaman, Pesisir Selatan and Agam have received non-food items through this emergency appeal. When aggregated with food and unsolicited goods delivered by PMI, 36,939 families have received support in the form of baby kits, sarongs, blankets, tents, kitchen sets,

biscuits, family kits, hygiene kits, medicine and sleeping mats. Both figures surpass the original appeal target of 20,000 families, hence the cessation of relief distribution.

### Data Reconciliation

The emergency relief operation was concluded by 31 December 2009. The relief team, in collaboration with logistics and the PMI, continues to reconcile and rationalize documentation from the outset of operations on 30 September 2009. This is a methodical exercise involving IFRC and both chapter and branch personnel of the PMI. It also contains a capacity building aspect. In implementing these activities, and through consultation and dialogue, staff and volunteers within the PMI chapter of West Sumatra and their branches are benefitting from this practical learning exercise.

These same lessons will be disseminated to the PMI at chapter and branch levels and at the other 13 branches of the PMI within West Sumatra. This will be accomplished through presentations by PMI operatives already involved in the project.

By building on existing capacities of the PMI at chapter and branch levels it is hoped they can assist communities and be better prepared for responding to major natural events. Moreover, the initiative will further enhance understanding of handling significant quantities of international aid and for accurate reconciliation and audit.

At final closure of operations, the relief desk hopes to have left a "footprint" of knowledge for facilitating a major relief operation. The reconciliation exercise and primary reporting will have been concluded by 31 April 2010. The relief operation will cease by 30 June 2010.

### Critical assumption

Given the process as described above, it is assumed that the IFRC's relief and logistical function will diminish to a purely technical status, and that there will not be any further implementing roles to undertake.

## Shelter

**Objective:** Up to 10,000 households are assisted with adequate temporary shelter and up to 2,000 shelters constructed in West Java.

Expected results	Activities planned
Improved shelter conditions which are more resilient to future natural disasters for affected families with severely damaged and destroyed houses.	<ul style="list-style-type: none"> <li>• Analysis based upon ongoing needs and capacity assessments to determine the extent of the shelter needs and preferred shelter solutions.</li> <li>• Develop community-self directed targeting strategy and registration system to deliver intended assistance, prioritizing the most vulnerable in selected communities.</li> <li>• Support formation of community management teams to monitor funds for community-built shelters using cultural practices that highlight working together.</li> <li>• Identify shelter solutions to suit the local context that are culturally appropriate.</li> <li>• Promote safe and durable shelter construction through the provision of technical assistance and guidance to all involved in the shelter activities.</li> <li>• Reproduce and distribute safe building practice materials (information, education and communication).</li> <li>• Support, as appropriate, additional needs for identified individual households.</li> <li>• Monitor, coordinate and evaluate the shelter programme.</li> <li>• Ensure the implementation of a common approach to volunteer mobilization, induction, support and recognition across all programmes that leads to strengthened branch volunteer base and volunteer management capacities for the future.</li> </ul>

### Progress

To date, approximately CHF 6,000,000 of the current appeal target of CHF 13,293,583 (USD 12.9 million or EUR 8.8 million) has been spent. Part of this money has been transferred to beneficiaries in the form of cash

grants for the construction of their T-shelters. It is expected that these funds will contribute to the construction of 8,000 T-shelters targeted in the appeal. The total Movement contribution for T-shelters is 13,500 units.

After a few months of preparation, an additional 400 families received their financial grant for the construction of their T-shelters, bringing the total to 550 families. The financial transfer system to the beneficiaries suffered from inconsistent formats and procedures that were not clear to everyone. By giving additional training to financial staff, this has been solved. With staff and planning in place the shelter operation is ready to scale up.

This is the largest ever operation for the PMI West Sumatra chapter and branches. Since this organization is situated in a highly disaster prone area, emphasis is being put on capacity building. Therefore, PMI is taking the lead, supported by PNSs. In practice this approach results in a heavy focus on recruiting, and learning and training on the job.

Accountability is crucial, therefore, the Red Cross has introduced strict financial and administrative procedures, especially for the cash grant components of the program. In the beginning this caused some delays however it is now moving forward.

As a volunteer-based movement, volunteer involvement forms an essential part of programme implementation and sustainability. Managing and training a large number (up to 600) of volunteers is a challenge, although their motivation level is high.

Due to the high demand in materials, there is an inflation of prices; as much as 50 per cent in some areas. Beneficiaries are then having to search longer for the appropriate materials at the appropriate price and often have to rely more on salvaging materials from their destroyed houses.

Five months after the disaster, many beneficiaries have returned to their normal livelihoods, and have less time to work on their T-shelter or community water and sanitation activities.

The table below details the progress on T-shelters to date.

DISTRICT	DONOR	TARGET T-SHELTER	IDENTIFIED BENEFICIARIES	TRANSF. FUND	UNDER CONSTRUCTION	COMPLETE
<b>KOTA PADANG (1,875)</b>	PMI – IFRC*	1,875	-	-	-	-
<b>KOTA PARIAMAN (3,625)</b>	PMI – IFRC*	3,125	1,559	742	354	226
	PMI - Australian Red Cross	500	207	207	0	207
<b>PADANG PARIAMAN (5,000)</b>	PMI – IFRC*	3,000	1,213	230	-	-
	PMI - Spanish Red Cross	2,000	1,984	820	593	227
<b>PESISIR SELATAN (2,000)</b>	PMI - Danish Red Cross	2,000	1206	559	297	78
<b>AGAM (1,000)</b>	PMI - Swiss Red Cross	1,000	930	-	-	-
<b>TOTAL</b>		13,500	7,099	2,558	1,244	738

\*funded by the appeal

### Constraints

Challenge	Action / measurement
PMI and IFRC financial procedures. Lack of prompt decisions by the chapter board. Relation/coordination with chapter board. Inefficient internal communication between chapter board and operational management. Chapter board to be more in the driver's seat.	Close cooperation and streamlining the process, by more active cooperation between the PNSs, IFRC and PMI. Possibility of external facilitator for a workshop on how to improve coordination.

Volunteer management (recruitment, training and support) is underdeveloped within PMI West Sumatra. Commitment of volunteers is high, but social/ technical skills and experience is low, and performance expectations are not met. Volunteer availability due to labour law restrictions.	Repeatedly bring to the attention of PMI and possible input for Canadian Red Cross organizational development/ capacity building plans. High visibility activity and support of the volunteers. Explore possibility of increasing the number of volunteers.
PMI staff involvement and availability. Staff on fixed term contracts/operational staff and board members salaries/incentives, volunteers expecting financial compensation.	IFRC to pay PMI core project staff in the branches and chapter. Contribute to incentives scales.
The government permanent shelter programme will start working in some areas where PMI is active. This might influence the opinion of the communities in favour of T-core/permanent shelter.	A formal evaluation will be planned in May 2010. This is a suitable time frame because of finalization of Spanish Red Cross (2,000 T-shelters), Australian Red Cross (750 T-shelters) and Danish Red Cross (2,000 T-shelters), and the pilot programme of the government running for two months. The evaluation will focus on the appropriateness of the T-shelter support. The evaluation can potentially lead to adaptation of the T-shelter approach into one that supports construction of (more) permanent shelters.
Progress is insufficient on T-shelter construction.	The speed of the programme will be assessed during the May evaluation. Adaptations may need to be made in the number of volunteers, transport of materials, construction support, introduction of incentive systems etc. Recruitment of technical advisors to accelerate T-shelter progress, copy of IOM/CRS successful concept.
Water and sanitation, health, PSP and shelter approaches to communities differ. Shelter works with committees representing households with damaged houses. Water and sanitation works with entire village communities and/or schools.	Explore the possibility of combining the approaches. For instance, train shelter volunteers on water and sanitation, and vice versa. Combine meetings, combine outreach documents.
As prices of materials rise, beneficiaries will not be able to construct a T-shelter within the budget	This will also be part of the mid-term evaluation in May. With the addition of zinc sheeting from PMI, a buffer is being made.
Communities spend more time on their livelihood which slows T-shelter progress.	Motivate communities to complete T-shelter.
Approaching pledge reporting requirements.	Part-time reporting delegate assigned, increasing importance of timely and accurate reporting
Kuwait/Qatar Red Crescent shipment of relief goods/ storage. No detailed information available regarding time, mode of transport and quantities.	PMI-IFRC agreement for leasing warehouse facility for six months, for non-food items under PMI contract/management and IFRC funding, as transit for final replenishment of Norwegian Red Cross warehouse.
Timely planning of exit strategy/plan.	Coordination with long-term organizational development programme of Canadian Red Cross in West Sumatra.

## Health and care

<p><b>Objective:</b> A projected 10,000 families (50,000 affected people) have benefited from a variety of preventive, curative and/or referral health services, thus reducing community health risks for a quicker rehabilitation and recovery process.</p>	
Expected Results	Activities planned
<p>Disaster-related diseases and deaths in hardest hit areas are reduced, enabling community members to participate in recovery activities.</p>	<ul style="list-style-type: none"> <li>• Support PMI in establishing emergency health posts and/or mobile health clinics to serve hard-to-reach areas and meet gaps in health services.</li> <li>• Mobilize PMI first aid using helicopters and ambulance services to meet the emergency health/medical needs.</li> <li>• Provide psychological support to the traumatized population and volunteers where appropriate.</li> <li>• Coordinate/work with national/local health authorities in the delivery of health activities, and provide direct material support as needed.</li> <li>• Ensure the implementation of a common approach to volunteer mobilization, induction, support and recognition across all programmes that leads to strengthened branch volunteer base and volunteer management capacities for the future.</li> </ul>
<p>The resilience of the community is improved through better health awareness, knowledge and behaviour.</p>	<ul style="list-style-type: none"> <li>• Update/mobilize community-based volunteers on health/hygiene promotion and disease prevention according to identified priority needs.</li> <li>• Reproduce and distribute health education/information, education, communication (IEC) materials.</li> <li>• Conduct targeted health promotion/disease prevention campaigns as an integrated component in the delivery of PMI emergency response interventions (such as water, sanitation and hygiene promotion).</li> <li>• Distribute essential health supplies to reinforce health promotion/disease prevention campaigns, ex. mosquito nets.</li> <li>• Strengthen community-based health and first aid activities as soon as possible to create a sustainable community approach through training of trainers/volunteers, and involvement of community leaders and members.</li> <li>• Undertake in-depth assessments of ongoing needs in identified locations and support as appropriate.</li> <li>• Ensure the implementation of a common approach to volunteer mobilisation, induction, support and recognition across all programmes that leads to strengthened branch volunteer base and volunteer management capacities for the future.</li> </ul>
<p>Psycho-social support is provided to the target population (including school children and teachers) and PMI staff/volunteers as needed.</p>	<ul style="list-style-type: none"> <li>• Consult with communities and volunteers to determine appropriate responses – stand alone or mainstream and/or integrated into other programmes and services.</li> <li>• Develop and implement a range of psychosocial support to affected people and volunteers. Services to include updating/training of more volunteers, and community activities throughout the recovery period.</li> <li>• Develop/adopt key policies and procedures to support their provision of psychosocial support interventions taking into account beneficiaries with diverse needs (e.g. women, men, the elderly, children, families and people with disabilities).</li> <li>• Integrate psychosocial support with ongoing recovery programmes (such as within shelter programme) as well as within existing PMI programmes.</li> <li>• Ensure the implementation of a common approach to volunteer mobilisation, induction, support and recognition across all programmes that leads to strengthened branch volunteer base and volunteer management capacities for the future.</li> </ul>

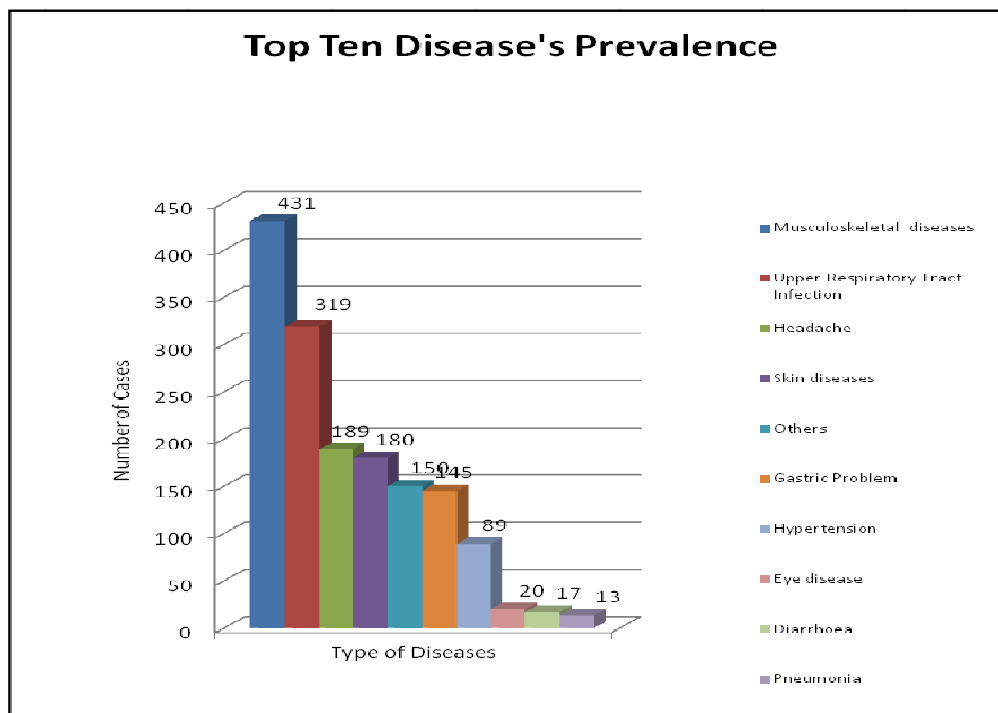
### Progress

As part of the integration between the shelter and health programmes, it was decided that the health unit would intervene in 10 locations per district as identified by the shelter programme. To date, shelter activity has not yet begun in the city of Padang, therefore, 40 villages have been identified as working areas for the health unit. Ten areas remain to be identified.

A standard operating procedure is being developed between PMI and IFRC. This will ensure smooth financial cooperation in regards to operational costs for PMI branches. The plan should be finalized in March. The overall budget plan has been revised and is being used. Branches are now preparing a budget forecast for the health unit following the mechanism established by the shelter programme.

During the reporting period, 130 volunteers were recruited for water and sanitation, health and PSP activities. Crisis intervention technicians (CIT) training was conducted for 32 PSP volunteers, six from each of the five PMI branches and two from the chapter. They are now commencing PSP activities in communities and schools. Water and sanitation, health and PSP activities are running on schedule.

Mobile health clinics continue to treat hundreds of patients each month. Musculoskeletal diseases remain the top affliction of those people examined in February. As the chart below details, there were 431 cases documented during the reporting period. Upper respiratory tract infections are also seen on a regular basis.



The PSP team visited schools and the communities of Padang Pariaman and Kota Pariaman during the reporting period, reaching a total of 254 people with their services.

### Constraints

PMI branches are submitting their budget forecasts using different formats, resulting in delays in verification. This issue will be tackled when the standard operating procedures are finalized.

## Water, sanitation and hygiene promotion

**Objective:** The risk of waterborne as well as water and sanitation-related diseases is reduced through the provision of safe water, adequate sanitation facilities, and hygiene promotion for up to 10,000 families (50,000 people) within the affected area for 12 months.

Expected results	Activities planned
Access to safe water is provided to affected populations in the targeted locations.	<ul style="list-style-type: none"> <li>Establish potable water treatment facilities.</li> <li>Set up water emergency water distribution network, including truck tankering, bladders, storage and tap stands (already on stand-by in other parts of the country).</li> <li>Deliver support to pre-earthquake water supply infrastructure with the transitional-shelter programme beneficiary households and those close to it.</li> </ul>

Appropriate sanitation facilities are provided at target evacuation centres.	<ul style="list-style-type: none"> <li>• Build sanitation facilities in emergency camps and in other locations where required.</li> <li>• Support pre-earthquake sanitation infrastructure to the transitional-shelter programme beneficiary households and those close to it.</li> </ul>
The health status of the population is sustainably improved through hygiene promotion activities.	<ul style="list-style-type: none"> <li>• Establish disease vector and safe hygiene monitoring.</li> <li>• Ensure fogging activities carried out where required in relation to both high risk areas of dengue fever and malaria.</li> <li>• Train community-based volunteers on participatory hygiene and sanitation transformation (PHAST)/International Federation water and sanitation software.</li> <li>• Conduct hygiene promotion activities within the affected population, in conjunction with sanitation according to assessments.</li> <li>• Ensure the implementation of a common approach to volunteer mobilization, induction, support and recognition across all programmes that leads to strengthened branch volunteer base and volunteer management capacities for the future.</li> </ul>

### Progress

Volunteers in four PMI branches of West Sumatra chapter (Agam, Kota Pariaman, Padang Pariaman, Pesisir Selatan) conducted a baseline survey as well as a knowledge, attitude and practice survey in local schools. The goal was to gauge teacher and student knowledge and behaviour regarding proper hygiene, and to document the current state of water and sanitation facilities.

Information gathered is now being compiled and entered into the database. This activity is expected to be finalized in March 2010. The results will serve as an indicator for PMI West Sumatra chapter and branches as to where facilities need to be improved, and where gaps in hygiene knowledge need to be addressed. While conducting the baseline survey, PMI volunteers used the opportunity to introduce themselves to school children and share key hygiene messages through pictures and small group discussions.

Preparation for commemoration of World Water Day is underway. The campaign aims to:

- Raise awareness about sustaining healthy ecosystems and human well-being by addressing increasing water quality challenges in water management.
- Raise the profile of water quality by encouraging governments, organizations, communities, and individuals around the world to proactively engage in addressing water quality e.g. in pollution prevention, clean up and restoration.

The function will be conducted in close collaboration with PMI branch Agam on 22 March 2010 where students from 10 district schools will serve as peer educators and convey messages to their neighbourhoods. Stakeholders from local government as well as community leaders are also invited to participate to ensure that this event will have a larger impact at the community level.

### Constraints

Schools have been identified in four of the five target districts. Ten target schools have not yet been identified in Kota Padang as the hygiene promotion activity goes hand-in-hand with the T-shelter programme. Until beneficiary villages are selected in Kota Padang, schools will not be selected for the implementation of the hygiene programme.

### Organizational development (Capacity development and organizational strengthening)

<b>Objective:</b> To strengthen the short- and medium-term capacities of PMI staff and volunteers at branch level to complete the operational needs and leave behind sustainable capacities for the future.	
<b>Expected results</b>	<b>Activities planned</b>
The coordinated mobilization of local spontaneous volunteers has built short medium and long term branch capacities.	<ul style="list-style-type: none"> <li>• Conduct rapid volunteer mobilization and orientation in affected areas.</li> <li>• Conduct support activities for volunteers including weekly peer support meetings to address stress and psycho-social issues.</li> <li>• Develop and maintain a volunteer database registering skills and availability.</li> </ul>

	<ul style="list-style-type: none"> <li>Implement a volunteer insurance scheme in keeping with the International Federation's global volunteer insurance scheme.</li> </ul>
Strengthened financial systems have receipted and spent locally and internally sourced donations efficiently and led to long term enhanced systems at branch level.	<ul style="list-style-type: none"> <li>Existing branch financial management and reporting systems are scaled up to efficiently report on scaled up resources.</li> <li>Management information systems are strengthened at branch level to enable effective decision making.</li> <li>Reporting systems have been developed and followed.</li> </ul>
Communications capacity at branch level will have been strengthened to increase PMI's visibility and also to undertake humanitarian diplomacy on behalf of affected communities.	<ul style="list-style-type: none"> <li>Existing branch level communications infrastructure, roles and capacities will be immediately scaled up by allocating roles and equipment to both staff and volunteers to facilitate immediate information flow.</li> <li>Key messages from affected communities will be communicated by PMI to enable enhanced support from other responding institutions.</li> </ul>

### Progress

IFRC staff and staff of PNSs engaged in bilateral agreements with PMI West Sumatra chapter are working daily with PNS staff on integrated recovery activities (T-shelter, water and sanitation, health, PSP and community outreach), advocating strong commitment, motivation and confidence while addressing responsibilities. The PMI office where all staff members are jointly accommodated in one office space facilitates the sharing of information and experiences, and allows for integrated capacity and team building.

Meetings involving staff from PMI branches, chapter, IFRC and PNSs representing the various integrated programs take place on a weekly basis. These meetings are opportunities to share experiences, perspectives, problem solve and plan next activities. In doing so a sound mechanism is put in place to gradually transfer skills, and build on increased capacity in response to the needs of the most vulnerable.

Inputs for these weekly meetings at the chapter level are provided by results of weekly meetings at respective branches where volunteers, project and branch staff discuss their operational activities, constraints and challenges. Regular meetings take place between the IFRC management staff in Padang and PMI chapter board members to identify challenges and priorities in order to facilitate sound partnership. Chapter board members are showing increased involvement.

### Constraints

The development of a trusted partnership between IFRC, PNSs and PMI West Sumatra chapter should be kept in focus. Recommendations of the organizational development consultant's report will be expected to be taken on board and serve as guidance for directing sustainable capacity now that PMI has recruited an organizational development officer, funded by Canadian Red Cross.

## Communications

**Objective:** To ensure that people affected by this emergency will be provided with opportunities to make their voices heard and will receive information to support their relief and recovery.

Expected Results	Activities Planned
Working with the host national society and in close consultation with operational and technical leadership, people impacted by this emergency are encouraged to take a lead role in programme development and delivery through provision of timely, accurate information on this disaster and services available to support their relief and recovery.	<ul style="list-style-type: none"> <li>Key audiences affected by this emergency and their common sources of and access to information are identified.</li> <li>Those sources of and access to information are prioritized and utilized to provide details on relief and recovery resources, qualification criteria, and other essential information to benefit vulnerable individuals.</li> <li>The inputs of affected populations are sought and incorporated into the planning, implementation, monitoring and evaluation of the process of this operation.</li> <li>Special focus is given to identifying and communicating with potentially marginalized groups through methods that ensure their dignity.</li> <li>A transparent reporting mechanism will be strengthened to inform all donors of what PMI activities they have assisted to build long-term donor confidence in PMI.</li> </ul>

## **Progress**

The communications and outreach unit continues to document different aspects of the operation, including relief distribution and T-shelter construction.

In collaboration with the Australian Red Cross and the media unit from the PMI West Sumatra chapter, an instructional DVD has been created to support the T-shelter programme. It is ready for dissemination to affected communities and will act as a guide for villagers constructing their own T-shelters.

In support of the video, a construction manual is also being drafted. It includes information such as criteria for eligibility to the programme and detailed instructions, together with illustrations on materials and the process of safe building. Feedback was collected from beneficiaries and the necessary changes were made. Up to 10,000 copies will be printed and distributed to households involved in the T-shelter programme, possibly towards the end of March. The handbooks also contain health, water and sanitation and psychosocial support messages as part of PMI's integrated programme.

Plans are also in the works for an SMS gateway. This proactive endeavour will allow beneficiaries to "text" a dedicated Red Cross phone number with a question or comment they may have regarding programme implementation. The "text" will then be answered by appointed Red Cross personnel. This gateway will also allow the Red Cross to alert our beneficiaries when funds are transferred to their bank for their T-shelter. A model of the SMS gateway is currently operating and being socialized to community leaders and PMI. After software and equipment is installed, the actual SMS gateway is expected to be operational in March.

An assessment was conducted in February of PMI staff/volunteers capacity in the media and outreach programme. Currently, PMI has one staff member in the media department and four volunteers. The assessment determined that the one staff member has received public relations training from PMI headquarters. The volunteers are students who do not have any experience in media and advocacy.

Media mapping was conducted in an effort to determine the best outlet for IFRC to communicate with communities. Most people get their information from the radio, followed by local newspapers and national television.

As a result of a beneficiary survey conducted in four districts outside Padang, recommendations are being made to ensure communities have access to timely and accurate information about Red Cross programming. These include a weekly radio programme that allows beneficiaries to actively take part and have their concerns addressed; purchasing space in local newspapers; initiate a community television programme that contains practical information on how people can survive and rebuild after a disaster; regular production of a newsletter by PMI about its activities; network with local authorities and encourage PMI to continue its personal approach to interacting with beneficiaries; produce information, education and communication materials that are program-specific

A preliminary radio programme was implemented; a one-hour talk show at RRI that was then relayed to five radio stations reaching an estimated 50,000 people in five areas. The talk show focused on the shelter program in West Sumatra and included guests from the government, shelter cluster and PMI West Sumatra. During the hour-long programme, ten phone calls were received.

Documentation is underway of Red Cross Red Crescent activities in the field. A professional photographer was hired and has to date worked in three districts; Padang Pariaman, Pariaman Kota, and Pesisir Selatan.

## **Constraints**

There is a technical challenge in being able to stream a radio programme to selected communities. Depending on the area, a signal may not be able to be received. This programme is being started with PMI staff/volunteers who do not have the skills necessary to fully implement it. Media training is currently being planned.

## **Logistics**

With relief distribution finished as of December 2009, logistics staff, together with the warehouse team spent the month of February rearranging those goods which remain in storage, preparing space for further expected shipments. The volume and weight of goods currently on hand were measured and the IFRC warehouse management software "LOGIC" has been updated.

The logistics coordinator also created a budget that will see the unit through the end of operations in September 2010.

There are some potential challenges worth noting, perhaps most notably the possibility that IFRC will need to support PMI with soon to be received large bilateral relief shipments from Qatar Red Crescent and Kuwait Red Crescent. PMI does not currently have enough warehouse space in Padang to house such a shipment but different options are under consideration.

### **Capacity of the National Society**

PMI has a strong and well-established capacity in emergency preparedness and response, considering the widespread and frequent occurrence of natural disasters throughout the world's largest archipelago. As well, as a direct result of the build-up in volunteers and human resource capacities following the December 2004 tsunami in Aceh province of northern Sumatra, PMI has built up a robust inter-dependence among its branches. PMI branches actively engaged in the operations include Central Java, Jambi, Lampung, Riau, Bengkulu, Aceh NAD, Jakarta and North Sumatra.

In addition, given the longer term programming of the Canadian Red Cross, Danish Red Cross, French Red Cross, German Red Cross and other partner national societies, in disaster risk reduction, the capacity of the national society has been augmented by the existence of community based action teams – core components of disaster risk reduction programming of PMI.

### **Capacity of the International Federation**

Following the 26 December 2004 tsunami that struck Aceh province and the 28 March 2005 earthquake under Nias Island, the International Federation capacity in support of PMI has expanded substantially, in terms of personnel and resources in the country. Currently, there is a strong International Federation support in country with 16 PNSs present (with approximately 112 experienced delegates and 870 national staff) and an International Federation country team comprising of 25 delegates and 201 national staff who support the PMI in their emergency and longer-term programming.

In support of the initial emergency response, the International Federation country office deployed locally-based relief, logistics, disaster management, health, telecommunications and information and reporting staff to support PMI for this operation. In addition, the Asia Pacific zone office in Kuala Lumpur reinforced the country office capacity with communications and reporting representatives, a field and assessment coordination team (FACT) relief coordinator and an experienced organizational development consultant to assist PMI to plan to generate long term capacities as an integrated aspect of the programme and within the overall exit strategies as well. The deployment of an Asia Pacific FACT member based in Kuala Lumpur supported the country office in providing much needed technical support.

## 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 the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The International Federation'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 International Federation'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.

## Contact information

For further information specifically related to this operation please contact:

- Indonesian Red Cross:
  - Ir. Budi Atmadi Adiputro, secretary general, phone: +62 217 992 325; fax: +62 217 995 188; email: [pmi@pmi.or.id](mailto:pmi@pmi.or.id)
- International Federation's Indonesia country office:
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  - Amara Bains, deputy head of country office, phone: +62811 492 423; email: [amara.bains@ifrc.org](mailto:amara.bains@ifrc.org)
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- International Federation Asia Pacific zone office, Kuala Lumpur:
  - Heikki Väättämoinen, operations coordinator, phone: +603 9207 5729, mobile: +6012 230 7895, email: [heikki.vaatamoinen@ifrc.org](mailto:heikki.vaatamoinen@ifrc.org)
  - Jagan Chapagain, deputy head of zone office, phone: +603 9207 5700, mobile: +6012 215 3765, email: [jagan.chapagain@ifrc.org](mailto:jagan.chapagain@ifrc.org)
  - Penny Elghady, resource mobilization and PMER coordinator, email: [penny.elghady@ifrc.org](mailto:penny.elghady@ifrc.org); phone: +603 9207 5775, fax: +603 2161 0670  
Please send all pledges of funding to [zonerm.asiapacific@ifrc.org](mailto:zonerm.asiapacific@ifrc.org)
  - Jeremy Francis, regional logistics coordinator, phone: +6012 298 9752, fax: +603 2168 8573, email: [jeremy.francis@ifrc.org](mailto:jeremy.francis@ifrc.org)
  - Jason Smith, zone communications manager, mobile: +6012 387 0829, email: [jason.smith@ifrc.org](mailto:jason.smith@ifrc.org);
  - Patrick Fuller, tsunami communications coordinator, phone: +603 9207 5705, mobile: +6012 230 8451, fax: +603 2161 0670, email: [patrick.fuller@ifrc.org](mailto:patrick.fuller@ifrc.org).

***[<revised emergency appeal budget and interim financial report below;  
click here to return to the title page>](#)***

## APPEAL BUDGET SUMMARY

Annex 1

Indonesia : West Sumatra Earthquakes

MDRID004

	ORIGINAL	REVISED	VARIANCE
<b><u>RELIEF NEEDS</u></b>			
Shelter	12,610,000	6,060,000	(6,550,000)
Clothing & Textiles	280,000	480,000	200,000
Water & Sanitation	222,000	799,000	577,000
Medical & First Aid	360,000	570,000	210,000
Utensils & Tools	1,498,200	-	(1,498,200)
Other Supplies & Services	280,000	300,000	20,000
<b>Total Relief Needs</b>	<b>15,250,200</b>	<b>8,209,000</b>	<b>(7,041,200)</b>
<b><u>CAPITAL EQUIPMENT</u></b>			
Computers & Telecom Equipment	150,000	150,000	-
Office/Household Furniture & Equip.	40,000	40,000	-
Other Machinery & Equipment	50,000	50,000	-
<b><u>TRANSPORT, STORAGE &amp; VEHICLES</u></b>			
Storage - Warehouse	392,500	392,500	-
Distribution & Monitoring	320,000	320,000	-
Transport & Vehicles Costs	700,000	705,000	5,000
<b><u>PERSONNEL</u></b>			
International Staff	336,000	826,000	490,000
National Staff	220,000	300,000	80,000
National Society Staff	120,000	240,000	120,000
Consultants	-	115,000	115,000
<b><u>WORKSHOPS &amp; TRAINING</u></b>			
Workshops & Training	-	42,000	42,000
<b><u>GENERAL EXPENSES</u></b>			
Travel	100,000	110,000	10,000
Information & Public Relations	60,000	70,000	10,000
Office running costs	120,000	120,000	-
Communication Costs	60,000	70,000	10,000
Professional Fees	20,000	20,000	-
Other General Expenses	-	650,000	650,000
<b><u>PROGRAMME SUPPORT</u></b>			
Programme Support - PSR (6.5% of total)	1,247,075	864,083	(382,993)
<b>Total Operational Needs</b>	<b>3,935,575</b>	<b>5,084,583</b>	<b>1,149,007</b>
<b>Total Appeal Budget (Cash &amp; Kind)</b>	<b>19,185,775</b>	<b>13,293,583</b>	<b>(5,892,193)</b>
<b>Less Available Resources</b>			
<b>Net Request</b>	<b>19,185,775</b>	<b>13,293,583</b>	

# International Federation of Red Cross and Red Crescent Societies

MDRID004 - Indonesia - West Sumatra Earthquakes

Interim Report

Selected Parameters	
Reporting Timeframe	2009/10-2010/2
Budget Timeframe	2009/10-2010/09
Appeal	MDRID004
Budget	APPEAL

All figures are in Swiss Francs (CHF)

## I. Consolidated Response to Appeal

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>A. Budget</b>	<b>12,927,807</b>				<b>365,775</b>	<b>13,293,583</b>
<b>B. Opening Balance</b>	<b>0</b>				<b>0</b>	<b>0</b>
<b>Income</b>						
<b><u>Cash contributions</u></b>						
American Red Cross	19,200					19,200
Andorra Government	15,076					15,076
Andorra Red Cross	7,449					7,449
Australian Red Cross	704,692					704,692
Australian Red Cross (from Australian Government)	553,608					553,608
British Red Cross	879,866				43,526	923,392
British Red Cross (from British Government)	36,218					36,218
British Red Cross (from DFID - British Government)	377,988				165,150	543,138
Canadian Red Cross	954,550					954,550
Canadian Red Cross (from Canadian Government)	945,991					945,991
China - Private Donors	280					280
China RC, Hong Kong branch	581,070					581,070
China RC, Macau branch	15,000					15,000
China Red Cross (from China - Private Donors)	388					388
Credit Suisse Foundation	33,236					33,236
Estonia Government	96,571					96,571
Finnish Red Cross	60,087					60,087
French Red Cross	6,264					6,264
Great Britain - Private Donors	2,863					2,863
Iran Red Crescent	70,700					70,700
Irish Government	226,449					226,449
Irish Red Cross	53,098					53,098
Japanese Red Cross	155,137					155,137
Korea Republic Red Cross (from Korea (Republic of) - Private Donors)	19,486					19,486
Monaco Red Cross	45,324					45,324
Netherlands Red Cross	44,576				59,338	103,914
Netherlands Red Cross (from Netherlands Government)	377,758					377,758
New York Office (from Kraft Foods)	46,919					46,919
New York Office (from Schering Plough)	8,689					8,689
New York Office (from United States - Private Donors)	2,239					2,239
New Zealand Red Cross (from New Zealand Government)	205,234					205,234
Norwegian Red Cross (from Norwegian Government)	346,493					346,493
Oman - Private Donors	4,024					4,024
On Line donations	17,284					17,284
OPEC Fund For Int-I Development	503,525					503,525
Spanish Red Cross	20,877					20,877
Sweden Red Cross (from Swedish Government)	725,090					725,090
Switzerland - Private Donors	850					850
United States - Private Donors	10,313					10,313
VERF/WHO Voluntary Emergency Relief	2,000					2,000
<b>C1. Cash contributions</b>	<b>8,176,460</b>				<b>268,015</b>	<b>8,444,475</b>
<b><u>Outstanding pledges (Revalued)</u></b>						
Australian Red Cross	-239,670					-239,670

# International Federation of Red Cross and Red Crescent Societies

MDRID004 - Indonesia - West Sumatra Earthquakes

Interim Report

Selected Parameters	
Reporting Timeframe	2009/10-2010/2
Budget Timeframe	2009/10-2010/09
Appeal	MDRID004
Budget	APPEAL

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Canadian Red Cross	91,678				91,678
Finnish Red Cross (from Finnish Government)	106,615				106,615
Netherlands Red Cross	146,349				146,349
<b>C2. Outstanding pledges (Revalued)</b>	<b>104,971</b>				<b>104,971</b>

## Inkind Goods & Transport

American Red Cross	304,602				304,602
Australian Red Cross	123,810				123,810
British Red Cross	376,116				376,116
China RC, Hong Kong branch	406,664				406,664
Finnish Red Cross	366,146				366,146
French Red Cross	96,364				96,364
Japanese Red Cross	783,447				783,447
Netherlands Red Cross	858,796				858,796
Spanish Red Cross	378,645				378,645
<b>C4. Inkind Goods &amp; Transport</b>	<b>3,694,590</b>				<b>3,694,590</b>

## Inkind Personnel

Other	7,440				7,440
<b>C5. Inkind Personnel</b>	<b>7,440</b>				<b>7,440</b>

## Other Income

Miscellaneous Income	-1,540				-1,540
Services	-4,442				-4,442
<b>C6. Other Income</b>	<b>-5,982</b>				<b>-5,982</b>

<b>C. Total Income = SUM(C1..C6)</b>	<b>11,977,479</b>			<b>268,015</b>	<b>12,245,493</b>
<b>D. Total Funding = B + C</b>	<b>11,977,479</b>			<b>268,015</b>	<b>12,245,493</b>
<b>Appeal Coverage</b>	<b>93%</b>			<b>73%</b>	<b>92%</b>

## II. Balance of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	0				0	<b>0</b>
<b>C. Income</b>	11,977,479				268,015	<b>12,245,493</b>
<b>E. Expenditure</b>	-5,512,764				-205,333	<b>-5,718,098</b>
<b>F. Closing Balance = (B + C + E)</b>	<b>6,464,715</b>				<b>62,681</b>	<b>6,527,396</b>

# International Federation of Red Cross and Red Crescent Societies

MDRID004 - Indonesia - West Sumatra Earthquakes

Interim Report

Selected Parameters	
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Budget Timeframe	2009/10-2010/09
Appeal	MDRID004
Budget	APPEAL

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## III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
<b>BUDGET (C)</b>	<b>12,927,807</b>					<b>365,775</b>	<b>13,293,583</b>	
<b>Supplies</b>								
Shelter - Relief	6,060,000	2,776,171					2,776,171	3,283,829
Shelter - Transitional		204,401					204,401	-204,401
Clothing & textiles	480,000	322,819					322,819	157,181
Water & Sanitation	60,000	2,355				1	2,355	57,645
Medical & First Aid	272,000							272,000
Utensils & Tools	144,000	110,914					110,914	33,086
Other Supplies & Services	655,500	315,335					315,335	340,165
<b>Total Supplies</b>	<b>7,671,500</b>	<b>3,731,994</b>				<b>1</b>	<b>3,731,995</b>	<b>3,939,505</b>
<b>Land, vehicles &amp; equipment</b>								
Land & Buildings	400,000							400,000
Vehicles		7,039					7,039	-7,039
Computers & Telecom	150,000	57,328					57,328	92,672
Office/Household Furniture & Equipm.	40,000	10,994					10,994	29,006
Others Machinery & Equipment	50,000							50,000
<b>Total Land, vehicles &amp; equipment</b>	<b>640,000</b>	<b>75,361</b>					<b>75,361</b>	<b>564,639</b>
<b>Transport &amp; Storage</b>								
Storage	160,000	27,159					27,159	132,841
Distribution & Monitoring	350,000	578,323					578,323	-228,323
Transport & Vehicle Costs	705,000	191,516				5,403	196,920	508,080
<b>Total Transport &amp; Storage</b>	<b>1,215,000</b>	<b>796,998</b>				<b>5,403</b>	<b>802,402</b>	<b>412,598</b>
<b>Personnel</b>								
International Staff	816,000	146,098				2,604	148,702	667,298
National Staff	310,000	187,386				480	187,866	122,134
National Society Staff	240,000	21,280					21,280	218,720
Consultants	365,000	41,254				54,257	95,510	269,490
<b>Total Personnel</b>	<b>1,731,000</b>	<b>396,018</b>				<b>57,341</b>	<b>453,358</b>	<b>1,277,642</b>
<b>Workshops &amp; Training</b>								
Workshops & Training	782,000	5,054					5,054	776,946
<b>Total Workshops &amp; Training</b>	<b>782,000</b>	<b>5,054</b>					<b>5,054</b>	<b>776,946</b>
<b>General Expenditure</b>								
Travel	110,000	54,169				1,353	55,522	54,478
Information & Public Relation	70,000	11,949				1,167	13,116	56,884
Office Costs	120,000	64,660				2,884	67,544	52,456
Communications	70,000	7,733				847	8,580	61,420
Professional Fees	20,000							20,000
Financial Charges		9,192					9,192	-9,192
Other General Expenses		153					153	-153
<b>Total General Expenditure</b>	<b>390,000</b>	<b>147,857</b>				<b>6,250</b>	<b>154,107</b>	<b>235,893</b>
<b>Contributions &amp; Transfers</b>								
Cash Transfers Others						120,800	120,800	-120,800
<b>Total Contributions &amp; Transfers</b>						<b>120,800</b>	<b>120,800</b>	<b>-120,800</b>
<b>Programme Support</b>								
Program Support	864,083	317,704				14,016	331,720	532,363
<b>Total Programme Support</b>	<b>864,083</b>	<b>317,704</b>				<b>14,016</b>	<b>331,720</b>	<b>532,363</b>
<b>Services</b>								
Services & Recoveries		3,489					3,489	-3,489
Shared Services						1,523	1,523	-1,523
<b>Total Services</b>		<b>3,489</b>				<b>1,523</b>	<b>5,012</b>	<b>-5,012</b>
<b>Operational Provisions</b>								

**International Federation of Red Cross and Red Crescent Societies**

MDRID004 - Indonesia - West Sumatra Earthquakes

Interim Report

Selected Parameters	
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Budget Timeframe	2009/10-2010/09
Appeal	MDRID004
Budget	APPEAL

All figures are in Swiss Francs (CHF)

**III. Budget Analysis / Breakdown of Expenditure**

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
<b>BUDGET (C)</b>		<b>12,927,807</b>				<b>365,775</b>	<b>13,293,583</b>	
Operational Provisions		38,290					38,290	-38,290
<b>Total Operational Provisions</b>		<b>38,290</b>					<b>38,290</b>	<b>-38,290</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>13,293,583</b>	<b>5,512,764</b>				<b>205,333</b>	<b>5,718,098</b>	<b>7,575,485</b>
<b>VARIANCE (C - D)</b>		<b>7,415,043</b>				<b>160,442</b>	<b>7,575,485</b>	