

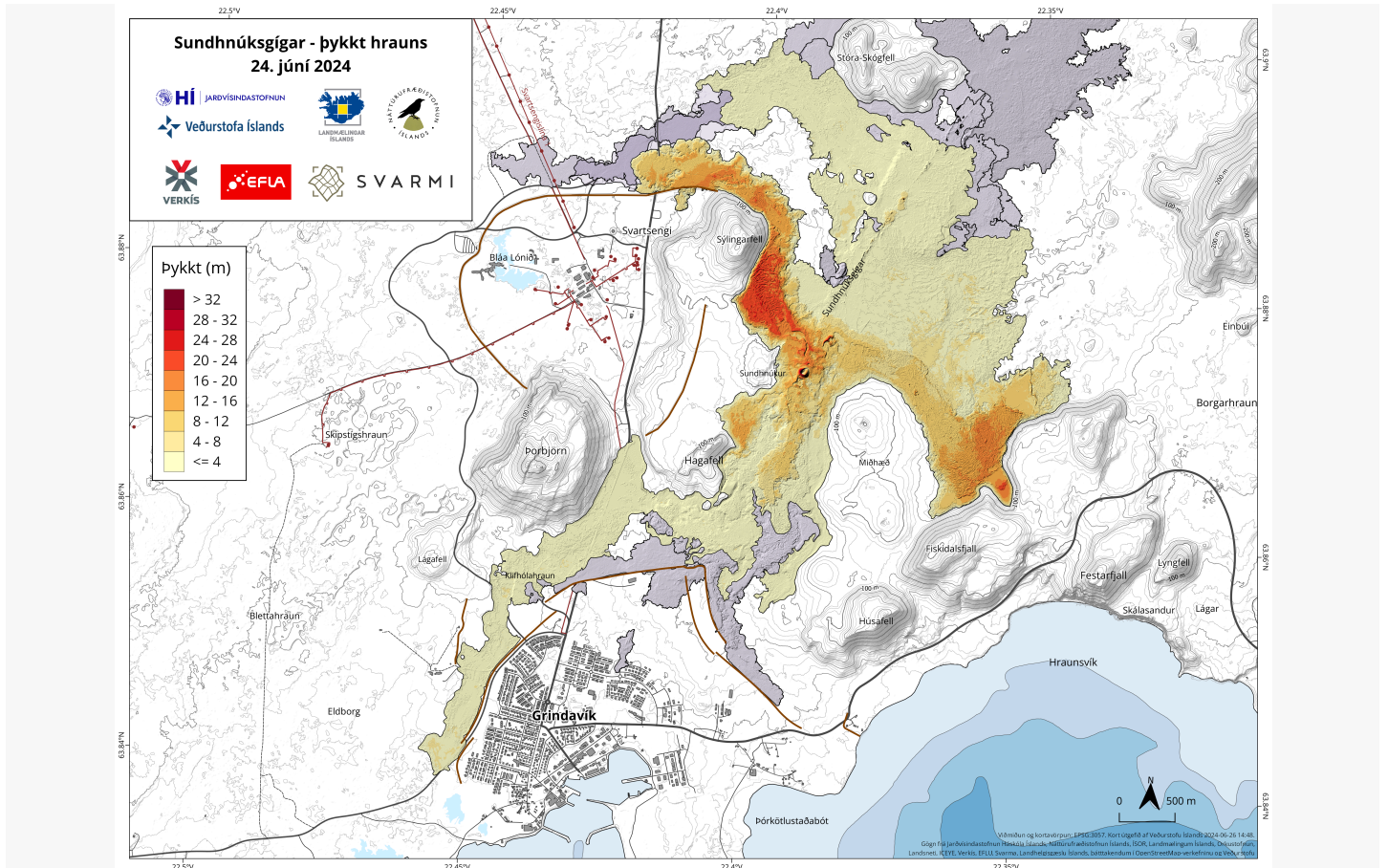


Eruption near Grindavík. Image: Icelandic Civil Protection Department

Appeal: MDRIS001	Total DREF Allocation: CHF 485,321	Crisis Category: Yellow	Hazard: Volcanic Eruption
Glide Number: VO-2023-000243-ISL	People Affected: 3,700 people	People Targeted: 2,500 people	People Assisted: 2,500 people
Event Onset: Sudden	Operation Start Date: 30-11-2023	Operational End Date: 31-05-2024	Total Operating Timeframe: 6 months
Targeted Areas: Southern Peninsula			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech Republic, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend to all for their generous contributions.

Description of the Event



Lava field 24 June 2024. Image: Icelandic Met Office; University of Iceland and co.

Date of event

10-11-2023

What happened, where and when?

Iceland is a volcanic island in the middle of the Atlantic ridge, with a population of approximately 400,000 people, the majority living in the Reykjavík capital area. Volcanic eruptions are frequent or on average every three years somewhere on the island.

The Reykjanes peninsula (sometimes referred to as Southern Peninsula), which is the area of events, has been dormant from volcanic activity perspective since the 13th century. Magma intrusion started in the Fagradalsfjall-volcanic system on the Reykjanes peninsula, close to the town of Grindavík in 2020. Three eruptions occurred before the ongoing events happened; Geldingadalir eruption in 2021, Meradalir eruption in 2022, and Litli-Hrútur eruption in 2023. None of them had any significant impact, as they were located in a secluded mountainous area. In late October 2023, magma intrusion started near Mount Thorbjörn, just north of Grindavík, close to the Svartsengi powerplant and Blue Lagoon tourist resort. Constant seismic activity followed, with hundreds to thousands of earthquakes every day. On 10 November, the magma intrusion suddenly moved under the town of Grindavík with serious earthquake activity in a matter of hours, which caused significant damage to infrastructure and fear among the residents.

The town of Grindavík (3,700 residents) was evacuated and the residents were relocated in various communities in Iceland. The region is seeing continuous ground uplift, with models indicating a significant recharge of magma into the Svartsengi reservoir. Since November 2023, the area has experienced a series of volcanic eruptions:

1. December 2023 Eruption: The first eruption started on the evening of 18 December 2023, at the Sundhnúkur crater row north of Grindavík, with lava spewing from fissures in the ground. The intensity of the eruption and accompanying seismic activity decreased early on 19 December 2023, with lava seen spreading laterally from both sides of the newly opened fissures. The eruption was described as the largest in the Reykjanes Peninsula since the beginning of eruptive activity in 2021, with lava fountains, up to 100 metres (330 ft) high, and was visible as far away as the capital Reykjavík, 42 kilometres (26 mi) away. The eruption ended on 21 December 2023.



2. January 2024 Hagafell Eruption: This eruption caused considerable damage to infrastructure and homes near Grindavík, although residents had been evacuated in advance due to the seismic warnings.
3. February 2024 Eruption: Another eruption occurred in the Sundhnúkaíggar area, leading to temporary disruptions in infrastructure for a larger community of 30,000 people. The eruption affected the plant that provides hot water to the Reykjanesbaer area, leading to mainly affected people from the town of Keflavik.
4. March 2024 Eruption: The Sundhnúkaíggar craters erupted again in March, with lava flows causing further concern, such as the impact of gas pollution on populations. However, the flows have been largely contained by pre-constructed earth mounds.
5. May-June 2024 Eruptions: A series of eruptions continued through May and June, contributing to ongoing volcanic activity in the region, which left protective barriers in Grindavík and the nearby Svartsengi powerplant vulnerable for future events.

Events are still ongoing. On 9 July 2024 the Icelandic Met Office issued communication about faster ground uplift than prior the last eruption that started on 29 May 2024. The next eruption is expected in the weeks or months to come. If the events will continue for months or years, they may lead to significant disruptive in infrastructure, as they may threaten Svartsengi powerplant, which provides 30,000 people and important businesses, such as KEF International Airport with electricity, heating and fresh water. Authorities have been proactive in preparing for potential eruptions by building protective barriers around critical infrastructure like the Svartsengi power plant. Those are compromised, as lava has already overflowed some of them.

The town of Grindavík remains largely empty, with only a handful of people living there after the evacuation in November. About 20 per cent of houses in Grindavík are completely or partly destroyed as a result of earthquakes, formation of rift valleys and lava flows. It is yet to be decided whether the town will be resettled in a near future.

One person has been reported missing after falling into a crack created by the events in Grindavík.



Volunteers in Reykjanesbær evacuation shelter. Image: Icelandic Red Cross.



The first evacuees arrives in the evacuation shelter in Kópavogur (Capital Area). Image: Icelandic Red Cross.



Lava overflowing the main road to Grindavik. Image: Civil Protection Department.



Eruption. Lava flowing towards the town of Grindavik. Image: Civil Protection Department.

Scope and Scale

The series of earthquakes have caused significant damages to the infrastructure in Grindavík. Cracks have formed in the earth as well as a rift valley, which have damaged buildings, roads, and infrastructure. The area is defined as a hazardous area, and the town has been more or less abandoned since it was evacuated on 10 November 2023. The seismic activity and the increasing magmatic intrusion have triggered thousands of earthquakes and several volcanic eruptions, leaving the area almost completely inhabitable. Constant

earthquakes have resulted in massive fissures in the ground, posing significant safety concerns. Following the initial volcanic eruption, many residents chose to return; however, a tragic incident occurred when an individual fell into a fissure and was never recovered. This highlights the severe risks associated with the region's unstable terrain.

A total of 3,700 residents (52% female/ 48% male) were registered with a permanent address in the town of Grindavik in the last quarter of 2023. 24% of the population are immigrants, 25% (923 persons) under the age of 18, and 11% (406 persons) are at the age 65 years and older. 10% of the residents have members with a disability and may require special considerations when it comes to housing, medication, and care.

According to a recent study done by KPMG in Iceland, 144 companies were operating in Grindavik before the disaster, with the main sectors being industrial goods (32%), fisheries (23%), shops and restaurants (11%), and tourism (7%). While some businesses have resumed operation, the majority of them are inactive and in a complete state of uncertainty if and when operations can be resumed, which largely depends on the degree to which the general public can access the territory. This inevitably has a detrimental impact on people's livelihood as well as the economy.

Once a bustling fishing village boasting vibrant sports teams and a youthful community, Grindavík now stands almost completely deserted. While people attempt to find strengths to cope and navigate through the overwhelming state of uncertainty about the future, the population mourns their societal, financial, and personal losses. Iceland is a close-knit society where major events are relatively rare, making this situation particularly impactful for the entire population. The uncertainty surrounding the crisis has further intensified its effects. A comparable event occurred during the Vestmannaeyjar eruption in 1973, which led to widespread displacement as homes were destroyed. However, in that case, many residents were able to return safely after approximately six months. In contrast, the situation in Grindavík remains highly uncertain, with no clear timeframe for when, or if, it will be safe for people to return.

It is estimated that lava has already covered 9.3 square km with lava thickness ranging from 4 metres to 32 metres and a total volume of approximately 45 million cubic metres. The duration of events is unknown as the events are still ongoing and volcanic events in this area haven't occurred for centuries. The last known events lasted from year 950-1240 and before that around 1800-2500 years ago. The area is defined hazardous and closed off for the general public. Cracks have formed on the surface and several rift valleys which have damaged buildings roads and infrastructure.

Impact on Infrastructure and Community:

- 1. Infrastructure Damage:** Roads, water pipelines, electrical grids and other critical infrastructure have suffered damage. Roads, such as Grindavíkurvegur, have been periodically closed due to fissures and lava flows. The water pipeline supplying hot water and central heating to 30,000 people was damaged during the February 2024 eruption, leading to a temporary disruption of services. Cold water pipelines and electrical lines have suffered damage. Protective barriers between the volcano and a nearby power plant are significantly weakened so upcoming eruptions might threaten the plant with negative consequences for a population of 30,000 people.
- 2. Community Displacement:** 3,700 residents of Grindavík were evacuated. Only a handful of people (less than 100) have returned. Temporary housing solutions and financial aid have been provided, primarily by governmental institutions. Long-term resettlement, however, remains uncertain for many.
- 3. Economic Impact:** The seismic and volcanic activity has affected local businesses and tourism. In Grindavík, local businesses have been forced to close due to ongoing seismic activity and safety concerns. In the surrounding areas, some establishments, such as the Blue Lagoon—a major resort in the region—have implemented temporary closures following eruptions.
- 4. Houses Destroyed:** 509 properties have been partly or completely destroyed in Grindavík. Three houses were overflowed by lava during the January eruption. 64 houses are completely destroyed, with hundreds more homes with reported damage due to crevasses and earthquakes.

Source Information

Source Name	Source Link
1. Iceland Review	https://www.icelandreview.com/news/reykjanes-earthquakes-continue-as-concern-for-area-grows/
2. Rio Tinto	https://www.riotinto.com/en/news/releases/2024/rio-tinto-donates-1-5-million-to-support-the-people-and-community-of-grindavik-in-iceland
3. The Icelandic Met Office	https://en.vedur.is/



4. Statistics Iceland	https://px.hagstofa.is/pxis/pxweb/is/lbuar/lbuar_mannfjoldi_2_byggdir_sveitarfelog/MAN02001.px/table/tableViewLayout2/
5. Natural Catastrophe Insurance of Iceland	https://island.is/en/o/nti

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	<p>The DREF funding covered part of the operations of the Icelandic Red Cross in response of the volcanic activity. General fundraising has made it possible for the National Society to scale-up its activities. It is estimated that the operation will last for up to two years. At the time of this report, NS has spent ca. CHF 875,000.</p> <p>Rio Tinto supported the Icelandic Red Cross with CHF 1.5 million in order to conduct recovery operations for a duration of two years.</p> <p>The main focus areas include</p> <ul style="list-style-type: none"> - Supporting groups that are especially vulnerable. Current focus is on children and youth and seniors. - Promoting and enhancing community resilience in neighbouring towns. - Increasing the Icelandic Red Cross' readiness and preparedness for ongoing and future events.

IFRC Network Actions Related To The Current Event

Secretariat	<p>IFRC does not have a presence in country, but the Regional Office for Europe Health, Disaster, Climate and Crisis (HDCC), technical teams, as well as Planning, Monitoring, Evaluation, and Reporting (PMER) and Finance teams have been coordinating with and supporting the National Society from 10 November 2023 onwards in the DREF application and operational planning.</p> <p>From 14 February to 2 March 2024, the IFRC undertook a support and monitoring mission by deploying a delegate to the operation upon the request of the Icelandic Red Cross. The mission served to support the Icelandic Red Cross with strategic planning, reviewing the PMER framework, and quality assuring the main sectors of the operation. The progress for each indicator was tracked and monitored, and the post-distribution monitoring exercise was conducted during the mission, which served to inform the cash and voucher assistance (CVA) for improvements.</p> <p>The delegate also worked to familiarize the National Society with relevant and recent tools and practices that it has not used operationally before. Briefings on IFRC financial reporting procedures and requirements. The operational strategy was revised, with a more complete approach to transition from response to recovery, and to define the preparedness priorities for escalated response scenarios.</p>
Participating National Societies	<p>No Partner National Societies (PNS) assisted with the operation. The Red Cross in the Faroe Islands (officially a part of Danish Red Cross) raised funds for the Icelandic Red Cross general fundraising. Total amount contributed by FRC: CHF 65,000.</p>



ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) does not have a presence in the country.

Other Actors Actions Related To The Current Event

Government has requested international assistance	Yes
National authorities	The Icelandic Government requested assistance from the European Union Civil Protection Mechanism with lava flow containment.
UN or other actors	European Union Civil Protection Mechanism has assisted by deploying Civil Protection Experts (fire fighting and lava flow containment).

Are there major coordination mechanism in place?

National Crisis Coordination Centre (lead authority is the Icelandic Civil Protection Department): The Icelandic Red Cross provides representatives in the centre during emergencies, according to the Civil Protection Act and agreements with Icelandic authorities.

Local emergency operations centre (lead authority is the local police commissioner): Icelandic Red Cross provides representatives in the centre during emergencies, according to the Civil Protection Act and agreements with Icelandic authorities.

Needs (Gaps) Identified



Shelter Housing And Settlements

In the early response, almost 600 families were homeless (up to 2,000 people) or living in accommodation that they could not stay in for long. The Icelandic Red Cross took on a leading role to facilitate the process to find accommodations for families in need, and served as a coordination body between the local authorities, host communities and the affected population. By the end of the early response, the Red Cross handed over this coordination role to the local authorities.

An assessment was conducted by an independent research company, which was commissioned by the Ministry of infrastructure. The assessment's data collection took place from 16 January until 2 February 2024, and aimed to obtain a better understanding people's short- and medium-term needs with regard to shelter, housing and settlements. The assessment reached a total of 863 households, representing 73% of all affected households.

It is noteworthy that only 23% of the affected households had secured accommodation for more than 6 months, leaving 54% not having any accommodation in the next six months, and 3,2% not having any accommodation currently. Furthermore, 55% of the total respondents consider their current living conditions "unacceptable". When asked why people needed another type of accommodation, 40% said that the location of the current accommodation is inconvenient to access work and/or school, 12% said that the current accommodation is not affordable, and 5% said that they are being hosted by friends/relatives. None of these accommodation options are sustainable solutions, and people do not seem to have any options to choose between and are compelled to accept the only accommodation offered to them if any.

It is worth noting that the assessment was conducted after the first volcanic eruption on the 18 December, but before the second and third eruptions on the 14 January and 8 February. This is a key consideration with regard to people's desired location to reside during the current state of uncertainty. 42% of the respondents said that they prefer to reside in the Southern Peninsula, and 62% picked other locations with longer distances from the affected areas. At the time of the Red Cross assessment to examine the quality of the multi-purpose cash assistance, it was decided to include questions to compare and follow up on these measures. However, no markable difference was identified and 43,7% of the respondents answered that they prefer to stay in the Southern Peninsula, despite the state of uncertainty.

In February, The National Treasury offered to buy residential property owned by individuals in Grindavik and take over the housing loans that rest on it. The scope of the operation was estimated to be up to ISK 61 billion. A bill on this subject was approved. This was



part of the government's measures aimed at creating the conditions for a secure future for the Grindvíks. The government has worked on the issue with a consultation group of all parliamentary parties and presented it to the town council of Grindavík. The bill was approved by the parliament on 22 February 2024.

The timing of the recent assessment for the multi-purpose cash presented a unique opportunity to understand people's perception towards this bill, and their intention to sell their properties to the National Treasury. 71% of the respondents claimed to own a property in the affected area. According to the Red Cross assessment, only 51% of the respondents confirmed that they plan to sell their house/apartment to the National Treasury, while 34.1% is uncertain, and 14.6% has not yet made up their mind. Among those people who plan to utilize this possibility, 34.5% is uncertain whether or not they plan to buy another house/apartment in the near future.



Multi purpose cash grants

At the time of the reporting, most businesses in Grindavík are still out of business and people are still out of work. Evacuees are still paying mortgages on their homes while having to rent for temporary accommodation. This leaves the evacuees in a dire situation with a lack of money for necessities. The cost of living is among the highest in the world in Iceland.

The cash assistance provided by the Red Cross reached a total of 1,874 people, and the majority of people seeking assistance were in need of money for food and transportation. It is worth noting that the transportation cost is mostly associated with the long distances and families having to access essential services from their current locations. Furthermore, as the likelihood of people returning to their homes is considered very low, which limits their ability to resume work and livelihood resources, the need for financial assistance will increase as we approach the summer period. However, the multi-purpose cash assistance was only intended to address the immediate and urgent needs of the people during the current state of emergency, and will need to be replaced with a more sustainable recovery approach.



Health

The residents of Grindavík left their homes in fear. Psychosocial interventions were provided daily until 31 May 2024, with multiple people coming each day. Other health needs were met by the Icelandic health service. However, people's access to health services is largely impacted, and people claim to be facing significant additional costs to access relevant health services and medications, due to their current locations and long distances to essential services.

The Icelandic Red Cross led mental health and psychosocial support services for circa 2,000 evacuees with special emphasis on vulnerable groups, including migrants. The Mental Health and Psychosocial Support (MHPSS) team was present every day in the Service Centres, where people were offered appointments with psychologists through group sessions and individual interviews. The Red Cross Helpline is fully operational 24/7 and provides active listening and referrals to relevant health services on a daily basis. Furthermore, the Red Cross supported local actors involved in the response with regular PSS counseling sessions for frontline workers and people working in difficult situations. All MHPSS efforts were monitored with the purpose of identifying trends and patterns, and the findings were regularly used for advocacy purposes and shared with relevant stakeholders, which informs special initiatives to address the MHPSS needs more broadly. This has initiated several seminars and video material to be designed and distributed and disseminated to the affected population, and is proving to be of great importance for the affected population.

Priority groups were migrants, children and youth, seniors, women, responders and municipality frontline workers.

Psychological First Aid (PFA) interventions took place in temporary service centres and other strategic locations. Group sessions for priority groups and individual sessions for people at risk.

In addition, planning MHPSS training for evacuees and responders, MHPSS messages through media.



Protection, Gender And Inclusion

Residents of Grindavík are displaced and scattered in several locations in Iceland, most of them in Reykjanesbær and the Reykjavík area. The percentage of immigrants is relatively high and many of them are currently living in temporary housing.

Effective Protection, Gender, and Inclusion (PGI) initiatives were established. Service centres in Reykjavík and Reykjanesbær for 3,700 people provided focused PFA to vulnerable groups, with special emphasis on migrants.

Priority needs were to address insufficient accommodation, risk of exploitation, needs of women and children, and migrants' access to



services (services provided in their native language).

The service centres closed on 31 May 2024. The local Red Cross branch continued to have an open house in its facilities until 30 June 2024. Icelandic Red Cross and the Grindavík municipality have formed a project group that is to monitor the most vulnerable groups and coordinate initiatives where and when necessary.



Community Engagement And Accountability

Active means of communication were established with the evacuees, especially groups living in vulnerable situations to ensure that they are involved in all decision-making. The Red Cross actively continues to seek ways to advocate on behalf of the most vulnerable groups in the affected population, and will continue to monitor the needs and relay the findings appropriately to relevant stakeholders.

In order to have an active involvement of the local community in all decision-making processes, with representation from vulnerable groups, the Icelandic Red Cross organized:

- Service centres led by the local community and supported by the Red Cross.
- Facilities for Grindavík community groups in host communities, i.e. children's and youth groups, sports, choirs, a support system for seniors, a support group for migrants, women's groups.

It is pivotal for people to have equal access to information. Language is often found to be a barrier to access practical information, and all public information pertaining to the disaster is relatively exclusive for people who do not speak the local language. The Icelandic Red Cross has taken proactive measures to bridge this information gap, e.g. by translating essential information and with strategic dissemination towards the targeted population.

Operational Strategy

Overall objective of the operation

The overall objective of the DREF operation was to support 2,500 people affected by earthquakes and volcanic activity near Grindavík by providing shelter, temporary housing, MHPSS, and cash assistance in South West Iceland for six months.

Operation strategy rationale

To address the needs of the targeted population, this DREF operation aimed to cover

- The replenishment costs of utensils in the initial evacuation shelters (have already closed and evacuees have moved to other accommodation);
- Temporary housing, replenishment of beds and blankets in several municipalities in South West Iceland.
- MHPSS in temporary service centres and other strategic locations. Red Cross staff and volunteers provide private and group sessions and training.
- Immediate needs of evacuees with unconditional cash assistance, food items, and household items (i.e. kitchen sets). The transfer value of CHF 88 per person (one-off) covers approx. 50% of the monthly food needs in Iceland. The IFRC later approved to allow the Icelandic Red Cross to increase the amount per person, based on the high cost of living in Iceland.

The above are based on primary needs that have not been met by other responders and/or have been allocated to the Red Cross by Civil Protection Authorities.

Targeting Strategy

Who was targeted by this operation?

All 3,700 residents of Grindavík were evacuated and registered by the Red Cross during the evacuation phase.

- 2,775 evacuees were provided with MHPSS services.
- 1,874 evacuees received multipurpose cash support.
- 700 evacuees were assisted with temporary housing.
- 231 evacuees stayed in evacuation shelters.



Approximately 1,000 children and people over 60 were offered MPHSS group activities specific to their age groups while MHPSS services at service centres will be available to all evacuees in need. 50 Asylum seekers and others who do not speak Icelandic received targeted information support.

Explain the selection criteria for the targeted population

Living costs in Iceland are among the highest in the world. Housing costs constitute a big portion of the monthly expenditures of low-income households and are considered burdensome when they reach 40% of household income. Approximately 13% of households in Iceland had onerous housing costs, 9% of homeowners, and 27% of households in rented housing. Low-income households will be targeted with housing support.

Multi-purpose cash grants did not affect social welfare/compensation payments and was not be subject to income tax or any other tax duties.

According to statistics in Iceland, immigrants receive on average lower salaries than their local counterparts and single-headed households are more likely to be burdened with housing costs. Low income limits the capacity to pay for accommodation outside Grindavík while also making housing loan payments or rent for housing in Grindavík. Special attention was paid to those with potential intersecting vulnerabilities such as immigrants who may have limited access to support of extended family and friends in Iceland and less access to information and opportunities. Children are more vulnerable during the crisis, and therefore special attention will be given to low-income families with children, as well as elderly persons and persons with disabilities that may require accessible housing and access to specialized services.

Based on the above, the targeted population was:

- Immigrants,
- Families with children who suffer from high mortgages and rent in two locations (Grindavik and host community).

Total Targeted Population

Women	800	Rural	0%
Girls (under 18)	400	Urban	100%
Men	800	People with disabilities (estimated)	10%
Boys (under 18)	500		
Total targeted population	2,500		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Exploitation of evacuees, especially vulnerable groups.	Sufficient housing needs assessment, based on PGI analysis and subsequent appropriate housing provided. PGI training for staff and volunteers to raise awareness. Information on rights and available support services for survivors.
Sub-oceanic eruption (explosive eruption). Gas and ash distribution in South West Iceland, including the Reykjavik Capital Area.	Dissemination of preventive measures for up to 30,000 indirect beneficiaries.
Earthquakes (rift valley and cracks in the ground)	Evacuation
Volcanic eruption with lava flow in the vicinity of Grindavik which	Evacuation



threatens residential areas, businesses and infrastructure.

Please indicate any security and safety concerns for this operation

Different scenarios indicate that more serious events might be expected:

- Explosive sub-oceanic eruption (less likely). This would create ash in the atmosphere.
- Lava-forming eruption on land (more likely), that would mainly threaten the town of Grindavík.

When the DREF operation came to an end the, events were still ongoing and risk remains the same.

Implementation



Shelter Housing And Settlements

Budget: CHF 161,348

Targeted Persons: 2,000

Assisted Persons: 700

Indicators

Title	Target	Actual
Number of people provided with temporary housing	2,000	700
Number of people who have stayed at least one night at evacuation shelters	150	231
Replenishing of emergency cots/beds	200	1,000
Replenishing of emergency blankets	500	290
Kitchen sets and utensils	500	0

Narrative description of achievements

The Red Cross sheltered 231 people in evacuation shelters and provided around 700 people with temporary housing while the NS was leading the housing support services. The people who stayed in evacuation shelters were among those who received housing assistance from the NS at later dates.

1,000 cots were purchased instead of the 200 cots planned, as risk analysis indicated that more would be needed for future events. The cost related to the purchase of cots is not the full cost but only what was paid to the US supplier of emergency cots. VAT, customs and transportation was paid by other funds.

No kitchen utensils were purchased. The evacuees were able to empty their apartments/houses at later dates.

Challenges

The actual number of people reached through shelter, housing and settlement services is much lower than the targeted number. The main reason is that the government stepped up its services in mid-January 2024 and took over the housing provision services from the Red Cross.





Multi Purpose Cash

Budget: CHF 234,300

Targeted Persons: 2,500

Assisted Persons: 1,874

Indicators

Title	Target	Actual
Number of people who successfully received cash for basic needs after being identified and processed for transfer	2,500	1,874
Number of households who successfully received cash for basic needs after being identified and processed for transfer	960	751
Number of PDM conducted measuring the level of satisfaction with the cash support and its delivery	1	1

Narrative description of achievements

Cash distribution was done on a weekly basis. Applications were processed each Wednesday by representatives of the Red Cross, social workers from Grindavík municipality and the local priest. 1,874 people/751 households were assisted throughout the period and 170 families were granted a second distribution. Total distribution cost was ISK 61,441,000 ISK, of which ISK 35,038,178 was covered by the DREF.

Total second distribution cost was ISK 9.300.000 (circa 58.000 CHF) (included in the above mentioned total cost).

Criteria:

- Frequent relocation. Families that were forced to move more than once.
- Increased transportation cost.
- Recommendation from Grindavík social service (families in especially vulnerable position).• •

Satisfaction survey

38,9% of recipients of cash assistance responded to a satisfaction survey. 81% were satisfied with the application process. 65% said that the financial support was sufficient to cover the additional cost. The survey was sent out in the 5 main languages spoken by evacuees from Grindavik.

Lessons Learnt

The system used was too slow for larger scale events. AccessRC will be used for future events.



Health

Budget: CHF 62,516

Targeted Persons: 2,500

Assisted Persons: 2,000

Indicators

Title	Target	Actual
Number of evacuees and responders trained in MHPSS	100	102



Number of volunteers and staff trained in MHPSS (including PFA and other MHPSS relevant trainings)	50	58
Number of people attending group MHPSS sessions and/or other PFA interventions	2,500	2,000

Narrative description of achievements

Number of persons assisted through MHPSS/PFA interventions is estimated. 570 one-to-one sessions were held by psychologists but around 1,400-1,500 people met with Red Cross PFA volunteers and staff on different occasions during opening hours of service centres and in the evacuation shelters.



Protection, Gender And Inclusion

Budget: CHF 1,065

Targeted Persons: 2,000

Assisted Persons: 2,775

Indicators

Title	Target	Actual
Number of staff and volunteers trained in PGI	100	-
Number of people targeted through temporary service centres	2,000	2,775

Narrative description of achievements

2,775 of the 3,700 evacuees used the service centres in 6,751 visits during the period.

PGI training for NS staff has not been conducted but the NS's PGI experts have presented a report to the Secretary General with recommendation for the National Society. The PGI-course, stated in the original budget will be held in mid October 2024. The reason for the delay is the busy schedule of IRC staff. The PGI-course will be funded with other fundraising means.



Migration And Displacement

Budget: CHF 18,105

Targeted Persons: 3,700

Assisted Persons: 2,775

Indicators

Title	Target	Actual
Number of calls received by Red Cross helpline	10,000	3,423
Number of visits to temporary service centres	7,000	6,751
Number of humanitarian service points that provide services to displace people	2	2

Narrative description of achievements

2,775 evacuees used Red Cross services in 6751 visits to the service centres and 3,423 calls to Red Cross helpline during the period.



Community Engagement And Accountability

Budget: CHF 0

Targeted Persons: 375

Assisted Persons: 522

Indicators

Title	Target	Actual
CEA Rapid information needs assessment	1	1
Number of people reached with CEA rapid information assessment	375	522
% of people surveyed who report receiving useful and relevant information through different trusted channels	70	68

Narrative description of achievements

Community Engagement and accountability was done through several means. The most efficient ones were:

- Temporary service centres that were open throughout the operation in Reykjavik and Reykjanesbær.
- Red Cross Helpline that is open 24/7.
- Social media and web pages, especially local Grindavik platforms.
- Icelandic Red Cross website.
- Survey that was sent to recipients of Red Cross cash assistance (see further in Multi Purpose Cash).



National Society Strengthening

Budget: CHF 7,988

Targeted Persons: 100

Assisted Persons: 97

Indicators

Title	Target	Actual
Number of vests procured	200	200
Lessons learned workshop	1	3
Number of volunteers mobilized for the operation	100	97

Narrative description of achievements

Cost of vests was not included in the financial summary as they were paid for by other fundraising.

Financial Report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/11-2024/12	Operation	MDRIS001
Budget Timeframe	2023/11-2024/5	Budget	APPROVED

Prepared on 11/Mar/2025

All figures are in Swiss Francs (CHF)

MDRIS001 - Iceland - Volcanic and seismic activity

Operating Timeframe: 29 Nov 2023 to 31 May 2024

I. Summary

Opening Balance	0
Funds & Other Income	485,321
DREF Response Pillar	485,321
Expenditure	-485,550
Closing Balance	-229

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	161,347	162,146	-798
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	234,300	316,231	-81,931
PO04 - Health	62,515	4,280	58,235
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	1,065		1,065
PO07 - Education			0
PO08 - Migration	18,105		18,105
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	477,333	482,657	-5,324
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services		2,893	-2,893
EA03 - National Society Strengthening	7,988		7,988
Enabling Approaches Total	7,988	2,893	5,095
Grand Total	485,320	485,550	-230

[Click here for the complete financial report](#)

Please explain variances (if any)

- 1) Total direct cost of CHF 453,000.36, in accordance with payment, was received by Icelandic Red Cross on 15 December 2023. Please note that this amount is slightly lower than the one indicated in the initially approved budget due to exchange rate.
- 2) No kitchen sets and utensils were purchased as the evacuated people were able to retrieve their belongings from the abandoned houses at some given time.
- 3) More cots were purchased than initially planned as later conducted risk assessments indicated that the stock owned by the Icelandic Red Cross was not sufficient for future events.

Contact Information

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

National Society contact: Jón Brynjar Birgisson, Director of Operations, jonb@redcross.is, +3548967288

IFRC Appeal Manager: Dora Veto, DREF Senior Officer, dora.veto@ifrc.org

IFRC Project Manager: Dora Veto, DREF Senior Officer, dora.veto@ifrc.org

IFRC focal point for the emergency: Alma Alsayed, Regional Operations Coordinator, alma.alsayed@ifrc.org

Media Contact: Oddur Freyr Thorsteinsson, Media representative, oddurf@redcross.is, +3548659018

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