

DREF operation final report



International Federation
of Red Cross and Red Crescent Societies

KAZAKHSTAN: FLOODS

DREF operation n° MDRKZ003
GLIDE n° FL-2010-000051-KAZ
16 September 2010

The International Federation's 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 134,552 (USD 134,167 or EUR 103,270) was allocated from the International Federation's Disaster Relief Emergency Fund (DREF) on 19 March 2010 to support the Kazakhstan Red Crescent in delivering assistance to 3,000 beneficiaries affected by the floods and to replenish emergency stocks.

Heavy rains compounded by intensive snow melting caused flooding in several districts of Almaty region (south of Kazakhstan) at the end of February and the beginning of March 2010, directly affecting over 15,500 people and forcing approximately 10,900 people to leave their houses and be accommodated in temporary shelters.



Kazakhstan Red Crescent provided children under two years with diapers in shelters.
May 2010. Photo: Kazakhstan RC

Within the framework of the DREF operation the Kazakhstan Red Crescent provided food and hygiene items to about 3,000 most vulnerable people among the affected population and carried out hygiene promotion to reduce the risk of water-related diseases during the emergency phase targeting one of the most affected districts. The National Society also replenished the branch and central emergency stocks.

As a result of collecting an additional amount at the local level and using its own emergency stock, the Kazakhstan Red Crescent was able to extend the assistance to the 8,640 most vulnerable people (2,064 families) in 5 districts of the Almaty region.

This operation was implemented over three months and completed by 19 June 2010.

The assistance rendered helped to improve living and sanitary conditions in shelters and the disaster-affected households and contributed to the reduction of social and economic tension in the affected region.

The Red Crescent Society faced some difficulties with procurement of food on site when targeting the affected population because people continued to move between temporary shelters in the disaster area and in the regional centre.

The beneficiary satisfaction survey demonstrated that a more careful approach should be taken to planning and selection of beneficiaries. The varying needs and capabilities of different beneficiary groups (like extended families and people with special needs) should be taken into account.

The Netherlands Red Cross through its Silent Emergency Fund contributed CHF 57,282 to the DREF in

replenishing 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

Plentiful precipitation at the end of February and heavy rains in early March 2010, compounded by intensive snow melting, caused flooding in 10 districts (out of 16) of Almaty region in the south of Kazakhstan. According to the emergency ministry reports, the total number of directly affected people was over 15,500 (including 46 died people and 300 injured) and around 10,900 people from 17 villages were temporary evacuated by the government. The losses from the disaster estimated at 5.4 billion Kazakhstan tenge (34.4 million Swiss francs). Waters from rivers and reservoirs completely ruined over 1,400 public and private buildings, disrupted electricity and telecommunication lines, damaged 6 dams and 9 bridges, and made some parts of auto and rail roads unusable. Furthermore, the flooding devastated 3,000 hectares of farmlands and killed about 6,000 heads of cattle.

Aksu district was hardest hit with 5 of its settlements completely flooded and another 8 settlements partially flooded in addition to the number of flooded farms. In this district the flash floods killed 46 people (including 15 children under 18 years), more than 300 people were injured and about 400 people sought medical treatment for colds and chronic diseases several days later. About 4,500 people were left homeless and lost their belongings, their cattle and food reserves in cellars and gardensand.

The Ministry of Emergency managed the overall response to the floods. The situation in the affected districts returned to close to normal after three months. The drinking water distribution system, sanitary sewers, electric power grid in the affected settlements, as well damaged roads were repaired by different government services. By the beginning of August the building companies mobilized by government constructed 547 new houses and rebuilt 88 houses including all public buildings in villages Kyzylagash (totally destroyed by floods), Actogan and Agency. In the rest of the villages of Aksu district and another nine affected districts where houses were damaged population themselves have been repairing their houses with financial support from local governments. It is expected that all damaged houses will be renovated before cold weather sets in during autumn. In addition, the government of Kazakhstan paid compensation to each affected family, depending on the extent of the damage estimated by a special commission.

Red Cross and Red Crescent action

The Almaty regional branch of the Kazakhstan Red Crescent was the first organization responding to the floods. The Kazakhstan Red Crescent team in the field conducted rapid needs assessment and in the initial emergency phase the National Society used its own stocks to cover the needs of the population evacuated to Taldykorgan (capital of the Almaty region). Transport of goods was organised from the central warehouse of the Kazakhstan Red Crescent headquarters.

Table 1 Relief items distributed from stocks

Items	Units	Distributed
Mattresses	pc	435
Blankets	pc	435
Bed-linen sets	set	435
Kitchen sets	set	80
Plastic jerry cans	pc	80
Buckets	pc	80
Towels	pc	80
Hygiene items	set	820
Second-hand clothes	kg	300

The National Society, being part of the emergency cell together with the Ministry of Emergency, closely coordinated its emergency response with the authorities. Initially their response operation was meant to concentrate its efforts within the framework of the DREF operation on providing hot meals and hygiene supplies over one month to 480 most vulnerable people among the affected population were evacuated to Taldykorgan and accommodated in hotels and in other public buildings. In order to reduce the risk of water related diseases through hygiene promotion, another 1,300 people were temporarily resettled in

Taldykorgan. After two weeks of the operation, however, some evacuated people went back to their home places in the disaster area and continued to migrate between temporary shelters. Because the quantity of beneficiaries for hot meal provisions decreased from 480 to 220 and later to 5 people, the Red Crescent revised the response operation following the needs assessment performed in the most affected villages of Aksu district. It was decided to distribute food parcels with a monthly stock instead of hot meals and to increase the quantity of distributed hygiene parcels to 3,000, covering the affected people in Taldykorgan and in the Aksu camp, near Egensu village and in the settlements of Aktogan, Alazhide, Koltoban, Kuraksu. Also, the planned information campaign on public health issues was extended to reach 3,000 people settled in Taldykorgan in addition to those living in tents and indirectly to all affected population in Almaty region. The budget breakdown has changed accordingly but the total amount remained the same.

Table 2 gives a general picture of services provided by the National society to the flood-exposed population with funds allocated from DREF, and shows the kinds, volume, geographic distributions of humanitarian aid and reached beneficiaries within response operation.

Kinds of services provided by RC	Quantity of the humanitarian aid	People/families covered	Affected settlements covered
Providing hot meals	1,640 hot meals	480/n.a.	Evacuated from Aksu district (villages Kyzylagash, Egensu, Kultaban) to Taldykorgan.
Distribution of food parcels	1,000 food parcels (15.45 kg per person)	1,169/252	Aksu district (villages Egensu, Kultaban, Alajide, Kuraksu and evacuated to Taldykorgan)
Distribution of hygiene items	600 family hygiene parcels	2,715/596	Aksu district (villages Kyzylagash, Actogan, Kuraksu and evacuated to Taldykorgan)
Diapers for babies (under 2 years of age) (84 pc per packet)	100 packs	100 /97	Aksu district (tent camp Kyzylagash and Egensu villages)
Hygiene promotion activities		4,720/1,050	Aksu, Alakol, Uyigur, Panfilov, Karatal districts
Total		4,720/1,050	

At the same time, the headquarters of the Kazakhstan Red Crescent conducted a fund-raising campaign to collect resources at the local level. As a result of collecting an additional amount of nearly 280,200 Swiss francs at the local level the National Society provided support to 3,920 affected people additionally. The main donors were the following commercial companies: "Tengishevron", "Karachaganak Petroleum Operating" as well as the Church of Jesus Christ of Latter Day Saints. Table 3 below shows details of the additional humanitarian aid from these additional sources provided by Kazakhstan Red Crescent during response operation.

Kinds of services provided by Red Crescent	Quantity of the humanitarian aid	People/families covered	Affected settlements covered
Distribution of family food parcels (totally 93kg per families)	450	2,002/450	Alakol, Uyigur, Panfilov, Karatal districts
Emergency relief of non-food items:			
Bedding sets (mattresses, pillows, blankets, bed linen per person)	2,250	2,002/450	Alakol, Uyigur, Panfilov, Karatal districts
Kitchen sets (9 types, 24 items each)	450	2,002/450	Alakol, Uyigur, Panfilov, Karatal districts
Schoolchildren sets (bag, stationery)	600	600/305	Aksu district
New clothes and winter footwear (women, men and children sets per family)	131	660/131	Alazhide, Egensu, and Koltoban villages (Aksu district)
Support of individual farms recovery projects (distribution of seeds, fertilizers, fuel)		634/104	Alakol, Uyigur, Panfilov, Karatal districts
Total		3,920/ 1,014	

Thus overall the Kazakhstan Red Crescent was able to extend the assistance to 8,640 of the most vulnerable people (2,064 families) in 5 districts of the Almaty region.

The Kazakhstan Red Crescent Society closely coordinated its response actions with the government of Kazakhstan at national and local levels and was represented in the emergency commission. The regional representation of the International Federation secretariat in Almaty provided general supervision and coordination throughout.

The actions carried out by the Red Crescent Society across the affected region involved all staff of the Almaty regional branch (8 people), Disaster Response Team (DRT) members of Southern Kazakhstan branch (6 people) and approximately 40 volunteers, assisted by 6 members from the headquarters.

Achievements against outcome

Relief distributions (food and basic non-food items)
Objective 1: 1,000 people who lost their houses as a result of floods received food parcels meant for one month.
Objective 2: Some 600 families (around 3,000 people) who lost their houses as a result of floods received hygiene parcels meant for three months.
Activities planned: <ul style="list-style-type: none"> • Field needs assessments. • Registration of the affected population on the list of beneficiaries (in coordination with local Authorities). • Teams deployment for the distribution of humanitarian aid. • Local procurement of the goods needed for distribution. • Provision hot meals. • Distribution of food and non-food items (NFIs). • Provision of disaster risk disaster awareness, risk of water-borne diseases and prevention measures. • Monitor and evaluate the assistance and provide reporting on relief distributions. • As part of the monitoring and evaluation activities conduct a survey among people reached to find out whether their needs were met and to seek their opinion on how the services were delivered.

Impact:

The allocated funds were used for the procurement, transportation and distribution of disaster response items to the affected population in temporary shelters in Aksu district and for the replenishment of central and regional branch level emergency stocks. The non-food relief items were purchased in Almaty through the International Federation's standard tendering procedures. The food was purchased in Taldykorgan in nearby markets because of the volume of food procurement needs. The National Society faced the situation in Taldykorgan that it was impossible to find the minimum standard of three relevant suppliers, who might have provided the documents for a transparent tender process. Only one company was able to deliver the required volume of food with relevant procurement documents. Due to this situation, the distribution of the food parcels was completed by mid May only.

In total, the Kazakhstan Red Crescent procured almost 30 tonnes of food (for cooking 14,640 hot meals and preparing 1,000 food parcels), 600 family hygiene parcels (for 3 months) and for replenishing emergency stocks: 200 mattresses, 200 blankets, 200 sets of bed linen, 200 hygiene packs, 40 kitchen sets, 350 plastic basins, and 350 plastic buckets.

Assistance was provided to families and individuals according to the criteria agreed with local authorities and beneficiary representatives. The priorities were the following: families that lost their homes and were put up in temporary shelters with special focus to families with children; single-parent families; and older people.

In total, the Kazakhstan Red Crescent distributed 1,000 food parcels to 1,169 beneficiaries (252 families) settled in tents in four villages (Egensu, Koltaban, Alazhide, Kuraksu) of Aksu district thus providing minimum nutrition in accordance with SPHERE nutritional standards (2,199 kcal per person per day) for a period of 30 days. It is to be noted that families with children under 5 years age received one individual food parcel for 2-4 children.

Each food parcel for one person contained the following items:

Food parcel (for one month) item	Amount
Canned beef	4.5 kg
Rice	4.5 kg
Pasta products	3.0 kg
Sugar	1.5 kg
Vegetable oil	1.5 l
Tea	150 gr
Iodized salt	300 gr

The target groups included 111 elderly people living alone (this meant 43 families as some were living together as couples); 39 families with disabled members in the family (196 people); 123 multi-child families (766 people); and 22 single-parent families (96 people).

Family hygiene parcels as a non-food assistance were provided to 596 families (2,715 people) also accommodated in tents in the villages of Kyzylagash, Actogan, Kuraksu and in Aksu district.

Three month hygiene parcels included the following items for each family:

Hygiene items by parcel	Amount
Laundry soap	5 pc (150 g)
Toilet soap	10 pc (100 g)
Washing powder	3.0 kg
Tooth paste	5 tubes
Toothbrush	5 pc
Sanitary pad	8 packs (10 pc per pack)
Toilet paper	10 rolls

The National Society distributed hygiene parcels to a total of 600 families specified according to the following target groups: 397 multi-child families, 44 single-parent families, 52 families with a disabled member in the family and 103 older people.

Unfortunately the National Society had not taken into account previously that for some large multi-child families (with more than 7 family members) one family parcel would not suffice, and therefore some parcels for elderly people had to be reorganized and transferred to multi-child families. Besides that, four large multi-child families were given two hygiene parcels each.

In addition, children under two years of age were provided with diapers (84 pieces per package). In total 100 packs of diapers were distributed.

Target beneficiaries were informed about the distribution schedule in advance to ensure their proper and timely attendance and hand-to-hand delivery.

Water, sanitation, and hygiene promotion
Objective 3: The risk of water-borne and water related diseases has been reduced through hygiene promotion among 3,000 people (600 families) temporarily settled in tents and a public awareness campaign.
Activities planned:
<ul style="list-style-type: none"> • Locally purchase the goods needed for distribution • Print the information materials • Distribute the items among the target group

The National Society distributed Regidron and Smecta, hygiene promotion leaflets and booklets to 596 families temporarily accommodated in tents (around 3,000 people) and in other affected districts at the same time when humanitarian aid was distributed. Volunteers summoned people who came for the collection of humanitarian aid, and they informed them about hygiene rules and disaster preparedness measures (in relation to flood exposure and fire safety) and distributed the relevant items and information materials. In other disaster affected districts, some promotion materials were distributed through local medical facilities, schools, and local governments. The total distributed posters amounted to 4,000, whereas 2,000 booklets and 17,500 leaflets were also handed out.

Impact:

The DREF funds that were received through the International Federation enabled the Kazakhstan Red Crescent to adequately respond to the needs of the affected population. The National Society achieved the objective of providing immediate relief assistance to the people in need by distributing a planned quantity of relief items. The Kazakhstan Red Crescent effectively performed its auxiliary role in relation to the Government of Kazakhstan in humanitarian field, thereby contributing to the success of the response operation. The operation strengthened the visibility and positive image of the National Society vis-à-vis the government and the public. The latter factor and the effective cooperation between the National Society and other partner organizations involved in the operation helped expand the Red Crescent response capacities beyond the DREF operation.

As a result of the Red Crescent operation, many vulnerable disaster-affected households improved their living and sanitary conditions, and personal hygiene, and they gained access to additional food supplies. The relief operation was carried out with due consideration to specific needs of women and children. Elderly people who enjoy respect in the affected communities actively participated in the distributions and in sharing the information with fellow community members about the operation.

Following the distributions, interviews with randomly selected beneficiary families (73) were conducted to find out whether they were satisfied with the assistance. Although all beneficiaries expressed general satisfaction with the Red Crescent response operation, 22 respondents (30%) commented that the humanitarian aid was provided “late” or “very late”. Also, 13 beneficiaries (18%) said they had not been informed explicitly about the time and place of distribution or about the content and quantity of distributed items and 6 beneficiaries noted that distribution was not organized in a proper manner (“long waiting time”) and “no one from the community was involved in planning of the operation”. On the other hand, the majority of interviewed beneficiaries (84%) admitted participation in the beneficiary selection process and distributions. Besides, almost all the interviewed beneficiaries confirmed that humanitarian aid was addressed to their needs except one comment.

Lessons learned

The operation provided an opportunity for the Red Crescent Society of Kazakhstan to strengthen its disaster response capacity and to improve the coordination and cooperation with government structures and non-governmental organizations. It also had a positive impact on the visibility of the National Society. While contributing to the restoration process in the communities affected by the disaster, it significantly reinforced its profile and the community perception of the work done by the Kazakhstan Red Crescent.

- The recognition of the Red Crescent Society by international organizations and local businesses and public helped to attract additional contributions.
- The rendered assistance contributed to the reduction of social and economic tension in the affected region.
- The participating Red Crescent Society branches gained practical skills in realization of the programme (procurement, distribution, accountability).
- In the future due consideration should be given to varying needs of large families and people with special needs, as this should influence the contents of food and non-food packages and the quantity of items included.
- The beneficiary satisfaction survey demonstrated that an even more careful approach to target groups might be followed in planning. For that purpose the National Society should involve in the planning process representatives of the affected people, and ensure diversity and due consideration for gender.
- This operation has confirmed the need for the National Society to have own resources available to be able to respond timely and effectively.
- There is a need to train and retrain regular staff and volunteers of the National Society to respond to emergencies.
- Rapid assessment by the local Red Crescent branch and their prompt communication with headquarters are important to plan a timely response.

How we work	
<p>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.</p>	
<p>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.</p>	<p>The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:</p> <ol style="list-style-type: none"> 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

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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

MDRKZ003 - Kazakhstan Floods

Final Report

Selected Parameters	
Reporting Timeframe	2010/3-2010/8
Budget Timeframe	2010/3-2010/6
Appeal	MDRKZ003
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	134,552					134,552
B. Opening Balance	0					0
Income						
<u>Other Income</u>						
<i>Voluntary Income</i>	134,552					134,552
C6. Other Income	134,552					134,552
C. Total Income = SUM(C1..C6)	134,552					134,552
D. Total Funding = B + C	134,552					134,552
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	134,552					134,552
E. Expenditure	-134,552					-134,552
F. Closing Balance = (B + C + E)	0					0

Selected Parameters	
Reporting Timeframe	2010/3-2010/8
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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)		134,552					134,552	
Supplies								
Clothing & textiles	10,924	5,560				5,560	5,364	
Food	64,600	64,843				64,843	-243	
Medical & First Aid	3,300	2,891				2,891	409	
Utensils & Tools		4,168				4,168	-4,168	
Other Supplies & Services	24,300	24,717				24,717	-417	
Total Supplies	103,124	102,179				102,179	945	
Transport & Storage								
Distribution & Monitoring	4,300	1,793				1,793	2,507	
Transport & Vehicle Costs	4,500	5,129				5,129	-629	
Total Transport & Storage	8,800	6,922				6,922	1,878	
Personnel								
National Society Staff	2,650	5,335				5,335	-2,685	
Total Personnel	2,650	5,335				5,335	-2,685	
General Expenditure								
Information & Public Relation	11,500	11,381				11,381	119	
Communications	266	524				524	-258	
Total General Expenditure	11,766	11,905				11,905	-139	
Programme Support								
Program Support	8,212	8,212				8,212	0	
Total Programme Support	8,212	8,212				8,212	0	
TOTAL EXPENDITURE (D)	134,552	134,552				134,552	-0	
VARIANCE (C - D)		-0					-0	

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IV. Project Details

Project	Name	Opening Balance	Income	Expenditure	Closing Balance	Budget	Variance
		A	B	C	A + B + C	D	D - C
Goal 1: Disaster Management							
PKZ014	Kazakhstan Floods	0	134,552	-134,552	0	134,552	-0
Sub-Total Goal 1: Disaster Management		0	134,552	-134,552	0	134,552	-0
Total	Kazakhstan Floods	0	134,552	-134,552	0	134,552	-0