

Over 900 agencies were working in Haiti in the first few months of this year. That's a lot of people doing their best for the millions of men, women and children who lost loved ones, their homes and their livelihoods. It is no wonder therefore that there has been enormous demand for RedR's skill building training to help these agencies deliver the most effective relief programmes they can.

We strongly believe in giving communities who have lost so much have the opportunity and the support to be part of the rebuilding of their country. We are particularly proud therefore that over 90 per cent of the 1,000 people we have trained since February have been Haitian Nationals.

This six month programme report shows the individual and collective achievements of the RedR team and of RedR Members, and what that has meant for the relief efforts of agencies on the ground. I want to thank you sincerely for your support. From cycle rides to cake baking, there was no end to the enthusiasm and time you gave to raising money to enable RedR to respond to this catastrophe.

Please do not hesitate to contact me if you have any questions or comments on this report.



Martin McCann
Chief Executive

Providing right people and the right skills

On **January 12** this year - at seven minutes to five in the afternoon - a devastating **7.0 magnitude** earthquake rocked Haiti, claiming an estimated **230,000 lives** and leaving more than **1.2 million people** without their homes and, **3.5 million people affected**.

In the first **24 hours**, RedR received an unprecedented number of calls from the public wanting to know how they could help. Our Technical Support Service (TSS) received its first of many enquiries and as the Global Cluster coordination system was activated, our technical staff were called on to attend coordination meetings and provide their expertise. We mobilised our Recruitment Service and sent an alert to our Members to see who was available to assist the Agencies in their response. As we were doing all this, many RedR Members were already on route to Haiti as part of the global NGO community response.

As the magnitude and complexity of the disaster became apparent in that first **48 hours**, RedR realised that our technical and humanitarian training expertise would be in strong demand and started a Needs Assessment to see how best we could respond.

An **Emergency Appeal** was launched initially to our Patrons and they responded immediately and generously and by the end of day three we had raised enough to send a team out. The Appeal was widened to all our supporters and raised an incredible **£200,000**.



Large scale destruction following earthquake
© RedR UK / Maggie Heraty

Providing right people and the right skills contd.

February 2 a two person assessment team flew out to Haiti as soon as the search and rescue phase of the emergency was complete. It included RedR Member and Trainer Maggie Heraty and a member of staff from French agency Bioforce, who RedR partnered with last year to form a programme called the Disaster Response Support Service (DRSS).

The Needs Assessment showed a pressing need for training in many areas central to the humanitarian response, such as emergency shelter, water and sanitation solutions, stock control and supply chain management. A shortage of local skilled personnel and the sheer magnitude of the disaster led to aid agencies in Haiti needing help to fill knowledge gaps.

On **28 February** the DRSS launched a training programme, based on the findings of the Needs Assessment. The team have provided training and support to around 50 humanitarian agencies, including Save the Children, Oxfam, UNICEF, Christian Aid, Action Contre la Faim, the Haitian Red Cross, Tearfund and GOAL.

Over the course of the programme we **trained over 1,000** aid workers across key humanitarian areas, such as water, sanitation and hygiene, shelter, supply chain and fleet management, safety and security, and telecommunications, helping ensure more effectiveness and best practice in aid delivery.

Crucially, **91 per cent** of the people trained as part of the DRSS have been national Haitian humanitarian personnel, providing a strong skills base within the country, increasing local involvement in the relief and recovery process and ensuring that skills remain in country long after the media attention has faded.

Toby is RedR's Technical Support Service Manager.

“ The challenges faced by relief workers arriving in disaster zones are immense and they are regularly called on to provide solutions beyond their own experience or knowledge. During the aftermath of the earthquake, RedR's free online Technical Support Service received several urgent requests for assistance. Appropriate experts from our panel of more than 150 people and the enquirer received responses within 24 – 48 hours. Among the challenges raised were questions on water sources in Haiti, the effectiveness of available cholera testing, details on water quality in Port Au Prince, and advice on de-slugging of trench latrines.”



Toby Gould, RedR Technical Support Manager
© RedR UK

Key dates

- **12 January** – 7.0 magnitude earthquake struck at 1653 local time (21:53 GMT)
- **14 January** – First RedR Members arrive in Haiti
- **2 February** – RedR/Bioforce Needs Assessment team arrive
- **28 February** – RedR/Bioforce Training centre opens. 15 Haitian nationals and 1 international relief worker attend a 1 day workshop delivered in French on Fleet Management, Transport safety and security. One of the key challenges in the early days of the emergency response was training up people to drive and maintain vehicles, deliver supplies safely and ensure their security and that of their supplies.



Family living in a temporary camp, © Paul Jawor/RedR UK



Security training in Haiti, © RedR UK

The Disaster Response Support Service

RedR formed a partnership with French agency Bioforce in 2009, with the aim of pooling the resources of two agencies involved in similar activities under the banner of Disaster Response Support Service (DRSS). Our Haiti programme was the first time the two agencies put their agreement into practice in a field context. The partnership has many advantages. Bioforce had not established a field office before, so were able to call on RedR's experience in this area. In return, Bioforce's native French training materials were ready and available to be used – invaluable as this is the main language spoken by relief workers in Haiti.

RedR's Learning and Development Director Catherine Russ comments:

“We have observed that in the past, post-disaster there are many different learning and development agencies working in multiple locations, often unaware of each other's presence. This can be confusing for the NGOs looking for support and can mean a duplication of efforts. Our aim with DRSS was to create one focal point for learning during such situations with multiple agencies working under one roof. In addition to Bioforce and RedR training, other agencies were encouraged to share our accommodation and other resources.”

Among the agencies we hosted as part of the DRSS were HAP (Humanitarian Accountability Practice) which runs the leading global quality assurance scheme for humanitarian agencies, and SPHERE, the organisation that champions humanitarian standards and principles.

One of the major challenges for aid agencies in such an extraordinary emergency like in Haiti, is finding the right people to do the job, in a very short time. Recruitment and redeployment is conducted 'en masse'; there is little or no time to train new people. An innovative approach is required to respond to these needs. Traditional formal training, while an important longer-term activity necessary to contribute to ongoing response and disaster risk reduction, is not sufficient in the early days of a response; taking staff away from their work for training may jeopardise priority programme needs. Instead there is a need for a more context-specific blended approach.

The DRSS evolved through two different phases. Phase I was the early emergency phase, which saw us providing short “on the job” training sessions of ½ to 2 days. Training was delivered in Creole, English and French. Typically this was quick, up-skilling training, teaching advanced driving skills and car maintenance to locals to support relief agencies, basic water and sanitation processes, and basic warehousing and stock control procedures.



Phase II began at the end of April, when we began offering longer, more structured, pre-scheduled courses, which multiple agencies could subscribe individuals to. These were more technical courses such as Emergency Sanitation, Staff Safety and Security, Radio Communication, Logistics and Guard and Driver Training.



DRSS - Vianney Provoust

Vianney has been working as a Logistics Coordinator for the DRSS programme since May. He has first-hand experience of the need to train local aid personnel and the demand for DRSS services on the ground. He explains:

“I found very quickly when I arrived that there was a great need for training drivers working for relief agencies. I then undertook the development of a 6 day training course for drivers which teaches them about different types of driving and using 4x4 vehicles.”

In Haiti, many drivers have not received formal driving lessons and driving in difficult conditions, as well as road security can therefore be major concerns for agencies needing to reach IDP camps with life saving supplies.

“One of my best memories of training in Haiti, was when I taught a group of drivers how to get a 4x4 deeply entrenched in mud unstuck. Showing them how a slow and steady approach was better than aggressive driving, I could see in their eyes that they had learnt something which was going to be valuable in their daily work.”

It is also very important for the drivers that the training provides them with skills and a certificate of qualifications, which gives them a better chance gaining employment with aid agencies and the United Nations. In general, the participants on our training courses always rate the training really highly!” Vianney recalls

Building essential WASH expertise

Technical skill training was funded by the donations received by our Patrons, Corporate Supporters and individuals who gave so generously to our Emergency Response Fund. Two thirds of that training has been in the area of Water, Sanitation and Hygiene (WASH)

With over 1.2 million people left homeless and living in temporary settlements, ensuring the provision of safe water and sanitation was one of the most urgent tasks facing relief workers. Equally important is the prevention of the outbreak of communicable diseases, such as cholera and acute diarrhoea, in the densely populated camps and devastated communities, through effective hygiene promotion and education. While many people now have access to clean water, providing adequate sanitation facilities for the thousands in the makeshift camps still poses huge challenges for aid agencies.

A donation from Thames Water enabled Cheryl MacDonald, staff Member and WASH engineer, to go to Haiti in May and conduct an intensive week of WASH training. Cheryl has experience from a number of disasters, including the Asian Tsunami in 2004. When she arrived in Port au Prince and assessed the challenges faced by those responding to the emergency she wanted to make sure the training addressed these issues. *“ I saw that this wasn't a typical emergency response and that innovative solutions would be required to make sure people had access to sanitation and clean water. Being in an urban environment there was limited space for shelter never mind WASH facilities ”*

Cheryl covered four basic topics in the WASH emergency training; disease control, water sources & supply options, emergency sanitation and waste management.

“ The training was really well received. The participants entered into really lively debate and it allowed them to bring real examples of situations happening right there outside the door. With their shared knowledge and experience they could come up with joint solutions with other experts on the course. By delivering the training through short courses in the field, I know they left the training room and could implement what they learnt straight away and share their knowledge with team mates.”



“ As a company that specialises in water and sewerage we know how important these basic human rights are. We support RedR to ensure that communities hit by disaster can get access to clean water, sanitation and hygiene services as quickly as possible. ”

Steve Shine, Chief Operating Officer, Thames Water.

DRSS - Magdala Jean Baptiste learning life-saving hygiene promotion skills

Magdala is a Haitian teacher currently working for Save the Children as an Education Coordinator.

Because of her close work with schools and local community groups Magdala and her team are ideally placed to provide information about the importance good hygiene practices to prevent deadly disease outbreaks. Magdala took part in RedR's hygiene promotion training and comments:



“ I've replicated what I learnt on the RedR training course to our community mobilisation teams who then in turn have run hygiene education in schools; for the school heads, teachers, students and parental committees. In total we have educated 1,228 people who will each teach 30 people in their community about the importance of good hygiene practices to help prevent disease outbreaks. That will make 36,840 Haitians who have been reached on the basis of this one important training. ”

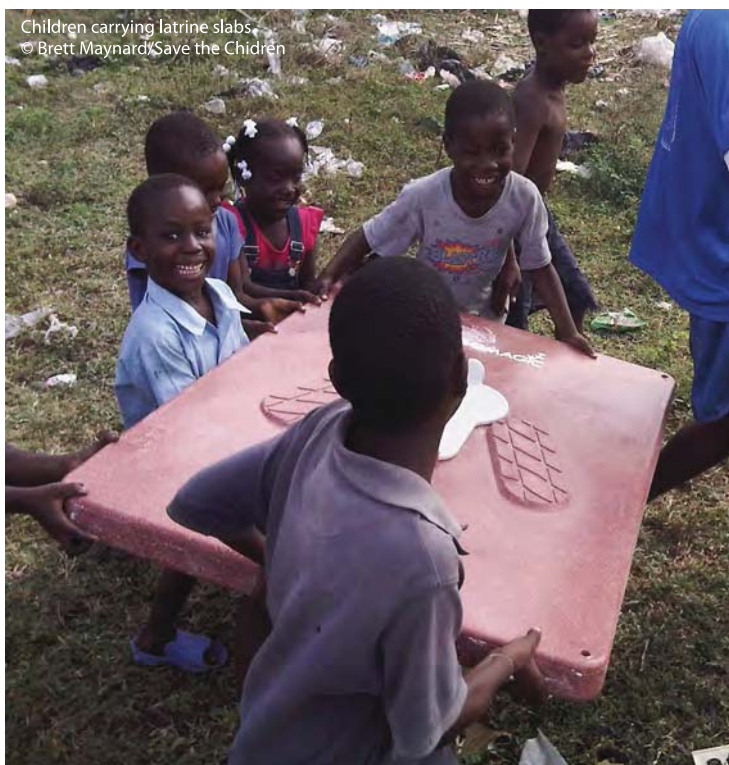
Mobilising the RedR Members Register

With every emergency unique, ensuring that you have the right staff, with the right technical and language skills as well as relevant experience can be one of the biggest challenges for NGOs. RedR's Recruitment Service seeks to match RedR Members to vacancies during events such as this when there is a surge in demand for experienced humanitarians. Among people we placed with Plan International was Emergency WASH Advisor Francis Ndivoh. He comments:

“ I arrived in Haiti one month after the earthquake and my first impression was of a country in chaos; debris everywhere, no access roads. I saw a country that resembled Indonesia during the Tsunami where I worked at the time. It was hot and humid and it was clear the buildings were poorly constructed and poorly planned. Sewage flowed on the pavements, garbage filled the drainage systems and smell of rot filled the air. I saw a country that would need assistance for a long time.

My placement was for three months and my duties, among others, were to put an emergency Water and Sanitation programme in place for Plan and assist on quick response for implementation. Since there was an enormous job to handle within a short period, I decided that Plan's intervention would have most impact and effective if it focussed one of the Provincial towns; namely Jacmel in the South East. I decided we would therefore tackle a school WASH programme that would enable the children who were not going to school then to return to school.

We started construction of latrines in temporary schools and installation of water systems in some of the schools that were not as heavily damaged. The programme went very well and by the end of my three months, 24 schools were opened in Jacmel.”



Children carrying latrine slabs.
© Brett Maynard/Save the Children

Louise Symons, Recruitment Advisor at Plan International comments:

“ RedR have been very helpful during our Haiti Campaign, they are very selective with regards to the CVs they send us which cuts down the time we have to spend sorting through them. We have taken several highly skilled individuals from RedR recently and will be forever grateful to them. ”

RedR-trained medical worker saves lives in Haiti



Valerie and colleague administering medical aid to a child, photo courtesy of CMAT

Valerie is Chair for grass-roots medical response and relief organisation, Canadian Medical Assistance Teams (CMAT). Valerie attended RedR's *Needs Assessment in Emergencies* course in 2008 and put these skills into use in Port au Prince just 72 hours after the earthquake. 42 hours later, Valerie had mobilised their inflatable field hospital and medical team. Their first patient that evening was a baby boy - born healthy before they had even opened their doors!

“ The course was critical in bettering my understanding of the disaster process... a lot of what I used from the needs assessment course has become second nature to me in responding to such a situation,” Valerie explains about the RedR training she attended.

The course also provided Valerie with solid knowledge of the different relief sectors such as water, sanitation and hygiene and nutrition which helped her to deliver the health services more efficiently and effectively.

The RedR/Bioforce programme has run for six months thanks to the generosity of our supporters and grants from ECHO and the French Government. We are now in the process of winding down our training operations in Haiti. RedR would like to sincerely thank everyone who contributed to our Emergency Appeal; your donations have made an invaluable difference to rebuilding the lives and livelihoods of the people of Haiti, as you will have seen from this report.

We have been pleased to work in partnership with several agencies including HAP, Sphere and Interaction, who we would like to acknowledge and thank. We would also like to recognise the dedication and hard work of the RedR and Bioforce staff who have led such a successful mission in Haiti, both those working under very difficult circumstances in country and the staff back in the UK and France who supported them. We wish all the NGOs involved in the long-term task of rebuilding Haiti the very best and we look forward to continuing to support them in the future.

Key Achievements

- 1,122 relief workers trained
- 91% Haitian Nationals
- Training has been conducted in English, French and Creole
- Training has covered the following themes: Water Sanitation and Hygiene, Fleet Management, Safety and Security, Telecommunications and Logistics

There will remain a strong legacy of our time in Haiti. The skills taught to over 1,000 relief workers will continue to have impact on the ongoing relief operation for months, even years to come. RedR Members will continue to work in the region, sharing their experience and our technical support service remains available to all field workers.

For further information about RedR's activities including our continuing international programmes please visit our website: www.redr.org.uk



Thank you

To our Patrons and supporters who donated generously to our Emergency Appeal including:

Andrew House Trust

Arup

BDP

Buro Happold

CH2M Hill

Croudace Homes

Cundall

Elliot Wood Partnership

Global Giving

Holman Fenwick Willan

IWHM Bernard Butler Trust

Kowloon-Canton Railway Corporation

Mott MacDonald

Lord and Lady Sykes Charitable Trust

Parsons Brinckerhoff

Robert Bird Group

Scott Wilson Group

St Paul's CE Primary School

Thames Water

The Big Give

The Happold Trust

The Institution of Engineering and Technology

The Institution of Mechanical Engineers

The Institution of Structural Engineers

The Sholing Technology College

The Worshipful Company of Engineers

Tony Gee & Partners

Waterman Group

XLN

And the many individuals who gave so generously

redr uk
people and skills for disaster relief



The Disaster Response Support Service is a joint programme with Bioforce

Registered Charity Number 1079752. RedR is the new name for RedR – Engineers for Disaster Relief. RedR is a company registered in England and Wales, limited by guarantee. Company Number 3929653