

**SAINT VINCENT AND THE  
GRENADINES  
RAPID RESPONSE  
VOLCANO  
2021**

**21-RR-VCT-47490**

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Resident/Humanitarian Coordinator

## PART I – ALLOCATION OVERVIEW

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### Reporting Process and Consultation Summary:

Please indicate when the After-Action Review (AAR) was conducted and who participated.

Nov. 9- 2021

The After-Action Review (AAR) was part of a review of UN activities, more than six months after the initial eruptive explosion of the La Soufriere Volcano. Members of the UN Emergency Technical Team (UNETT) were actively participating, which included all sector leads and the two sector leads using CERF resources (Food Security and WASH). Each recipient agency shared information on the status of CERF grants, results and challenges identified during implementation. The AAR allowed UNETT members and sector leads to review what was learned and what was achieved with the grant, and it also allowed for recommendations/next steps.

Please confirm that the report on the use of CERF funds was discussed with the Humanitarian and/or UN Country Team (HCT/UNCT).

Yes  No

Please confirm that the final version of this report was shared for review with in-country stakeholders (i.e. the CERF recipient agencies and their implementing partners, cluster/sector coordinators and members and relevant government counterparts)?

Yes  No

## 1. STRATEGIC PRIORITIZATION

### Statement by the Resident/Humanitarian Coordinator:

The most frequent type of disaster to hit the Caribbean is climatic in nature. According to IMF analysis, this region is up to seven times more likely to experience a climate-related disaster than larger states, and when one occurs, they incur as much as six times more damage. Additionally, COVID-19, through the tourism sector, has caused huge social and economic disruption for the Caribbean. When the la Soufriere Volcano erupted explosively in April 2021, the island of St. Vincent faced those two challenges leaving affected population in a very vulnerable state. In such a context, CERF has helped UN agencies to provide humanitarian relief and life-saving activities to approximately 30,000 men, women, boys and girls, including the elderly and persons with disabilities. Support was provided in the food security, water, sanitation, and hygiene sectors to the most affected and vulnerable communities of the red and orange zones where people were mainly affected. CERF interventions contributed to enhance humanitarian response at the national level and mobilized additional resources and complement efforts of other humanitarian actors, scaling up humanitarian assistance. CERF allocation was a key element for to strengthening resource mobilization under the UN Global Funding Appeal for St. Vincent & the Grenadines.

### CERF's Added Value:

CERF funds facilitated a humanitarian response for critical needs identified in the WASH and food security sectors. With the potable water system being disrupted, UNICEF assisted families with WASH/hygiene supplies and supported national/regional authorities with interventions towards water quality testing, purification, management and storage and therefore also impacted the lives of persons who were benefiting from water systems but not living in shelters services. CERF support also allowed UNICEF to contribute to the Family Support Grant (FSG), the national social assistance programme that targets the most vulnerable, providing "Family Life Education" (FLE) cash assistance to help families (re)build their livelihoods. Thanks to CERF, WFP partnered with the Ministry of National Mobilization to provide cash assistance reaching more than 19,000 people (3.300 households) as part of La Soufrière Relief Grant programme. This assistance ensured that those displaced could meet their food and other needs. The cash assistance programme and support allowed for the digitalization of the registration and verification processes, setting up of feedback and complaints mechanisms and monitoring of the cash assistance programme in partnership with the Government.

### Did CERF funds lead to a fast delivery of assistance to people in need?

Yes

Partially

No

After the preventive evacuation and the initial eruptive explosion of the volcano, food and water for people in shelters and affected communities in the red zone were identified as immediate needs. The CERF allocation allowed agencies to provide food security via cash transfers and provision of water/hygiene supplies and services (specially to prevent covid-19 spread) to shelters/private homes and health facilities, that would not have been reached as fast and as widely as it did.

### Did CERF funds help respond to time-critical needs?

Yes

Partially

No

As stated above, CERF funded actions allowed to reach displaced people and isolated communities to provide life-saving relief following La Soufriere's eruption.

### Did CERF improve coordination amongst the humanitarian community?

Yes

Partially

No

CERF allowed a prioritization, improving the focus on specific actions to fulfill the identified gaps, strengthen the coordination between the humanitarian actors and the Governmental institutions. Humanitarian actors receive an unequivocal message of urgency and a request of coordination respecting the leadership of the affected government.

### Did CERF funds help improve resource mobilization from other sources?

Yes

Partially

No

11.3M USD were mobilized through the UN Global Funding Appeal, facilitated by OCHA and launched by the RC and the Prime Minister of St. Vincent and the Grenadines for resource mobilization to support humanitarian and development response after the La Soufriere Volcano explosive eruption. CERF funding was a key element to the UN Appeal, which leveraged operations started by humanitarian

actors with their own funding and facilitated advocacy with donors, which resulted in support from key donors such as USA, Canada, Germany, Japan and the UK, amongst others.

### Considerations of the ERC's Underfunded Priority Areas<sup>1</sup>:

La Soufriere emergency exacerbated existing vulnerabilities on women and girls, further increased with impacts of COVID-19. UNICEF and WFP proposed activities to highlight some of the critical needs to minimize the compounded impact of these shocks on women and girls. WFP worked with other agencies through the food security, livelihoods and cash working group and bilaterally to ensure that vulnerability assessment data was comprehensive and took age, gender and protection issues into consideration. This information was then used to make decisions on targeting and will be used in the future for planning purposes, particularly related to gender, age, disability, among other factors that increase vulnerability. UNICEF worked with partners to reach heads of households to receive cash, family life education or hygiene kits and the nature of the assistance drew female and girl household representatives, and this supported their leadership role in the family and empowered them as the link between the family and the assistance package.

Among the most vulnerable, people with disabilities benefitted from activities, WFP prioritized assistance to households with those special needs. 44% of households in the post distribution monitoring exercises reported having one or more persons living with a disability or another significant vulnerability. In targeting households, the government and WFP provided an addition 200EC to households with persons living with a disability to ensure that food and other specific requirements could be met. UNICEF, through its partners, ensured that beneficiary selection was based on the established selection criteria and catered for the inclusion of people with disabilities. There were no specific actions taken to actively seek out this vulnerable group as project beneficiaries but rather focused on making sure that WASH services were provided in ways that accommodated persons with disability.

On protection, UNICEF worked closely with the Department for Child Protection of the Ministry of National Mobilization to ensure that children were protected during this crisis. All separated children were reunited with appropriate family networks and all children had access to safe child-friendly spaces. UNICEF supported the Ministry of National Mobilization to ensure that there were sufficient services to protect victims of gender-based violence (GBV) and child abuse. Risk prevention messages were disseminated at key physical sites and through social media platforms.

**Table 1: Allocation Overview (US\$)**

<b>Total amount required for the humanitarian response</b>	<b>29,200,000</b>
CERF	1,000,000
Country-Based Pooled Fund (if applicable)	0
Other (bilateral/multilateral)	10,348,351
<b>Total funding received for the humanitarian response (by source above)</b>	<b>11.348.351</b>

**Table 2: CERF Emergency Funding by Project and Sector/Cluster (US\$)**

Agency	Project Code	Sector/Cluster	Amount
UNICEF	21-RR-CEF-014	Water, Sanitation and Hygiene	400,000
WFP	21-RR-WFP-010	Multi-Purpose Cash	600,000
<b>Total</b>			<b>1,000,000</b>

<sup>1</sup> In January 2019, the Emergency Relief Coordinator identified four priority areas as often underfunded and lacking appropriate consideration and visibility when funding is allocated to humanitarian action. The ERC therefore recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and HCTs/UNCTs when prioritizing life-saving needs for inclusion in CERF requests. These areas are: (1) support for women and girls, including tackling gender-based violence, reproductive health and empowerment; (2) programmes targeting disabled people; (3) education in protracted crises; and (4) other aspects of protection. While CERF remains needs based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the questions and answers on the ERC four priority areas [here](#).

**Table 3: Breakdown of CERF Funds by Type of Implementation Modality (US\$)**

<b>Total funds implemented directly by UN agencies including procurement of relief goods</b>	<b>692,116</b>
Funds sub-granted to government partners*	270,302
Funds sub-granted to international NGO partners*	37,582
Funds sub-granted to national NGO partners*	0
Funds sub-granted to Red Cross/Red Crescent partners*	0
<b>Total funds transferred to implementing partners (IP)*</b>	<b>307,884</b>
<b>Total</b>	<b>1,000,000</b>

\* Figures reported in table 3 are based on the project reports (part II, sections 1) and should be consistent with the sub-grants overview in the annex.

## 2. OPERATIONAL PRIORITIZATION:

### Overview of the Humanitarian Situation:

The eruption of La Soufrière volcano in Saint Vincent and the Grenadines happened on the 9 April 2021 and affected the approximately 110,000 people living on the islands. Up to 24,000 people were evacuated from the 'red zone' around the volcano, about 4,500 of whom were staying in shelters. People living in close proximity to the volcano were affected by heavy ash fall and pyroclastic flows that damaged crops and farming equipment and affected livestock keeping. This is likely to worsen food insecurity and poverty which was already on the rise because of the pandemic. Most homes in Saint Vincent were without water, and most of the country's 110,000 people were affected by ash fall.

The priority needs indicated by the government and the population include food, water, and managing the significant amounts of ash. More specifically, the most pressing humanitarian needs include access to safe water, hygiene, sanitation, personal protective equipment (PPE) and supplies, emergency food assistance, interventions in health, protection, including gender-based violence (GBV) and child protection. The lack of safe water for drinking and basic sanitation was a major concern, with the Government indicating that large quantities of bottled water were required as initial relief supplies. Access to adequate WASH services was critical to avoid a potential COVID-19 outbreak on the island, particularly in shelters, where physical distancing in close quarters was a challenge. With recovery efforts likely to take at least several months, immediate food and livelihood support was needed to prevent a further deterioration of the food and nutrition situation, already exacerbated by the pandemic.

### Operational Use of the CERF Allocation and Results:

In response, the Emergency Relief Coordinator on 15 April allocated \$1 million from CERF's rapid response window for life-saving humanitarian action. With the funds, UN agencies provide drinking water and hygiene kits to evacuated people, as well as supplies to clean water sources and cash assistance to some of the most vulnerable and food-insecure people.

Integral lifesaving relief was delivered with food assistance (cash transfers) as a priority to affected families in shelters and private accommodation. Relief was also delivered via WASH supplies services (especially sanitation and hygiene kits and cash transfers) in specific affected families. WASH services (support of national entities for rehabilitation of community water systems) complemented basic services. Additional benefits in the form of protection services were provided to protect victims of gender-based violence (GBV) and child abuse. Risk prevention messages were disseminated at key physical sites and through social media platforms.

### People Directly Reached:

The CERF grant enabled UNICEF and partners to assist at least 20,400 persons to benefit from the various WASH interventions that were provided. The "project reach" of 20,400 measures the number of direct beneficiaries that were displaced and received hygiene kits, or other WASH NFI as well as direct beneficiaries living in areas where support to water supply systems (water trucking or provision of water bladders) were provided at a community and institutional level. Many of these beneficiaries would have potentially also benefited from other services such as hygiene awareness campaigns or cash benefits and therefore to avoid double counting this measure is used as the total reach of the UNICEF project.

The CERF grant also enabled WFP to directly support 10,776 persons to ensure that they could meet their food and other needs. The cash assistance programme and accompanying WFP support to the Ministry of National Mobilisation allowed for the digitalization of the registration and verification processes, setting up of feedback and complaints mechanisms and monitoring of the cash assistance programme in partnership with the Government. The process of digitalising key processes has also helped to save time, avoid double counting and increase efficiencies, thereby improving administrative processes and the delivery of support to vulnerable and affected persons.

### People Indirectly Reached:

UNICEF collaborated with the Caribbean Water and Sanitation Agency (CWSA) and through the Department of Public Health and PAHO to support water quality testing and water resource management review and water purification. In cooperation with CDEMA, UNICEF supported NEMO to increase water storage capacities at 9 public institutions. These interventions supported

the overall water systems and therefore also impacted the lives of persons who were benefiting from water systems but not living in shelters. It is estimated that these services supported at least 10,000 persons who indirectly benefitted from the project. Additionally, UNICEF supported Caritas to roll out a media-based hygiene promotion campaign with a media reach of approximately 47,700 persons in both the affected area and area of displacement.

Through WFP assistance to evacuees staying in private accommodation, individuals and families benefitted from the cash assistance programme, providing an opportunity for these households to offset the costs of hosting families. The local market also benefitted from increased spending. The staff of the Ministry of National Mobilisation, Social Development, Family Gender Affairs, Youth, Housing and Informal Human Settlement with responsibility for social protection and the Ministry of Education, responsible for managing shelters benefitted from increased knowledge and skills. The process of digitalising key processes has also helped to save time and increase efficiencies, thereby improving administrative processes and the delivery of support to vulnerable and affected persons.

**Table 4: Number of People Directly Assisted with CERF Funding by Sector/Cluster\*<sup>2</sup>**

Sector/Cluster	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Multi-Purpose Cash	2,573	2,669	1,111	1,147	<b>7,500</b>	4,621	3,591	1,291	1,273	<b>10,776</b>
Water, Sanitation and Hygiene	6,794	6,851	2,767	2,788	<b>19,200</b>	7,140	7,140	3,060	3,060	<b>20,400</b>

**Table 5: Total Number of People Directly Assisted with CERF Funding by Category\***

Category	Planned	Reached
Refugees	<del>30,000</del> *	0
Returnees	0	0
Internally displaced people	19,200	20,400
Host communities	<del>40,000</del>	0
Other affected people	7,500	10,776
<b>Total<sup>3</sup></b>	<b>26,700</b>	<b>31,176</b>

**Table 6: Total Number of People Directly Assisted with CERF Funding\***

Sex & Age	Planned		Reached	
	Planned	Reached	Planned	Reached
Women	9,367	11,761	105	217
Men	9,520	10,731	107	198
Girls	3,878	4,351	49	80
Boys	3,935	4,333	49	79
<b>Total</b>	<b>26,700</b>	<b>31,176</b>	<b>310</b>	<b>574</b>

<sup>2</sup> Figures changed with UNICEF request for reprogramming.

<sup>3</sup> Both agencies have worked to avoid double counting. UNICEF has indicated that the WASH NFI component was implemented in shelters but the hygiene promotion messages reach the community as well. To avoid double counting they are using the hygiene promotion numbers to represent the total numbers reached.

## PART II – PROJECT OVERVIEW

### 3. PROJECT REPORTS

#### 3.1 Project Report 21-RR-CEF-014

1. Project Information			
<b>Agency:</b>	UNICEF	<b>Country:</b>	Saint Vincent and the Grenadines
<b>Sector/cluster:</b>	Water, Sanitation and Hygiene	<b>CERF project code:</b>	21-RR-CEF-014
<b>Project title:</b>	Provision of life-saving Water, Sanitation and hygiene supplies and services in the aftermath of the Soufrière		
<b>Start date:</b>	09/04/2021	<b>End date:</b>	08/10/2021
<b>Project revisions:</b>	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input checked="" type="checkbox"/>
<b>Funding</b>	<b>Total requirement for agency's sector response to current emergency:</b>		<b>US\$ 4,000,000</b>
	<b>Total funding received for agency's sector response to current emergency:</b>		<b>US\$ 61,050</b>
	<b>Amount received from CERF:</b>		<b>US\$ 400,000</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>		<b>US\$ 289,284</b>
	Government Partners		US\$ 251,702
	International NGOs		US\$ 37,582
	National NGOs		US\$ 0
Red Cross/Crescent Organisation		US\$ 0	

#### 2. Project Results Summary/Overall Performance

Through this CERF grant, UNICEF and partners provided sufficient water purification, and household WASH non-food items (NFIs) and water trucking that assisted at least 11,400 direct beneficiaries. Some of these beneficiaries received more than one service. UNICEF supported the National Emergency Management Organisation (NEMO) to provide 9 institutions (shelters, health centres) with one 5,000 litre tank each and thereby assisting at least 9,000 persons in the extended catchment areas served by these institutions. Through Caritas, UNICEF provided one round of CASH assistance to 200 households (800 persons) and through the national social protection system implemented by the Ministry of National Mobilisation (MoNM), two rounds of cash assistance were provided to 490 households (1,960 persons) out of a target of 500 households, linked to hygiene promotion activities. This CERF contribution also enabled UNICEF to establish and jointly lead WASH sector coordination in the response as well as provide technical leadership to the sector assessments and establishing end user feedback mechanisms.

In total this grant enabled UNICEF and partners to assist at least 20,400 persons to benefit from the various WASH interventions that were provided. The “project reach” of 20,400 measures the number of direct beneficiaries that were living in collect centres and received hygiene kits, or other WASH NFI as well as direct beneficiaries living in areas where support to water supply systems (water trucking or provision of water bladders) were provided at a community and institutional level. Many of these beneficiaries would have potentially also benefited from other services such as hygiene awareness campaigns or cash benefits and therefore to avoid double counting this measure is used as the total reach of the UNICEF project.

The good and services primarily assisted those persons who were displaced to the green and yellows by the volcanic explosions. This period of displacement ended in October 2021 after a six-month period and those affected returned to places of origin.



### 3. Changes and Amendments

More comprehensive WASH Sector assessments in June 2021 provided analysis of the real situation on the ground and UNICEF's subsequent reprogramming request was approved on the 18 June 2021. The key changes that were made include the following:

- The shelters were connected to the main public systems and therefore had access to water and sanitation services that were the same as the surrounding communities. The government therefore requested UNICEF to refocus on hygiene interventions.
- UNICEF's survey highlighted multidimensional needs in affected populations that were not located in the shelters. It also found these needy groups had access to a robust market and subsequently identified the need jointly with the government to focus on a cash-based relief intervention.
- The reprogramming included moving to cash for WASH with unrestricted and unconditional cash transfer combined with WASH/hygiene promotion and behaviour change (Cash plus) to influence prioritization of WASH/hygiene and related services. This was delivered by the MoNM, through the existing National Social Protection System under the 'Family Support Grant' to target the most vulnerable in Saint Vincent and the Grenadines. The cash plus approach addressed financial (cash) and non-financial (access to information including on risks, services and items) barriers for people to be able to cover their WASH needs.
- As the need for technical expertise to water and sanitation infrastructure was no longer identified as a priority life-saving intervention, UNICEF partnered with Caritas Antilles and the MoNM to deliver agreed prioritized interventions.

**These changes had parallel changes to the planned results in the project as reflected in the table below.**

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Water, Sanitation and Hygiene									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	45,000 6,794	45,000 6,851	5,000 2,767	5,000 2,788	40,000 19,200	7,140	7,140	3,060	3,060	20,400 <sup>4</sup>
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	40,000	40,000	5,000	5,000	30,000	0	0	0	0	0
<b>Total</b>	<b>25,000</b> 6,794	<b>25,000</b> 6,851	<b>10,000</b> 2,767	<b>10,000</b> 2,788	<b>70,000</b> <sup>5</sup> 19,200	<b>7,140</b>	<b>7,140</b>	<b>3,060</b>	<b>3,060</b>	<b>20,400</b>
<b>People with disabilities (PwD) out of the total<sup>6</sup></b>										
	50	50	25	25	150	132	132	57	57	378

<sup>4</sup>To avoid double counting UNICEF uses the number of persons assisted with WASH services as the total number of projects reached through UNICEF interventions. It is assumed that many of the beneficiaries from the CASH components were living in the collective shelters and were reported as accessing WASH services.

<sup>5</sup> Figures changed with UNICEF request for reprogramming.

<sup>6</sup> 1,85 is the standard ratio used to estimate number of PwD benefitting from the project. Exact numbers were unreported.

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

UNICEF collaborated with the Caribbean Water and Sanitation Agency (CWSA) and through the Department of Public Health and PAHO to support water quality testing and water resource management review and water purification. In cooperation with CDEMA, UNICEF supported NEMO to increase water storage capacities at 9 public institutions. These interventions supported the overall water systems and therefore also impacted the lives of persons who were benefiting from water systems but not living in shelters. It is estimated that these services supported at least 10,000 persons who indirectly benefitted from the project.

Additionally, UNICEF supported Caritas to roll out a media-based hygiene promotion campaign with a media reach of approximately 47,700 persons in both the affected area and area of displacement. Many of these persons would have participated in another project intervention as well.

## 6. CERF Results Framework

<b>Project objective</b>	To provide emergency life-saving access to basic WASH services to vulnerable children and families in communities, shelters, and health care facilities to ensure survival needs and basic services and to prevent public health outbreaks following La Soufriere volcanic eruption in St. Vincent in a COVID context,.			
<b>Output 1</b>	Affected populations have safe and equitable access to, and use a sufficient quantity and quality of water to meet their drinking and domestic needs as well as health care needs			
<b>Was the planned output changed through a reprogramming after the application stage?</b>		Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
<b>Sector/cluster</b>	Water, Sanitation and Hygiene			
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>
Indicator 1.1	# of people in targeted shelters, communities and healthcare facilities with access to WASH supplies <sup>7</sup>	12,700	20,400	Reports from CDEMA/NEMO on the utilization of supplies.
<b>Explanation of output and indicators variance:</b>		The project was reprogrammed in June 2021 and the indicators were changed to correspond with the new interventions, however the Output remained the same.		
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 1.1	Distribution of essential water, sanitation, and hygiene supplies to ensure access to safe and quality WASH services <sup>8</sup>	NEMO CWSA		
Activity 1.2	<del>Emergency water trucking/distribution in areas without supply</del>	[Fill in]		
Activity 1.3	<del>Water treatment in water system and end line</del>	[Fill in]		
Activity 1.4	<del>Increase/upgrade water infrastructure (i.e. tanks, taps, fix leaks) supplying shelters, health care facilities and vulnerable communities</del>	[Fill in]		

<sup>7</sup> When reprogramming, UNICEF merged Indicator 1.1, 2.1 and 3.2 into one sole New Indicator 1.1 # of people in targeted shelters, communities and healthcare facilities with access to WASH supplies” which will accommodate all the WASH supplies in kind required.

<sup>8</sup> When reprogramming, UNICEF replaced and merged Activity 1.2, 1.3, 1.4, 2.2 and 3.2 into the following Activity 1.1 “Distribution of essential water, sanitation and hygiene supplies to ensure access to safe and quality WASH services” fulfilling new indicator 1.1

**Output 2** Affected populations live in communities free from (human) faecal contamination

Was the planned output changed through a reprogramming after the application stage? Yes  No

**Sector/cluster** Water, Sanitation and Hygiene

Indicators	Description	Target	Achieved	Source of verification
Indicator 2.1	# individuals with improved access to appropriate WASH/hygiene supplies and services (messages, items, facilities) including menstrual hygiene needs through in-kind, voucher or cash (CBI) distribution. <sup>9</sup>	2,000	3,450 (490 households through MoNM and 200 households through Caritas)	MoNM and Caritas activity reports MoNM and Caritas beneficiary lists

**Explanation of output and indicators variance:** The project was reprogrammed in June 2021 and the indicators were changed to correspond with the new interventions, however the Output remained the same. This indicator measured the impact of hygiene, cash services on a sanitation output.

Activities	Description	Implemented by
Activity 2.1	Distribution of cash for family access to hygiene, environmental health and disinfection products and services <sup>10</sup>	Carita Antilles MoNM
Activity 2.2	<del>Construct additional sanitation infrastructure (flush toilets, ex-segregated, children, PwD) in shelters to meet Sphere standards</del>	[Fill in]
Activity 2.3	<del>Construct or maintain showers</del>	[Fill in]

**Output 3** At-risk and affected populations have timely access to culturally appropriate, gender-and age-sensitive information, services and interventions related to hygiene promotion, and adopt safe hygiene practices

Was the planned output changed through a reprogramming after the application stage? Yes  No

**Sector/cluster** Water, Sanitation and Hygiene

Indicators	Description	Target	Achieved	Source of verification
Indicator 3.1	# of people in targeted shelters, health care facilities and host communities reached with hand-washing behaviour-change programmes	4,500	2,760 (direct)  47,700 (indirect through media sources)	MoNM activity reports Caritas activity reports on media outreach MoNM and Caritas beneficiary lists
Indicator 3.2	<del># people in targeted shelters, health care facilities and host communities provided with hygiene kits and/or key cleaning kits</del>	5,000	[Fill in]	[Fill in]

**Explanation of output and indicators variance:** The project was reprogrammed in June 2021 and the indicators were changed to correspond with the new interventions, however the Output remained the same.

<sup>9</sup> When reprogramming, UNCEF created this new indicator.

<sup>10</sup> When reprogramming, UNICEF removed Activity 2.1, 2.2 and 2.3 and those were absorbed by activity 1.1 above.

Activities	Description	Implemented by
Activity 3.1	Hygiene promotion message and campaigns, and community engagement on WASH (i.e. water consumption, treatment, environmental health and behaviour practice)	Caritas Antilles
Activity 3.2	Distribution of family hygiene kits and family cleaning and disinfection kits	[Fill in]

## 7. Effective Programming

### a. Accountability to Affected People (AAP) <sup>11</sup>:

UNICEF in partnership with partners to roll out a beneficiary accountability system using the RapidPro and U-Report platforms where beneficiaries are polled to gain real time feedback on the utilization of goods and services provided during the response. A poll was conducted at the onset of the crisis on U-Report, UNICEF's innovative platform for social participation and monitoring, to better understand how people were affected and their most critical needs. The results highlighted issues of access to clean water as well as identified that the most required critical needs (57% of respondents) was cash support to better cope with the emergency. This information was used to inform changes to the initial programme design to better be accountable to affected populations.

The same system was used by the MoNM, to collect data from evacuees and returnees during the recovery phase. The feedback also provided data to analyse UNICEF's high-frequency result indicators.

### b. AAP Feedback and Complaint Mechanisms:

Both partners used by UNICEF has strong grievance mechanisms. The MoNM established a walk-in office as well as a call-in system where participants of the project could raise issues as questions or ask for feedback on the projects services. Caritas Antilles also established a call-in system where project participants could call in to request information or raise complaints. Caritas Antilles designed posters to inform beneficiaries of this mechanism. UNICEF also supported the MoNM to roll out a beneficiary survey using the RapidPro platform to seek feedback on the project interventions. At least 57% of beneficiaries responded with feedback that was used to review the project interventions. UNICEF also worked closely with the MoNM to develop a case management system that ensured direct outreach at the beneficiary level.

### c. Prevention of Sexual Exploitation and Abuse (PSEA):

PSEA assessment is a key partnership determinant for UNICEF and is part of its due diligence when identifying establishing partnerships. Caritas Antilles went through this process that was led from UNICEF's Head office. Caritas Antilles included specific internal vetting processes when hiring new project staff, ensured that all staff were trained on PSEA and all staff signed a Code of Conduct that included PSEA statements.

### d. Focus on women, girls and sexual and gender minorities, including gender-based violence:

The project worked with heads of households to receive cash, family life education or hygiene kits. The nature of the assistance drew female and girl household representatives, and this supported their leadership role in the family and empowered them as the link between the family and the assistance package.

### e. People with disabilities (PwD):

UNICEF, through its partners, ensured that beneficiary selection was based on the established selection criteria and catered for the inclusion of PwD. There were no specific actions taken to actively seek out this vulnerable group as project beneficiaries but rather focused on making sure that WASH services were provided in ways that accommodated persons with disability. By the end of the project partners

<sup>11</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

reported that 377 beneficiaries were living with disability. Disability in the country is not easy to monitor because those affected are often behind closed doors. UNICEF also took this into consideration as an attempt to protect individuals and families.

#### f. Protection:

The eruption caused the displacement of just approximately 24,000 persons to public shelters and private homes. This sudden displacement created a protection crisis in the initial period. Social networks were broken and ways of life were changed in ways that brought fear, anxiety and risk to children, women and families.

UNICEF worked closely with the Child Development Division of the MoNM to ensure that children were protected during this crisis. All separated children were reunited with appropriate family networks and all children had access to safe child-friendly spaces. WASH services provided at the shelters took into consideration the needs of the population ensuring that no vulnerable group (such as children or women) were put at risk as recipients of assistance. UNICEF supported the MoNM to ensure that there were sufficient services to protect victims of gender-based violence (GBV) and child abuse. Risk prevention messages were disseminated at key physical sites and through social media platforms.

#### g. Education:

Not applicable.

### 8. Cash and Voucher Assistance (CVA)

#### Use of Cash and Voucher Assistance (CVA)?

Planned	Achieved	Total number of people receiving cash assistance:
Yes, CVA is a component of the CERF project	Yes, CVA is a component of the CERF project	3450

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

Part of this support is also contributing to the Family Support Grant (FSG), the national social assistance programme that targets the most vulnerable in Saint Vincent and the Grenadines, providing "Family Life Education" (FLE) along with cash assistance to help families (re)build their livelihoods.

UNICEF is working with the MoNM to mainstream hygiene promotion as part of the FLE training, both in the context of COVID-19, dengue, and eruption-related hygiene hazards, whilst supporting the temporary expansion of the FSG programme to successfully reach an additional 490 households affected by the impacts of the volcano eruption with cash transfers. The corresponding funds under this grant contribute to this "cash plus approach" promoting hygiene, and safeguarding lives and livelihoods.

#### Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
Cash for WASH by MoNM	490	205,039	Water, Sanitation and Hygiene	Unrestricted
Cash for WASH by Caritas Antilles	200	37,582	Water, Sanitation and Hygiene	Unrestricted

## 9. Visibility of CERF-funded Activities

Title	Weblink
Vincentian children hoping to leave memory of La Soufriere behind	<a href="https://www.unicef.org/easterncaribbean/stories/vincentian-children-hoping-leave-memory-la-soufriere-behind">https://www.unicef.org/easterncaribbean/stories/vincentian-children-hoping-leave-memory-la-soufriere-behind</a>
UNICEF Products	<a href="https://unicef.sharepoint.com/:b:/t/BRB-Comms/EXSDnl2ix4RKkVYliFREOXwBjWVEP7QB3OR1xHVfd4MwBQ?e=MTZz6m">https://unicef.sharepoint.com/:b:/t/BRB-Comms/EXSDnl2ix4RKkVYliFREOXwBjWVEP7QB3OR1xHVfd4MwBQ?e=MTZz6m</a>

## 3.2 Project Report 21-RR-WFP-010

### 1. Project Information

<b>Agency:</b>	WFP	<b>Country:</b>	Saint Vincent and the Grenadines
<b>Sector/cluster:</b>	Multi-Purpose Cash	<b>CERF project code:</b>	21-RR-WFP-010
<b>Project title:</b>	Cash/voucher assistance to address the critical food and essential needs of populations impacted by the La Soufriere volcano eruption in Saint Vincent and the Grenadines		
<b>Start date:</b>	11/04/2021	<b>End date:</b>	10/10/2021
<b>Project revisions:</b>	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>

#### Funding

<b>Total requirement for agency's sector response to current emergency:</b>	<b>US\$ 4,500,000</b>
<b>Total funding received for agency's sector response to current emergency:</b>	<b>US\$ 787,710</b>
<b>Amount received from CERF:</b>	<b>US\$ 600,000</b>
<b>Total CERF funds sub-granted to implementing partners:</b>	<b>US\$ 18,600</b>
Government Partners	US\$ 18,600
International NGOs	US\$ 0
National NGOs	US\$ 0
Red Cross/Crescent Organisation	US\$ 0

### 2. Project Results Summary/Overall Performance

The CERF grant was part of a multi-donor initiative to provide cash assistance to persons displaced following the eruption of La Soufrière volcano in April 2021. WFP was able to work with the Ministry of National Mobilization to provide cash assistance reaching 19,616 men, women, boys and girls (3,344 households) as part of La Soufrière Grant programme in Saint Vincent and the Grenadines. The CERF grant fund directly supported 10,776 persons. The Soufrière Relief Grant was launched by the Government of St. Vincent and the Grenadines in May 2021 to ensure that those displaced could meet their food and other needs. Payments were issued through Western Union to ensure that cash transfers to beneficiaries could be done in a rapid and timely manner. Beneficiaries received redemption codes by mobile phone, which could be used, along with one form of identification. The programme adopted a phased approach with persons in private shelters initially prioritised, particularly given the fact that unlike persons in public shelters, they did not receive much of the relief and other support through government and other entities. Families of healthcare workers who were displaced also qualified for the programme. In discussion with the Ministry of National Mobilisation, it was agreed that persons exiting public shelters, whether it is to return home, or stay in private accommodation while engaging in repairs, will benefit from subsequent rounds of assistance under the relief fund. Recipients received up to four rounds of cash transfers, with final payments issues in November 2021. The cash assistance programme and accompanying WFP support to the Ministry of National Mobilisation allowed for the digitalization of the registration and verification processes, setting up of feedback and complaints mechanisms and monitoring of the cash assistance programme in partnership with the Government. This support was also instrumental in strengthening Government's discussions with the World Bank, which will lead to a six-month extension of support to recipients of the Soufrière Relief Grant as part of national recovery efforts.

### 3. Changes and Amendments

The project was implemented in large part in accordance with the planned approach articulated in the project proposal to support evacuees following the eruption of La Soufrière. In consultation with the Ministry of National Mobilisation, there was a decision to leverage WFP's existing agreement with Western Union to issue payments, instead of through the ministry for increased expediency. This project is not considered to have required any significant change or amendment to the planned activities under the CERF Fund.



#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Multi-Purpose Cash									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	0	0	0	0	0	0	0	0	0	0
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	0	0	0	0	0	0	0	0	0	0
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	2,573	2,669	1,111	1,147	7,500	4,621	3,591	1,291	1,273	10,776
<b>Total</b>	<b>2,573</b>	<b>2,669</b>	<b>1,111</b>	<b>1,147</b>	<b>7,500</b>	<b>4,621</b>	<b>3,591</b>	<b>1,291</b>	<b>1,273</b>	<b>10,776</b>
<b>People with disabilities (PwD) out of the total</b>										
	55	57	24	24	160	85	66	24	23	198

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

Through the assistance to evacuees staying in private accommodation, individuals and families benefitted from the cash assistance programme, providing an opportunity for these households to offset the costs of hosting families. (e.g., food, water and other necessities). The local market also benefitted from increased spending.

The staff of the Ministry of National Mobilisation, Social Development, Family Gender Affairs, Youth, Housing and Informal Human Settlement with responsibility for social protection and the Ministry of Education, responsible for managing shelters benefitted from increased knowledge and skills. The process of digitalising key processes has also helped to save time and increase efficiencies, thereby improving administrative processes and the delivery of support to vulnerable and affected persons.

## 6. CERF Results Framework

**Project objective** Provide immediate life-saving assistance to address the food and other essential needs of vulnerable evacuees impacted by the disaster.

**Output 1** Cash/voucher assistance is provided to 7,500 evacuees

**Was the planned output changed through a reprogramming after the application stage?** Yes  No

**Sector/cluster** Multi-Purpose Cash

Indicators	Description	Target	Achieved	Source of verification
Indicator 1.1	Number of people receiving multipurpose cash/vouchers	7,500	10,776	Payment reconciliation records
Indicator 1.2	Total value of multipurpose cash or vouchers distributed in USD	450,000	450,000	WFP Finance system

**Explanation of output and indicators variance:** There was an increase in number of persons benefitting from the cash assistance relative to the initial planning figures due to the findings under the registration and verification exercises that revealed larger average size of households and the decisions around how assistance will be distributed. This led to an increase in persons reached through the programme.

Activities	Description	Implemented by
Activity 1.1	Vulnerability needs assessment	Ministry of National Mobilisation & WFP
Activity 1.2	Beneficiary selection and identification	Ministry of National Mobilisation & WFP
Activity 1.3	Determination of minimum expenditure basket/transfer value	Ministry of National Mobilisation & WFP
Activity 1.4	Disbursement of benefits to beneficiaries and reconciliation	WFP in consultation with government and other stakeholders
Activity 1.5	Establishment of complaints and feedback/referral mechanism	Ministry of National Mobilisation & WFP
Activity 1.6	Process and post-distribution monitoring	Ministry of National Mobilisation & WFP
Activity 1.7	Reporting	WFP

**Output 2** Improved food consumption score

**Was the planned output changed through a reprogramming after the application stage?** Yes  No

<b>Sector/cluster</b>	Multi-Purpose Cash			
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>
Indicator 2.1	% of the target population with acceptable Food Consumption Score (FSC)	80%	77%	Post distribution monitoring report
<b>Explanation of output and indicators variance:</b>		Food consumption trends of the beneficiaries improved compared to July 2021 (48%), with 77% showing an acceptable food consumption. These trends are slightly above and broadly in line with those in the Caribbean in other surveys.		
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 2.1	Undertake outcome monitoring	WFP		

<b>Output 3</b>	National counterparts' capacities are strengthened through technical assistance				
<b>Was the planned output changed through a reprogramming after the application stage?</b>				Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Sector/cluster</b>	Multi-Purpose Cash				
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>	
Indicator 3.1	CC.1 Number of frontline aid workers (e.g. partner personnel) who received short refresher training to support programme implementation (national counterparts trained in design, implementation and monitoring of cash/voucher assistance)	30	30	Attendance sheets	
<b>Explanation of output and indicators variance:</b>		The target for this indicator was achieved.			
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>			
Activity 3.1	Technical experts in food security/cash/social protection and vulnerability analysis deployed to support the government	WFP			

## 7. Effective Programming

### a. Accountability to Affected People (AAP) <sup>12</sup>:

Given WFP's commitment to APP, the technical assistance provided to the Government included improvements through the verification processes, feedback and complain mechanisms and monitoring of the cash assistance programme has been instrumental in identifying any challenges facing beneficiaries and in making pivots to ensure that the most vulnerable and marginalized receive the support needed. Slight amendments made, for example, included negotiations with Western Union to accommodate for one form of ID instead of two given the challenges facing recipients to produce two forms of ID. Where persons had challenges in collecting funds due to misspelled names, for example, the team set up additional mechanisms to receive calls and reach out to persons to ensure that their problems were resolved.

<sup>12</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

#### **b. AAP Feedback and Complaint Mechanisms:**

WFP supported to Ministry to set up numerous channels for potential and accepted beneficiaries to the cash assistance programme. This included the establishment of two hotlines and a special email account to manage incoming queries and concerns. WFP also assisted with the establishment of another feedback and complaints desk within the ministry of national mobilisation, that could also accommodate persons arriving physically to ask queries and raise concerns. This desk within the government also serves as a place to receive feedback on any aspect of the response and recovery efforts. The complaints and feedback mechanisms received 3,774 calls as of 1 December 2021, of which 74% were women. 47% of the calls related to complains and feedback, while others were information requests. 97% of person reported satisfaction with the support received through these mechanisms.

#### **c. Prevention of Sexual Exploitation and Abuse (PSEA):**

The WFP Caribbean office has PSEA focal points with the responsibility of receiving and elevating any complaints around PSEA. At the same time, the feedback and complaints mechanisms and the PDM also provided opportunities to receive complaints, where relevant. To date, there have been no violations reported through any of the mechanisms provided by WFP. WFP also works through the food security, livelihoods and cash working group, co-chaired by WFP, to discuss PSEA and any other issues that may occur alongside other government, UN and wider humanitarian support agencies.

#### **d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

WFP worked with other agencies through the food security, livelihoods and cash working group and bilaterally to ensure that vulnerability assessment data was comprehensive and took age, gender and protection issues into consideration. The verification questionnaire developed in partnership with the government and with inputs of key UN agencies like UNICEF and UN Women, now provides sex and age disaggregated data on households. This information was then used to make decisions on targeting and will be used in the future for planning purposes, particularly related to gender, age, disability, among other factors that increase vulnerability.

#### **e. People with disabilities (PwD):**

The project further prioritised assistance to households with people living with disabilities. 44% of households in the post distribution monitoring exercises reported having one or more persons living with a disability or another significant vulnerability. In targeting households, the government and WFP provided an addition 200EC to households with persons living with a disability in order to ensure that food and other specific requirements could be met.

#### **f. Protection:**

WFP adopted a very collaborative approach in the verification exercise and in the roll out of the cash assistance programme alongside the government. This was facilitated by the food security, livelihoods and cash working group and where any protection issues could be raise. Personal data was under the custody of the government and beneficiaries were able to collect funds through a safe, secure and reputable service provider, Western Union. No protection issues were reported through WFP feedback and complains channels or during monitoring exercises.

#### **g. Education:**

No applicable.

### **8. Cash and Voucher Assistance (CVA)**

#### **Use of Cash and Voucher Assistance (CVA)?**

<b>Planned</b>	<b>Achieved</b>	<b>Total number of people receiving cash assistance:</b>
Yes, CVA is the sole intervention in the CERF project	Yes, CVA is the sole intervention in the CERF project	10,776

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

Post-distribution monitoring reports reveal that cash assistance went primarily to meeting food needs and paying for utilities and other expenses, including those related to health and medical care. While payments were made through a financial provider, WFP worked closely with the Ministry of National Mobilization, responsible for social protection programmes in the country, to improve the registration, verification, and monitoring processes of the programme, amongst others. In this way, the cash assistance complemented the provision of technical assistance to strengthen national social protection systems for this and future times of crisis.

**Parameters of the used CVA modality:**

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
Activity 2.1	10,776	450,000	Multi-Purpose Cash	Unrestricted

**9. Visibility of CERF-funded Activities**

Title	Weblink
Rising from the ashes: Coping in SVG, six months after the eruption	<a href="https://barbados.loopnews.com/content/rising-ashes-coping-svg-six-months-after-eruption-2">https://barbados.loopnews.com/content/rising-ashes-coping-svg-six-months-after-eruption-2</a>
Human interest video on support.	<a href="https://twitter.com/UNBdosandOECS/status/1413170450893582337">https://twitter.com/UNBdosandOECS/status/1413170450893582337</a>
National Press Release	<a href="https://www.facebook.com/NationalMobilisation/photos/a.280158645414079/4270213566408547/">https://www.facebook.com/NationalMobilisation/photos/a.280158645414079/4270213566408547/</a>

**ANNEX: CERF FUNDS DISBURSED TO IMPLEMENTING PARTNERS**

CERF Project Code	Cluster/Sector	Agency	Implementing Partner Name		Sub-grant made under pre-existing partnership agreement	Partner Type	Total CERF Funds Transferred to Partner US\$
			Extended Name	Acronym			
21-RR-CEF-014	Water, Sanitation and Hygiene	UNICEF	Ministry of National Mobilisation	MoNM	Yes	GOV	\$251,702
21-RR-CEF-014	Water, Sanitation and Hygiene	UNICEF	CARITAS Antilles	CA	Yes	INGO	\$37,582
21-RR-WFP-010	Food Assistance	WFP	Minister of National Mobilisation, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement	N/A	No	GOV	\$18,600