

DREF operation final report



International Federation
of Red Cross and Red Crescent Societies

Morocco: Floods in Agadir

DREF operation n° MDRMA002
GLIDE n° 2009-000265-MAR
18 August 2010

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

Summary: CHF 75,652 (USD 72,710 or EUR 56,750) was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) on 6 January 2010 to support the Moroccan Red Crescent Society (Moroccan RC) in delivering assistance to some 1,875 beneficiaries.

The Moroccan RC, with the support of the International Federation, responded to the floods that affected three of the 12 districts of the surrounding Agadir province in the end of December 2009. In close collaboration with the local authorities, 1,875 beneficiaries (375 families) were selected and assisted through distribution of food and hygiene items during the emergency phase and were provided with psycho-social support and awareness campaigns during the rehabilitation phase. This final report gives the complete details of the activities undertaken with the allocation received from DREF.



Promotional events and entertainment for children were provided by Moroccan RC staff and volunteers in the camps.
Moroccan RC.

The small remaining balance of CHF 99 will be reimbursed to the DREF.

DG ECHO contributed EUR 30,000 (CHF 44,450) and Canadian government contributed CAD 15,000 (CHF 14,871) to the DREF in replenishment of the allocation made for this operation. The major donors to the DREF are the Irish, Italian, Netherlands and Norwegian governments and ECHO. Details of all donors can be found on <http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>

[<click here for the final financial report, or here to view contact details>](#)

The situation

On 24 December 2009, heavy rains affected the region of Sous Massa Draa (Agadir) of Morocco, sweeping away homes, knocking out power lines and cutting roads. Torrential rains which caused flooding claimed five lives, left 20 injured and hundreds displaced in the provinces of Agadir, Ida Outanat and Inazgan. Bensargaou, Aghroud, Hay Mohammadi, Sharaf, Najah have also been severely affected. Residents of these neighborhoods have suffered to reach their workplace or schools.

The floods lead to important disruptions in the city. The municipal and provincial emergency services, and public and private services made dozens of interventions to restore power, to unclog drains and provide the

necessary disaster relief assistance. The administrative services of the Agadir district were responsible to ensure the prevention measures like temporary closing of schools.

Following the floods, cold waves also affected several regions in Morocco with a drop in temperature due to the arrival of a mass polar air over Europe. The snowfall ranged between 14 and 35 cm in the town of Ait Haddou Youssef, 14 to 20 cm in Lalla Aziza, 10 cm at the joint Adassil and 12 cm at the joint Imindounit according to the statistics provided by the provincial authorities. The snowfall also caused damage to dozens of schools in several municipalities. The roofs collapsed and several roads were closed.

Many other regions have been affected, thus causing further disaster in the region of Ghrab particularly in the provinces of Sidi Slimane and Sidi Kacem. The number of homeless families identified in the region was nearly 1,500. Most of them had to be settled in temporary camps at public facilities such as schools and gyms.

The situation in the affected regions returned to normal after a few weeks. The drinking water distribution system, sanitary sewers, the power grid, the gas as well damaged roads were repaired by different services.

Red Cross and Red Crescent action

The Moroccan RC, through its branches and volunteers, assessed the needs and from the very first hours of the disaster was present on the sites and supported the people affected. The National Society mobilised resources and relief items for 500 families.

In Agadir and its provinces the Moroccan RC, in collaboration with the local authorities, health services, and armed forces, played a large role in disaster relief. The National Society was part of the crisis cell set up by the Ministry of Interior and coordinated all its activities with representatives of various stakeholders. The National Society teams were mainly involved in assessment, relief, delivery of food and non-food items (NFIs) and or psycho-social support.

Moroccan RC also conducted an operation in the region of Kenitra Ghrab through mobilising volunteers from several other regions and assessing the needs in close collaboration with the local authorities to increase coordination and effectiveness of aid delivery. In addition to the support provided by the authorities and the Moroccan RC in temporary shelters, health awareness campaigns were conducted in 11 districts that were threatened the most by the cold wave.

The North Africa regional representation was immediately informed and maintained continuous contact with the National Society through its secretary general and disaster management coordinator. The National Society and the regional representation agreed on the support needed and requested a DREF allocation of CHF 75,652 (USD 72,710 or EUR 56,750).

A monitoring visit was discussed and planned with the ECHO regional representative but did not materialise due to the heavy agenda of both parties. The mission was postponed to a later stage and aims to brief ECHO on the resources and capacities of the Moroccan RC as well as introduce other disaster management stakeholders and National Society partners to the ECHO representative.

Achievements against outcomes

Relief distributions (food and basic non-food items)

Objective: Food and non-food relief items are distributed to the 375 families from Moroccan RC central and regional warehouses and non-food items are procured to refurbish the National Society's relief stocks.

Activities planned:

- Conduct emergency needs and capacity assessments.
- Develop beneficiary targeting strategy and registration system to deliver intended assistance.
- Procure and distribute relief supplies.
- Refurbish National Society stocks that were distributed by Moroccan RC volunteers.
- Monitor and evaluate the relief activities and provide reporting on relief distributions.

The intervention teams of Moroccan RC conducted several assessments in the affected areas to identify the needs of the affected population. The results of the evaluations have been shared and discussed with the authorities at the crisis centres.

The procurement of relief items was made by the purchasing department of the Moroccan RC according to the rules and procedures of the International Federation except for the hygiene kits which were ordered and procured by the regional representation through a Spain based company specialised in humanitarian assistance. The distribution to the people affected in the Agadir region took place in two phases. Two weeks later, the Moroccan RC conducted the same process to meet the needs of the people affected in the Gharb region particularly in the provinces of Sidi Kacem and Sidi Slimane.

The distributions have been as follows:

Relief items	Quantity
Blankets	1000
Matresses	200
Tents	50
Hygiene kits	50
Kitchen sets	50

The two camps, "Kenitra 1" and "Kenitra 2", with the capacities of 360 and 131 families respectively were set up with an emergency cell composed of 20 volunteers and staff mobilised to provide care, distribute food and water, and provide hygiene education and sanitary control with representatives of the Ministry of Health. Promotional events and entertainment for children were also provided by the staff and volunteers in both camps.

The regional community based programme coordinator paid a field monitoring visit with the Moroccan RC disaster management coordinator to review the progress and the implementation of the approved plan of action. A disaster management workshop was also conducted with the teams and volunteers involved in the operation.

Capacity Building and Public Awareness

Objective: The health risks of the disaster on the affected population are reduced through the provision of disaster risk reduction awareness sessions at community level in twelve districts of the Agadir region.

Activities planned

- Conduct floods awareness workshops for Moroccan RC Agadir regional and local branches.
- Print awareness materials for community sensitization.

Awareness campaigns on the risks of the floods were organised for the population of the five affected regions in line with the distribution. In addition, the Moroccan RC volunteers distributed 30,000 leaflets designed and printed for the awareness campaigns.



Awareness materials and leaflets on floods were printed and distributed to families. **International Federation.**

The floods leaflet had to be revised in line with the comments from the previous awareness campaign. The revised leaflet was presented to the national disaster management/disaster risk reduction platform including the Ministries of Environment, Interior and Health, the World Bank, Swiss Agency for Development and cooperation, and Spanish Governmental Aid Agency. It has received positive feedback.

Other activities

Upon request of local authorities, the Moroccan RC provincial committee set up a permanent emergency relief cell operating 24 hours a day within the camps to provide psycho-social support to the flood affected population. The activities included:

- Animation for children
- Awareness sessions for adults on hygiene and cleanliness
- Involvement of the affected population in cleaning the camps
- Distribution of food aid and used clothing
- Campaign for screening eye-related illnesses

The psycho-social support and disaster risk reduction programmes were highly praised by the population and by the authorities. They were perceived as essential programmes in these situations of distress and highlighted the added value of the Moroccan RC. The presence and role of the volunteers within the communities was deeply appreciated and helped in the identification of people's needs.

Lessons learned:

The success of the operation was the readiness of the National Society to intervene immediately after the disaster. This prompt response and delivery of aid was made possible in line with the preparedness programme of the Moroccan RC. Large relief stocks were propositioned thanks to the Institutional Development of West African Red Cross and Red Crescent Societies (IDWARC) programme of the International Federation/Spanish Red Cross/Spanish Agency for Development and Cooperation and Spanish Government and the stocks procured with the contribution of Qatar Red Crescent.

Other lessons learned include the following:

- The visibility and recognition of the National Society's role in the civil society increased. This operation reinforced the role of the Moroccan RC as an auxiliary to the government.
- The necessity to understand the consequences of climate change and to develop/strengthen Moroccan RC's disaster risk reduction programme (vulnerability and capacity assessment, public awareness programmes) was underlined.
- The dedication and motivation of Moroccan RC volunteers increased. The enthusiasm and commitment of Red Crescent volunteers were much appreciated by the beneficiaries of affected communities, as well as the local authorities.
- Good cooperation was noted between Moroccan RC and local authorities.

How we work

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

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

The IFRC's work is guided by [Strategy 2020](#) which puts forward three strategic aims:

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:

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

International Federation of Red Cross and Red Crescent Societies

MDRMA002 - Morocco - Flash Floods

Final Financial Report

Selected Parameters	
Reporting Timeframe	2010/01-2010/03
Budget Timeframe	2010/01-2010/06
Appeal	MDRMA002
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	75,652					75,652
B. Opening Balance	0					0
Income						
<u>Other Income</u>						
<i>Voluntary Income</i>	75,652					75,652
C6. Other Income	75,652					75,652
C. Total Income = SUM(C1..C6)	75,652					75,652
D. Total Funding = B + C	75,652					75,652
Appeal Coverage	100%					100%

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	75,652					75,652
E. Expenditure	-75,553					-75,553
F. Closing Balance = (B + C + E)	99					99

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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
BUDGET (C)		75,652					75,652	
Supplies								
Clothing & textiles	37,500	34,922				34,922	2,578	
Food	7,454	18,649				18,649	-11,195	
Utensils & Tools	1,400						1,400	
Total Supplies	46,354	53,570				53,570	-7,216	
Transport & Storage								
Distribution & Monitoring		522				522	-522	
Transport & Vehicle Costs	650	1,328				1,328	-678	
Total Transport & Storage	650	1,850				1,850	-1,200	
Personnel								
National Society Staff	2,730	5,889				5,889	-3,159	
Total Personnel	2,730	5,889				5,889	-3,159	
Workshops & Training								
Workshops & Training	13,000	4,771				4,771	8,229	
Total Workshops & Training	13,000	4,771				4,771	8,229	
General Expenditure								
Information & Public Relation	5,000	4,708				4,708	292	
Office Costs	2,500	587				587	1,913	
Communications	300	514				514	-214	
Financial Charges	201	-949				-949	1,149	
Total General Expenditure	8,001	4,861				4,861	3,140	
Programme Support								
Program Support	4,917	4,611				4,611	306	
Total Programme Support	4,917	4,611				4,611	306	
TOTAL EXPENDITURE (D)	75,652	75,553				75,553	99	
VARIANCE (C - D)		99					99	