

<p>Emergency appeal №: MDRVU011</p> <p>Emergency appeal launched: 29/10/2023</p> <p>Operational Strategy published: 10/11/2023</p> <p>Operational Strategy updated: 30/04/2023</p>	<p>Glide №: TC-2023-000207-VUT</p>
<p>Operation update #3</p> <p>Date of issue: 03/07/2024</p>	<p>Timeframe covered by this update: From 29/10/2023 to 30/04/2023</p>
<p>Operation timeframe: 14 months (29/10/2023 - 31/12/2024)</p>	<p>Number of people being assisted: 19,500</p>
<p>Funding requirements (CHF): CHF 2.5 million through the IFRC Emergency Appeal CHF 2.7 million Federation-wide</p>	<p>DREF amount initially allocated: CHF 750,000</p>

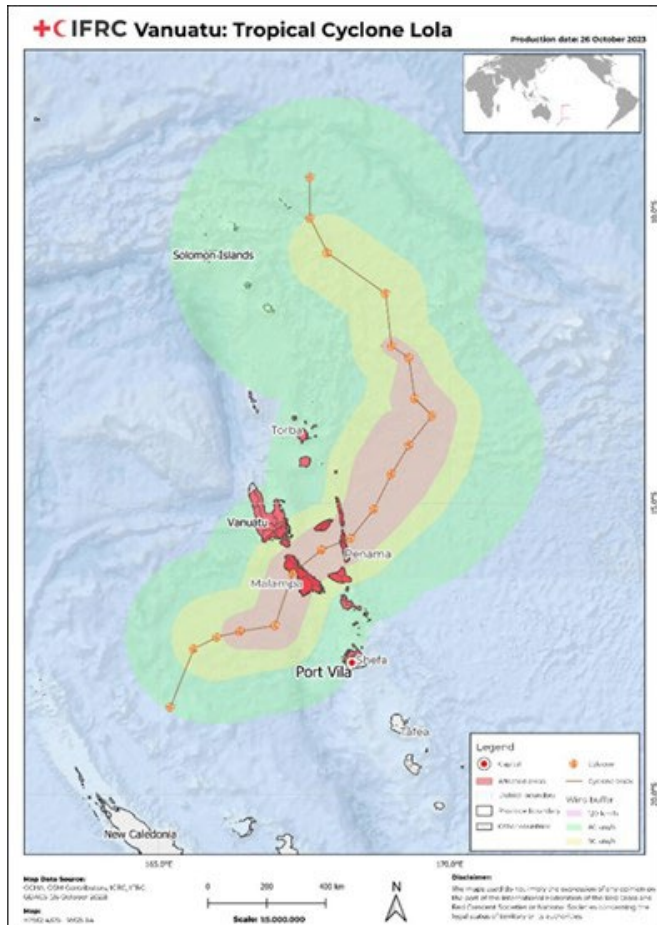


WASH and Health awareness raising session in community. (Photo: Vanuatu Red Cross Society)

To date, this Emergency Appeal, which seeks CHF 2,500,000, is 30 per cent funded. Further funding contributions are needed to enable the Vanuatu Red Cross Society (VRCS) to continue providing humanitarian assistance to the affected population.

A. SITUATION ANALYSIS

Description of the crisis



Tropical Cyclone (TC) Lola, initially rated as a category five cyclone, made landfall on the eastern shores of Maewo and Pentecost Islands on the night of 25 October 2023 as a category four storm, with wind speeds reaching 205 kilometres per hour (kph). The impacts included high winds, heavy rainfalls, and flash flooding in low-lying areas, including riverbanks and coastal areas. TC Lola caused widespread damage, primarily affecting Pentecost, Maewo, Ambrym, and Malekula Islands. Initial data from the National Disaster Management Office (NDMO) data suggested that around 150,000 people (30,000 households) were affected. Later, NDMO figures indicated that 91,000 people were directly affected.

On 27 October 2023, the Government of Vanuatu declared a six-month state of emergency for Torba, Penama, Malampa, Shefa and Sanma provinces, which ended on 25 April 2024. The NDMO determined priorities for assistance based on the track path of the cyclone, magnitude of damage (from the satellite images, initial information/ assessment/observation) and the estimated number of affected people. VRCS assessments conducted in Penama, Malampa and Torba provinces revealed that 36 per cent or around 1,913 households (HH) experienced total house destruction, while 40 per cent (2,168 HH) experienced minor damage.

VRCS's initial response primarily focused on emergency relief distributions, psychosocial and first aid assistance, addressing urgent shelter and sanitation needs through the provision of emergency shelter, hygiene kits and essential household items. Specifically, the distributions of essential household items reached 4,074 households.

Summary of response

Overview of the host National Society and ongoing response

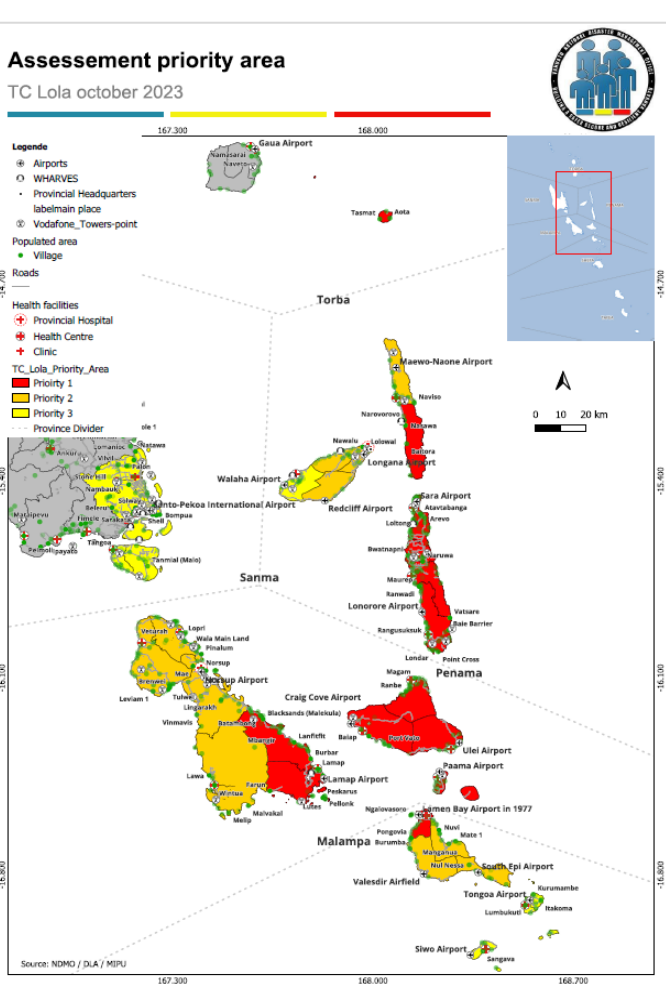
The Vanuatu Red Cross Society (VRCS) is the largest humanitarian organisation in Vanuatu. It is present across the country and is the only humanitarian organisation with a parliamentary Act recognising its mandate. The Vanuatu Red Cross Act of 1982 recognises the VRCS as an independent, autonomous, non-governmental organisation that is auxiliary to the authorities of the Republic of Vanuatu in the humanitarian field. As an auxiliary to the public authorities, VRCS maintains a strong relationship with the NDMO and is a member of the National Disaster Council. VRCS also works closely with provincial and village disaster response personnel and Community Disaster Climate Change Committees (CDCCCs). Through its support as co-lead and key partner to the Shelter Cluster and WASH and Health Clusters, VRCS is also closely engaged with the Vanuatu Humanitarian Team (VHT).

VRCS has a long history of building community resilience to disaster risks, working with communities, the Government and partners to enhance preparedness and resilience to key hazards in one of the most disaster-prone countries in

the world. For instance, VRCS has implemented community-based early warning systems in coastal villages, collaborated with the government to develop national disaster response frameworks, and partnered with international organizations to provide training on climate-adaptive agriculture practices. Additionally, VRCS has been actively supporting the NDMO in enhancing disaster preparedness through a multi-level approach. VRCS has strengthened the NDMO network at the community level by establishing Community Disaster and Climate Change Committees (CDCCCs) and providing training to the Provincial Disaster Committees. This training is complemented by simulation exercises to boost preparedness and response capabilities. For example, VRCS worked closely with the NDMO and 10 communities in Big Bay and Sanma province to establish and strengthen the CDCCCs.

VRCS has six branches and four sub-branches, with 361 active volunteers available for response, as well as 33 staff in National Headquarters and Branches. It has an Emergency Response Team (ERT) of 120 members, a National Emergency Response Team (NERT) of 15, a Pacific Disaster Response Team (PDRT) of five, and 100 personnel trained in first aid. Volunteers are trained in Disaster Risk Reduction (DRR), shelter, first aid, health, and hygiene promotion.

VRCS has warehouses at the national headquarters and in Santo. There are storage containers holding essential household items in Shefa, Tafea provinces and on Meleku

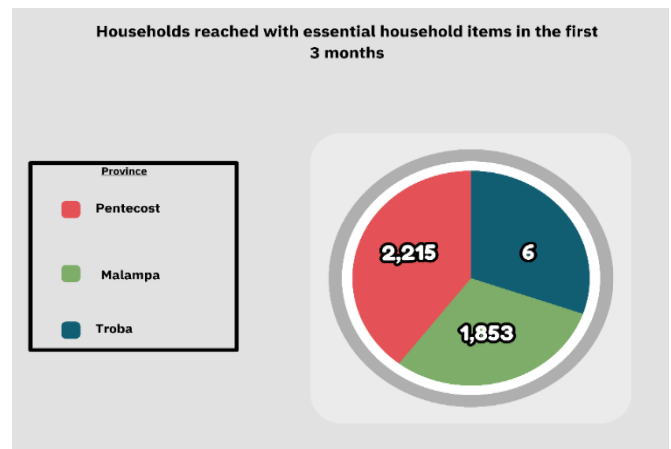


Source: NDMO

island. In addition, some stocks are held within Red Cross buildings on Pentecost island and in Torba province. However, the available storage in Torba and Tafea provinces is insufficient given the potential needs and both locations would benefit from additional storage containers. Unfortunately, while one storage container is included in the Emergency Appeal, current appeal coverage makes its purchase unlikely.

Highlights of VRCS response

On 27 October 2023, immediately after the cyclone had passed, five volunteers and two staff were deployed from Port Vila to Pentecost Island (Penama province) to conduct assessments and distributions. These assessments, guided by preliminary data from the government, involved detailed evaluations of damage to infrastructure, availability of essential services, and immediate needs of the affected populations. Additionally, VRCS conducted further in-depth assessments to validate and complement the NDO's findings, identifying specific needs for shelter, water, and medical supplies. Staff and volunteers provided first aid and psychological first aid as needed. A total of 15 ERT staff and volunteers were deployed from Santo to Moru (Southeast Ambrym), and Craig Cove (Southwest Ambrym).



The NDMO initially estimated that around 60,000 people were living in priority areas. VRCS team provided emergency shelter, WASH and Health assistance, reaching a total of **4,074 households (20,370 people)** by distributing essential household items in Penama, Malampa and Torba provinces. A breakdown of the items distributed is provided below.

Distribution of essential household items

Island	Tarpaulins	Shelter Tool Kits	Blankets	Kitchen Kits	Mosquito Nets	Hygiene Kits	Jerrycans 10L	Sleeping Mats	Solar Lanterns	Handwashing Buckets (UNICEF)	Total
Ambrym	1,094	227	504	319	786	103	869	557	4	-	4,418
Malekula	572	247	63	-	172	540	105	46	-	154	1,899
Merelava	6	3	6	3	6	3	6	6	-	-	39
Merig	6	3	6	-	6	3	6	6	-	-	36
Pentecost	2,833	1,128	3,010	830	230	1,566	1,965	2,075	1,701	-	15,338
Total	4,466	1,608	3,589	1,152	1,200	2,215	2,951	2,690	1,705	154	21,730



VRCS staff and volunteers preparing for distributions of essential household items. (Photo: VRCS)

Health

Health messaging was provided alongside distributions in the aftermath of TC Lola on relevant public health in emergency topics, menstrual hygiene management, psychosocial support and water and vector-borne disease awareness and prevention. On Pentecost, a total of nine communities (approximately 450 people) were reached with health messaging.

A total of 1,200 Long Life Insecticide Nets (LLIN) were distributed alongside shelter and WASH household items, reaching an estimated 2,400 people. To date, nine staff have been trained in Psychological First Aid (PFA). VRCS has scheduled a First Aid Train the Trainer for staff and volunteers in May 2024 which will include a PFA training component.

Water, Sanitation and Hygiene (WASH)

As indicated in earlier table, VRCS distributed 2,215 hygiene kits, 2,951 jerricans and 154 buckets in the three months following TC Lola. On Pentecost and Malekula Islands, distributions were accompanied by WASH messaging and the distribution of IEC materials. VRCS conducted an assessment of community water collection, storage and sanitation systems on Pentecost and Malekula Islands. In May 2024, VRCS will procure the necessary items to commence rehabilitation and/or construction of community water and sanitation systems. As of reporting period, WASH interventions have reached an estimated 11,075 people.

Multi-purpose Cash Grants (MPCG)

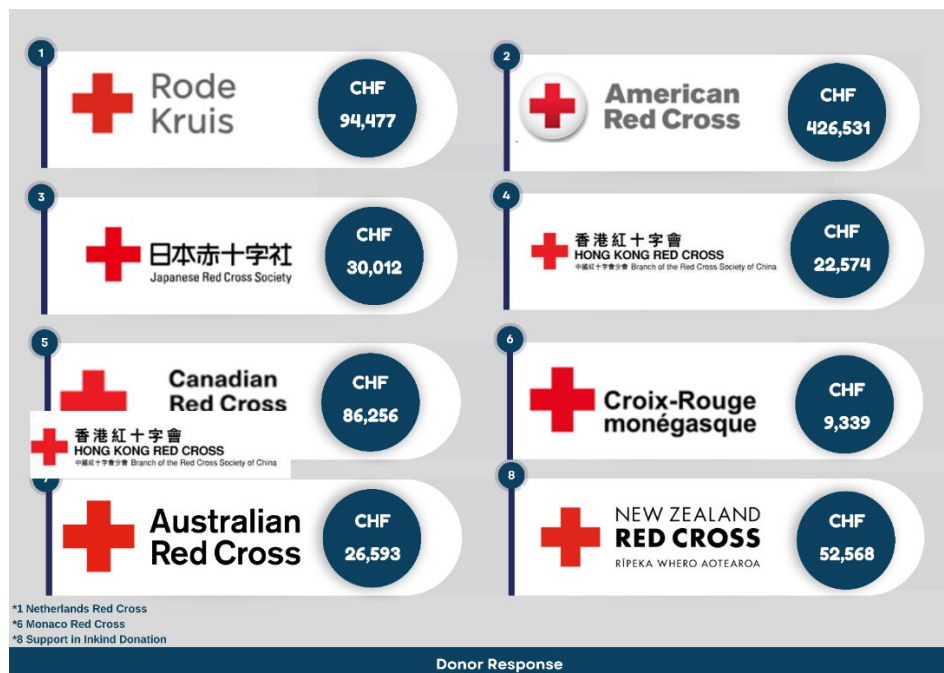
VRCS used information from the previous TC Judy and Kevin cyclone response to plan the MPCG programme for TC Lola's operation. VRCS conducted market assessments on Pentecost and Ambrym islands and identified at least 79 potential vendors and traders interested in joining Digicel's MyCash electronic wallet transaction ecosystem. These vendors will link to wholesalers and suppliers in Santo and Port Vila, who are also part of the same ecosystem, with full support from Digicel Vanuatu. This system allows Pentecost and Ambrym traders to purchase supplies through the ecosystem without using conventional transactions via banks or physical cash. The IFRC has granted exceptional approval for the six-month service agreement between VRCS and Digicel Vanuatu. Both parties have agreed to the service agreement articles, and the signing ceremony is scheduled for 23 May 2024. The cash will be distributed to selected beneficiaries through mass-cash distribution using Digicel's electronic wallet, My Cash, based on a verified list and schedule provided by VRCS.

Shelter Cluster Coordination

Since TC Lola, the shelter cluster has been the most active cluster. As co-lead of the National Shelter Cluster, the VRCS and IFRC CCD Shelter Coordinator assisted the NDMO in mapping out the Shelter response strategy and plans. The team has also supported the development of information management tools to support shelter cluster planning and monitoring. The Shelter Cluster has conducted a lessons learned workshop and is currently in the process of reaching a consensus on the contents of emergency shelter distributions. VRCS will enhance the current Shelter Assessment tool so it can be more easily interpreted and present it to the Cluster members for adaptation in future emergencies. Furthermore, VRCS, through surge support, will design, draw and itemise a semi-permanent house structure as a benchmark for building and training across the sector.

Red Cross & Red Crescent Movement Response

The Emergency Appeal is currently 30 per cent funded (CHF 748,348). Financial and non-financial support received from Movement partners to date is as follows:



Additionally, the gifts-in-kind (GIK) donated by the New Zealand Red Cross (NZRC) are as follows:

List of GIK from the NZRC

Item	NZRC GIK
Tarpaulins 4x6m	1,000
Shelter Took Kits	968
Kitchen Sets	590
Jerry Cans	500
Hygiene Parcel	200

DFAT, MFAT and USAID donated essential household items/non-food items (NFI) directly to the National Disaster Management Office (NDMO), which forwarded these to VRCS and other responding organisations for distribution. Additionally, the Canadian Red Cross, Australian Red Cross and New Zealand Red Cross have contributed surge support (four surge delegates). One of the surge delegates was funded by the Canadian Red Cross through the Regional Deployment Fund.

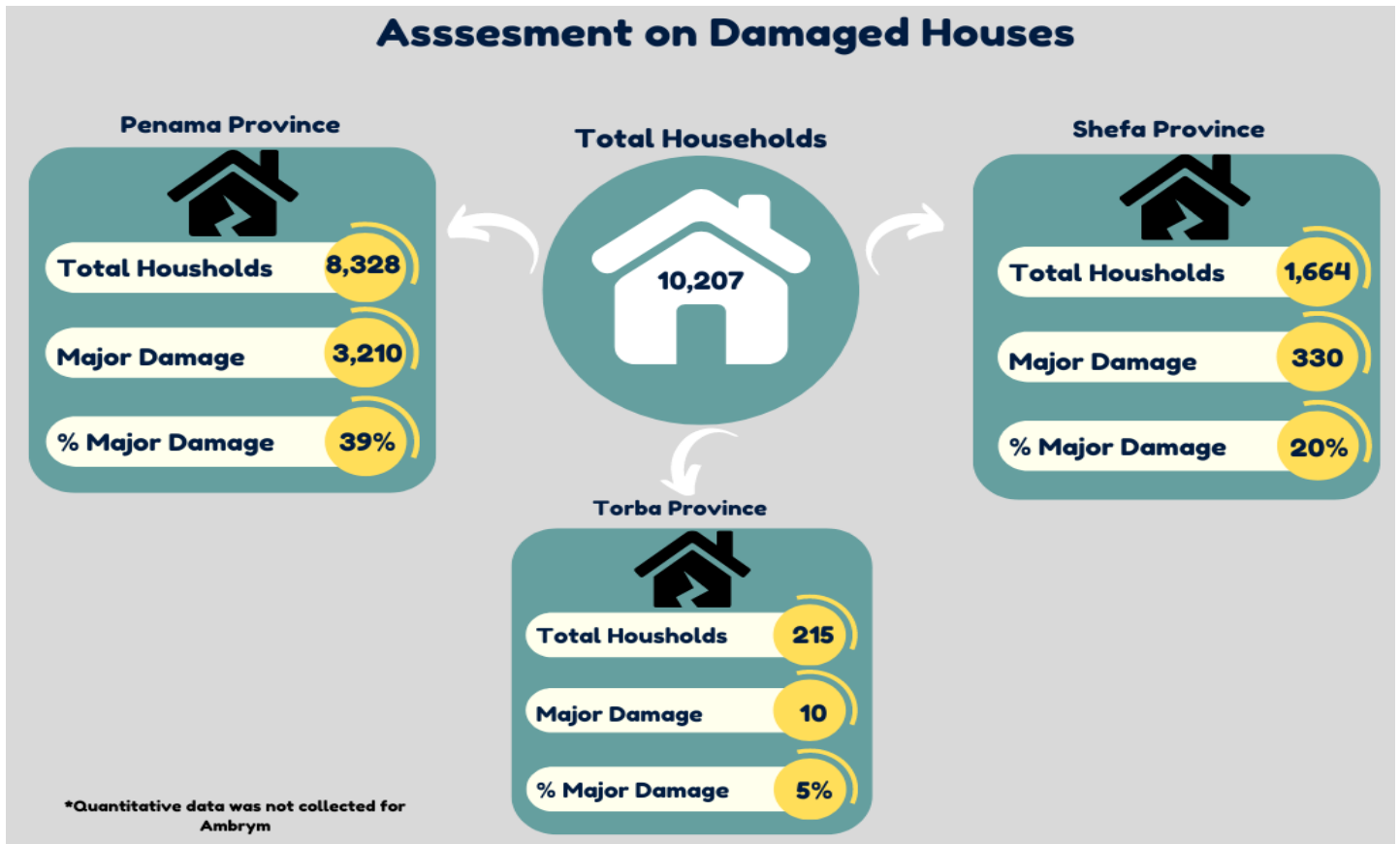
National Response

The NDMO is the operational arm of the Disaster Risk management framework and as such leads the response at the national level through the activation of the National Emergency Operation Centre (NEOC). During emergency responses when a State of Emergency is declared, the National Controller assumes a higher position than the NEOC. The NDMO is tasked with ensuring the formulation and implementation of response plans. To support the national government's preparedness and response efforts, Vanuatu has adopted a cluster system, where each cluster is led by a ministry of the national government and co-led by correspondent INGO and the Vanuatu Red Cross Society, with IFRC support.

To minimise duplication of effort, the NDMO worked with the Red Cross and other organisations to assign responsibility for supporting the initial TC Lola response for different areas. For example, VRCS has been the lead agency supporting North Pentecost, Central Pentecost 1, Central Pentecost 2, Southeast and Southwest Malekula and Southeast and Southwest Ambrym. CARE has led the early response in South Pentecost and Maewo, while ADRA was leading in North Ambrym and South Malekula.

In addition to these coordination efforts, Vanuatu authorities responded to Tropical Cyclone Lola by activating evacuation plans, ensuring vulnerable communities were moved to safe shelters before the cyclone's landfall. Despite telecommunication challenges, authorities disseminated cyclone warnings through radio broadcasts, loudspeakers, and community leaders. After the cyclone, rapid assessments were conducted to evaluate damage to infrastructure and homes. The government allocated resources for immediate relief and coordinated with international aid organizations for efficient distribution. Authorities also began planning for long-term recovery, focusing on livelihood restoration, and community resilience, involving collaboration with NGOs, donors, and local communities.

Needs analysis



Data Source: Shelter Cluster

According to initial data collected by VRCS, over 46,000 households, representing over 180,000 people, were affected by severe winds, intense rainfall and flooding. An estimated 75 per cent of buildings and houses were destroyed in Priority 1 areas and 50 per cent of buildings and houses were destroyed or damaged in Priority 2 areas. Initially, most residents of northern Pentecost evacuated, staying either in evacuation centres or with relatives. Subsequent NDMO assessment data indicated that around 5,746 houses were destroyed, and 15,699 houses were damaged, with the greatest number of houses destroyed being in Penama Province.

Shelter and Housing

Traditional thatch houses and semi-permanent buildings, both using thatch roofing, have suffered severe damage. Additionally, structures lacking cyclone-proofing measures remain vulnerable to future weather events. Immediate action is urgently needed to provide emergency shelter materials and initiate repairs, ensuring displaced families have safe and stable housing. Strengthening infrastructure resilience will mitigate future storm damage and enhance community resilience, thereby ensuring safer living conditions and promoting sustainable recovery from natural disasters.

Water, Sanitation, and Hygiene (WASH)

Water supplies in Vanuatu are contaminated, posing significant health risks, worsened by damages to sanitation facilities, particularly in Malampa and Penama provinces. Immediate actions are critical to provide clean water, implement water purification systems, rehabilitate damaged toilets, and enhance sanitation facilities. Community training on safe water practices and distribution of water filtration equipment, as recommended by assessments, is urgently needed. Continued community education on hygiene practices will be essential for sustaining health improvements and enhancing resilience against future challenges. Government assessments in late October 2023 highlighted the severity of the situation, noting impacts on households in South Malekula and significant damage to toilets in Maskelyn and Pellongk Islands. The report recommended prioritizing community training on safe water and the supply of water filtration equipment. As of April 30, 2024, VRCS has not received reports of disease outbreaks in the affected communities, highlighting the effectiveness of current interventions.

Logistics

Northern Penama and eastern Pentecost were affected by road blockages from tree debris, while Torba province and Shefa province experienced road blockages and landslides, hindering initial relief efforts. However, with assistance from NDMO, VRCS was able to deliver relief items to eastern and south-eastern Pentecost by helicopter. All transport services, including ferries, have resumed and all roads are accessible. Nevertheless, regular flight services can be subject to frequent cancellations. To enhance resilience against natural barriers and transportation disruptions, it is crucial to prioritize strengthening infrastructure and logistics capabilities. Building robust logistical frameworks will be essential for effectively responding to future emergencies and supporting sustainable recovery efforts in Vanuatu.

Communication

Vanuatu faces a critical loss of communication towers in Torba, Sanma, Malampa, and Penama provinces following the cyclone. Immediate action is essential to restore communication infrastructure, including towers and networks, to ensure effective coordination of relief efforts and communication with affected communities. Emphasis should be on strengthening communication networks and implementing disaster-resilient infrastructure.

Impacts on physical and mental well-being

The cyclone has impacted physical and mental well-being in the following ways:

- **Water & Sanitation:** Access to safe water has decreased due to damage to water tanks and contamination of water. Whilst Provincial Health Managers have not reported severe disease outbreaks in affected communities, contaminated water may exacerbate existing topical skin conditions and impact mental wellbeing.
- **Food & Security:** There has been destruction of food stores and crops. VRCS assessments in Torba province (Mere-Lava and Mota-Lava) and on Ambrym Island, identified that plots used for subsistence growing were badly damaged, while in the Yarsu and Varsu area councils (Epi province), agriculture has been badly damaged by landslides. In other areas, crops are decaying due to the effects of salt spray on farmlands.
- **Health:** TC Lola has contributed to an increased risk of diseases, including vector-borne diseases. Some communities have experienced diarrhoea, conjunctivitis and malaria in Penama, Torba and Malampa Provinces as reported by Provincial Health Managers.
- **Chronic disease -** Lack of access to medicines or necessary care may have contributed to the worsening of chronic diseases for some people. For example, there was a shortage of medication in the north of Ambrym Island as reported by the Provincial Health Manager.
- **Mental health –** Provincial Health Managers reported significant adverse impacts on mental health and well-being in Penama, Torba and Malampa Provinces.

- Disaster Management - The NDMO reported 1 death and 3 persons injured as a direct result of the cyclone.
- Livelihoods – Some families have lost crops and/or arable land, while others have lost tools of trade. Those involved in fishing have lost equipment and some boats have been damaged. This has decreased the ability of affected households to provide for essentials and may have increased their vulnerability to future shocks.

Sex and Gender Based Violence in Vanuatu (SGBV)

In 2011, the Vanuatu National Survey on Women’s Lives and Family Relationships revealed alarming statistics regarding intimate partner violence. The survey found that 60 per cent of women had experienced lifetime intimate partner violence, while 44 per cent had faced such violence in the past year. Additionally, non-partner violence was reported at 33 per cent. Recent reports from Provincial Health Managers indicate a significant adverse impact on mental health due to violence. There is growing concern that household stress levels could lead to an increase in SGBV. Damaged communal water facilities may necessitate that women and children walk further distances to obtain water, increasing their vulnerability. VRCS was a member of the protection cluster. They distributed solar lamps and provided awareness on SGBV at evacuation centres. Detailed assessments were undertaken by teams from the Department of Youth and Sport, in collaboration with the Department of Women’s Affairs and Vanuatu Women’s Centre, to establish a greater understanding of the situation.

Operational risk assessment

VRCS leads risk management activities relating to the operation with support from IFRC CCD Suva, IFRC APRO and surge delegates. For example, the national society uses formal procedures to manage resources. As part of this response, in coordination with the IFRC, the national society is updating its emergency response procedures. Branches are trained in stock management and reporting. Capacity building by the CCD is strengthening the existing national society PGI capacity. IFRC CCD and IFRC APRO are assisting with framework agreements, which are critical to empowering the national society to ensure that sufficient stocks are available in case of a further disaster.

Risk	Likelihood	Impact	Mitigating actions
Staff and Volunteers Safety	Low	High	VRCS and IFRC will provide training and equipment to staff and volunteers. The IFRC security plans will apply to all IFRC staff throughout the operation. Area specific Security Risk Assessment will be conducted for any operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented. All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe 2.0 Global edition Level 1-3.
Funding risks, including appeal coverage, timing of cash flow	Medium	Medium	Ongoing engagement and support from CCD and APRO. Monitoring cash and expenditure and ensuring operate within budget constraints. The funding for the MPCG programme is being transferred directly from IFRC to Digicel, which reduces cash flow risk relating to this activity.
Logistics and availability of stocks in country	High	High	-Costs of air and sea transport as well as available capacity restricts the ability to provide cash and stocks to the affected areas. Planning ahead to avoid urgent requirements for movements as well as close collaboration with other agencies and partners on provided transports will contain expenses and allow proper facilitation of required movements. Develop framework agreements for emergency relief items and financial service providers to assist with the timeliness of stock replenishment and cash programming going forward.

Damage to storage structures		Medium	-Pre-position relief supplies and equipment, fortify response facilities and establish alternative communication channels to ensure continuity of operations. It is proposed to install a new storage container for NFIs in Tanna.
Continued challenges with communication with affected areas	High	Medium	Set up redundant communication systems, including satellite phones and radio networks. Train responders on effective communication protocols.
Water-related diseases outbreak	Medium	High	Ensure access to clean water and sanitation facilities. Promote hygiene practices and disease prevention measures to mitigate health risks.
Logistical challenges, including the significant distance between Port Vila and the affected provinces.	High	Medium	Pre-plan transportation routes, especially for delivering aid to remote areas. Have backup plans in case of road blockages, damage to infrastructure or staff being stranded while in the field. Pre-positioning NFIs. Ensuring sufficient budget provision for transport.
Adverse weather conditions affecting response.	Medium	High	Monitor weather conditions closely and use opportunities wisely when weather permits to travel for response work.
Coordinating with local authorities	Medium	Low	Collaborate closely with local authorities to align response efforts and leverage local knowledge and resources.
Security risks	Low	Medium	Assess and address security concerns for responders and affected populations. Work with local authorities and security forces to maintain a safe operating environment.
Cultural and language barriers	Medium	Low	Employ local staff and volunteers who are familiar with the culture and language of affected communities.
Continuing vulnerabilities for affected populations due to overlapping disasters	Medium	Medium	Develop long-term recovery and rehabilitation plans to address the needs of affected communities after the initial response phase.
Safeguarding/Gender-based Violence (GBV), Child Protection & Prevention of Sexual Exploitation and Abuse (PSEA)	Low	High	Staff and volunteers will receive refresher training and briefings prior to field deployment. Continuous messaging will be undertaken on ethical and compliance behaviours. Referral and reporting lines will be disseminated.

B. OPERATIONAL STRATEGY

Operational Strategy Update

Following a significant reduction in the National Disaster Management Office (NDMO) estimates of affected households, the Operational Strategy has been revised. The updated response plan now targets a total of 19,500 people across 164 communities, a reduction from the original estimate of 30,000 people.

Accordingly, the budget for the shelter programme has decreased from CHF 1.065 million to CHF 0.471 million and is expected to reach 18,000 people rather than 30,000. This has resulted in several changes to the original plan. High-

priority areas have received shelter support only, and in some locations, shelter assistance has been provided through CVA programming and budget lines.

Considering the basic needs within the community, available resources, and expertise within the VRCS, it has been decided not to proceed with the original livelihoods activity. Instead, VRCS will focus on implementing a MPCG programme targeting 2,000 households (9,400 people) initially, with an increase to 3,900 households (19,500 people) if funding permits.


The implementation of the MPCG will help prevent affected communities from adopting negative coping mechanisms related to fulfilling their basic needs. VRCS has established criteria for selecting individuals to be supported and has developed an MPCG assessment form to identify eligible recipients. This is followed by a verification process and registration.

The level of funding requested remains unchanged at CHF 2,500,000. If the funding is not received, it will be necessary to scale back some activities, most likely those related to MPCG, health, and WASH.

C. DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION

INTEGRATED ASSISTANCE

	Shelter, Housing and Settlements	People reached: 20,370	
		Female > 18: 5,546	Female < 18: 4,537
		Male > 18: 5,658	Male < 18: 4,629
Objective:	<i>Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions</i>		
Key indicators:	Indicator	Actual	Target
	<i># of people provided with basic and safe emergency shelter that adequately enables essential household and livelihood activities to be undertaken with dignity.</i>	20,370	18,000
	<i># of households provided with build back safer construction materials.</i>	0	64
	<i># of people provided with household items that support the restoration and maintenance of health, dignity and safety and the undertaking of daily domestic activities in and around the home.</i>	20,370	18,000
	<i># of staff and volunteers who completed training in emergency shelter and emergency household items.</i>	45 (30 male and 15 female)	9

# of people who attended training/awareness raising sessions on transitional safe shelter.	108	450
--	-----	-----

During the early response phase, distributions of essential household items were conducted alongside assessments, provided that stock levels allowed. However, due to insufficient stock replenishment in the islands after Tropical Cyclones Judy and Kevin, not all communities assessed as needing support received aid. To serve the affected population, the VRCS had to transport items from the Port Vila/Shefa branch and Santo to Ambrym and Pentecost. As a result, emergency shelter and household items reached a total of 20,370 people.

In November, training on shelter awareness and emergency shelter items was provided to 6 volunteers (3 males and 3 females) at the National Office before their deployment to Pentecost Island to assist with the initial shelter distributions.

Some of the items distributed by VRCS as part of the TC Lola response had been donated by the Australian Department of Foreign Affairs and Trade (DFAT), the New Zealand Ministry of Foreign Affairs and Trade (MFAT), and USAID to the Vanuatu NDMO. The NDMO forwarded these items to VRCS for distribution. The DFAT and MFAT items were distributed in Southeast Malekula and Central Pentecost 2.

Donations from NDMO which had been received from MFAT, DFAT and USAID	Shipment from NDMO stock to Pentecost on 8 November 2023			Shipment from NDMO stock to Pentecost, Ambae and Malekula on 16 November 2023
	NDMO - MFAT Stock (pcs)	NDMO - DFAT Stock (pcs)	Total	NDMO - USAID Stock (pcs)
Tarpaulins 4x6	245	1,078	1,323	1,080
Sleeping mat	0	1,000	1,000	0
Shelter tool kit	51	504	555	540
Kitchen set	0	200	200	0
Jerry can	0	1,421	1,421	0
Hygiene parcel	0	560	560	0
Mosquito net	0	600	600	0
Blanket	0	0	0	0

Stock replenishment is currently underway. The following stocks are expected to arrive in country by April 2024:

Items	Procured from IFRC	NZRC gifts in kind
Tarpaulins 4x6m	4,505	1,000
Solar Lamps	2,700	-
Shelter Took Kits	592	968
Mosquito Nets	1,050	-
Kitchen Sets	1,376	590
Jerry Cans	5,600	500
Hygiene Parcel (5 person)	2,076	200

A surge delegate from the Indonesian Red Cross (Palang Merah Indonesia), funded by the Canadian Red Cross through the Regional Deployment Funds, has been deployed to develop a Build Back Safer (BBS) Train the Trainer and Volunteer Training program. The training took place on May 6, 2024.

Informal PMER feedback received during post-distribution monitoring indicated that some Multipurpose Cash Grant recipients might use the grants to purchase construction materials. Consequently, the BBS training was expedited to ensure it reaches the communities before the cash grants are disbursed.

The shelter awareness initiative aims to reach 450 people across seven area councils in Penama and Malampa. The Build Back Safer construction materials will support 64 households in the eastern side of the CP2 area council.

The VRCS has developed a Bill of Quantity (BoQ) for thatch-constructed housing, which will guide the pilot BBS distribution. This BoQ outlines the materials and quantities required for households to build stronger shelters. It provides clear guidance on each item needed, simplifying and supporting the process for the households. The BoQ, used by households selected for the BBS program, will inform quotations obtained from suppliers. After developing the beneficiary selection criteria, it is proposed to pilot the shopping list in a remote part of Central Pentecost 2.

In March 2024, 19 branch volunteers (15 male and 4 female) participated in Build Back Safer shelter kit training and shelter in emergencies on Pentecost. A second training session was held in Malekula in April, with a total of 20 branch volunteers (12 male and 8 female) participating.

Post distribution monitoring (PDM)

Regarding the distribution of essential household items on Pentecost, Malekula, and Ambrym islands, a total of 308 households were surveyed. Of these, 264 households had received essential household items, while 44 had not. Among the 264 households that received items, 253 reported being neutral, satisfied, or very satisfied with the items they received, and 254 felt the same about the distribution process.

Some feedback from the PDM highlighted a shortage of certain household items during TC Lola, as replenishment from TCs Judy and Kevin was still underway. Stock shortages in some cases prevented all communities from receiving the same set of items. Several households noted that a single 5L jerry can was insufficient for their needs. Typically, VRCS provides two 5L jerry cans to identified households.



Focus group discussion on Ambrym Island during post distribution monitoring. (Photo: IFRC)

Based on both qualitative and quantitative feedback from the post-distribution monitoring (PDM), VRCS is reviewing the most appropriate bedding materials for the Vanuatu context.

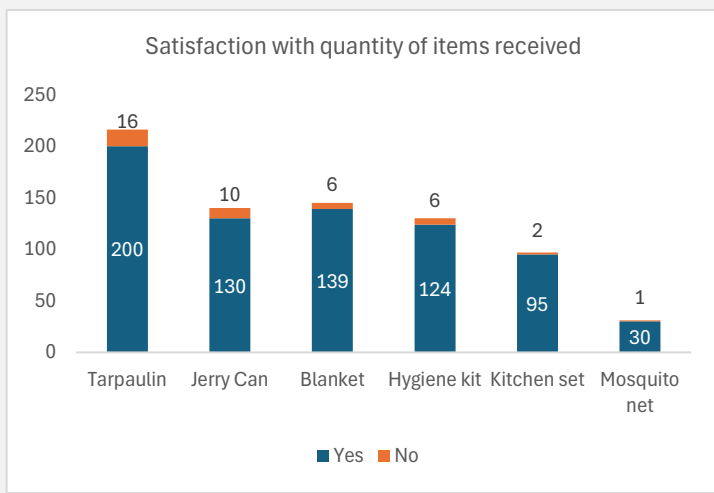
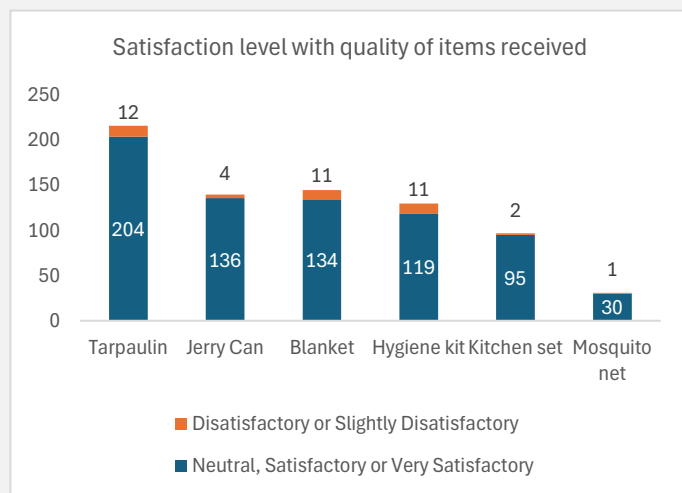
Among the 48 households that reported being slightly dissatisfied or dissatisfied with the beneficiary selection, 34 had not received essential household items.

Three-quarters of the 308 surveyed households reported not knowing how to contact VRCS. To address this, VRCS has recently appointed a focal person for Community Engagement and Accountability (CEA), and this issue will be addressed in the coming weeks.

Eleven households reported being asked to pay compensation to receive household items, with three actually making a payment. The original survey questionnaire did not include a question about who made the request for compensation. This question has now been added to the questionnaire. Additionally, the post-distribution monitoring survey did not record respondent names, which has hindered further engagement with these households. It is proposed to add a voluntary question about respondent names. VRCS management has followed up with those involved in the interviews, and subsequent interviewers have been briefed on the process for handling reports of payment requests. VRCS also plans to conduct focus group discussions in areas where most instances of

payment requests occurred to validate the collected data.

Analysis of the post-distribution monitoring data revealed some issues with data quality and translation. The findings will be valuable for future surveys, including preparing the questionnaire in the local language (Bislama). VRCS plans to provide more communication materials about beneficiary selection criteria to volunteers before distributions and to offer more information to communities in future distributions.



Multi-purpose Cash

[Due to funding and resource constraints, livelihood recovery was removed from the programme of activities and replaced by Multi-purpose cash activities]

People reached: -

Female > 18: -

Female < 18: -

Male > 18: -

Male < 18: -

Objective:

Communities in disaster and crisis affected areas are able to meet the basic needs of their household, according to their priorities.

Key indicators:

Indicator

Actual

Target

of people reached with cash assistance

0

9,400

During February 2024, market assessments were conducted in West Ambrym, North Pentecost, Central Pentecost 1 and Central Pentecost 2.

A Minimum Expenditure Basket (MEB) calculation is on the early stage of discussion among Vanuatu Cash Working Group. Hence, it has been decided to progress with one-time multi-purpose cash grants of VT 20,000 (approximately CHF 150) per household. This transfer value was decided based on a recommendation made in 2023 by the Vanuatu Cash Working Group, led by the Vanuatu Ministry of Finance, which proposed VT 15,000, equivalent to the government assistance amount and 39 per cent of the minimum wage for a 40-hour workweek, equalling VUV 220 per hour¹. The value was increased to VT 20,000 to maintain a similar 39 per cent of the increased minimum wage from VUV 220 to VUV 300 per hour in March 2024².

¹ <https://wageindicator.org/salary/minimum-wage/vanuatu/archive/20190901>

² <https://wageindicator.org/salary/minimum-wage/vanuatu>

VRCS has received exceptional approval from IFRC to extend the existing cash transfer service agreement with Digicel. The agreement extension provides for support for up to 7,500 households over time, of which up to 2,000 households will be supported as part of the current TC Lola response. In parallel, a process for developing Framework Agreements for Financial Service Providers (FSPs) for longer 2–3-year contract durations (beyond the current response) have commenced.

VRCS established criteria for beneficiary selection, focusing primarily on damage to shelter and livelihood due to TC Lola, with household vulnerability as a secondary criterion. CDCCC, Area Administrators, and Community Leaders lead the selection of individual beneficiaries, and VRCS will validate a sample of those selected. VRCS expects the first MPCG distributions to begin at the end of June or early July. The delay on the timeline follows a strategic shift in beneficiary verification from publishing potential beneficiaries' names to conducting interviews of respondent selected through proportional purposive sampling process with a 15 per cent tolerance. If the 15 per cent tolerance fails, VRCS will need to repeat the selection process, which would add additional burdens. In the future, VRCS will need to account for these additional steps in their budget and timeline if this verification method is selected.

The minimum number of respondents was calculated at 239 based on a 5 per cent margin of error, a 90 per cent confidence level, and a 50 per cent response distribution for a total of 2,000 beneficiaries. This allows VRCS to confidently represent the results for all beneficiaries without surveying the entire beneficiary population. Volunteers have been inducted and briefed on the multi-purpose cash grant programme as follows:

Island	Males	Females	Total
Pentecost	16	23	39
Ambrym	10	4	14
Total	26	27	53

VRCS is currently discussing the option of providing Cash for Shelter. However, further work is required to assess feasibility and any Cash for Shelter activity will be subject to funding. A cash delegate from IFRC CCD Suva, who has been providing ongoing remote support to VRCS, visited Vanuatu from 9 to 19 April 2024 to initiate the MEB calculation process in collaboration with the Vanuatu Cash Working Group. Additionally, the delegate began the process of establishing a framework agreement with Financial Service Providers to support VRCS's Cash and Voucher Assistance response in the future.

HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

 Health & Care <i>(Mental Health and psychosocial support / Community Health / Medical Services)</i>	People reached: 2,400		
	Female > 18: tbc	Female < 18: tbc	
	Male > 18: tb	Male < 18: tbc	
Objective:	<i>Reduce further harm or injury and support the ongoing health and well-being of affected communities</i>		
Key indicators:	Indicator	Actual	Target
	<i># of people reached with health awareness</i>	2,400	6,500

# of staff and volunteers trained on First Aid	28 people were trained as part of another project	50
# of community members trained in First Aid	0	420
# of staff and volunteers trained in PFA	9	70
# of staff and volunteers trained in CBHFA	0	150
# of people receiving LLINs (long life insecticide treated nets) * The target was previously shown as 2,400 based on the assumption that 2 people would benefit from each net. However, the target has now been adjusted to reflect that only one person receives the net although more than one person will benefit from each net.	1,200	1,200*

Some volunteers provided first aid and psychological first aid in the immediate aftermath of the cyclone, although numbers were not recorded at that time.

A total of 1,200 long life insecticide treated nets were distributed as follows:

Island	# HH	# Nets
Ambrym	783	786
Malekula	172	172
Merelava	3	6
Merig	3	6
Pentecost	230	230
Total	1,191	1,200

During distributions, volunteers provided health awareness to nine affected communities in Pentecost Island (estimated 450 people) on relevant Public Health in Emergencies topics, Menstrual Hygiene Management, psychosocial support, and water/vector borne diseases.

During post distribution monitoring during March and April, 31 of the 308 respondents reported receiving mosquito nets. All but one were neutral, satisfied or very satisfied with the quality of the nets.

Six volunteers and 22 staff were trained in basic First Aid at the VRCS headquarters during the operation (funded by another programme).

Nine volunteers in Malekula were trained in Psychological First Aid (PFA) during April (5 males and 4 females). Training in Public Health in Emergencies (PHiE) and Health Promotion and Menstrual Hygiene Management has been provided to 15 volunteers (10 female and 5 males) in Northern Pentecost. In addition, training on Psychological First Aid and Menstrual Hygiene Management has been provided in Malampa. Further trainings are planned for Ambae and Torba.

A First Aid "Train the Trainer" event will be held in Port Vila commencing 20 May 2024, which will be attended by one volunteer from each branch and two staff from Port Vila.



Water, Sanitation and Hygiene

People reached: **11,075**

Female > 18: tbc Female < 18: tbc

Male > 18: tbc Male < 18: tbc

Objective: *To restore access to WASH facilities, to reduce water-related diseases in affected communities and to protect the vulnerable.*

Key indicators:	Indicator	Actual	Target
		<i># of people reached by WASH assistance</i>	11,075
	<i># of ventilated improved pit (VIP) toilets constructed.</i>	0	15
	<i># of water points rehabilitated (wells with pumps, spring protection, community ponds with filtration)</i>	0	10
	<i># of people reached by hygiene promotion activities in the response period</i>	450	6,500
	<i># of handwashing stations constructed</i>	0	150
	<i># of people provided with hygiene kits</i>	2,215	2,076
	<i># of staff and volunteers trained in the use of the NOMAD water treatment system</i>	0	20

All deployed staff and volunteers received briefing on WASH key messaging. This included 6 volunteers and 2 staff in Torba, 15 volunteers in Sanma, 11 volunteers and one staff in Malakula Island, 6 volunteers and 2 staff in HQ/Shefa Province, and 28 volunteers and 3 staff in Pentecost Island.

During distributions to 9 communities on Pentecost Island, volunteers supported the community members through awareness raising on handwashing and promotion of good hygiene practices.. IEC materials were shared with the community members to reinforce this messaging.

Early in the response, the VRCS WASH officer attended a number of WASH Cluster meetings. However, these have now been discontinued.

WASH items distributed following the cyclone were as follows:

Island	Households receiving any WASH item/assistance (TOTAL)	# Hygiene kits	# Jerry cans	# Handwashing buckets (UNICEF)
Ambrym	833	103	869	0
Malekula	675	540	105	154
Merelava	3	3	6	0
Merig	3	3	6	0
Pentecost	1,998	1,566	1,965	0
Total	3,512	2,215	2,951	154

The figures above include 500 hygiene kits and 154 handwashing buckets distributed on behalf of UNICEF. The UNICEF hygiene kits contained soap, toothpaste, toothbrushes, a towel, a torch, menstrual hygiene pads, and a tarpaulin with rope (which can be used for privacy during hygiene-related activities).

The IFRC hygiene kits were designed for a household of five and included 12 bars of body soap, 5 bars of laundry soap, 40 disposable sanitary pads, 2 bath towels, 3 face towels, 6 rolls of toilet paper, 5 toothbrushes, 2 tubes of toothpaste, and 4 disposable razors. Due to insufficient funding, it was not possible to procure separate full menstrual hygiene management (MHM) kits; instead, some menstrual hygiene pads were included in the hygiene kits.

To date, VRCS has completed assessments of community water collection, storage, and sanitation systems on Pentecost and Malekula Islands, with plans to assess Ambrym and Ambae Islands. Based on these assessments, approximately 60 water systems have been identified as needing repairs or rehabilitation, and an estimated 40 water systems on Ambrym and Ambae Islands may also require repairs or rehabilitation. In May, VRCS will complete the procurement of items needed to rehabilitate community water collection and storage systems damaged during TC Lola.

Construction of community Ventilated Improved Pit (VIP) latrines and handwashing stations (a Pacific design using bamboo, functioning similarly to a tippy tap) is expected to begin in June.

Post-distribution monitoring was conducted in March and April, surveying a total of 308 households, including 264 that had received household items and 44 that had not. In addition, one focus group discussion has been held to date, with plans to conduct further focus group discussions separately with men and women in two villages.

Feedback on the distributed WASH items revealed that 136 of the 140 households that received jerry cans (mostly 5L) reported being neutral, satisfied, or very satisfied with the quality of the jerry cans. However, 10 households reported that there were not enough jerry cans, and some respondents mentioned that the jerry cans were too small. This feedback was anticipated, as it was not possible to distribute the usual quantities of jerry cans due to stock shortages following TC Judy and Kevin.

Among the 130 households that reported receiving hygiene kits, 119 were neutral, satisfied, or very satisfied with the quality of the kits, and 124 reported that the quantity of items was adequate. Almost all households indicated that they used some or all items from the hygiene kits.

	Protection, Gender and Inclusion (PGI)	People reached: tbc	
		Female > 18: tbc	Female > 18: tbc
		Male > 18: tbc	Male > 18: tbc
Objective:	<i>Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other non-respect of their human rights and address their distinct needs</i>		
Key indicators:	Indicator	Actual	Target
	<i># of RCRC staff and volunteers trained on PGI</i>	15 volunteers and 2 staff	15
	<i># of people reached by PGI</i>	-	19,500

VRCS PGI policy was reviewed by volunteers and staff. All VRCS volunteer deployment teams have been briefed and have signed VRCS Child Protection Code of Conduct.

The VRCS PGI officer attended daily PGI Cluster meetings until the second week of November 2023 when the cluster meetings were ceased pending new shipments and assistance.

PGI training was also conducted for 17 people (15 volunteers and 2 staffs; 10 females and 7 males)

The initial household assessments of 5,389 households captured sex, age and disability disaggregated data. Of these households, it was identified that 792 were female headed households.



Participants of PGI training (Photo: VRCS)

People living with a disability	Total Households	Males living with a disability	Females living with a disability	Total people living with a disability
Ambrym	1,017	59	51	110
Malekula	2,034	162	233	395
Merelava	3	0	1	1
Merig	3	0	0	0
Pentecost	2,330	149	160	309
Total	5,387	370	445	815

Solar lanterns from VRCS stock were distributed to 1,705 households in late 2023 and early 2024 to improve safety.

Province	Area Council	# Solar Lanterns
Ambrym	South East	3
Ambrym	South West	1
Pentecost	Central Pentecost 1	469
Pentecost	Central Pentecost 2	243
Pentecost	North Pentecost	989
Total		1,705

During April 2024, the stocks of solar lamps were replenished (2,700 solar lamps).

The hygiene kits that were distributed (under WASH) included menstrual hygiene pads. Unfortunately, due to budgetary limitations, the operation was not yet able to procure and distribute dignity kits.

PGI training was conducted from 2 – 3 May 2024 with technical support from the IFRC PGI technical lead. The training took an inside out approach whereby VRCS strategically leverages on its PGI commitments to build on stronger foundational principles with the aim of creating safer spaces within its institution through better understanding Diversity and actively pursuing Inclusive practices which would further create a sense of Belonging amongst its staff, volunteers and board members. Additionally, a risk analysis was also done with the team to identify potential risks and put mitigation measures in place to ensure no further unintentional or indirect harm is caused.



Community Engagement and Accountability

People reached: tbc

Female > 18: tbc

Female > 18: tbc

Male > 18: tbc

Male > 18: tbc

Objective:

A robust, two-way communication system is established to actively engage and integrate the needs, preferences, and feedback of affected communities, fostering trust, ownership, and resilience while upholding accountability, dignity, and respect. Operational updates and strategies are communicated with communities via regular updates on electronic media

Key indicators:

Indicator

Actual

Target

of community feedback mechanisms in place

3

3

of complaints received through feedback mechanisms

5

5

While visiting communities, staff and volunteers have encouraged communities to utilise the Red Cross free hotline number (#165) to provide feedback, or to raise questions or concerns. Other feedback options include feedback boxes in some communities where VRCS teams are working and the VRCS Facebook page.

VRCS has recently established a focal point for Community Engagement and Accountability (CEA) activities. IFRC APRO has provided tools to support the incumbent, and some associated procedures are being put in place to ensure the consistent collection and monitoring of feedback, and the tracking of responses.

Enabling approaches



National Society Strengthening

Objective:

VRCS increases capacity in Response & Recovery and has overall improved service delivery, aligned with its 2022-2026 Strategic Plan

Key indicators:

Indicator

Actual

Target

of volunteers covered by insurance

300

300

of staff and volunteers who receive training in health and safety procedures

N/a

25

Volunteer and staff protection

Volunteer accident insurance has been arranged for 300 volunteers for 2024. During the reporting period, a safety incident occurred at sea involving a VRCS volunteer. Quotations have been obtained for the purchase of 100 life jackets, and VRCS is progressing with procurement, which is due to be finalized by the end of May. It will also be necessary to distribute life jackets to branches and establish processes regarding their use.

Finance, procurement, logistics

The IFRC CCD Suva finance officer has provided support for budgeting and financial reporting. Additionally, the IFRC CCD Logistics Officer was in Vanuatu from October to early November to support the VRCS logistics officer with the early response and repacking of hygiene kits.

Branch development

VRCS has recruited 14 new volunteers on Ambrym Island, where the branch previously had no volunteers. These new volunteers will play a key role in the Ambrym cash grant program. Due to budget constraints, it will not be possible to develop a warehousing or separate storage unit on North Pentecost Island. Instead, the existing office/building is being renovated to accommodate essential household items in the future. The renovation is expected to be completed by the end of April, with the transfer of stocks from Port Vila to North Pentecost planned for early May.

During post-distribution monitoring, some respondents reported inconsistencies in the distribution of emergency items. Various contributing factors were identified, including that volunteers are provided with verbal instructions prior to deployment, which may lead to variations in understanding distribution criteria. To assist with future trainings, IFRC APRO will provide a sample PowerPoint and handouts. Additionally, the VRCS Shelter team will develop a damage assessment handout to be provided to volunteers prior to deployment. To facilitate consistency during assessments, the assessment survey will be translated into the local language.

The IFRC CCD National Society Development Manager has held preliminary discussions with VRCS to share tools and resources from across the Pacific.



The new branch volunteers in Ambrym were trained during April and are soon to commence community awareness raising regarding the multi-purpose cash grant programme. (Photo: IFRC)



Coordination and Partnerships

Objective:

Develop an efficient and coordinated approach with all stakeholders involved.

Membership coordination

- CCD Suva management engaged in bilateral discussions with key partners in the Pacific to facilitate financial and technical support to VRCS.
- IFRC APRO organised a Partners Call following the EA publication allowing VRCS to speak to the IFRC Network globally to secure support.
- New Zealand Red Cross provided VRCS with four satellite phones and connections which were loaned for 3 months to improve communication between VRCS HQ and branches in the affected islands (bilateral support). Further discussions with NZRC will be held with VRCS and NZRC for preparedness support and equipment management.
- Surge support is assisting with IFRC/donor reporting requirements.

Engagement with external partners

- VRCS and IFRC delegates in Vanuatu participated in fortnightly Inter Agency coordination meetings organized by NDMO.
- In Vanuatu, each cluster is led by a line ministry and co-led by a humanitarian agency. Initially the IFRC Shelter Coordinator co-lead the Shelter Cluster together with the VRCS counterpart, including organizing weekly meetings of the Cluster. The IFRC Shelter Coordinator also represented the Shelter Cluster in the weekly Inter-Cluster Coordination meetings. Early in the response, VRCS attended a Health Cluster meeting.
- VRCS participates in the Cash Working Group.

Movement cooperation (ICRC)

- While VRCS has previously provided Restoring Family Links (RFL) services as part of its cyclone responses, in this instance it was not possible to do so, as there were no satphones operational in the immediate aftermath of TC Lola and there was insufficient funding to progress this in the first instance.



Shelter Cluster Coordination

Objective:	<i>Humanitarian Shelter and Settlements are well coordinated, supporting a comprehensive, quality, coherent, and consistent. Shelter and Settlements response co-led by VRCS with support from IFRC.</i>		
Key indicators:	Indicator	Actual	Target
	<i>Shelter cluster response strategy in place and agreed by the shelter cluster members, informing the National response plan.</i>	Yes	Yes
	<i>Information management system in place capturing potential gaps and duplication of efforts and monitoring progress in the implementation of the shelter cluster strategy.</i>	Yes	Yes
	<i>Technical guidance and standards for response in place and agreed by the shelter cluster members.</i>	No	Yes
	<i># of regular coordination meetings taking place during response phase, providing a platform for coordination to humanitarian shelter members</i>	10	10
	<i># of regular coordination meetings taking place during early recovery phase and preparedness, providing a platform for coordination to humanitarian shelter partners</i>	0	6
	<i># of partners regularly participating in shelter cluster/sector activities</i>	8	10

VRCS and the IFRC Pacific shelter coordinator contributed to shelter cluster coordination through the following activities:

- Led six shelter cluster meetings, facilitating coordination, analysis of damage and needs in the affected areas.
- Currently participating in discussion of possible standards for distribution and prioritization of stock, with the consideration of the stock scarcity in country.
- Supported a lessons learned workshop.
- Contributed to capacity building for the NDMO shelter cluster lead in coordination of the response.
- Advocated to ensure that humanitarian principles were followed during distributions and for clear communication and accountability to affected communities.
- Established appropriate tools to track and monitor the implementation of the shelter response, identifying and addressing potential gaps and duplications. Provided input into the 5W provided by NDMO Information Management (IM), with support from OCHA IM, to facilitate the shelter cluster reporting and analysis. Maps and infographics were developed to show the progress of the shelter response, with the support of Global Shelter Cluster IM support team.
- Engaged with the Displacement and Evacuation Center Management cluster coordination team, to ensure essential HH items reached displaced people living with host families and in evacuation centers.
- Contributed to the development of the shelter cluster response plan. This has subsequently been included in the National Response Plan.

Early in the response, the shelter cluster identified target area councils for each of the partners to support.

The shelter cluster has developed a strategy, plans, objectives and indicators for the shelter and settlements sectors. It is also monitoring and reporting on implementation of the strategy.

During March, 16 people from five organizations participated in a shelter cluster lessons learned workshop. It was recognised that the shelter cluster response for TC Lola was stronger than for TCs Judy and Kevin. One matter noted during the lessons learned workshop was the importance of coordination between the shelter cluster and other clusters – particularly logistics and displacement.

The shelter cluster has commenced work towards standardizing emergency relief items. One reason this activity is necessary is that some non-government organizations involved in emergency response work in Vanuatu are not able to meet the standards usually followed by IFRC and VRCS.



Secretariat Services

Objective:			
Key indicators:	Indicator	Actual	Target
	# of rapid-response members deployed for the operation	4	4
	# of evaluations conducted for this response	0	1

Surge support provided to the delegation comprised:

- A Disaster Risk Management delegate from IFRC CCD Suva was deployed as interim operation manager for two months to support the initial emergency phase (supported by Canadian Red Cross).
- Shelter Cluster Coordinator for 3 months supported by Australian Red Cross.

- Operations Manager for 3 months supported by Australian Red Cross.
- PMER Coordinator for 2.5 months supported by New Zealand Red Cross.
- Shelter Coordinator from Palang Merah Indonesia for 6 weeks supported by Canadian Red Cross via the Regional Deployment Fund.

Thematic and technical support

- IFRC CCD Suva and APRO thematic coordinators (Health, WASH, CVA, PGI, CEA, NSD, PMER) provided technical support to VRCS with planning and the development of the Operational Strategy.
- IFRC CCD Suva deployed the Pacific Shelter Coordinator to support VRCS with shelter cluster coordination.
- IFRC CCD Suva deployed a Cash and Voucher Assistance Delegate to support VRCS with the market assessment and planning phase of the multi-purpose cash grant programme.
- IFRC CCD Suva finance, admin and HR teams facilitated the overall finance structure for the operation and international funds transfers, as well as incoming HR travel support.
- CCD Subs deployments to Vanuatu have been funded through the TC Lola appeal.

D. FUNDING

The operation's funding performance against the IFRC Emergency Appeal currently stands at 30 per cent, which includes the DREF allocation, contributions from donors, and in-kind support. As of 30 April, expenditure to date was CHF 671,706, i.e. 46 per cent of the available funding. It is expected that there will be significant additional expenditure over the next 1-2 months once the stock replenishment costs are charged against the appeal and the cash grant programme is rolled out.

An interim financial report is attached at the end of this report.

Contact information

For further information, specifically related to this operation please contact:

At the Vanuatu Red Cross Society:

- Dickinson Tevi, Secretary General; email: sg@redcrossvanuatu.com
- Augustine Garae, Head of Disaster Management: disaster.coordinator@redcrossvanuatu.com

At the IFRC Country Cluster Delegation for the Pacific:

- Katie Greenwood, Head of Delegation Country Cluster Delegation Suva; email; katie.greenwood@ifrc.org
- Mark McCaul, DRM Manager; email; mark.mccaul@ifrc.org
- Soneel Ram, Communications Manager; email; soneel.ram@ifrc.org

At the IFRC Asia Pacific Regional Office in Kuala Lumpur:

- Alexander Matheou, Regional Director; email: alexander.matheou@ifrc.org
- Juja Kim, Deputy Regional Director; email: juja.kim@ifrc.org
- Joy Singhal, Head of Health, Disaster, Climate and Crisis unit; email: joy.singhal@ifrc.org
- Felipe Delcid, Lead of Evolving Crises and Disasters; email; felipe.delcid@ifrc.org
- Nusrat Hassan, Operations Coordinator; email: opscoord.pacific@ifrc.org
- Afrhill Rances, Communications Manager; email: afrhill.rances@ifrc.org

At the IFRC Geneva

- Christina Duschl, Senior Officer Operations Coordination; email: christina.duschl@ifrc.org

For IFRC Resource Mobilisation and Pledges support:

- Maz Afiqah Mohammad Khairrul Azmi, Partnerships-in-Emergencies; email: PartnershipsEA.AP@ifrc.org

For In-Kind Donations and Mobilisation table support:

- Nuraiza Khairuddin, Manager – Regional Logistics Unit; email: Nuraiza.khairuddin@ifrc.org

For IFRC PMER and Quality Assurance and Performance and Accountability support:

- Mursidi Unir, PMER in Emergencies Coordinator, email: mursidi.unir@ifrc.org

Reference documents



Click here for:

- [Previous Appeals and updates](#)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.

Annex 1: Tropical Cyclone Lola PDM Summary

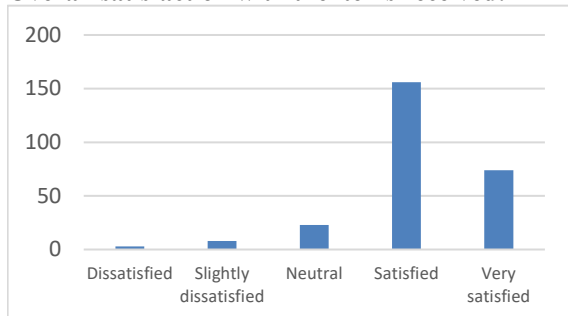
Background: Following Tropical Cyclone Lola on 28 October 2023, Vanuatu Red Cross conducted an assessment and distributed essential household items to 4,074 HH across 3 provinces (Panama 2,215, Malampa 1,853, Torba 6). In some instances, this was accompanied by health and/or WASH messaging.

Methodology:

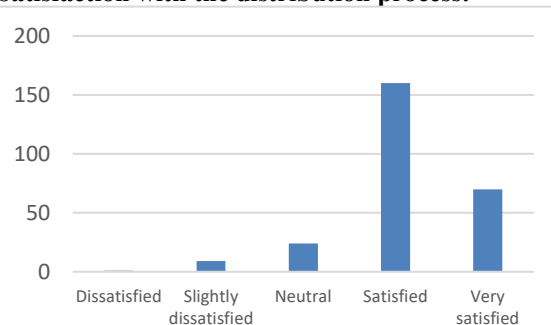
Survey: 308 houses in Panama and Malampa. Survey included 264 who had received essential household items and 44 households which had not received essential household items.

Focus group discussion: 1 on Ambrym (Malampa)

Overall satisfaction with the items received:



Satisfaction with the distribution process:



Quality of items received

	Neutral, Satisfactory or Very Satisfactory	Dissatisfactory or Slightly Dissatisfactory	Total
Tarpaulins	204	12	216
Jerry cans	136	4	140
Blankets	134	11	145
Hygiene kits	119	11	130
Kitchen sets	95	2	97
Mosquito nets	30	1	31

Were the quantities received adequate?

	Yes	No	Total
Tarpaulins	200	16	216
Jerry cans	130	10	140
Blankets	139	6	145
Hygiene kits	124	6	130
Kitchen sets	95	2	97
Mosquito nets	30	1	31

Quality, quantity, timeliness

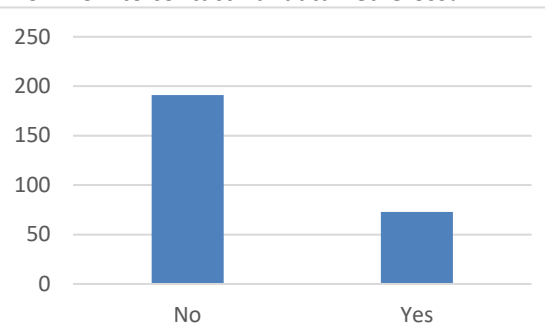
Due to restocking following TCs Kevin and Judy (early 2023) still being in progress, there was not enough stock in Vanuatu at the time of TC Lola. Hence, it was not possible to provide all items to all affected households. In some cases, different villages received different items or quantities of items, e.g. Some villages received shelter tool kits, while others did not. In one case, kitchen sets were split up in order that more households would receive at least some items. Differences between items received by different villages were noted by some respondents

- Due to the limited stock, most households only received a single jerry can (often 5L). Several households requested either more and/or larger jerry cans. During post distribution monitoring, it was observed that a number of households were continuing to use the same jerry can some months later.
- A few households reported that they had not used the tarpaulin because it came late. Any not already in use are expected to be used in the next cyclone.
- Some households reported they did not have any rope, which sometimes impacted the use of tarpaulins. This was partly due to the rope being in the shelter tool kits and there being not enough shelter tool kits for distribution in every village.
- Most feedback about item quality was very positive, although some reported that tarpaulins were not strong enough. One person said the “tarpaulins with kangaroos on them” were stronger.
- Some quality ratings may have reflected quantity rather than quality. In one instance this is clear - the HH which reported a low quality mosquito net had not received a mosquito net. However, regarding the blankets, one person reported it was itchy, while another said it was too thick. Hence it is important to look at the comments.

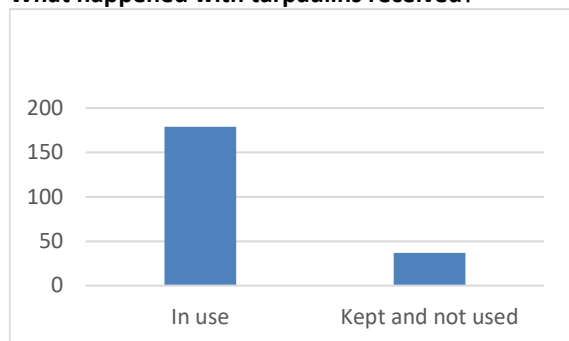
Satisfaction with beneficiary selection:

	Received NFIs	Didn't receive	Total
Very satisfied	69	-	69
Satisfied	161	-	161
Neutral	20	10	30
Slightly dissatisfied	6	2	8
Dissatisfied	8	32	40
TOTAL	264	44	308

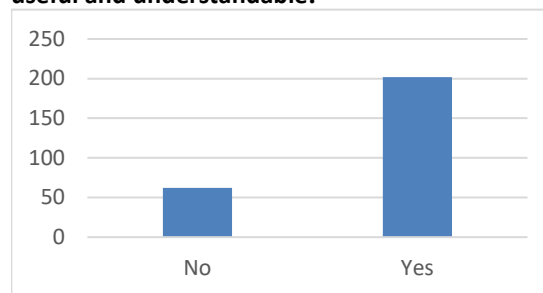
Know how to contact Vanuatu Red Cross?



What happened with tarpaulins received?



Information about items was received and was useful and understandable:



Requests for payment for essential household items

- 11 HH in 7 villages on Pentecost and Malekula reported they had been asked to pay for essential household items
- 3 of these HH reported paying VT2-3,000 for items
- A further 5 HH (all in a single village) reported they believed they had not received items because they had refused to pay on request.
- VRCS has identified some data collection issues. Data validation at community level is underway.

Other data

Of the 20 households receiving items who indicated they did not feel the distribution was safe and respectful, 14 referred to issues with who received specific items. Of the 71 recipients who had contacted Vanuatu Red Cross, all were neutral, satisfied or dissatisfied with the response, whereas all but two of the 14 non-recipients who contacted Vanuatu Red Cross were dissatisfied. [It is noted there was no question about timeliness of distribution and VRCS may wish to add in the future].

Fairness: As indicated above, 48 respondents indicated they were dissatisfied or slightly dissatisfied with beneficiary selection processes. As could be expected, respondents who had not received items were more likely to be dissatisfied with the process. Some respondents said that some HH whose households were not damaged received items, while others which were damaged did not receive items.

Twelve HH reported they thought did not receive items because they were out at the time of the assessment. A couple of respondents reported that others took their items. One recommended VRCS not do centralised distribution because her items were taken.

Some respondents said that there had been an assessment, but the Red Cross had not come back. It may be that the house did not meet the criteria for the distribution and that this was not shared and/or understood.

For future distributions, it is recommended that the criteria are documented and provided to all volunteers involved in distribution and that IEC materials are prepared outlining the criteria and are shared with community members (not just leaders).

Other feedback: By far the majority of participants indicated that the items distributed had been used and that they were very satisfied or satisfied with the items received.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/10-2024/4	Operation	MDRVU011
Budget Timeframe	2023-2024	Budget	APPROVED

Prepared on 28 May 2024

All figures are in Swiss Francs (CHF)

MDRVU011 - Vanuatu - Cyclone Lola

Operating Timeframe: 26 Oct 2023 to 31 Dec 2024; appeal launch date: 26 Oct 2023

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	75,000
AOF2 - Shelter	1,064,000
AOF3 - Livelihoods and basic needs	262,000
AOF4 - Health	179,000
AOF5 - Water, sanitation and hygiene	247,000
AOF6 - Protection, Gender & Inclusion	47,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	316,000
SFI2 - Effective international disaster management	0
SFI3 - Influence others as leading strategic partners	16,000
SFI4 - Ensure a strong IFRC	294,000
Total Funding Requirements	2,500,000
Donor Response* as per 28 May 2024	748,348
Appeal Coverage	29.93%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	272,159	-272,159
AOF2 - Shelter	471,371	287,071	184,300
AOF3 - Livelihoods and basic needs	443,039	39	443,000
AOF4 - Health	46,058	0	46,058
AOF5 - Water, sanitation and hygiene	102,978	0	102,978
AOF6 - Protection, Gender & Inclusion	24,011	323	23,689
AOF7 - Migration	0	0	0
SFI1 - Strengthen National Societies	265,348	70,089	195,260
SFI2 - Effective international disaster management	0	864	-864
SFI3 - Influence others as leading strategic partners	0	34	-34
SFI4 - Ensure a strong IFRC	58,466	41,128	17,339
Grand Total	1,411,273	671,706	739,567

III. Operating Movement & Closing Balance per 2024/04

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,445,780
Expenditure	-671,706
Closing Balance	774,074
Deferred Income	0
Funds Available	774,074

IV. DREF Loan

* not included in Donor Response	Loan :	750,000	Reimbursed :	0	Outstanding :	750,000
----------------------------------	--------	---------	--------------	---	----------------------	---------

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/10-2024/4	Operation	MDRVU011
Budget Timeframe	2023-2024	Budget	APPROVED

Prepared on 28 May 2024

All figures are in Swiss Francs (CHF)

MDRVU011 - Vanuatu - Cyclone Lola

Operating Timeframe: 26 Oct 2023 to 31 Dec 2024; appeal launch date: 26 Oct 2023

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	426,531				426,531		
Australian Red Cross (from IFM Investors*)	26,593				26,593		
DREF Response Pillar				750,000	750,000		
Hong Kong Red Cross	22,574				22,574		
Japanese Red Cross Society	30,012				30,012		
Red Cross of Monaco	9,339				9,339		
The Canadian Red Cross Society (from Canadian Gov)	86,256				86,256		
The Netherlands Red Cross (from Netherlands Govern	94,477				94,477		
Total Contributions and Other Income	695,780	0	0	750,000	1,445,780	0	
Total Income and Deferred Income					1,445,780	0	