

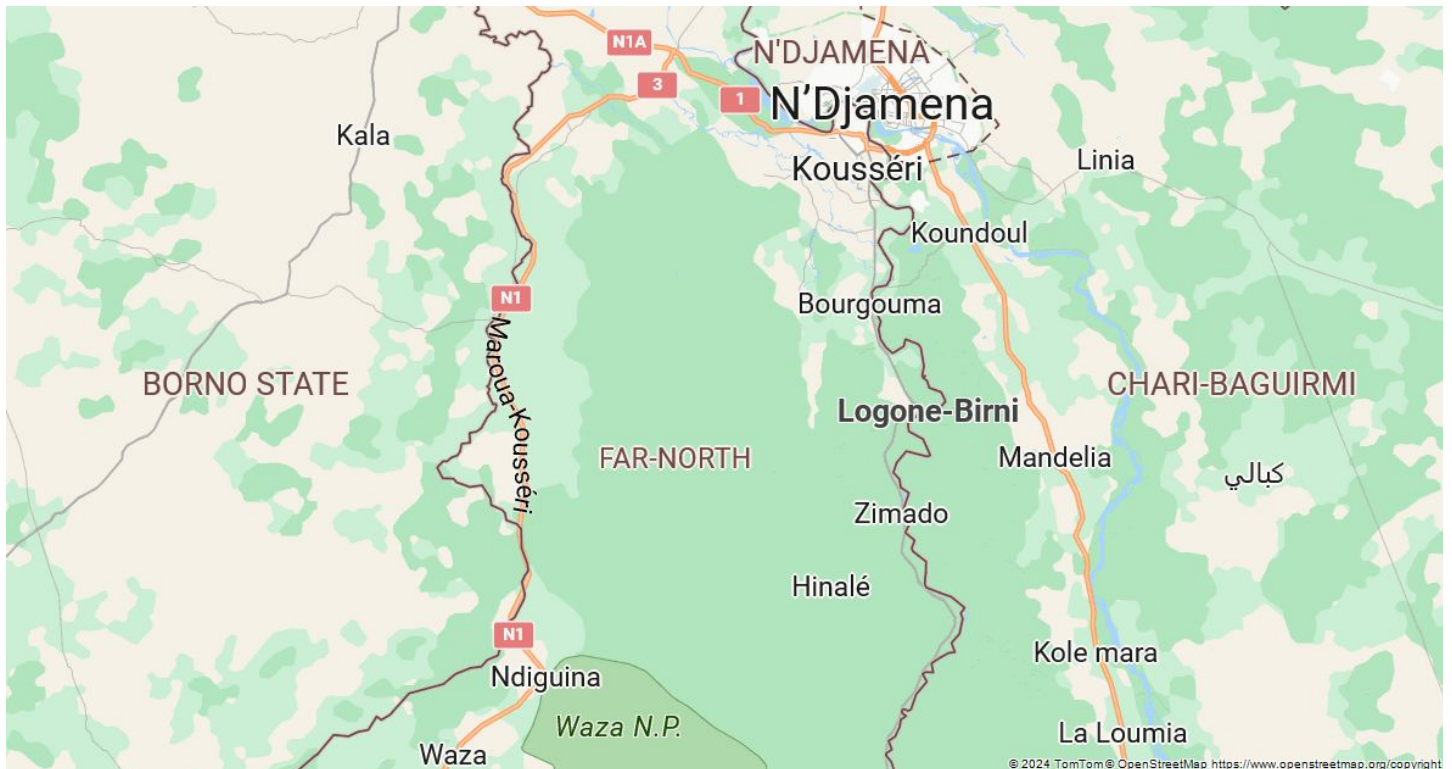


Distribution of Wash kits to beneficiaries

Appeal: MDRCM037	Total DREF Allocation: CHF 174,791	Crisis Category: Yellow	Hazard: Population Movement
Glide Number: -	People Affected: 2,635 people	People Targeted: 2,635 people	People Assisted: 2,635 people
Event Onset: Sudden	Operation Start Date: 13-03-2024	Operational End Date: 31-08-2024	Total Operating Timeframe: 5 months
Targeted Areas: Extrême-Nord			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, 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 thanks to all for their generous contributions.

Description of the Event



Map of Logone Birni district (Logone et Chari division) Far North Cameroon

Date of event

22-02-2024

What happened, where and when?

On the 22nd of February 2024, around 3 p.m., four traditional chiefs from the village of GAMAL in Chad sought refuge in the locality of GALA in Cameroon, followed by their community. This sudden displacement stemmed from land disputes with an army officer, which resulted in the forceful seizure of the population's fields. Feeling unsafe, the population moved to Cameroon, specifically to the locality of Gala, a neighboring village situated across the Logone River, within the Logone Birni District. Families arrived in waves starting on the 22nd of February, with a peak noted on the 26th of February, when the Logone et Chari divisional committee of RC informed the national headquarters after conducting an on-site assessment with local authorities. According to a rapid multi-sectoral assessment conducted on the 28th of February by humanitarian actors and local authorities, this population consisted of 2,385 people, comprising 300 households (993 women and 1,392 men), with over 500 people having special needs (pregnant and breastfeeding women, elders, orphaned children, wounded and disabled persons). The average household size was 8 people.

These families settled along the banks of the Logone River and built huts as they arrived, using makeshift materials such as a few stakes, tufts of grass, and worn-out bags as roofing. These people arrived with the bare minimum that could only help them for a short time. If nothing was done by the 15th of March, the situation would deteriorate. They defecated in the open air and used the river water as it was for all their needs and consumption, which exposed them to a high risk of water-borne diseases, particularly cholera. These communities were in urgent need of assistance; otherwise, their vulnerability could worsen and extend to the neighboring populations.

In response to this event, the Cameroon Red Cross (CRC), with support from the International Federation of Red Cross and Red Crescent Societies (IFRC), provided assistance through Cash and Voucher Assistance (CVA), Water, Sanitation, and Hygiene (WASH), Protection, Gender, and Inclusion (PGI), Community Engagement and Accountability (CEA), and National Society Strengthening (NSS). These efforts reached a total of 2,635 people, including 1,206 men, 790 women, 301 boys, and 338 girls.



Distribution of dignity kits to women



Cash distribution to the affected beneficiaries

Scope and Scale

Based on the initial information received from the field report, 2,385 people arrived gradually in waves over several days in the locality of Gala (Logone Birni district), with the peak occurring on the 26th of February. They settled in the fields of the host population along the banks of the Logone River, on an unimproved site (no latrines). The displaced population includes a significant number of people with special needs, making their living conditions even more difficult. The following category of persons were recorded.

- 105 elderly people,
- 100 pregnant women
- 167 breastfeeding women
- 70 widows (including young widows): GBV problem, 38 women living with disabilities
- 830 children aged 3 to 17 years, of which 226 are in primary school and 300 in secondary school, with - 200 people aged 13 to 23 years.
- 12 unaccompanied children

To these 2,385 people, or approximately 298 families, the operation added the host households of Gala village, who live nearly 2 km from the fields where the displaced people have settled. According to discussions with the Red Cross committee, the host populations consist of 250 families, equivalent to approximately 31 households. Therefore, the assistance covered a total of 2,635 people or 329 families. Taking the host population into consideration is important for reducing the risk of conflicts with the displaced populations. It is important to note that the latter are settled in the fields, which could lead to some confrontations. This integration of these persons contributed to promoting peace between the two communities.

As a result of the interventions carried out by the Cameroon Red Cross (CRC) in response to this emergency, the Cash and Voucher Assistance (CVA) and Water, Sanitation, and Hygiene (WASH) programs positively impacted 2,635 people. These efforts improved their living conditions, enhanced their economic status, and strengthened community resilience.

Additionally, the technical capacities of the National Society were significantly enhanced. Twenty volunteers received comprehensive training in various critical areas, including Protection, Gender, and Inclusion (PGI), Community Engagement and Accountability (CEA), Water, Sanitation, and Hygiene (WASH), Cash and Voucher Assistance (CVA), and health risks. This training equipped them with the knowledge and skills necessary to effectively communicate important information to the community and to enhance their capacity to respond to emergencies.

IFRC Network Actions Related To The Current Event

Secretariat

IFRC supported the NS to develop an emergency response plan, ensured coordination with OCHA, UNHCR and other stakeholders, and continued to monitor developments with the NS.

Participating National Societies

The FRC sub-delegation in Kousseri facilitated the departmental committee's field visit by providing a vehicle for the mission. The FRC continually updated the NS with information regarding the situation's development. Furthermore, as part of the ECHO PP project, the FRC provided the Logone et Chari Divisional Committee with a pre-

positioned stock in anticipation of flooding. This stock included mats, blankets, buckets, water purification tablets, children's defecation pots, jerry cans, and kettles. These materials, combined with those donated by the ICRC, enabled the NS to provide an initial response.

ICRC Actions Related To The Current Event

The ICRC sub-delegation in Kousseri monitored the security situation in the area. Additionally, as part of the Logone et Chari RC divisional committee's preparation for recurrent flood responses in the division, the ICRC pre-positioned a stock at the committee level. This stock included mats, blankets, buckets, water purification tablets, children's defecation pots, jerry cans, and kettles.

Given the situation and the precarious conditions in which these displaced communities were living, the divisional committee distributed these WASH materials to meet the urgent needs of the people.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Upon the arrival of the first families, the Divisional Officer of Logone Birni went to the site accompanied by his staff to assess the situation. Following this visit, and in view of the risk of tension with the host community, discussions were held to identify another site for the displaced, but according to the latest information, the possibility of a new site was ruled out. The administrative authority coordinated the registration of families as they arrived. The list of displaced persons is available at the office of the Logone Birni Divisional Officer.
UN or other actors	Under the leadership of UNHCR, humanitarian actors, along with local administrative authorities, conducted a rapid assessment on the site. The results were compiled, and each partner positioned themselves according to the needs and gaps identified in this report. Till date, we have been unable to map out the humanitarian actors, let alone their positioning, which can only be communicated through this awaited report.

Are there major coordination mechanism in place?

OCHA established a coordination mechanism, and activities were led by UNHCR. The Red Cross was also part of this coordination and aligned itself with other actors to avoid duplications. The report from this assessment is ongoing. In this regard, we continued to have discussions with OCHA and UNHCR through their sub-offices in the Far North region.

Monthly coordination meetings were further established in the Far North region, with this operation being the center of the agenda. As soon as the report of the evaluation was concluded, it was shared, and the various actors were positioned. This facilitated a better coordination of the various actions on the field with the collaboration of the administrative authorities.

DG ECHO's Yaoundé office carried out an evaluation mission in the field, the recommendations of which helped to strengthen coordination and lobbying of local and administrative authorities to further improve the living conditions of these displaced people.

Needs (Gaps) Identified



Shelter Housing And Settlements

According to discussions with UNHCR, a multisectoral assessment was conducted, revealing that the makeshift shelters consisted of a few poles and tufts of grass serving as roofing. Most of these shelters were not covered on the sides. Families moved with only the bare minimum and did not have household items. There were 7 to 10 people living in each shelter.



Livelihoods And Basic Needs

The effects of climate change in the Lake Chad Basin reduced agricultural production, leading to a significant decrease in household food reserves. Displaced families did not have enough food. Logone et Chari, like most divisions in the Far North Region, was affected by food insecurity, which explained why community solidarity in support of food was almost non-existent. This situation could have further upset the social climate by fostering inter-community conflict.

Given that these populations left all their food supplies in their locality of origin, the problem of food security was identified as one of the priorities during the rapid assessment. More details on the actual needs and gaps would be provided once the report was finalized.

To address the livelihood and basic necessities of the affected population, multipurpose cash distribution was carried out, reaching 2,635 vulnerable individuals (329 households). Despite cash being distributed to 329 selected households (298 Chadians and 31 host community members), 79 households that did not show up during the registration period were presented by community leaders at the lessons learned workshop, feeling neglected. This led to feelings of exclusion and dissatisfaction, potentially undermining community trust in the response efforts. It also showed that vulnerable populations were experiencing persistent needs



Health

Difficult access to sanitary facilities, drinking water, and decent shelter represented a health risk for these communities, as they were exposed to diseases such as cholera, malaria, and other water-borne diseases. Considering the food pressure in these displaced communities, and the large presence of pregnant and breastfeeding women and children under 5, the risk of malnutrition remained high.

It was important to note that in the initial priorities communicated by UNHCR, pending the assessment report, health was not among the top priorities. However, the results of this assessment would undoubtedly highlight the needs and gaps in this area.



Water, Sanitation And Hygiene

WASH needs were particularly acute in terms of:

- Latrines: Households settled on bare land near the river where there were no sanitation facilities, leading to open defecation. This could have been an underlying factor for diarrheal diseases.
- Access to drinking water: The absence of a source of drinking water on site or nearby, and the direct consumption of untreated river water, exposed these communities to water-related diseases. Households did not have water storage containers.
- Sanitation: It was important to maintain a healthy living environment to limit exposure to diseases such as malaria.
- Hygiene: Overcrowding could have been a major barrier to hygiene. Therefore, promoting hygiene remained a priority to reduce the risk of contamination.



Protection, Gender And Inclusion

In emergency situations, the vulnerability of women of childbearing age was heightened by:

- Difficulty accessing usual hygiene facilities,
- Challenges for pregnant women in accessing healthcare facilities for prenatal care,
- Menstrual hygiene issues, which were linked to health and improper management that could lead to health problems,
- Access to hygiene kits also remained a major challenge.

The census of displaced persons revealed 12 unaccompanied minors. Follow-up was needed to re-establish and/or maintain links between these children and their families. Particular attention had to be paid to the situation of these children in terms of protection and psycho-social support, and RFL needs assessments could be carried out throughout the operation.



Education

The displacement interrupted schooling for a large number of children. More than 500 displaced children, both in primary and secondary schools, were affected by this situation.



Risk Reduction, Climate Adaptation And Recovery

The primary method of cooking in this area was with firewood. For more than ten years, various reforestation efforts in this drought-prone region received support from the government and other stakeholders. However, when people settled in temporary sites like this, there was a significant risk that they would begin to cut down trees for their daily needs.



Community Engagement And Accountability

In emergency situations, access to relevant information by affected communities remained a major challenge. It was important to ensure the inclusion and participation of all community groups, social cohesion, and a culture of peace between host and displaced communities in Chad. Peaceful coexistence between the two communities remained a major challenge, as Chadian populations settled in the host communities' plantations, and it was true that the host communities themselves were very poor. Access to information could involve assistance and all information related to administrative, health, and other services in the host community.

Operational Strategy

Overall objective of the operation

This operation provided direct assistance to 329 households (298 displaced families from Chad and 31 host households) with WASH and basic needs sectors over a period of 05 months.

Operation strategy rationale

This operation was planned based on the rapid assessment of the situation conducted by the Logone et Chari divisional committee and the multi-sectorial evaluation carried out by UNHCR. Consequently, the CRC provided immediate assistance to 360 households (300 households displaced from Chad and 60 host households) through multi-purpose cash and distribution of NFI (WASH kits) as follows:

1. Cash Distribution:

Multi-purpose cash distribution of 64,000 FCFA was provided to the beneficiaries, corresponding to the transfer value harmonized by the Cash Working Group (CWG) of Cameroon. This cash transfer enabled targeted households to cover their basic needs, particularly in terms of food. Through the NS's valid framework agreements with two financial service providers (PSF), namely MTN Cameroon and Express Union Cameroon, the beneficiaries received this cash transfer. The CRC had previously worked with these two PSFs in the Logone and Chari department as part of previous operations, including emergency food insecurity response and the ongoing ECHO PPP project, with a focus on cash transfers. The feasibility study conducted indicated that cash transfers were the preference of the beneficiaries and could be safely carried out in Logone Birni, where markets were functional, and goods were available. This cash assistance required technical support from the IFRC. Volunteers were also trained in the fundamentals of Cash to ensure the success of the operation.

2. WASH Sector:

The operation contributed to improving the living conditions of the population in terms of sanitation, particularly access to latrines, and promoting hygiene through the distribution of WASH kits. In terms of sanitation, the operation enabled the construction of 60 blocks of 02 emergency latrines, built in two stages using local biodegradable materials:

- The digging of the pit to a depth of around 1.50 m was carried out by beneficiaries and volunteers, using materials purchased as part of the operation.
- The construction of the superstructure was made of laths and lined with tarpaulin.
- Various beneficiary communities and volunteers were involved in the work.
- The operation provided work equipment in the form of a kit comprising 15 spades, 15 picks, and 10 baramines.
- The work involved 20 volunteers, 02 supervisors, and 10 community members. The volunteers involved received prior training in the construction of emergency latrines.

In terms of hygiene promotion, the operation promoted hygiene through the distribution of WASH kits, consisting of 02 x 20L buckets with lids, 01 x 20L basin, 02 jerry cans, 02 sarkane, 02 children's defecation pots, and 08 pieces of soap (400g each). Additionally, awareness campaigns were conducted, comprising 24 visits over 03 months. The awareness campaigns mobilized 20 volunteers and 02 supervisors and were carried outdoor-to-door, through FGDs, on topics such as GHM, prevention and control of waterborne diseases, the water chain, and proper hand washing. During these awareness-raising sessions, volunteers also focused on cross-cutting themes of CEA, gender, the culture of peace, and DRR.



The hygiene promotion also involved the acquisition and distribution of dignity kits to 200 women of childbearing age, including 122 women and 78 women from host communities. To implement these activities, volunteers were trained in WASH, Cash, CEA, and PGI for 06 days.

3. CEA:

The aim was to provide communities with relevant information about the operation. Information sessions were organized with the displaced population, the host community, and the authorities to clearly explain points about the operation, CASH assistance, who could access these services, and how (selection criteria).

A feedback mechanism was set up to monitor the level of satisfaction, suggestions, or complaints from displaced populations and the host community, including the follow-up of actions and the early identification of potential risks. This helped identify areas for improvement and build trust with communities, promoting a culture of transparency, accountability, and peace.

Registers of information were deposited with the heads of the community committees set up in the locality to ensure an inclusive listening process.

Key messages were produced and translated on selection criteria for CASH assistance, the purpose of cash, hygiene measures, and CRC services in general. These messages were disseminated via USB keys connected to mobile loudspeakers to ensure local coverage. Awareness-raising posters were also produced. A newsletter was produced twice a month, and a documentary film was created to document the assistance provided and serve as an advocacy tool.

Volunteers received a two-day briefing on the CEA, feedback, and its importance. Regarding community participation, they were involved in follow-up meetings and in capitalizing on the operation through the lessons-learned workshop organized at the end of the operation.

4. PGI:

It was appropriate to train volunteers on the fundamentals of PGI so they could conduct awareness sessions within the communities. Given the significant number of people with specific needs in this population, it was important to carry out PGI activities to help these populations better ensure their involvement in activities, access information, guarantee their safety, and uphold their dignity.

Targeting Strategy

Who was targeted by this operation?

The operation targeted 329 households for direct assistance, including the distribution of WASH kits and support for basic needs through cash. This comprised 298 households displaced from Chad and 31 of the most vulnerable households from the host community, with the support of cross-cutting sectors such as CEA and PGI.

- Awareness sessions included all displaced and host communities.
- The operation also provided dignity kits to 200 women of reproductive age, including 122 displaced women and 78 host community women.
- The construction of latrines targeted both displaced communities (50 latrines) and host communities (10 latrines). The selection of beneficiary host households was done with the community's contribution.

Explain the selection criteria for the targeted population

The assistance targeted 329 of the most vulnerable households based on the following criteria:

- Households displaced as a result of the crisis and living in the reception site.
- Households headed by women or child-headed households.
- Households with wounded persons.
- Households including persons with specific needs (PSN).
- Very vulnerable host households.

The village of Gala, with an estimated population of 3,200, also benefited from awareness-raising sessions on various themes. These awareness-raising sessions took into account both the host and displaced populations.

Total Targeted Population

Women	790	Rural	100%
Girls (under 18)	338	Urban	0%
Men	1,206	People with disabilities (estimated)	2%
Boys (under 18)	301		
Total targeted population	2,635		

Risk and Security Considerations

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

Risk	Mitigation action
Inter-community tensions with host communities	- Integrating vulnerable host populations as beneficiaries of assistance and communicate effectively with non-beneficiaries. - Promoting a culture of peace through awareness sessions for displaced and host communities.
Poor communication with the displaced population.	- Improved involvement of community leaders in the implementation. - Establishment of community committees. - Provision of trained volunteers and staff in migration management and guided by the CoC.
Flooding in the area	- Advocating to the authorities for the development of settlement sites for these populations. - Supporting drainage at the current installation site to prevent rainwater stagnation.
Providing kits that does not align with their usual practices	Discussing preferences with the population using CEA tools to establish community committees.

Please indicate any security and safety concerns for this operation

The Logone Birni district has been plagued by inter-communal tensions among the Arab Choa, Mousgoum, and Massa ethnic groups for several years, making it a simmering hotspot for conflicts between herders and farmers. Despite not being the rainy season in the Far North, this area faces flooding, necessitating measures depending on the duration that the population will spend at these sites.

Furthermore, the area is characterized by insecurity. The National Society, with its functional divisional committee in Logone et Chari and volunteers on the ground, will closely monitor the situation in coordination with the national headquarters. In the context of the ECHO PPP, the NS team has carried out activities in Logone et Chari with remote support from the IFRC team. Following a similar approach to Limbé, the IFRC provided remote monitoring for security issues, and we held weekly implementation follow-up meetings, which proved effective in aiding the implementation process. This model can also be applied to this operation. Security training, with remote support from the IFRC, will be included in the training package. Additionally, plans are in place to provide communication tools such as satellite phones to enhance contact with individuals on the ground.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Multi Purpose Cash

Budget: CHF 42,109

Targeted Persons: 2,635

Assisted Persons: 2,635

Indicators

Title	Target	Actual
# of displaced households benefiting from Cash	298	298
# of host population households benefiting from cash	31	31
Amount received by each household	64,000	64,000
# of volunteers trained in cash basics	22	22

Narrative description of achievements

Training of volunteers in cash management to support community engagement: volunteers were trained in cash management to enhance their ability to engage with the community and provide effective support. This training equipped volunteers with the necessary skills to manage and distribute cash assistance efficiently. They were also trained on tools used for baseline, distribution PDM etc.

Registration and verification of beneficiaries: beneficiaries were registered and verified to ensure eligibility and the proper distribution of assistance. This process was crucial in maintaining transparency and fairness in the allocation of aid. A village meeting was organized to be transparent on the process, a committee was set to support the whole process, and every part of the community was represented. List collected by Red Cross was triangulated with list from authorities and other humanitarian actors (NRC and Plan International).

Monitoring of Market Prices: to ensure that the cash assistance provided did not lead to inflation or price gouging in local markets, regular monitoring of market prices was conducted before the cash distribution. Data on the prices of essential goods and services were collected and analyzed to track market availability and potential impact of cash load. The market monitoring ensured that the cash assistance was sufficient to meet beneficiaries' needs without adversely affecting the local economy.

Unconditional multipurpose cash transfer: in response to the emergency, 329 households (298 Chadian displaced households and 31 vulnerable host) received unconditional cash grants from the Cameroon Red Cross to help displaced Chadian and vulnerable host to ensure good quality of assistance. The amount provided was determined based on an analysis of needs for displaced households in one-off distribution. An information session was also conducted for 20 volunteers involved in cash distribution, ensuring they were equipped to raise awareness among targeted families on proper cash utilization according to IFRC guidelines.

Post distribution monitoring of cash: 10 days post-cash distribution, a survey was conducted targeting 15% of beneficiary households to monitor the impact of the assistance. Volunteers underwent a one-day orientation before data collection. Results analysis revealed high satisfaction levels (98%) among beneficiaries, who used the cash for diverse things, including buy food, essential things like battery and torch, mats, and small business starter kits. The assistance facilitated improved general conditions for over 72% of recipients. However, 45% of households resorted to negative coping strategies, like cut trees. Despite this, cash assistance was deemed efficient, as it enabled beneficiaries to maintain a certain dignity during this difficult period.

Lessons Learnt

Implementing effective community engagement and accountability enhances community understanding of relief assistance and selection criteria, increasing their participation. Communities must lead disaster response efforts to ensure effectiveness and relevance.

Providing cash transfers to affected households facilitates their recovery based on unique needs, restoring their dignity. This approach empowers them to determine essential priorities for their families and contributes to market reinforcement for local communities.

Maintaining clear and timely communication with all stakeholders, including beneficiaries, volunteers, and partner organizations, is crucial for successful response activities. Accessible information prevents misunderstandings and promotes collaboration.

Coordinating and collaborating among all response partners streamline efforts, prevent duplication, and maximize resources. Clear roles, responsibilities, and communication channels facilitate smooth collaboration and ensure a cohesive response.

Regular monitoring and evaluation of response activities identify strengths, weaknesses, and areas for improvement. Collecting feedback from beneficiaries and stakeholders informs decision-making for future response efforts and ensures impact assessment.

Challenges

Despite efforts to involve the community and ensure accountability, a list of 79 households that weren't present at registration period was presented by community leaders at lessons learned workshop felt neglected. This led to feelings of exclusion and dissatisfaction, potentially undermining community trust in the response efforts.

Managing the logistics of distributing cash to 329 households, including the travel of financial service provider (FSP) agents, was challenging. The logistical complexities caused delays in the distribution process and required some special arrangement with FSP and coordination to ensure all households received their cash assistance.

Conducting thorough post-distribution monitoring within a limited timeframe presented logistical challenges, including data collection and analysis. Limited monitoring might have prevented a comprehensive understanding of the effectiveness of cash assistance and the identification of areas requiring further support or intervention.



Water, Sanitation And Hygiene

Budget: CHF 49,293

Targeted Persons: 2,635

Assisted Persons: 2,635

Indicators

Title	Target	Actual
% of displaced population using latrines	80	83
# of women who receive a dignity kit	200	200
% of population aware of at least 2 cholera prevention methods	80	90

Narrative description of achievements

1- Training of 20 volunteers in Wash themes. The aim of this training was to strengthen the capacity of volunteers to carry out awareness-raising campaigns on the site of displaced persons and in the community on good hygiene practices in order to reduce the risk of water-borne diseases. Led by the DM of the CRC's departmental committee, with the support of the IFRC's Wash Manager, the main themes addressed were water purification, excreta management, home water treatment, and waterborne disease prevention.

- 2- Distribution of WASH kits:

in order to ensure hygiene at household level, good water conservation and the management of children's excrements, the kit comprising soap, bucket, basin, soap, jerrycan, and baby defecation pot was made available to 329 households of Chadian nationals (298 households) and hosts (31 households). in order to ensure the safe participation of beneficiaries in the distributions, a site close to the site was identified for these distributions. The results of the PDM showed that the kits distributed were being used by the beneficiaries.

- Distribution of menstrual hygiene management kits: 237 hygiene management kits were distributed to women of childbearing age from host communities and displaced Chadians. The quality of the kits was chosen on the basis of their usual uses.

- latrine construction: As part of the operation, 60 blocks of latrines were planned to be constructed to cover the needs of disaster victims. In view of the possible relocation of the victims, 20 blocks of two partitioned latrines were built on the flood-prone site, which could be abandoned when the rains arrive. Although these 20 latrines do not cover the needs of the population, they can reduce the high

level of open defecation already observed. Once the new resettlement site has been identified by the administrative authorities, the remaining 40 blocks of two latrines will be built.

- Acquisition of materials for latrine construction: IFRC RO supported CRC to buy and transport 60 shelter kits + wood planks on the site. A specialist from IFRC + NS WATSAN RDRT was deployed on the site to support local communities to build latrines. As the sites were temporary and floods are a real threat, 20 latrine blocks were finalized. 40 remaining kits and material was left as emergency stock for Logone and Chari.

Acquisition, stockage, and distribution of dignity kits and non-food items: IFRC and CRC used ECHO PPP emergency stock for NFI to provide on-time assistance to 329 households (298 Chadian displaced households + 31 vulnerable host households) and made logistic arrangements to provide 200 dignity kits to 200 displaced households.

Lessons Learnt

- The disaster response team of the Logone Birni CRC Department committee began raising awareness of the situation as soon as the first disaster victims arrived, thereby reducing the risk of faecal-peril diseases.
 - Good coordination with other humanitarian actors enabled us to cover the Wash needs of the displaced and host populations (distribution of aqua tabs, rehabilitation of boreholes by the Norwegian Refugee Council).
 - Implementing effective community engagement and accountability enhances community understanding of relief assistance and selection criteria, increasing their participation. Communities must lead disaster response efforts to ensure effectiveness and relevance.
 - Maintaining clear and timely communication with all stakeholders, including beneficiaries, volunteers, and partner organizations, is crucial for successful response activities. Accessible information prevents misunderstandings and promotes collaboration.
 - Regular water, hygiene and sanitation sensitization / campaigns effectively maintained a clean environment and prevented disease outbreaks. Increasing the frequency and scope of campaigns in the initial weeks following a disaster is advisable. Collaborating with local authorities and community members can enhance efficiency and coverage of such campaigns.
 - Health prevention awareness campaigns successfully educated the community on preventing water-borne diseases and cholera. Deploying additional volunteers for health prevention awareness can ensure comprehensive coverage. Utilizing diverse communication methods and support, can extend the reach of these campaigns to a wider audience.
- Engaging the community and establishing feedback systems were critical in building trust and ensuring the response met their needs. Prioritizing community engagement and feedback mechanisms in all response activities is essential. Regular updates to the community based on their feedback can enhance transparency and responsiveness.
- Strengthening coordination mechanisms and communication plans ensured all stakeholders were aligned. Maintaining regular coordination meetings and updates can help in addressing challenges and making timely decisions. Clear communication channels are vital for effective collaboration among stakeholders.

Challenges

- One of the difficulties encountered during the operation was the validation of the site for the relocation of Chadian nationals. As the site was located in a flood-prone area, Chadian nationals would not be able to move in at the first rains, so not all the latrines initially defined could be built on the site (20 blocks of two latrines were built out of the 60 planned).
- The unavailability of a vehicle from the Logone et Chari CRC departmental committee prevented the distribution of pre-positioned wash kits to the first victims of the disaster.



Protection, Gender And Inclusion

Budget: CHF 542

Targeted Persons: 2,635

Assisted Persons: 2,635

Indicators

Title	Target	Actual
# of volunteers trained on PGI.	22	22
% of sensitized populations.	100	100

% of image boxes developed.	100	100
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Narrative description of achievements

Training of volunteers: a total of 20 volunteers underwent comprehensive training in various critical areas to enhance their capacity to respond to this emergency. The training encompassed protection gender & inclusion (PGI), Community Engagement and Accountability (CEA). Volunteers were equipped with essential skills to provide support to those affected, engage effectively with the community, and ensure efficiency of assistance.

PGI sensitization: to address all problematics than a sudden displacement can bring in terms of gender, inclusion protection inside the community, a series of sensitization were organized linked to collect of potentials plaints. Over three months, 20 trained volunteers conducted biweekly sensitization and door to door works on displaced site. These efforts aimed to mitigate more of risk of aspects, organize toilets to ensure intimacy to woman and ensure the overall well-being of the community.

An image box with PGI parts, linked to all problematics noted on site (water, hygiene, sanitation, CEA), were developed by IFRC and CRC. With experience from other ops implemented by CRC with the support of IFRC, an image box was in place to support sensitization, discussions and give example for certain situation to beneficiaries. Volunteers were trained on that aspect and use this support their sensitizations.

Lessons Learnt

Implementing effective community engagement and accountability enhances community understanding of relief assistance and selection criteria, increasing their participation. Communities must lead disaster response efforts to ensure effectiveness and relevance.

Maintaining clear and timely communication with all stakeholders, including beneficiaries, volunteers, and partner organizations, is crucial for successful response activities. Accessible information prevents misunderstandings and promotes collaboration.

VGB and PGI are very sensitive areas and need special attention inside operations to ensure comprehensive efforts and understanding inside communities. Volunteers need to be trained more on their topics to ensure high quality of response.

Challenges

- There were no significant challenges encountered during the execution of the intended tasks.



Community Engagement And Accountability

Budget: CHF 14,746

Targeted Persons: 2,635

Assisted Persons: 2,635

Indicators

Title	Target	Actual
# of feedback collected	264	335
# of community information meetings	4	5
# follow-up meetings attended by community members	3	5
% of feedbacks processed	90	23
# of volunteers briefed on CEA	22	22

Narrative description of achievements

Volunteers were trained in Community Engagement and Accountability (CEA) on water, hygiene, sanitation, cash approach and health risks. This training aimed to equip volunteers with the knowledge and skills to effectively communicate important information to the community.

Meetings were held with affected community stakeholders and the target population to engage them on water, hygiene, sanitation, PGI, health prevention practices against VGB, cholera, waterborne diseases, and other good practices. These meetings served as a platform for discussing identified risks and prevention strategies.

Community conversations on assistance based on cash were conducted to emphasize the importance of using cash in the better way to fill households needs. Discussions included topics how to identify monthly needs in terms of nutrition inside the households to better ensure strategies to use the cash in the community. These conversations aimed to build a collective understanding and proactive approach towards cash distribution.

Volunteers conducted door-to-door visits in the affected community to raise awareness about water, hygiene, sanitation, PGI etc. These visits ensured that all community members had a uniform understanding of all identified risk factors and prevention methods.

An effective complaints and feedback mechanism was established to ensure community feedback was considered in the intervention's implementation. This mechanism was designed to collect, analyze, and respond to community concerns and suggestions. It was organized with a community meeting to select every stakeholder inside community to ensure good representation of every community strap.

During initial meetings with community leaders and affected households, preferences for the feedback and complaint mechanism were collected. This step was crucial to understanding the best communication channels and the community's preferences. Based on these discussions, a suitable feedback mechanism was chosen, aligning with the community's needs and agreements.

Volunteers engaged with community and household heads during meetings to provide clear explanations of the Red Cross' role, the support being provided, and the beneficiary selection criteria. Clear communication channels and information about the National Society's interventions were communicated effectively.

Given that the communities are primarily reachable through face-to-face interactions, most exchanges and communications were conducted through volunteers. Initial feedback was collected by volunteers, who ensured that the information and complaints were relayed to the operation's focal point and team for appropriate action.

Feedback collection and analysis: Feedback collected from Post-Distribution Monitoring (PDM) surveys and other interactions was analyzed proactively. This analysis informed actions and operational adjustments, ensuring that the intervention remained responsive to the community's needs and feedback.

Lessons Learnt

Engaging community members and leaders from the beginning was crucial. Their active participation in decision-making processes, especially regarding the selection criteria for beneficiaries and the type of assistance provided, enhanced transparency and trust.

Understanding and adapting to the preferred communication channels of the community improved the effectiveness of information dissemination and feedback collection.

Providing cash to beneficiaries for purchasing items and rebuilding their homes was found to be more dignified and empowering compared to distributing procured items. Beneficiaries appreciated the flexibility and autonomy this approach offered.

The economic crisis and rising inflation posed challenges, as the cash provided was insufficient to cover all reconstruction needs. Future interventions may need to consider these factors more carefully to ensure adequacy.

Clear explanations of the role of the Red Cross and the support being provided helped reduce confusion and ensured that the community understood the purpose and limitations of the assistance.

Setting up an effective complaints and feedback mechanism was essential for addressing community concerns and improving the intervention. Collecting feedback during initial meetings helped tailor the mechanism to community preferences.

Community conversations about water, hygiene, sanitation, and health played a key role in raising awareness about prevention and appropriate reactions to this kind of event (sudden displacement). These discussions were critical in fostering a proactive approach to take in charge and address all identified needs.

Door-to-door visits by volunteers ensured that water, hygiene, sanitation, and health messages reached all community members. This personalized approach was effective in building a uniform understanding of all identified risks and prevention methods.

Also, engage community committees in the registration process to leverage local knowledge and enhance the accuracy and acceptance of the beneficiary list was an added value to the operation and his success.

Challenges

Number of cash round (1) and other stakeholders' number of cash round (3) and harmonization of the cash amount distributed was one challenge to have uniform intervention, in future case we need to better coordinate with all stakeholder and harmonized approach to ensure beneficiaries better understanding.

Due to the suddenness of the population displacement and the intensity of the displacement, the number of volunteers involved in promoting good practices and raising awareness about water, hygiene, sanitation was limited. While the planned sessions were successfully conducted, having more volunteers could have helped disseminate prevention messages more effectively across the entire community.



Secretariat Services

Budget: CHF 48,059

Targeted Persons: 2,635

Assisted Persons: 2,635

Indicators

Title	Target	Actual
# of deployed Surge teams	1	1
# of monitoring missions	3	3
# of workshops on lessons learned	1	1

Narrative description of achievements

The International Federation of Red Cross and Red Crescent Societies (IFRC) conducted a monitoring visit to provide technical support to the NS. This visit aimed to ensure the NS had the necessary guidance and resources to manage the response operations effectively, especially in cash and WASH.

The International Federation of Red Cross and Red Crescent Societies (IFRC) deploy a Surge, Ops Manager, to support operation in the field. He spent 2 months in Kousséri to support ops direct implementation and ensure all planned activities were delivered in high standard quality.

IFRC deploy WASH specialist in Cash specialist in the field at different stage to support activities implementation.

IFRC deploy communication officer with field teams during registration process and community meeting, and during first distribution of NFI, in order to document all steps of community works and have high quality of support (photo and video) to support reporting.

Regular security briefings were conducted for IFRC staff to ensure their safety and preparedness during the operation. These briefings included updates on potential risks and safety protocols to mitigate any threats.

Staff received briefings on Community Engagement and Accountability (CEA) and protection. These briefings aimed to equip the team with the knowledge and skills to engage with the community effectively, ensuring that their needs and concerns were addressed throughout the response.

Methods were implemented to engage the community throughout the response, from targeting to implementation. This approach ensured that the community was involved in decision-making processes, enhancing transparency and trust in the operation.

DREF lessons learned workshop was held to review the response activities and identify areas for improvement.

Participants included beneficiaries, staff and volunteers plus authorities who were involved in the response, and the workshop provided an opportunity to discuss challenges, successes, and best practices. Key Lessons from the workshop have been summarized under each thematic area.

Lessons Learnt

General and specialized people deployed by IFRC bring real time added value to operation success and reinforce local staff by competence transfer and share around specific thematic. WASH and CASH specialist help ops managers to deliver in very rapid way activities in the field by their expertise, exchange with volunteers help their IFRC staff to have field perception on better calibrate in the future.

Exchange between authorities, beneficiaries, CRC and IFRC in the lessons learned workshop help every stakeholder to have 360° view. Have field perception will help to better understand and design project and program and exchange lead authorities and beneficiaries to better understand logical behind process and accountability approaches.

Challenges

There were no significant challenges encountered during the execution of the intended tasks.



National Society Strengthening

Budget: CHF 20,043

Targeted Persons: 22

Assisted Persons: 22

Indicators

Title	Target	Actual
# of volunteers trained.	22	22
#of first-aid kits made available.	6	6
# of bibs procured and distributed.	50	50
# of polo shirts procured and distributed.	50	50

Narrative description of achievements

Briefings for volunteers: volunteers received complete briefings on their roles and the risks they might face during their duties. There was later regular ensuring that volunteers were well-informed and prepared for their weekly tasks.

Insurance coverage: all volunteers involved in the operation were already insured by other ops or partners (ICRC).

Awareness of rights and responsibilities: efforts were made to ensure that all volunteers were fully aware of their rights and responsibilities. This information was communicated during initial briefings and reinforced through regular updates, ensuring volunteers understood their entitlements and obligations.

Ensuring volunteer safety and wellbeing: volunteer safety and wellbeing were prioritized throughout the operation. Measures included regular security briefings and ensuring a safe working environment. Volunteers were encouraged to voice any concerns about their safety and wellbeing.

Proper training for volunteers: volunteers received proper training relevant to their roles in the operation. Training sessions covered various aspects, including cash approach, water hygiene & sanitation, CEA, PGI, equipping volunteers with the necessary skills and



knowledge to perform their duties effectively.

Provision of Personal equipment: personal equipment and visibility gear were provided to all volunteers and staff. This included items such as Red Cross vests, and all format needed for assessment, implementation and reporting to ensure their safety while performing their tasks.

Lessons Learnt

It is imperative to adhere to the DREF action plan to ensure efficient service delivery. Comprehensive briefings are essential for ensuring volunteers understand their roles, risks, and responsibilities. Regular updates through meetings kept volunteers informed and prepared.

Prioritize the training of volunteers before engaging them in community activities and acknowledge their valuable contributions. Proper training tailored to the specific roles of volunteers is essential for effective performance. Training on DREF topics, PGI, and community engagement proved beneficial.

Prioritizing volunteer safety and well-being is critical. Regular security briefings and a focus on creating a safe working environment were effective in addressing volunteers' concerns.

Insurance coverage is crucial for the protection and peace of mind of volunteers. It provides financial support in case of accidents or injuries, ensuring that volunteers feel secure in their roles (even if it was not supported by DREF operation).

Challenges

There were no significant challenges encountered during the execution of the planned tasks.

Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRCM037 - Cameroon - Population Movement

Operating Timeframe: 13 Mar 2024 to 31 Aug 2024

Selected Parameters			
Reporting Timeframe	2024/03-2025/02	Operation	MDRCM037
Budget Timeframe	2024/03-2024/08	Budget	APPROVED

Prepared on 01/Apr/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	174,791
DREF Response Pillar	174,791
Expenditure	-146,452
Closing Balance	28,339

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	42,109	72,641	-30,532
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene	49,293	41,047	8,246
AOF6 - Protection, Gender & Inclusion	542		542
AOF7 - Migration			0
Area of focus Total	91,943	113,688	-21,744
SF11 - Strengthen National Societies	34,789	9,314	25,475
SF12 - Effective international disaster management			0
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC	48,059	23,451	24,608
Strategy for implementation Total	82,848	32,764	50,084
Grand Total	174,791	146,452	28,339

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

Please explain variances (if any)

IFRC allocated through the DREF pot CHF 174,791. CHF 146,452 were spent by the end of the intervention to achieve the above-described milestones. The balance of CHF 28,339 will be returned to the DREF pot. The overall unspent balance is the result of different balances per cost category. Explanations for each variance are summarized as below, noting that the national society report and execution is provided in annex of the consolidated DREF standard report.

Cost category 1 - variances explanation:



- Personnel: rate of consumption 54%; explanation: the cluster staff mission in the field was reduced.
- Other direct costs: Rate of consumption: 64%; Explanation: some staff missions were reduced.
- Indirect cost recovery: rate of consumption: 73%; explanation: some costs were reduced.



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[Click here for reference](#)

