

Final report



International Federation
of Red Cross and Red Crescent Societies

Viet Nam: Floods

Interim final report
Emergency appeal n° MDRVN005
GLIDE n° [FF-2008-0002110-VNM](#)
23 December 2009

Period covered by this final report:
12 November 2008 to 12 September 2009

Appeal target (current): CHF 4,779,038 (USD 4.07 million or EUR 3.17 million)

Final appeal coverage: 47%;
[<Go to the attached financial report, or contact details>](#)

Appeal history:

- This emergency appeal was initially launched on 12 November 2009 for CHF 4,779,037 (USD 4.07 million or EUR 3.17 million) for 10 months to assist 70,000 households (or 293,860 beneficiaries).



Information on proper water storage practices in households was part of the training on the use and maintenance of the water storage tanks provided. (Photo: Tao Van Dang/International Federation)

Summary:

Under this operation, the objectives of this appeal were largely achieved within the given timeframe. The distribution of rice throughout the relief phase reached some 68,959 families (or 196,729 people) in nine of the provinces worst-affected by these floods. The distribution of non-food items was also completed, reaching up to 26,655 families (or 112,986 people). While the number of beneficiaries who received household kits and rice exceeded the planned number, limited funding to this appeal compelled readjustment of the activities under the water, sanitation and hygiene promotion, and livelihood components.

Under water, sanitation and hygiene promotion, selected areas of operation were narrowed to six provinces with recommendations and implementation capacity. Following the distribution of water storage tanks in six selected provinces in July/August, there was an opportunity for evaluation of the use of these tanks during a field assessment made by VNRC together supported by a member of the regional disaster response team (RDRT) during the recent Typhoon Ketsana and floods operation.

While evaluation was planned for this operation, it was not possible to do so comprehensively with limited funding. Internal evaluation, however, was carried out and lessons learnt from the operation collected to provide a base for improvement in future operations. These included areas such as communications, planning, damages and needs statistics from the field, selection of beneficiaries, logistics and warehousing of relief items.

Partners who contributed to this appeal include American Red Cross, British Red Cross, Canadian Red Cross/Canadian government, Finnish Red Cross, Japanese Red Cross, Monaco Red Cross, Netherlands

Red Cross/Netherlands government, and Swedish Red Cross/Swedish government. Contributions were also received from the Norwegian government and USAID.

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

The situation

From 30 October to 4 November 2008, constant torrential rainfall caused severe and widespread flooding in several northern and central provinces of Viet Nam. These included Bac Giang, Bac Ninh, Ha Nam, Ha Tinh, Hai Duong, Hoa Binh, Hung Yen, Lang Son, Nam Dinh, Nghe An, Ninh Binh, Phu Tho, Quang Binh, Thai Nguyen, Thanh Hoa, and Vinh Phuc. The city of Hanoi was also badly affected by floodwaters.

According to the ministry of agriculture and rural development, up to 89 people were reported killed in these floods, while some 600,000 others were critically affected by the flooding.

Damage to property and farmlands was extensive with an estimated 180,000 houses, 210,000 hectares of vegetable gardens, 30,000 hectares of rice fields and 40,000 hectares of aquaculture farms destroyed. In several villages where pig farming is the main income generating activity, farmers protected their livestock by housing the animals in their own homes to prevent them from being swept away by floodwaters. Despite these measures, however, significant numbers of agricultural livestock were lost. Government estimates indicated a total of USD28.2 million (CHF 34 million or EUR 22.3 million) was needed to compensate for the winter crop of 2008, and the spring crop of 2009.

Destruction to public utilities and infrastructure such as power supply, telecommunications and transport lines was extensive while public amenities such as health facilities and schools also sustained major damage. Losses in these areas were estimated at a massive VND 8,000 billion (USD 479 million or EUR 379 million).

This destruction of food crops and infrastructure posed a threat to food security and accessibility in the affected areas. While the lack of vegetable and rice seedlings challenged the re-establishment of income for many of the affected people, the longer-term need to address the threat of food shortage also loomed. In the Northern provinces, it was too late to plant new crops in time for food supply in February. One alternative food source was through planting maize and sweet potato to supplement the rice staple. Those affected were also concerned with obtaining seedlings for new plantation and securing rice for the lean seasons between February and April once relief food supplies were finished.

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

Immediate requests for central government support were made by 17 different flood-affected provinces for a collective 8,400 tonnes of rice, with the support of the ministry of agriculture and rural development. These supplies were to cover the worst-hit and most vulnerable communities over three months. Up to 15 tonnes of water purification tablets, 25,000 litres of disinfectant chemicals, 220 units of local standard emergency medical kits and about 1.4 million units of livestock vaccinations were also requested.

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

On 18 November, the Vietnamese central government responded to these requests by releasing 5,400 tonnes of rice, 45 tonnes of vegetable seeds, and VND 310 billion (CHF 22.4 million or USD 18.6 million) in cash for the repair of public facilities such as schools, health stations, irrigation systems, and roads in rural areas. Food assistance of up to 3,000 tonnes of rice, not presently covered by government support, was covered by the Red Cross (2,100 tonnes) and other organizations.

Other relief and response activities undertaken included the ministry of health spraying disinfectant in homes that housed families and their livestock during the floods, in order to prevent and reduce health risks.

National media also conveyed disaster preparedness messages to the general public. These included the raising of floors, stocking of food and drinking water, and building techniques for temporary underground typhoon shelters. As common practice, many homes along waterways also store their own bamboo boats under their roofs if quick evacuation is necessary.

On 19 November 2008, UNDP facilitated a meeting attended by disaster management working group (DMWG) members and the central committee for flood and storm control (CCFSC), focusing on updates of damages and needs, and ultimately requesting international assistance. The government itself extended up to USD 10.8 million (CHF 13.04 million or EUR 8.6 million) to cover the estimated USD 28.2 million (CHF 34 million or EUR 22.3 million) for recovery, while the farming community provided a further USD 5.95 million (CHF 7.17 million or EUR 4.7 million); international aid was sought to fill the USD 11.44 million (CHF 13.8 million or EUR 9.06 million) gap.

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

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

Also, on a highly positive note, VNRC chapters, such as the Hoa Binh and Son La Red Cross chapters, have reported that houses constructed under the 2007 Typhoon Lekima operations proved flood-resistant in this disaster.

At time of completion of this operation, communities in 15 central and highland provinces of Viet Nam have seriously been affected by torrential rain (from 24 to 26 September) as a consequence of tropical depression, Typhoon Ketsana (29 September), and Typhoon Mirinae (1 November). Areas affected by these disasters this year were again the Thanh Hoa, Nghe An, Ha Tinh, and Quang Binh provinces.

Coordination and partnerships

Sharing the plan of action and mapping support through the Red Cross Red Crescent Movement was a focus of the International Federation. These were shared with the central committee for flood and storm control (CCFSC), UNDP agencies and the national disaster management working group (DMWG) consisting of international non-governmental organizations working in relief activities.

Information and advocacy activities were shared at DMWG meetings to maintain a steady flow of timely and accurate information between the field, major stakeholders and donors. At regular meetings of the disaster management working group where all cases were represented by the country office, the International Federation presented the latest information on the operation to members.

The national society received technical support from the Federation country office in Hanoi and the disaster management unit in Kuala Lumpur to help clarify needs and gaps, and to convey information on new developments through regular VNRC, International Federation and partner national society monthly coordination meetings. These meetings followed a basic agenda which highlighted progress to date, and recommendations for solutions to challenges faced by VNRC's overall programmes. The Federation also hosted discussions with partner national societies, including Australian Red Cross, French Red Cross, German Red Cross and Spanish Red Cross, which supported the national society in this operation.

Through the International Federation country office in Hanoi, the VNRC also worked in close collaboration with the Southeast Asia regional office in Bangkok, and the Asia Pacific zone office in Kuala Lumpur. The global agenda goals' framework for action provided a guideline for response and emergency assessment, proving useful for needs assessment and subsequent planning and monitoring of this operation.

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

National society capacity building

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

Planning, monitoring and reporting

Overall planning was carried out at both chapter and headquarters levels. For many, especially at chapter-level, this was a first experience in learning planning techniques such as establishing timeframes for training in communes, arranging meetings for beneficiary selection, announcing beneficiaries selected, transporting rice to communes, planning distributions and facilitating all those involved in these activities.

The social work department, an implementing unit, at the national headquarters is tasked with planning and monitoring activities. However, the shortage of personnel in this department brought together support from other VNRC departments in carrying out monitoring activities in the field. Coaching and mentoring of monitoring staff at all levels helped refine skills and improve capacity across the national society. The findings and recommendations from each monitoring visit were shared with chapters and headquarters to help spread lessons learnt and good practices. Also to support implementation for instance selection of beneficiaries monitoring activities, three experienced retirees from the social work department at headquarters and chapters were recruited by the Federation country office as volunteers to increase capacity in distribution of rice, and water storage tank and fertilizer.

The adoption of an established policy to encourage better utilization of skilled human resources in disaster preparedness at chapter level would also benefit the national society.

Relief distribution

Red Cross training in rice distribution was attended by VNRC staff at all levels and members of local government, particularly commune authorities. This particular training was designed to increase the role of Red Cross branches, and make local authority leaders, who are major partners in Red Cross work, aware of the Movement's Fundamental Principles and their implication in the allocation of relief goods and selection of beneficiaries. These efforts sought to encourage adherence by all Red Cross staff and respect of the Principles by local authorities.

Topics covered in this training included assessment of damage versus needs, selection of beneficiaries, the Fundamental Principles and their implications for Red Cross activities, focusing on humanity, independence and voluntary service. Up to 1,002 Red Cross branch staff and local government representatives such as heads or deputies of local commune authorities participated and benefited from these training sessions.

In addition, a regional disaster response team (RDRT) member was seconded to the operation under a staff-on-loan agreement between International Federation's Southeast Asia regional office in Bangkok and Malaysian Red Crescent to supplement monitoring capacity to early recovery phase through distribution of water and sanitation, and fertilizer.

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

Red Cross and Red Crescent action

Overview

The VNRC was among the first humanitarian organizations to respond to the flood situation. Red Cross chapters used their own funds to provide instant noodles, clothes, rice and cash grants to those affected. Other response actions taken included:

- The provision of lifebuoy bags (also called life-vest schoolbags) to school children in areas where children go to school by boat or through flood-prone areas. These bags function as ordinary school backpacks but act as flotation devices if the child falls into the water or is in danger of drowning in deep water.
- Volunteer aid in cleaning homes and resuming agricultural activities of households affected by the floods.
- Red Cross working with local authorities in the evacuation of people from dangerous areas and provision of first aid and health care where necessary
- The training of trainers in disaster preparedness by the International Federation in Nghe An province to enhance community volunteer capacity in responding effectively in flood situations
- Provision of relief cash assistance of over VND 600 million (USD 35,000) from the national headquarters' disaster relief fund (apart from relief goods) to provincial chapters for distribution to families who had lost family members in the floods.
- VNRC provided 71 tonnes of fertilizer, 7,000 kg of rice, 565 biosand filters and 5,270 household kits to those affected in the provinces of Lang Son, Bac Giang, Nghe An, Ha Tinh and Quang Binh through bilateral support from partner national societies.

Achievements against objectives

With the support of the government and partner national societies through this emergency appeal, the Vietnamese national society has been able to achieve the objectives of this appeal and reach 17 affected provinces with relief goods and recovery services.

The distribution of **rice** throughout the relief phase was completed in March. A total of 2,100 tonnes of rice was distributed to 68,959 families (or 196,729 people) in the nine provinces of Ninh Binh, Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Vinh Phuc, Ha Noi, Hoa Binh and Ha Nam. These provinces were the worst affected among the 17 provinces hit by these floods. While there was a two-week delay in the scheduled distribution early in 2009, this was found to be propitious as it brought distribution of rice to a time when people were running low on food supplies. These rice distribution activities also helped enhance the visibility of Red Cross work done by volunteers on the ground.



While the distribution of rice was delayed according to the planned schedule, actual distribution took place at an opportune time when household food supplies were running low. (Photo: Tao Van Dang/International Federation)

Distribution of **non-food items** was complete in January. Up to 26,655 families (or 112,986 people) received non-food items through this emergency appeal. All requested items on the international mobilization table opened for this operation were covered through in-kind contributions by partner national societies, and full sets of basic household items contributed by USAID. VNRC reported the distribution of household kits (either whole or in part) to a total of 26,655 families. The distribution took a while to allow for time required for customs clearance of imported items.

Due to limited funding, **water, sanitation and hygiene promotion** activities were adjusted to cover six provinces which came up with recommendations for more support and which have sufficient Red Cross capacity to carry out further initiatives. Three volunteers, recruited by the International Federation country office, together with Red Cross branch staff, carried out revised assessments in this respect. With the aid of these reassessments and meetings with the communities, the most appropriate form of assistance deemed was water tanks for storage of clean water to supply households during the flood season. Hence the procurement of 4,200 water tanks of 500-litre capacity was made, and training on the use and maintenance of these given to household recipients. Hygiene and sanitation promotion activities were also carried out. The component was completed in July and August, whereby 4,200 households now have clean water storage tanks to see them through future typhoon and flood seasons.

In the support of **livelihoods**, a similar approach in re-assessment and community meetings was carried out to ensure suitable sustainable livelihoods. The main outcome of these trips was the decision to provide fertilizer to farmers, leading to the procurement of 385 tonnes of fertilizer for distribution in five provinces which was completed end of July 2009.

Capacity building of VNRC staff and commune leaders was done in several areas including planning, monitoring and reporting; beneficiary selection, relief distribution in both food and non-food items; and procurement of relief supplies according to International Federation standards. Up to 1,009 staff and local commune leaders participated in these training sessions. Emphasis was placed on Red Cross Red Crescent Fundamental Principles and their implications for Red Cross work in Viet Nam. It is clear that while efforts are being made by chapters and communes, it will take time to improve overall performance. Also, a longer-term policy to better utilize skilled human resources for disaster preparedness at chapter level is recommended.

Due to low coverage of the appeal, evaluation was not carried out as planned. Instead, an “in-house” evaluation was held in mid-September to review the entire management and implementation of the operation. Key findings focusing on planning, monitoring, reporting, selection of beneficiaries, logistics, organization of distribution consolidated from monitoring reports were presented by the International Federation country office to participants who included VNRC leadership, the headquarters and chapter staff engaging in the operation. The International Federation country office is looking forward to the VNRC’s ability to articulate such findings, and come up with recommendations for improvement on their own.

One highlight is the improvements in terms of timely and frequent reporting on statistics on damage and Red Cross action in the early stages of the 2009 Typhoon Ketsana operation sent by affected chapters, which helped formulate the emergency appeal for Typhoon Ketsana very rapidly.

In procurement, a two-day training session on International Federation procurement procedures and processes was given to selected staff from the VNRC’s administration, social work (the implementing unit), finance and personnel departments who have worked as the procurement team for relief operations. This session, facilitated by the regional procurement officer from the regional logistics unit in Kuala Lumpur, helped support the tender of 2,100 tonnes of rice as mentioned below.

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

Impact:

The planned distribution of rice over the relief phase was completed according the programme component. The initial plan for this distribution was to provide 70,000 people with rice relief supplies. However, a greater need was identified through field assessments, compelling the VNRC to cover more beneficiaries than initially planned. A total of 2,100 tonnes of rice was procured to meet these needs. In total, 68,959 families (or 196,729 people) in the nine provinces of Ninh Binh, Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Vinh Phuc, Ha Noi, Hoa Binh and Ha Nam were identified. These provinces were the worst affected among the 17 provinces hit by these floods. This distribution took into account family size and provided rice supplies from 30kg to 60kg of rice to each family. For many households, 30kg is enough to feed a family of three for a month.

The procurement of rice following International Federation procedures was begun in January 2009 with allocation and distribution slated for mid-February. The timing of this distribution was planned to coincide with the need for food pending the coming harvest. In the meantime, the government provided flood-affected families with 23.5kg of rice per person prior to the lunar new year in late January. In communes, distribution of rice for relief under this support was divided equally among commune members regardless of individual needs.

The distribution of rice expected to be made in mid-February was, however, delayed to early March due to the facilitation of a more community participatory approach in the selection and verification of beneficiaries. Also, one of the vessels to be used for distribution was out of service at the time of departure, and alternative means had to be sought and employed to aid this distribution.

This delay was found to be opportune, however, as it took place at a time when many people in several provinces were running low on rice prior to the next harvest in June, and despite this delay in the distribution schedule, was carried out a favourable time, filling the gap.

Province	Rice (tonnes)	No. of families	No. of people	Dates of distribution
Ninh Binh	210	6,979	23,595	16 March
Thanh Hoa	399	13,067	13,300	25 March
Nghe An	399	13,300	31,913	10 March
Ha Tinh	300	9,881	36,457	10 March
Quang Binh	120	3,724	15,442	7 March
Vinh Phuc	81	2,700	11,949	26 March
Ha Noi	300	10,000	34,676	16 March
Hoa Binh	81	2,348	9,517	16 March
Ha Nam	210	6,960	19,880	17 March
Total	2,100	68,959	196,729	

This distribution was given wide publicity by the local Vietnamese media, highlighting the criteria for beneficiary selection and Red Cross Red Crescent relief distribution standards.

Overall, rice distribution in the nine provinces has been better organized from selection of beneficiaries to organization of distribution. Feedback from provincial and commune authority leaders, for instance, the vice chairman of Ha Nam provincial people's committee, was positive regarding the monitoring of rice distribution and follow-up visits by the International Federation monitoring teams.

Challenges to this component were also common in other components under this operation (see [Lessons Learnt](#)).

Relief distributions (non-food items)

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

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

The planned distribution of non-food items is now complete. A total of 26,655 families (or 112,986 people) in 212 communes in 58 districts throughout the northern and north-central provinces received non-food items through this emergency appeal. The Federation country and zone offices supported the VNRC with technical assistance in the preparation of the distribution plans for these non-food items to help ensure a coordinated allocation of relief distribution overall.

Based on provincial Red Cross assessments, the VNRC distributed relief items according to specific needs of target families. By 15 January, some 6,500 kitchen sets, 22,000 blankets and 22,000 mosquito nets had been distributed to affected families in these 17 provinces. The number of beneficiaries reached is higher than originally planned as these non-food items were not all distributed in full sets; beneficiaries received individual items according to their specific needs, thereby spreading the distribution of individual sets across several families and increasing the number of recipients.

Distribution of non-food relief items in selected provinces (details)

Province	Blankets (unit)	Mosquito nets (unit)	Cooking sets (set)	No. of families	No. of people	Date of completion
Lang Son	1,000	1,000		1,000	3,500	15 January
Bac Giang	1,000	1,000	500	1,500	5,250	
Bac Ninh	1,000	1,000		1,000	2,500	
Ha Nam	1,500	1,500	500	3,500	12,250	
Ninh Binh	2,000	2,000	500	3,790	12,991	
Nam Dinh	1,500	1,500		3,000	7,208	
Thanh Hoa	1,000	1,000	500	1,469	7,104	
Nghe An	1,000	1,000	500	1,500	8,988	
Ha Tinh	1,000	1,000	500	1,117	3,919	
Quang Binh	1,000	1,000		1,000	3,500	
Vinh Phuc	1,000	1,000	500	1,075	4,357	
Phu Tho	1,000	1,000	500	1,180	4,130	
Ha Noi	2,997	3,000	997		8,210	
Thai Nguyen	1,000	1,000	500	1,756	6,239	
Hung Yen	1,500	1,500	500		5,639	
Hai Duong	1,500	1,500	500		2,852	
Hoa Binh	1,000	1,000		1,778	6,223	
Total	21,997	22,000	6,497	24,655	104,851	

The kitchen sets and blankets were shipped from the regional warehouse of the regional logistics unit based in Kuala Lumpur, while the mosquito nets were locally procured from the supplier under the Framework Agreement, based in Viet Nam. While not all the items in the kitchen sets conformed to Vietnamese tradition, they were nevertheless appreciated by the beneficiaries for their utility and quality.

Distribution of the 2,000 household kits in December 2008, procured through financial support from USAID was made in full sets to 2,000 families (some 8,135 people) in the four provinces of Vinh Phuc, Ha Nam, Ha Noi and Ninh Binh. In Ha Noi and Ninh Binh, this was the second round of assistance from VNRC to those affected; in the early stages of the floods, food items such as instant noodles and rice were distributed in these areas. In Ninh Binh province's Tan Son commune, the only assistance received since the floods hit was provided by the Red Cross.

Distribution of household kits (full sets)

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

Overall, the distribution of non-food items took longer than planned. The main reason for this was the time taken in communicating between the different Red Cross levels, and allocating adequate time for the individual Red Cross chapters to consolidate beneficiary lists submitted by the communes. Time was also required for customs clearance of imported items.

Water, sanitation and hygiene promotion

Objective: By end of September 2009, 12,100 families (50,800 people) with no available means to rebuild their water and sanitation facilities are provided with appropriate water and sanitation facilities

Expected results	Activities planned
By end of September 2009, 12,100 families (50,800 people) will be provided with appropriate water and sanitation facilities.	<ul style="list-style-type: none"> • Identification of beneficiaries with destroyed/damaged water and sanitation facilities, through strong community participation • Community meeting to discuss design and materials to be used • Training of Red Cross staff and volunteers on monitoring and evaluation following the agreed model and standards • Education and awareness-raising of hygiene and sanitation (water treatment and maintenance) for local people • Monitoring and evaluation

The activities for water and sanitation were focused on early recovery. However, as this appeal achieved less than 50 per cent coverage, support for these activities was adjusted to cover six of the provinces: Ha Nam, Ha Tinh, Ninh Binh, Nghe An, Quang Binh and Thanh Hoa. These provinces were selected due to their Red Cross chapters being in a position to better address needs for further assistance as well as their propensity for being struck by floods every year. Additional assessments were also carried out in order to consider the most appropriate form of assistance based on available resources.

In order to help strengthen the capacity of the VNRC in doing these re-assessments, the Federation country office recruited three volunteers who had retired from the VNRC, to carry out re-assessments on water, sanitation and livelihood needs in the provinces. These new assessments sought to further prioritize beneficiaries in most need of support, due to the decrease in available funding.

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



Families installing water storage tanks in their housing compounds: Each household received training for the use and maintenance of these tanks, and took the responsibility for installing their own family tank.
(Photo: Tao Van Dang/International Federation)

Between April and May, the volunteers, facilitated by commune Red Cross staff, organized commune meetings in order to discuss and determine beneficiaries for this initiative, a task which is normally done by the commune Red Cross staff and representatives of local authorities and other organizations. Preliminary lists of beneficiaries were made after each meeting. While this practice of communal discussion on beneficiary selection has been accepted and is practiced in some provincial chapters, there still remain others which are taking time to do so.

The outcome of these re-assessment and community meetings determined the most appropriate assistance for households was the supply of rainwater tanks which could be used to ensure safe water storage and supply for households throughout the year, including in times of flooding.

Subsequently, the procurement of 4,200 water tanks was made in June for distribution in July and August. The quality of these tanks also conforms to Viet Nam national quality assurance standards. Each household was provided with one 500-litre water tank and accessories, and household members themselves undertook installation of these tanks. Training on the use and maintenance of these tanks was given to these households.

Distribution of water storage tank

Province	Water storage tank (500-litre)	No. of families	No. of people	Dates of completion
Ninh Binh	500	500	2,095	17 July
Thanh Hoa	1,000	1,000	4,032	14 August
Nghe An	1,100	1,100	4,400	28 August
Ha Tinh	500	500	2,250	10 September
Quang Binh	600	600	2,446	29 August
Ha Nam	500	500	2,032	17 July
Total	4,200	4,200	17,255	

Due to the limited funding, sanitation activities were not addressed. However, hygiene and sanitation promotion activities were carried out in July and August in all the communes that received water tanks.

A field visit on 15-25 October was made to the provinces of Ha Tinh, Nghe An, Thanh Hoa, and Quang Binh by a member of Southeast Asia regional disaster response team (RDRT) to monitor the progress of the current 2009 Typhoon Ketsana and floods operations in these provinces. This provided an opportunity for an evaluation of the water tanks provided under the 2008 floods operation. The assistance in these provinces showed positive results, and beneficiaries visited and who were already using the tanks gave positive comments. However, in some of the communes in Nghe An and Quang Binh, a number of beneficiaries commented that they were still not using the tanks provided due to:

- Their inability to install the tank and limited assistance from VNRC
- Being unclear and not fully understanding how to install the tank inlets

Learning from this experience, the International Federation will discuss these findings with VNRC to seek improvements in water and sanitation assistance planned for the 2009 floods and typhoons operation currently being undertaken.

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

The communities and villages affected by the floods quickly adapted their daily living and income generation activities. In many areas, communities planted potatoes to supplement their daily subsistence and took jobs as construction workers, dockhands or household help. In Hanoi and the surrounding areas, community members took the initiative to plant flowers and quick-growing vegetables to capture the market, following price increases in the wake of the disaster. However, the prices of these commodities plunged, adversely affecting these communities in terms of labour and production costs and proved a setback in their efforts.

The approach in the livelihood component was similar to that of water, sanitation and hygiene promotion. Given the lack of funding as well as the consideration of individual capacity of chapters to implement such initiatives, provinces selected to implement this activity were among the five provinces of Ha Nam, Ninh Binh, Nghe An, Quang Binh and Thanh Hoa.

Re-assessment was carried out by the volunteers recruited by the International Federation. The outcomes of these field trips highlighted the livelihood needs in the rearing of buffalo and pigs, farming of shrimp and the availability of fertilizer for crops. With potential challenges such as foot and mouth disease in animals in Nghe An province, and a case of H5N1 infection in Thanh Hoa province, the distribution of fertilizer was touted as the most feasible option under this appeal. This also served to help farmers who were planting their new crops at the time. Based on this, the VNRC provided each beneficiary family with 7 kg of fertilizer per 360m² to 500m² of farmland. The procurement of 385 tonnes of fertilizer was made in June to facilitate distribution in July.

Distribution of fertilizer

Province	Fertilizer (kg)	No. of families	No. of people	Dates of completion
Ninh Binh	55,000	2,595	8,823	18 July
Thanh Hoa	110,000	3,896	16,500	24 July
Nghe An	110,000	1,903	4,800	28 July
Quang Binh	55,000	3,986	16,082	18 July
Ha Nam	55,000	1,309	4,300	17 July
Total	385,000	13,689	50,505	

The distribution of fertilizer took place at an opportune time wherein villagers were scheduled to fertilize their crops of rice, sweet potato and/or maize. Beneficiaries expressed satisfaction that they could then use the money meant for the purchase of fertilizer to cover other expenses such as their children's schooling expenses or medical supplies for their family members.

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

As previously mentioned, training on overall planning, monitoring and reporting was carried out at chapter and headquarters levels, introducing basic tools in the planning process such as determining time frames; arranging meetings for beneficiary selection; and transporting, planning and facilitating distribution. These activities were overseen by the social work department of the VNRC headquarters and assisted by other departments given the shortage of hands in implementing these activities adequately.

Hands-on experience gained by the country office from previous monitoring visits was shared with the participants during these training sessions. Chapter participants have undertaken training of district and commune Red Cross members and local government leaders. Feedback from chapters indicates that there is a challenge in following guidelines towards achieving professional quality and efficiency in relief operations. Efforts have been made by chapters but it will take time to see significant outcomes and overall better performance. Also, while capacity was enhanced by bringing in the three previous employees of VNRC to help in the monitoring activities, a firmer longer-term policy in better utilizing skilled human resources in disaster preparedness at chapter level is needed.

Several other initiatives were also carried out to enhance the capacity of VNRC and proved useful in improving service delivery of the national society in activities linked directly to this operation:

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

In total, up to 1,009 VNRC staff and local commune leaders were provided training under this operation.

Professional relief distribution

Provincial VNRC chapters play a pivotal role in the implementation of emergency relief and response. Recent relief operations have emphasized the need for ongoing support and guidance to the chapters to further enhance VNRC training and monitoring in relief distribution to better achieve Federation standards.

Training in relief distribution using professional standards was held before actual distribution of household kits and rice was carried out. This ranged from the selection of beneficiaries up to the point of delivery of relief items. Those who attended included VNRC chapter leaders from selected beneficiary provinces, VNRC social work department staff and other departments at the national headquarters engaged in implementing this activity. This training was also designed to increase and strengthen partnerships between the national society headquarters and branches, and with local authority leaders.

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

Procurement of relief supplies

Support was given by the International Federation through the regional logistics unit in Kuala Lumpur whereby a regional procurement officer conducted a two-day training session on Federation procurement procedures and processes for VNRC staff at national headquarters.

Staff members who attended were from the social work department (who implement this activity), administration, finance and personnel departments who currently work as the procurement team for VNRC relief operations. Discussions in this two-day session included review of the current procurement process of the national society. This training session also supported the tendering of procuring 2,100 tonnes of rice (which was successful and purchased at highly competitive rates), and benefitted 68,959 families (or 196,729 people) altogether. Technical support and other related training continued over the course of the operation.

Lessons learnt

This operation saw improvement over the course of its implementation. Experiences and lessons learnt were drawn up at end of each component allowing for improvement in activities that followed. In addition, the operation personnel had the advantage of working with a national society where Red Cross personnel were present at all levels: headquarters; provincial (Red Cross chapter); district Red Cross; and commune Red Cross. However, in some cases, there was a high turnover of human resources at local levels and a lack of suitable and sufficient support from the headquarters and chapter to new district and commune Red Cross personnel. This resulted in areas for improvement that need to be addressed by the national society in the future. These included:

- **Communication:** Communications between the headquarters and Red Cross chapters needs strengthening to create frequent and supportive two-way communication. The Red Cross at local levels will need to be encouraged to give feedback on guidelines and instructions from the headquarters to ensure that the instructions are realistic at community level and are respected.
- **Planning:** Further technical support will be needed for Red Cross commune personnel in order to help them gauge reasonable timelines for each activity within the community. In some communes, the distribution of relief items from other resources was combined with that of the Red Cross; or the distribution of Red Cross relief items were held on the same day as other events taking place in the same location which made the distribution point very crowded.
- **Damage and needs statistics:** There were Red Cross chapters with difficulty in retrieving data on damage and needs which required detailed statistics on commune members or families. In these cases, reports available were for chapter or district levels only. Therefore, in relief operations supported through VNRC, the allocation of relief goods to a specific affected area was based first on amount of the goods, followed by other criteria such as the degree of damage, percentage of families suffering certain poverty levels, and the amount of the same items already delivered by other organizations.

To overcome this situation, with regard to early recovery assistance such as water and sanitation, and livelihoods, the International Federation recruited volunteers to carry out re-assessment in order to come up with the most appropriate means of support.

- **Selection of beneficiaries:** There were guidelines on criteria for the selection of beneficiaries as well as on the selection process itself. While the set criteria is clear, Red Cross commune staff still need comprehensive training in order to gain a real understanding of how these are applied in reality in order to lessen influence from local authorities who, in many cases, had the final say in the list of final beneficiaries.

One solution was to invite the heads of commune people's committees to Red Cross training on the selection of beneficiaries to raise awareness on the Red Cross Red Crescent Movement Fundamental Principles. Also, the International Federation's volunteers facilitated community meetings whereby hamlet representatives met together as a group to select beneficiaries. While this

method was embraced by chapters, there were provinces which will need time to accept this approach.

- **Logistics/warehousing:** For items not in VNRC's stock such as rice, water storage tanks and fertilizer, the operations faced some challenges in coordinating the delivery of relief items to local warehouses and setting up a distribution plan. In provinces where local warehouses were unavailable, VNRC transported goods directly to warehouses at distribution points. These were normally warehouses in the people's commune compound, and often, distribution took place on the same day of delivery without sufficient time to arrange and prepare for quality distribution.

These key findings have been presented to the VNRC leadership and Red Cross chapter representatives for improvement in future operations.

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

How we work

All International Federation assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations \(NGOs\) in Disaster Relief](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

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

Global Agenda Goals:

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

Contact information

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International Federation of Red Cross and Red Crescent Societies

MDRVN005 - Vietnam - Floods

Final Financial Report

Selected Parameters	
Reporting Timeframe	2008/11-2009/12
Budget Timeframe	2008/11-2009/10
Appeal	MDRVN005
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
A. Budget	4,779,038					4,779,038
B. Opening Balance	0					0
Income						
<u>Cash contributions</u>						
<i>American Red Cross</i>	61,170					61,170
<i>British Red Cross</i>	37,569					37,569
<i>Canadian Red Cross</i>	20,803					20,803
<i>Canadian Red Cross (from Canadian Government)</i>	187,269					187,269
<i>Finnish Red Cross</i>	77,030					77,030
<i>Japanese Red Cross</i>	7,466					7,466
<i>Monaco Red Cross</i>	14,808					14,808
<i>Netherlands Red Cross</i>	8,408					8,408
<i>Netherlands Red Cross (from Netherlands Government)</i>	155,588					155,588
<i>Norwegian Government</i>	854,409					854,409
<i>On Line donations</i>	72					72
<i>Sweden Red Cross (from Swedish Government)</i>	422,910					422,910
<i>USAID</i>	50,434					50,434
C1. Cash contributions	1,897,936					1,897,936
<u>Inkind Goods & Transport</u>						
<i>British Red Cross</i>	90,836					90,836
<i>Japanese Red Cross</i>	116,454					116,454
<i>Netherlands Red Cross</i>	132,800					132,800
C3. Inkind Goods & Transport	340,090					340,090
C. Total Income = SUM(C1..C5)	2,238,026					2,238,026
D. Total Funding = B + C	2,238,026					2,238,026
Appeal Coverage	47%					47%

II. Balance of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	2,238,026					2,238,026
E. Expenditure	-2,238,026					-2,238,026
F. Closing Balance = (B + C + E)	0					0

International Federation of Red Cross and Red Crescent Societies

MDRVN005 - Vietnam - Floods

Final Financial Report

Selected Parameters	
Reporting Timeframe	2008/11-2009/12
Budget Timeframe	2008/11-2009/10
Appeal	MDRVN005
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		4,779,038					4,779,038	
Supplies								
Clothing & textiles	135,000	205,944				205,944	-70,944	
Food	1,274,400	1,009,415				1,009,415	264,985	
Seeds,Plants	1,510,000	171,386				171,386	1,338,614	
Water & Sanitation	847,000	258,309				258,309	588,691	
Utensils & Tools	230,000	181,096				181,096	48,904	
Total Supplies	3,996,400	1,826,151				1,826,151	2,170,249	
Land, vehicles & equipment								
Office/Household Furniture & Equipm.		514				514	-514	
Total Land, vehicles & equipment		514				514	-514	
Transport & Storage								
Storage	15,000	11,955				11,955	3,045	
Distribution & Monitoring	89,000	66,017				66,017	22,983	
Transport & Vehicle Costs	30,000	11,411				11,411	18,589	
Total Transport & Storage	134,000	89,383				89,383	44,617	
Personnel								
International Staff	30,000	6,191				6,191	23,809	
National Staff	30,000	43,311				43,311	-13,311	
National Society Staff	30,000	44,644				44,644	-14,644	
Consultants	20,000						20,000	
Total Personnel	110,000	94,145				94,145	15,855	
Workshops & Training								
Workshops & Training	43,000	41,223				41,223	1,777	
Total Workshops & Training	43,000	41,223				41,223	1,777	
General Expenditure								
Travel	55,000	3,976				3,976	51,024	
Information & Public Relation	25,000	22,608				22,608	2,392	
Office Costs	45,000	3,692				3,692	41,308	
Communications	20,000	5,345				5,345	14,655	
Professional Fees	25,000						25,000	
Financial Charges	5,000	-108				-108	5,108	
Other General Expenses	10,000	4,419				4,419	5,581	
Total General Expenditure	185,000	39,932				39,932	145,068	
Programme Support								
Program Support	310,637	146,571				146,571	164,067	
Total Programme Support	310,637	146,571				146,571	164,067	
Services								
Services & Recoveries		107				107	-107	
Total Services		107				107	-107	
TOTAL EXPENDITURE (D)	4,779,038	2,238,026				2,238,026	2,541,012	
VARIANCE (C - D)		2,541,012				2,541,012		