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DREF final report

Uganda: Political Disturbances - Civil Unrest

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRUG020
GLIDE n° OT-2011-000044-UGA
28 October 2011

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 99,880 was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) to support the Uganda Red Cross Society (URCS) in delivering immediate assistance to 1,500 people affected by riots in Uganda.

Uganda Red Cross Society staff and volunteers delivered assistance during a "walk to work" protest campaign organized by opposition politicians against escalating food and fuel prices that had resulted in riots in urban centres across the country. During the five weeks of protest, URCS responded to 498 reported violent incidents, referred 306 people to hospital for further treatment and dealt with 11 deaths. Those assisted were affected by injuries/wounds caused by beatings, stampedes and confrontation with security agencies, tear gas, live gunshot wounds and rubber bullets. URCS provided First Aid services, psychosocial support to people affected by violence and tracing services. In addition, the National Society gathered and disseminated information while providing daily updates on the number and types of incidents responded to.



URCS volunteers in Wakiso District rescuing a baby from tear gas during the walk to work riots. Source: Uganda RCS

This DREF has received 69% replenishment. On behalf of the Uganda Red Cross Society, the IFRC East Africa Regional Representation takes this opportunity to thank Red Cross societies of the Netherlands (CHF 44,281) and Belgium (CHF 25,000) for their continued support.

Details of all contributions to the DREF for 2010 can be found on:
http://www.ifrc.org/docs/appeals/Active/MAA00010_2010.pdf and for 2011 on:
http://www.ifrc.org/docs/appeals/Active/MAA00010_2011.pdf

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

The situation

Spontaneous riots broke out in various parts of Uganda on 11 April 2011 following the opposition parties' calls for massive protests against the government's perceived lack of sensitivity to increasing prices of food and fuel products. This resulted in the arrest of various opposition politicians and the indiscriminate use of tear gas, rubber bullets and in some instances live bullets that resulted in death and injuries to hundreds of people.

The riots deteriorated into running battles between the police, army and opposition leaders, their supporters and youth affecting mainly the capital city of Kampala, and the urban centers of Gulu, Mbale, Jinja, Masaka and scores of other smaller towns.

On 28 April 2011, the leader of the main opposition party was arrested by a combination of security forces. This further fuelled the already volatile situation in the country. Further riots broke out that led to many people being injured, leading to the degeneration of the situation that followed in the subsequent days.

Since the capacity to provide the needed ambulance and First Aid services to the multitude of peoples was over stretched, URCS, applied for additional support to continue providing the much needed assistance to the people injured and/or otherwise affected by the riots.

Coordination and partnerships

The nature of the emergency and the security risks involved means that few actors were involved in the response to the humanitarian needs of the people affected by the riots. There existed no formal forum for coordination with stakeholders as this was viewed as a political issue and to some extent some security officials were suspicious of any agency/organization that was involved. URCS, through the volunteer network, was the only agency responding to evacuate affected people especially those injured during the riots. Being seen as neutral, URCS ambulances had unlimited access to the affected people and provided First Aid as well as referral services.

The overall coordination of the humanitarian services however remained with the Office of the Prime Minister (OPM). URCS coordinated with the OPM and provided situation information to them and other agencies. In addition, coordination with the police, as the main government arm responding to the riots, ensured access to the affected people and the safety of volunteers. URCS was in touch with the police in different forums through a senior police commissioner as focal point to coordinate exchange of response information.

Coordination was also ensured with ICRC, which supported the operation, as well as with in-country PNSs to ensure coordinated information flow to all RC/RC partners.

Red Cross and Red Crescent action

During the 2 months of the operation, URCS volunteers and staff were involved in providing First Aid and ambulance services to the people affected and/or injured during the riots. A total of 498 people were attended to through the provision of First Aid. Injuries were due to bullet wounds, fractures, bruises as well as respiratory symptoms as a result of inhaling tear gas, shock, fainting etc. A total of 306 cases were referred to the hospitals for further medical attention. In total, 11 people were killed during this period. The National Society mobilized Red Cross Action Teams (RCATs) in all branches on stand-by to respond to any emergencies that arose in their respective areas of jurisdiction.

Achievements against outcomes

First Aid and Ambulance Services

Outcome: To provide emergency fist aid treatment to members of the community who sustained injuries as a result of the riots/civil unrest.	
Outputs (expected results)	Activities planned:
<ul style="list-style-type: none"> Capacity to procure and utilize Fist Aid and ambulance supplies. Capacity to procure and utilize personal protective gear in order to safeguard staff and volunteers from contamination. 	<ul style="list-style-type: none"> Deploy and facilitate 20 first aid volunteers in fifteen branches. Procure and Provide first aid supplies and sundries to first aid teams. Provide referral/ambulance services to approx. 1,000 people injured in the riots to hospitals for further medical care. Procure and distribute volunteer protective materials

Achievements:

A total of 314 volunteers were deployed across the affected branches and were involved in the operation in the provision of services that included First Aid, psychosocial support, referrals, carrying the wounded and tracing services. Fifteen branches were equipped with an assortment of First Aid supplies. These items included 20 kits of ambulance First Aid drugs, 200 plastic aprons, 200 First Aid kits, 180 boxes of glucose and 30 stretchers. These supplies were used to provide First Aid and other services to the people who were injured during the disturbances.

Eight (8) vehicles/ambulances were deployed in 3 regions (2 in Gulu, 2 in Mbale and 4 in Central) to transport URCS staff and volunteers to reach the affected people. The ambulances played a vital role during protests in terms of referrals and deployments.



Left: Red Cross Action Team members assisting an injured man into a waiting ambulance for referral. **Right:** Red Cross volunteers assisting a man with a bullet wound to hospital. **Source:** URCS

The URCS response was very valuable and appreciated by a cross section of people, some of whom openly expressed gratitude about the services rendered. It is not possible to determine the extent to which lives were saved or suffering of the affected people was lessened. However, the assumption is that going by the number of cases attended to and the number of referrals, URCS overall contribution was significant. This is further attested to when lawmakers (parliament) applauded the URCS role during the civil unrest by passing a resolution on 6 May 2011 to respect all URCS staff, volunteers and vehicles during times of emergency¹. This was published in the 2 daily newspapers that have a combined daily circulation of 60,000. This increased URCS corporate image and increased recognition of URCS functions from the community. Good access was maintained throughout the election and 'Walk to Work' periods and no staff or volunteers were hurt or abused.

Blood Services

Outcome: Provide raw blood products to hospitals to restock supplies	
Outputs (expected results):	Activities planned
URCS will work in partnership with the Uganda blood transfusion services to increase the collection of safe blood for transfusion.	<ul style="list-style-type: none"> The target is to collect 2,500 additional units of safe. The activities of URCS will be limited to social mobilization carried out by the volunteers.

Achievements:

Uganda Red Cross Society in conjunction with Uganda Blood Transfusion Service conducted a 'Walk to Work Emergency Blood Donation Drive' between 9 and 20 May 2011 in preparation for possible casualties resulting from walk to work campaign. The drive was also geared towards boosting the blood collection so as to help save lives of the escalating number of anaemic patients in the hospitals due to other health emergencies.

Different communities in Luwero, Kayunga, Mityana and Buikwe were the sites where the exercise took place. Four mobile blood collection teams at Nakasero Blood Bank participated in this drive and the summary of the collections are presented in the table below.

Table 1: Summary of Blood Collection

Team	Blood Collection (Units)
Team A	201
Team B	227
Team C	198
Team D	233
Total	859

The turn up was not as good as had been anticipated (34% of the targeted blood was collected) despite increased publicity that was made encouraging people to donate blood. The blood bank at Nakasero informed

¹ On the 6 May 2011 Parliament passed a resolution that required: "all political actors, the police and security agents respect (a) The staff of the Red Cross, their vehicles, emblem and other equipment in order to guarantee their safety and neutrality in all situations".

URCS that the blood that was collected was processed and helped to save lives of people who were injured. Some of the blood was also transferred to major referral hospitals in Mulago.

Challenges:

It was not easy for people to donate blood because of the volatile situation and the fact that many people stayed home on some days because the air was filled with tear gas and some roads remained closed or blocked.

Emergency Tracing Services	
Outcome: Provide emergency tracing services to people that maybe separated during the riots and/or families with injured people.	
Outputs (expected results)	Activities planned:
To support members of the community who require assistance in re-establishing family links.	Deploy and facilitate Emergency Tracing specialist volunteers to assist with re-establishment of family links for 100 persons

Achievements

A total of 91 tracing cases were handled throughout this period (91% achievement). The majority of these cases (82) were related to the injured in hospitals who needed to inform their relatives about their plight and locations. Nine of the cases required follow up with relatives after having been separated during the riots.

Psychosocial Support Services	
Outcome: Provide psychosocial support services to affected members of the community as a result of trauma induced by the riots and civil unrest.	
Outputs (expected results)	Activities planned:
To support members of the community who require emergency psychosocial support services	<ul style="list-style-type: none"> Provide emergency psychosocial support services to 300 people over the next 30 days.

Achievements

This activity involved deploying volunteers to the major hospitals in Kampala; mainly Mulago National Referral Hospital, Kampala International Hospital (KIH) and Nsambya. In each of the hospitals, a team of three volunteers worked with the affected people and their relatives. In Mulago Hospital, psychosocial support was conducted alongside tracing services. A psychosocial support centre was established at the Causality department of Mulago Hospital where volunteers worked along with the tracing desk. Each day, an average of 15 patients were talked to, referred for tracing and or helped to see the doctors. As such, 491 patients were reached, representing coverage of 164% of the target.

Table 2: People reached with psychosocial support

Category	Number Reached		
	Male	Female	Total
Children below 18years	21	34	55
Adults	281	114	395
Referrals	28	13	41
Total	330	161	491

Communications:

Outcome: To promote and increase the awareness of the RCRC Movement and the protection of the Emblem.	
Outputs (expected results)	Activities planned:
Increased knowledge, understanding and respect of the Red Cross in the areas affected by riots and hence have unlimited access to the affected people	<ul style="list-style-type: none"> Produce and air 500 radio spots in local languages on the role and mandate of the Red Cross in situations of conflict Hold 10 talk shows on the Red Cross mandates/role/principles Produce 50,000 leaflets and 20,000 posters to promote access to the affected people Procure and distribute 200 reflective jackets for

	volunteers in action.
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Achievements:

A total of 136 radio spots were aired in 5 regions through various media outlets during the civil unrest operation as part of the mass media campaign to general public. The radio stations supported the URCS by offering extra radio spots than what the NS had paid for. However, the targeted number of spots was not realized because URCS deemed it necessary to utilize other channels for communicating this message such as television to widen the scope. As a result, 22 TV spots were telecasted.

The aim was to disseminate the mandate and roles of URCS in times of emergency in order to gain humanitarian space and acceptability. The extent to which this was achieved may not be easy to determine but there is evidence to show that a cross section of the public is aware of the Red Cross mandates/role/principles. Thus during the riots, the URCS ambulances were allowed access so as to assist the injured/wounded. For example, in Kiseka Market, Red Cross ambulances were allowed access to the injured, whereas police were not similarly assisted by rioters.

The URCS public relations officer answered calls related to URCS roles and what actions were being taken in relation to the numbers affected. Several media houses printed articles focusing on what URCS did prior and during the elections regarding the level of preparedness, the number of casualties attended to and referrals made. URCS also conducted a total of 3 radio live talk shows.

A total of 550 International Humanitarian Law (IHL) posters and 550 brochures were produced and distributed during the operation. These supplemented on the spot dissemination that normally accompanies or precedes emergency operations and is used in situations which require that messages regarding access to affected people are emphasized. The posters and brochures contained information about URCS's mandate, its role during emergencies as well as Red Cross principles. It also provided details of the URCS emergency centers and contacts in each region. The main focus of messages targeting the general public included anti-violence messages such as "The Uganda Red Cross Society is committed to help and assist everyone everywhere. The Red Cross works to protect life, health and bring respect and dignity to people" and "Together we can promote mutual understanding, friendship, cooperation and lasting peace among all people."

A total of 510 reflector jackets were procured and 310 distributed to the volunteers. It arose as a necessity to have more than planned for volunteers visible during the operation which was considered risky and required uniform visibility. Also, the jackets were procured at a lower price than what had been budgeted for.

Logistics:

Outcome: The timely and effective implementation of planned activities to provide assistance to the affected populations.	
Outputs (expected results)	Activities planned:
The timely and effective delivery of relief and support to 1,500 beneficiaries.	<ul style="list-style-type: none"> • Maintain a minimum number of vehicles to support movement staff/volunteers and materials during operation • Vehicles fuelled and serviced • Procurement, storing and dispatching of materials required for the operation • Ensure logistics procedures followed/adhered to during movement of items and materials

Achievements

URCS maintained a fleet of vehicles that supported the operation. This maintenance included prepositioning of vehicles and ambulances in strategic branches as well as fuelling and equipping vehicles with First Aid materials. Through the established procurement system of URCS that involves processes of tendering and comparative bids analysis, procurements in respect to the needs as established in the budget were made and delivered in time for the operation to be implemented.

Monitoring and Evaluation

Outcome: Timely and effective coordination and reporting of DREF operation activities...	
Outputs (expected results)	Activities planned:
All URCS DREF operation activities are coordinated with all stakeholders and adequately monitored, evaluated and reported	<ul style="list-style-type: none"> • Conduct movement coordination to ensure information sharing • Monitor and support the volunteer activities in the

on in a timely and effective manner.	<p>response</p> <ul style="list-style-type: none"> • Coordinate with and attend inter-agency coordination meetings on the response to riots • Compile information and provide updates on the operation to all stakeholders. • Prepare updates and reports on the operation.
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Achievements:

During the months of the operation, URCS conducted meetings that were attended by in-house Movement partners. The National Society also shared information and data related to the riots with Movement partners and other stakeholders that included OPM, UNICEF, MSF, DFID, the police and UNOCHA. URCS built on the achievements generated during the election preparedness operation and continued to be the key source of information during this operations period. In total, six operational updates were provided and brief texts through mobile phones were provided to Movement partners and other stakeholders.

Five field visits were conducted to support the branches during implementation of activities. This helped to ensure that the activities were implemented as planned and support was provided where necessary. Through the visits, the NS was able to provide updates on the evolving situation as well as their response activities

Lessons Learned

Based on the experience during the operation and the related evaluation findings from the election preparedness and response operation, the following are the key areas that will require further development.

- Contingency planning played a crucial role in the success of the civil unrest operation as the foundation for response was already laid out during the election preparedness and response operation.
- There is a need to have ambulances stationed in the regions or link with other organizations who have vehicles that can be made available if needed.
- Sharing the operation's results with partners and others increased their understanding, support and appreciation of the work that was being undertaken.
- Orientation sessions to volunteers before deployment to offer emotional help to the affected is key to the success of psychosocial response as it provides confidence to handle cases of varying magnitudes.
- Psychosocial response has become an important part of disaster response in any emergency as it complements the Red Cross role in providing First Aid and emergency assistance.

Conclusion

Through the DREF, URCS was able to provide timely humanitarian assistance to the people affected by riots. This demonstrates the National Society's growing operational capacity that was strengthened during the election preparedness and response operation. This operation has provided indications that the URCS can continue to provide support during related types of response operations

Contact information

For further information specifically related to this operation please contact:

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DREF history:

- This [DREF](#) was allocated on 4 May 2011 for CHF 99,880 for 2 months to assist 1,500 people affected by riots.



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How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (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.

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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.

Selected Parameters	
Reporting Timeframe	2011/05-2011/09
Budget Timeframe	2011/05-2011/06
Appeal	MDRUG020
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
A. Budget	99,879					99,879
B. Opening Balance	0					0
Income						
<u>Other Income</u>						
<i>DREF Allocations</i>	99,880					99,880
C4. Other Income	99,880					99,880
C. Total Income = SUM(C1..C4)	99,880					99,880
D. Total Funding = B + C	99,880					99,880
Appeal Coverage	100%					100%

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	99,880					99,880
E. Expenditure	-99,880					-99,880
F. Closing Balance = (B + C + E)	0					0

International Federation of Red Cross and Red Crescent Societies
MDRUG020 - Uganda - Political Disturbances - Civil Unrest

Appeal Launch Date: 02 may 11

Appeal Timeframe: 02 may 11 to 30 jun 11

FINAL

Selected Parameters	
Reporting Timeframe	2011/05-2011/09
Budget Timeframe	2011/05-2011/06
Appeal	MDRUG020
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Consolidated Expenditure vs. Budget

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)		99,879					99,879	
Relief items, Construction, Supplies								
Clothing & Textiles	3,147						3,147	
Medical & First Aid	27,113						27,113	
Total Relief items, Construction, Supplies	30,260						30,260	
Logistics, Transport & Storage								
Distribution & Monitoring	26,711						26,711	
Transport & Vehicles Costs	13,327						13,327	
Total Logistics, Transport & Storage	40,038						40,038	
Personnel								
International Staff	3,147						3,147	
Total Personnel	3,147						3,147	
General Expenditure								
Information & Public Relations	17,388						17,388	
Office Costs	1,180						1,180	
Communications	1,770						1,770	
Total General Expenditure	20,338						20,338	
Contributions & Transfers								
Cash Transfers National Societies		93,784				93,784	-93,784	
Total Contributions & Transfers		93,784				93,784	-93,784	
Indirect Costs								
Programme & Services Support Recov	6,096	6,096				6,096	-0	
Total Indirect Costs	6,096	6,096				6,096	-0	
TOTAL EXPENDITURE (D)	99,879	99,880				99,880	-1	
VARIANCE (C - D)		-1				-1		