



OCHA

United Nations Office
for the Coordination of
Humanitarian Affairs

Report: The After Action Review/ Lessons Learned Workshops Typhoon Bopha Response

Workshops:

Nabunturan, Compostela Valley, 8 April 2013

Mati, Davao Oriental, 12 April 2013

Prosperidad, Agusan del Sur, 16 April 2013

Community Consultations:

Compostela Valley, 24 April 2013

Agusan del Sur, Surigao del Sur, 26 April 2013

Davao Oriental, 30 April 2013

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FOREWORD

The National Disaster Risk Reduction and Management Council and the Philippine Humanitarian Country Team completed and documented the Typhoon Bopha After Action Review/Lessons Learned Workshops and community consultations in Mindanao and we are pleased to present its findings in this report.

The three workshops were jointly facilitated by the Office of Civil Defense and the Humanitarian Country Team through the United Nations Office for the Coordination of Humanitarian Affairs, involving humanitarian actors from Local Government Units, United Nations agencies, national and international non-governmental organizations, and the cluster leads and co-leads. The large numbers who turned up for the three workshops is indicative of the real interest among humanitarian actors across the board to document best practice, challenges and recommendations for future response.

For the first time also, the community was consulted and structured discussions took place across several of the affected barangays to elicit the view of those directly affected by the typhoon including people with disability, indigenous and women's groups, internally displaced people and community leaders. Community members were represented from varying ages and occupational backgrounds.

It is important to note that the report does not represent an analysis of the response, but it is a compilation of raw data including opinions and views gathered from the responders and the community. Organisations wishing to use the outcomes and findings from the workshops and consultations can individually undertake further analysis to fulfil their own requirements.

This report reflects the views of the participants and as far as possible endeavours will be made to address the outcomes in future planning. We would like to thank those who took time to be part of this review for their efforts, experience and inputs to this report.

A blue ink signature of Eduardo Del Rosario, written in a cursive style.

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EXECUTIVE SUMMARY

Typhoon Bopha (locally known as Pablo), hit eastern Mindanao on the morning of 4 December 2012 causing havoc in its wake. Over 6.2 million people were affected, 230,000 homes destroyed, and 1,146 people lost their lives while 834 people remain missing. President Benigno Aquino III accepted an offer of support and the international community alongside the government delivered humanitarian assistance to those most affected.

Funding was available through the government's Calamity Fund (CF)¹ and Quick Response Fund (QRF)² with an appeal through the Bopha Action Plan (BAP) launched by the Humanitarian Country Team (HCT) on 10 December 2013. The UN rapidly provided US\$10 million through its Central Emergency Response Fund (CERF) and the HCT set up a field presence in Trento, Cateel and Nabunturan to respond to coordination needs, through life-saving clusters instigated at local level.

With an opportunity to learn from the Bopha experience, a decision to conduct an After Action Review (AAR)/Lessons Learned Workshop (LLW) was agreed with the National Disaster Risk Reduction and Management Council (NDRRMC) and the HCT on 8 February 2013. The AAR explored best practices and lessons learned from the first three months of Typhoon Bopha response, in the four worst affected provinces of Compostela Valley and Davao Oriental, both in Region XI; and Agusan del Sur and Surigao del Sur in Region XIII.

Three workshops were conducted to elicit the views of those responding to the emergency and three days of community consultations also took place separately to garner feedback from people directly affected. This was the first time the community were asked to provide feedback. With full participation and support of senior government officials from the Office of Civil Defense (OCD), local government units and agencies, and governors in Regions XI and XIII, the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in Trento, Davao Oriental and Compostela Valley coordinated the workshops and consultations to ensure a broad range of views were elicited.

The impact of the typhoon varied from area to area; for example in Barangay (village) Andap in Compostela Valley province the equivalent of one million trucks filled with rocks decimated homes and caused most deaths, while in Davao Oriental wind gusts of 220 km per hour caused most damage, felling about six million coconut trees. Due to varying levels of devastation and different levels of response and preparedness from barangay to barangay, feedback from the workshops and consultations are varied and sometimes seem inconsistent.

A summary of the common key findings, come under three sections; **best practice, challenges, and recommendations**; under the broad headings of **preparedness/mitigation**; **initial response, response and coordination**; and **information management, reporting and assessment**. The community consultations were in the form of focus group discussions and centred around two key themes: **preparedness and early warning**, and **response and delivery of humanitarian assistance**.

¹ The Calamity Fund (CF) or the National Disaster Risk Reduction and Management (NDRRM) Fund is appropriated under the annual General Appropriations Act for disaster risk reduction or mitigation, or mitigation, prevention and preparedness activities. The Republic Act 10121 stipulates the Fund can be used for relief, recovery, reconstruction and other work or services related to natural and manmade calamities that occur during the budget year or in the previous two years. The President of the Philippines approves the amount and appropriation of the Fund to recipient agencies or Local Government Units (LGUs) based on recommendations from the NDRRM Council.

² The QRF is the standby fund for relief and recovery programmes. The Republic Act 10121 states that the QRF is derived from 30 per cent allocation of the local DRRM Fund.

Key findings

Preparedness/Mitigation

Best practice was identified with the Disaster Risk Reduction Management (DRRM) Plan in place, guiding the response at regional and provincial level. However, challenges lie in translating the National DRRM Plan in to an effective action plan for implementation, especially at municipal level. Capacity building for government officials was recommended.

The Mindanao Contingency Plan covers conflict and natural hazards, flooding, tsunami, earthquake and fire. Amendments were recommended to incorporate a multi-hazard approach including typhoons with a standard operating procedure for drills and simulation exercises including community participation. Guidelines and policy need to be developed based on Sphere standards.

Emergency warnings were disseminated but failed to reach remote barangays and some communities had different levels of understanding of the severe weather warnings, while others ignored the advisories. Community education for weather systems and improved communications were strongly recommended.

The QRF is available but with the level of damage caused by Bopha, funding was insufficient to cover all humanitarian needs. Participants requested more clarity/guidance from the national/regional agencies on how to access and utilise the DRRM Fund by the Local Government Units (LGUs) for preparedness and response preparedness. It was also suggested that partnerships with NGOs and other service providers should be developed for resource mobilization.

The pre-positioning of essential items was well planned in the region and provinces but not at municipal level and it was recommended that logistics procurement contract agreements are set up with logistical suppliers.

Initial response, response and coordination

There was pre-emptive and sometimes compulsory evacuation conducted in selected areas, especially Region XIII, with many evacuation centres (ECs) reported as destroyed, damaged and/or unsafe. It was recommended that disaster-resilient ECs should be designated and or/purposely built.

That the Incident Command Posts (ICPs) were immediately set up and activated under the Local Chief Executive's (LCE) leadership, was noted as best practice. The challenge was that the typhoon LCEs and responders were also victims. Recommendations include that sisterhood partnerships be established with other municipalities, investment in capacity building of human resources occur to increase awareness on the cluster approach, and establishment of functional Disaster Operations Centre (DOC) where proper coordination through the cluster system will be facilitated.

Best practice also saw the ICPs transition and adapt in to the cluster system with designated LGU focal points, and the clusters were rolled out quickly at regional, provincial and municipal level. Inclusion of the cluster approach into Republic Act (RA) 10121 and institutionalising it into the DRRM Plan at municipal and local levels was recommended.

Information management, reporting and assessment

The joint NDRRMC-HCT Rapid Damage Assessment and Needs Analysis (RDNA) completed within the first 24 to 72 hours, followed by a second assessment conducted by the clusters within two weeks were considered best practice. While baseline data was available and equally shared with humanitarian partners, it was not disaggregated by gender and age. Community-level information was destroyed by the typhoon in some affected areas. There was also a shortage of trained personnel to collect and validate data, especially in more remote areas. Recommendations include building capacity for data collection, appointing more information management focal points at the provincial, municipal and LGU levels; establish a databank and management system in the provinces and municipalities to backup storage; and standardise needs assessment and reporting templates.

Community consultations

For the first time in the Philippines the opinion and feedback from the affected communities to the response, was sought. Community consultations from several affected barangays ensured representation of a broad spectrum of survivors including the most vulnerable, and captured the participants' perspectives on disaster preparedness measures and humanitarian response.

A number of gaps were identified and articulated by the community including insufficient emergency supplies to cover the needs caused by a typhoon of Bopha's magnitude. It was noted that while some households stockpiled essential items, others unaware of the impending typhoon, had no supplies in place. It was also mentioned that some communities did not have the benefit of emergency drills or simulations. Recommendations from the consultations involved raising awareness on disaster preparedness, including stockpiling and the identification of safe ECs accessible from the most remote barangays, with essential stocks in place. Disaster simulations/drills should cover all hazards and involve all communities.

A range of communication channels was used to disseminate early warnings. However, several issues were raised such as no communications to some barangays because of remoteness, lack of knowledge of weather terminology and typhoon strength signals and lack of awareness of typhoon impact. The communities requested education on weather terminology, typhoon signals and disaster response, with a recommendation to establish reliable communication channels.

Some participants were unaware of services and humanitarian assistance available, or the time-lines and type of assistance planned. In more remote barangays, the damage to infrastructure prevented assistance reaching the communities for three days after the typhoon struck. The LGUs worked hard to clear debris and facilitate the distribution of relief items by government and humanitarian partners. The communities requested in future, consultations on available humanitarian assistance and services; relocation plans and shelter assistance; and the availability of the DRRM fund and how it will benefit the community.

The registration procedure to receive humanitarian support was straightforward: the purok (sub-barangay level) leaders developed a master list of the community members who were eligible for relief items. However, there was confusion when a number of families' names were removed from the list because they left the area after the disaster struck.

In all regions, schools were transformed into ECs during the disaster, however many communities feel this should be a last resort with disaster-resilient multi-purpose centres built in each community. Most school buildings were also damaged by the typhoon and flood.³

The community requested that a mechanism for formal feedback be established where they could openly articulate their concerns and work with the authorities to find solutions.

³ The Government has since revised public building codes and schools will now be built to withstand stronger typhoons.

I. INTRODUCTION

Typhoon Bopha (locally known as Pablo), hit the eastern coast of Mindanao on the morning of 4 December 2012. A category 5 storm, with gusts of 220 km per hour and winds of 185 km per hour were recorded at its centre in Baganga⁴, the typhoon left a trail of death and destruction killing 1,146 people, while another 834 were declared missing as reported in the Post Disaster Needs Assessment (PDNA)⁵. More than 6.2 million people were affected by the typhoon. In 2012, the Philippines suffered a total of 2,360 fatalities as a result of natural disasters, again ranking first in the world in this category with Bopha the deadliest storm in the world last year. And in terms of the total number of people affected by disasters, the Philippines ranked second in 2012, after China⁶.

President Benigno Aquino III declared a state of national calamity three days after the typhoon on 7 December 2012 and accepted the offer for international assistance. The Government of the Philippines (GPH) led the humanitarian response to the worst-affected areas in Region XI and Region XIII in eastern Mindanao, together with the international humanitarian community. In response, an international appeal was launched jointly with the Government on 10 December 2012 for US\$65 million. A revision on 25 January 2013 appealed for \$76 million for 46 projects to deliver an integrated programme to support the Government's response to the needs of 923,000 most-affected people in the first half of 2013⁷.

In keeping with Government practice of holding a Lessons Learned Workshop 100 days after the disaster, the NDRRMC and the Humanitarian Country Team (HCT) agreed in February to initiate an After Action Review (AAR). The AAR aimed to summarise the perspective of key humanitarian stakeholders in the first three months of Bopha's response, to improve disaster preparedness and future response operations.

The first AAR was conducted in the aftermath of Tropical Storm Washi in 2011, the first of such storms to strike Mindandao in many years.

Three AAR/Lessons Learned Workshops were conducted during April 2013 covering the four worst affected provinces of Compostela Valley and Davao Oriental in Region XI, and Agusan del Sur and Surigao del Sur in Region XIII; with a separate series of community consultations held in several barangays in the same provinces.

1. Purpose of After Action Review

The goal of the AAR was to elicit learning with the GPH, humanitarian agencies and civil society in order to more widely draw on and apply lessons to further enhance disaster preparedness and future disaster response operations.

The specific objectives of the AAR was to facilitate and document several workshops in the affected areas to examine the perceptions of key stakeholders, including the GPH, humanitarian agency staff, and affected communities, on the successes, best practices, and the challenges in the first three months of Bopha's response.

⁴ Post Disaster Needs Assessment conducted by the Office for Civil Defence and Regional Disaster Risk Reduction and Management Council (21 January – 6 February 2013).

⁵ Ibid p. 10

⁶ Centre for Research on the Epidemiology of Disasters (CRED) Crunch March 2013: <http://cred01.epid.ucl.ac.be/f/CredCrunch31.pdf>.

⁷ UNOCHA, *Revision of the Humanitarian Action Plan for the Philippines (Mindanao) 2013 – Typhoon Bopha-Pablo Response*, <http://www.unocha.org/cap/revision-humanitarian-action-plan-philippines-mindanao-2013-typhoon-bopha-pablo-response>

2. Methodology

A workshop was held in three locations; Nabunturan covering Compostela Valley, Mati covering Davao Oriental and Prosperidad combining Agusan del Sur and Surigao del Sur. Community consultations were also held separately in the affected locations. Each workshop was divided into plenary and cluster working group sessions over one day, and facilitated by representatives from the OCD in Region XI and Region XIII and the four OCHA offices in Davao City, Nabunturan, Cateel, and Trento. The smaller community consultations were conducted in focus group discussions, which also involved facilitators from UN agencies and international and national non-governmental organisations (I/NGOs).

The workshop discussions were structured around three key areas: preparedness/mitigation; initial response, response and coordination; and information management, assessment and reporting. The discussions were held in working group sessions, with a group representative presenting discussion points in plenary sessions. Community consultations centred around two key themes: preparedness and early warning, and response and delivery of humanitarian assistance.

OCHA worked together with relevant government agencies including the OCD, Department of Science and Technology (DOST), the Department of Interior and Local Government (DILG) and the Department of Social Welfare and Development (DSWD) in preparing the workshop questions. This ensured all four pillars of the NDRRMP were addressed. OCD and OCHA alone developed the questions for the community consultations⁸.

Workshop participants were grouped according to the clusters representation. Each group comprised of representatives from government and UN agencies and I/NGOs. Themes were summarised and findings listed in cluster matrices (see *Annex 2*), with the most salient points/issues presented at plenary sessions. In Nabunturan 125 registered participants attended the workshop, in Mati there were 100 participants, while in Prosperidad 77 registered participants joined the workshop (see *Annex 4*). Regional OCD staff members participated in the workshops and community consultations, and Governors visited each workshop.

The community consultations were attended by between eight and 20 participants from affected barangays in Region XI and Region XIII. Participants ranged over six age groups – 18 years old and below, 19 to 29, 30 to 40, 41 to 50, 51 to 60 and above 60 years. Community members came from various occupational backgrounds and vulnerable groups (people with disabilities, indigenous people and pregnant and lactating women).

Limitations

As the workshops and consultations took place more than 100 days after the onset of the crises, a number of the first responders had already left the operation and did not participate in the exercise. The organisers made every effort to reflect the views of the government counterparts at the national level and the HCT working on the ground.

Community consultations were conducted in local language by national staff so communities were more comfortable and could better understand the processes. However, there were challenges in translations and capturing all the views of the community members.

⁸ The four pillars of the NDRRMP are: disaster preparedness, response, prevention and mitigation and rehabilitation and recovery.

Due to the nature of the storm and the varying levels of preparedness and response, what some respondents perceived as something that was done well and best practice, was perceived by others as a challenge.

This report is a compilation of the outcomes and findings, attempting only to highlight the common themes of issues. With all the raw data from the workshops and consultations available in the annexes, organisations can individually undertake further analysis of the findings in fulfilment of their own requirements.

II. DISCUSSIONS' SUMMARY⁹

1. Nabunturan, Compostela Valley, 8 April 2013

A. Preparedness/ Mitigation

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Government/ agency preparedness and mitigation plans	DRRMC was activated and functional at provincial, municipal and LGU level. DRRM Plan available at all levels and provided the basis for coordination of humanitarian responses.	DRRM Plan at municipal level was not updated to include preparedness for a disaster of Bopha's magnitude, or the role of specific government agencies in emergency response.	<ul style="list-style-type: none"> Build capacity of MDRRMC and Barangay DRRMC (BDRRMC) in the 4 pillars of DRR. Strengthen coordination at provincial, municipal and local levels for preparedness, response and mitigation.
Pre-positioning of emergency supplies/ pre-deployment of responders	<ul style="list-style-type: none"> Emergency stocks including food and non-food items (NFI) made available for procurement/ pre-positioning. Trained disaster response team was on standby for emergency response. 		<ul style="list-style-type: none"> Build the capacity of new volunteers in disaster response. Emergency stocks pre-positioned at strategic location.
Contingency Plan	Contingency Plan available	The Plan covers common hazards in the area but not typhoon response. Simulation drill did not include typhoon preparedness.	Develop multi-hazard contingency plan with fund appropriation.
Early Warning System	The government issued early warning (EW) messages, conducted training sessions and distributed Information, education and communication materials on disaster preparedness.	Some of the communities did not respond well to the EW messages due to lack of awareness and understanding of typhoon signals and possible typhoon damage.	<ul style="list-style-type: none"> EW messages adjusted to local setting, for example messages in local dialect. Conduct regular evacuation simulations. Establish alternative and reliable communications.
Pre-emptive evacuation and evacuation centres (ECs)	Local government was able to pre-identify ECs and provide basic support.	Pre-identified ECs were not typhoon-resilient; most ECs were damaged during the disaster.	Construct disaster-resilient ECs.

⁹ The summary is based on the matrices of the discussion points in the cluster working groups during each workshop. The full matrices, with details are attached in Annex 2 for reference.

B. Initial Response, Response and Coordination¹⁰

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Government response and resource mobilisation	The government responded quickly through search and rescue (SAR) teams and trained first responders; immediate disbursement of Quick Response Fund (QRF), and provision of supplies.	Government officials, primary responders, and public infrastructure were affected by the typhoon, reducing capability to respond.	Establish surge capacity at national and regional levels.
Command structure and leadership on the ground	Strong leadership from the LCEs enabled quick mobilisation of human resources, with establishment of Incident Command Posts (ICPs) and Incident Command System (ICS), resulting in well-coordinated response intervention at national and regional levels.	The ICP and cluster system should complement each other.	Institutionalise the evolution of ICP into the cluster system as a coordination tool.
Cluster system, inter-cluster coordination and coordination with civil society and other partners	Cluster system activated in the region, province, municipalities and barangays. Regular information exchanges allowed clusters to identify priorities and coordinate effective responses.	<ul style="list-style-type: none"> Initially, there was a lack of awareness of cluster system linkage at regional, provincial and municipal level with unclear roles and responsibilities. This was evident in low participation of humanitarian partners at cluster meetings. I/NGOs and CSOs directly distributed relief aids to the affected communities. 	<ul style="list-style-type: none"> Institutionalise the cluster system in RA10121. Ensure that I/NGOs and CSOs actively participate in the clusters.

C. Information Management, Reporting and Assessment

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Access to information for decision making and	Baseline data was immediately available from various government agencies for needs	<ul style="list-style-type: none"> Difficulties in collecting and validating data from remote and disaster affected 	<ul style="list-style-type: none"> Hire more enumerators to assist with data collection and validation especially in

¹⁰ For technical matters related to the standard response operating procedures and timely action, please refer to Annex 2.

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
quality of information	assessment and prioritisation, and shared equally among humanitarian actors.	<p>areas.</p> <ul style="list-style-type: none"> • Baseline data was not disaggregated by age and gender. • Inconsistent data submitted from the region, province, municipalities and LGUs. • Delay in data submission because field personnel were affected by disaster. • Communication breakdown disrupted data collection and submission. 	<p>remote areas.</p> <ul style="list-style-type: none"> • Establish a databank system at regional, provincial, municipal and local level. • Build the capacity of information management (IM) officers at the provincial, municipal and LGU level.
Use of information; processing & analysis of information	Baseline data, Who What Where (3Ws) maps and gap analysis reports shared with humanitarian partners to identify beneficiaries for prioritisation.	<ul style="list-style-type: none"> • Data collection template not standardised. • Data was not equally shared resulting in overlapping response. • Lack of dedicated IM focal points. 	Appoint dedicated IM focal points at the municipalities and LGUs.
Data collection tools and templates	Data collection tools and templates relevant to clusters were available to start needs assessment.	No standard data collection and assessment tools.	Standardise data collection and assessment forms and templates.
Timing of assessments; and compilation and analysis of assessment results	Rapid assessments were conducted within 72 hours after the disaster.	Assessment did not cover all barangays.	Hire more enumerators or provide incentives to field personnel to assist with assessments.
Reporting	Consolidated information, for example situation report was shared with humanitarian partners.	<ul style="list-style-type: none"> • Reports from the region were not synchronised with LGUs. • Communication infrastructure was destroyed, causing delay in report submission. 	

2. Mati, Davao Oriental, 12 April 2013

A. Preparedness/ Mitigation

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Government/ agency preparedness and mitigation plans	<ul style="list-style-type: none"> The DRRMCs were organised at all levels with appointed focal points to coordinate response. DRRM Plan available in the province and municipalities. Skilled technical personnel in the province were ready to support emergency response. Calamity Fund (CF)/QRF available at LGUs. 	<ul style="list-style-type: none"> DRRM Plan was not rolled out in the municipalities and LGUs. DRRM Plan was not organised at LGUs. There were less trained personnel with technical skills in the municipalities and LGUs. 	<ul style="list-style-type: none"> Clarify the roles and responsibilities of DRRM focal points in the LGUs and their links with PDRRMC and MDRRMC. DRRM Plan should be implemented in municipalities and LGUs. Provide training in disaster response to technical personnel. Clarify the allocation and use of CF/QRF with cluster co-leads.
Pre-positioning of emergency supplies/ pre-deployment of responders	The clusters were able to pre-position emergency supplies before, and in the immediate aftermath of the typhoon. Most stock was pre-positioned in Cotabato, Central Mindanao and Manila.	No emergency stockpiling at municipalities and LGUs. Delivery of stock from Manila to the region posed a challenge.	<ul style="list-style-type: none"> The LGUs should develop emergency stock pre-positioning strategy. Standby disaster response personnel ready for deployment within 48-72 hours.
Contingency Plan		Contingency plan did not cover a typhoon scenario.	Develop a multi-hazard contingency plan.
Early Warning System	Relevant government agencies sent early warning messages via SMS, handheld radio and landlines to local responders and authorities.	No EW messages and evacuation calls because messages did not reach remote barangays; there was no previous history of typhoons and lack of awareness of associated hazards or messages did not provide details of the typhoon movement.	Conduct public campaigns to raise awareness of disaster preparedness and mitigation.
Pre-emptive evacuation and Evacuation Centres (ECs)	Evacuation plans in place, centres pre-identified and pre-emptive evacuation simulation conducted.	Designated ECs damaged or destroyed by the typhoon.	<ul style="list-style-type: none"> Construct disaster-resilient ECs. Educate and inform the public with multi-hazard preparedness.

B. Initial Response, Response and Coordination

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Government response and resource mobilisation	<ul style="list-style-type: none"> The Government and the Armed Forces of the Philippines (AFP) responded immediately by deploying trained personnel to disaster-hit areas. The Government provided leadership by establishing provincial government office at disaster-affected LGUs. Funds from the Government and international donors made available to kick-start the humanitarian response. 	<ul style="list-style-type: none"> There were insufficient skilled personnel to respond to specific cases and insufficient funds to mobilise volunteers. There were insufficient funds to cover gaps in the QRF/CF. Damaged public infrastructure and telecommunications; and limited logistics slowed and limited service deliveries to disaster-affected areas. Local responders were affected by the disaster. 	<ul style="list-style-type: none"> Establish a sisterhood programme between LGUs for support during emergency. Strengthen efforts to mobilise funding from international donors. Build partnerships with private sector and I/NGOs to provide logistics support to affected communities particularly in remote areas.
Command structure and leadership on the ground	<ul style="list-style-type: none"> ICPs were immediately established at provincial, municipal and barangay level. ICP at LGUs coordinated well with humanitarian partners. 	<p>ICP personnel were not well informed of their roles and responsibilities, particularly in LGUs.</p>	<ul style="list-style-type: none"> Build the capacity of ICP personnel, in coordination and cluster approach at local level. Establish operation centres particularly at local level.
Cluster system, inter-cluster coordination and coordination with civil society and other partners	<ul style="list-style-type: none"> The cluster system, activated at all levels provided effective coordination of humanitarian response. Cateel hub was promptly activated. Partnership and cooperation with volunteers, private sector, and CSOs established. 	<ul style="list-style-type: none"> There was a lack of awareness of coordination mechanism through the cluster system, especially in the province and LGUs. There was limited participation of the affected communities in humanitarian intervention. 	<ul style="list-style-type: none"> Establish the cluster system early in the response, or transform the existing coordination structure into cluster system. Build the capacity of cluster members and humanitarian partners in LGUs in the cluster system and DRR. Incorporate the cluster approach into the 4 pillars of the DRRM Plan. Engage NGOs and CSOs in cluster coordination.

C. Information Management, Reporting and Assessment

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Access to information for decision making and quality of information	<ul style="list-style-type: none"> Baseline data for needs assessment was available and equally shared with cluster members and humanitarian partners. Humanitarian partners conducted regular information exchanges, feeding data to update the 3W map. 	<ul style="list-style-type: none"> Baseline data was not disaggregated by age, gender or vulnerability. Baseline data destroyed during the typhoon. No centralised data management system at the ICPs. 	<ul style="list-style-type: none"> Ensure that data is disaggregated and readily available prior to assessment. Establish electronic databank and data management system in the provinces and municipalities. The databank should be periodically backed-up and accessible to cluster members.
Use of information; processing and analysis of information	3Ws map was updated regularly and shared among cluster members.	<ul style="list-style-type: none"> Inconsistent data submitted for 3Ws map, which resulted in overlapping response or underreporting of humanitarian assistance. Official data was not regularly shared with humanitarian partners. 	<ul style="list-style-type: none"> Appoint dedicated IM focal points with government agencies with knowledge of the local context. Build the capacity of government at provincial, municipal and local level in information management systems.
Data collection tools and templates	Data collection tools and assessment forms were available from government.	Humanitarian agencies used different forms and templates.	Standardise needs assessment forms.
Timing of assessments & compilation and analysis of assessment results	Joint government and inter-agencies assessment and Post-Disaster Needs Assessment (PDNA) conducted and results used to prioritise humanitarian intervention and mobilise resources.		
Reporting		No standard reporting format.	<ul style="list-style-type: none"> Standardise reporting template. Reports should be uploaded to the humanitarian information website to ensure easy access and availability.

3. Prosperidad, Agusan del Sur and Surigao del Sur, 16 April 2013

A. Preparedness/ Mitigation

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Government/ agency preparedness and mitigation plans	<ul style="list-style-type: none"> The DRRMCs were organised and functional at provincial, municipal and barangay level, providing support for humanitarian response. QRF and CF were available for quick disbursement to humanitarian partners. 	No typhoon drills conducted in some areas.	<ul style="list-style-type: none"> Institutionalise disaster preparedness training at all levels as part of DRRM Plan. Collaborate with I/NGOs and experts in disaster response and preparedness planning and implementation.
Pre-positioning of emergency supplies/ pre-deployment of responders	Emergency stockpiles were available for procurement at municipal and local level. Trained first responders were on standby and ready for deployment at the onset of disaster.	<ul style="list-style-type: none"> Some LGUs had insufficient emergency stockpiles and procurement procedure was slow. Trained personnel and SAR equipment were not readily available in rural areas. 	Ensure that local warehouses have sufficient essential supplies and SAR equipment.
Contingency Plan		Contingency Plan only covers flood response.	Develop a multi-hazard contingency plan.
Early Warning System	EW messages were disseminated from the provinces down to barangays.	Some communities did not respond to EW messages because they were not in local dialect and others lacked awareness of typhoon preparedness.	Conduct public information and education campaigns to raise awareness of EW system as part of disaster preparedness and mitigation.
Pre-emptive evacuation and Evacuation Centres (ECs)	ECs were pre-identified and pre-emptive evacuation conducted.	Most identified ECs were schools, and/or situated in hazard-prone areas.	Identify alternative ECs and designate separate areas in the ECs for livestock.

B. Initial Response, Response and Coordination¹¹

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Government response and resource mobilisation	The provincial, municipal and local government responded immediately to the emergency and worked with humanitarian partners to distribute relief aid.	Five per cent of revenue allocated to the CF was insufficient to cover the needs of people affected by a disaster of this magnitude.	Build and expand partnerships with donors to support humanitarian responses.
Command structure and leadership on the ground	The Provincial Disaster Management Operations and Coordination Centres were operational and PDRRMC Pablo Operation Centre was established and operated 24/7. The ICPs were established in provinces and municipalities.	The ICP was not established in barangays.	Build the capacity of response team in the ICP.
Cluster system, inter-cluster coordination and coordination with civil society and other partners	<ul style="list-style-type: none"> Cluster system was activated at the regional, provincial, municipal and barangay levels and regular coordination meetings were held. The government conducted consultations for humanitarian response with I/NGOs and other humanitarian partners. 	<ul style="list-style-type: none"> There was the lack of understanding of the cluster approach among cluster leads and humanitarian partners. The NGOs and local DRRM response was not well coordinated. 	<ul style="list-style-type: none"> Provide training/orientations humanitarian partners in the cluster system. Institutionalise the cluster approach in LGUs. Strengthen coordination in humanitarian response with NGOs/CSOs.

C. Information Management, Reporting and Assessment

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Access to information for decision making and	Baseline data, including maps was available from different sources.	Baseline data was not disaggregated by age and gender and there was a delay in updating	Establish a databank system.

¹¹ For technical matters related to the standard response operating procedures and timely action, please refer to Annex 2.

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
quality of information		data.	
Use of information; processing & analysis of information	The cluster leads managed the information system and conducted assessments for needs prioritisation and resources mobilisation.	There was a shortage of personnel to validate assessment data and reports, resulting in inconsistencies of data between agencies.	<ul style="list-style-type: none"> • Develop a multi-level and multi-sectoral validation team involving government partners and other humanitarian actors. • Build the capacity of clusters members in IM and assessments.
Data collection tools and templates	Assessment templates were available from OCD and cluster leads.	Clusters used different reporting and assessment templates and forms.	Standardise assessment templates at provincial, municipal and barangay level.
Timing of assessments & compilation and analysis of assessment results	Joint rapid needs assessment and PDNA conducted in timely manner.	Damaged public infrastructure limited assessment coverage.	Develop a policy on the conduct of emergency rapid assessment.
Reporting	Situation reports produced in a timely manner and shared among humanitarian partners.	Damaged communication infrastructure resulted in delayed reports dissemination.	Provide incentives to field personnel to assist with assessments and timely submission of reports.

4. Community Consultations

A. Compostela Valley: Barangay Poblacion (Compostela municipality), Barangay Union (Monkayo), and Barangay Andap (New Bataan).¹²

		WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Preparedness & Early Warning	Stockpiling/resources	Some barangays had sufficient stock of essential items to sustain lives.	Stock of emergency supplies were held by local government but were insufficient to meet needs.	<ul style="list-style-type: none"> Ensure sufficient essential supplies during calamities. Provide livelihood opportunities in times of emergency.
	Safe zones/ evacuation areas in emergencies	A number of people escaped to higher ground or relatives' houses for safety.	Just a few ECs were identified in barangays, mostly school buildings.	The municipal government should identify non-schools sites as designated safe ECs.
	Drills/simulation/trainings	DRRM training given to purok/barangay leaders, and disaster simulations drills conducted for schools.	The simulations did not cover typhoon response.	Disseminate information and provide DRRM multi-hazard simulations/training for all barangays.
	Early warning system/ information network	The government disseminated EW messages through a number of channels. School suspension became a clear indicator of impending disaster.	A number of people refused to evacuate because they did not understand storm signals or language; there was limited access to TV and radio; and some barangays did not have an alarm system.	<ul style="list-style-type: none"> Provide information on DRR plans, weather terminologies and typhoon signals. Ensure that EW system is functional in the barangays and puroks.
	Awareness of local DRRM funds	Communities were aware of the availability of DRRM Fund.	Fund utilisation was not properly communicated to the communities.	Strengthen disaster preparedness at community level with DRRM Fund utilisation.
Response & delivery	Accessibility to the affected areas	While authorities provided equipment to clean up the main roads from debris, help took three days to arrive to some areas.	Damaged roads, fallen trees and debris delayed humanitarian response in remote and isolated barangays.	
	Consultation on	Communities in Barangays Poblacion and	The consultation did not include discussion	

¹² The demographic profiles of each barangay are provided in Annex 2 together with the matrices.

		WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
	humanitarian assistance and services	Union consulted on the specific needs of vulnerable groups one month after the disaster and later prioritised for humanitarian response.	on the type of assistance needed for particular groups.	
	Awareness of plans for relocation/ shelter assistance	The LGUs informed and consulted communities on the relocation plan.	<ul style="list-style-type: none"> Not all people were aware of a relocation plan, available shelter assistance or criteria for assistance. Communities from Barangay Andap refused to be relocated because new sites were too far from livelihood sources. Most of the barangay area is a no-build zone. 	Provide livelihood assistance to the affected communities.
	Humanitarian assistance/ services provided	Humanitarian agencies and private organisations consulted the communities on the type of assistance required, set criteria for assistance, and delivered the relief items in timely manner.	There was insufficient communication of criteria for assistance to the communities, causing tension. People not considered vulnerable did not receive services/relief.	<ul style="list-style-type: none"> Clarify the criteria for receiving assistance including vulnerable groups. The duration of assistance and its availability should be shared, to manage expectations.
	Required documents for registration	The barangays/purok leaders registered affected people in master lists with no documentation required. Affected families in Barangay Poblacion were given Disaster Assistance Family Access Cards (DAFAC).	<ul style="list-style-type: none"> I/NGOs used different registration cards for aid recipients. DAFACs were not used in aid distribution. Some people were not included or were removed from the master list. 	Clarify the type of registration card for aid eligibility.
	Feedback mechanism	Barangay leaders and barangay captains received feedback and complaints from the communities.	Cultural norms prevented people providing feedback.	Establish culturally appropriate feedback mechanisms to encourage the community to voice their concerns.
	Communication of information and services available	Communities were informed of available services through TV, radio and barangay/purok leaders and officials.	<ul style="list-style-type: none"> Communities in remote areas did not receive sufficient information of available services. Communities did not get the full 	<ul style="list-style-type: none"> Establish communication mechanism/ tools to reach people in remote areas. Consult the communities and provide details on available humanitarian

		WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
			information on aid distribution, causing confusion and uncertainty.	assistance.
	Access to evacuation centres	In Barangay Andap, the churches and school buildings were designated as ECs.	Pre-identified ECs were either too far or not accessible, and/or not always disaster-resilient.	<ul style="list-style-type: none"> Identify and establish safe zones. Vulnerable groups should be prioritised during evacuation. Identify/build disaster-resilient ECs.

B. Davao Oriental: Barangay Lambajon (Baganga), Barangay Cabasagan (Boston) and Barangay Taytayan (Cateel)

		WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Preparedness & Early Warning	Stockpiling/resources	Some households stockpiled essential items.	Some people had no experience and inadequately prepared for the impending typhoon.	<ul style="list-style-type: none"> Raise awareness of disaster preparedness. Ensure sufficient emergency supplies during emergency.
	Safe zones/ evacuation areas in emergencies	Enforced pre-emptive evacuation and schools designated as safe zones.	There was no pre-identified EC so people went to the schools for safety, which were not all typhoon-resilient.	<ul style="list-style-type: none"> Identify and establish safe zones and ECs with sufficient emergency stock. Inform the communities of ECs locations and provide transportation for the vulnerable. Build disaster-resistant ECs.
	Drills/simulation	Local organisation and schools provided with training and disaster preparedness orientations.	The simulations/drills did not cover typhoons.	Training/simulations/drills should also cover flood and typhoon responses, and involve the community.
	Early warning system/ information network	<ul style="list-style-type: none"> The authorities disseminated EW messages. The Department of Education issued typhoon warnings to schools, prompting class suspension. 	The communities did not respond well to the EW messages because they were unaware of typhoon warning signals and weather terminology; messages did not reach the remote barangays and the area was never	<ul style="list-style-type: none"> Inform and educate the communities on DRRM plan, weather terminologies and disaster response. Establish a reliable communication channel to disseminate EW messages

		WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
			previously hit by a typhoon.	particularly in remote areas.
	Awareness of local DRRM funds	The communities were generally aware of the DRRM Plan, and the CF and their use during emergency.	<ul style="list-style-type: none"> Communities not informed of the DRRM Plan. Communities were unaware of fund utilisation by local authorities. 	Inform the communities on the DRRM fund, its utilisation and how the community can benefit.
Response & delivery of humanitarian assistance	Accessibility to the affected areas	<ul style="list-style-type: none"> The AFP provided support to emergency responses in areas inaccessible by land transportation. Some barangays reported receiving relief aid within 24 hours, because of sufficient stockpiles. 	Some areas were inaccessible for three days because of debris and damaged infrastructure.	<ul style="list-style-type: none"> Encourage the communities to take part in debris clearing. Ensure that equipment for debris clearing is available.
	Availability of essential items (food, water, shelter)	The municipalities, LGUs and I/NGOs distributed relief when accessible.		
	Consultation on humanitarian assistance and services	Humanitarian partners consulted the authorities on the type of assistance required.	Decisions of the type of services and assistance were made by the authorities, without consultation.	Inform the communities of available assistance and request feedback on their needs.
	Awareness of plans for relocation/ shelter assistance	<ul style="list-style-type: none"> The barangay leaders informed the community of relocation plan and available shelter assistance. The government and I/NGOs identified sites for constructing permanent shelters. 	Information of permanent shelter assistance did not reach everybody. Some communities were unaware of the criteria to receive assistance.	
	Humanitarian assistance/ services provided	The authorities and I/NGOs provided humanitarian assistance/services according to the needs of the community prioritising vulnerable groups.	Distribution of humanitarian assistance was not well coordinated.	The communities should be consulted of humanitarian assistance and services available.
	Required documents for registration	The purok leaders developed a master list of aid recipients and submitted the list to	It was reported that some people were excluded from the master list when they left	Update aid recipients on the master list.

		WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
		barangay captains. Documentation was not required from the communities.	the areas after the typhoon struck.	
	Feedback mechanism	The barangay leaders and purok officials obtained feedback and complaints from the communities. Some community groups organised a forum to discuss complaints and the quality of humanitarian assistance.	There was no formal feedback mechanism in place.	A formal feedback mechanism is required.
	Communication of information and services available	The communities obtained information of available services through volunteers.	The communities were not aware of the criteria for receiving humanitarian assistance.	Inform the communities of available services and assistances.
	Access to evacuation centres		ECs were not accessible to the communities from remote areas and were not always disaster-resilient.	Safe and accessible pre-identified disaster-resilient ECs. .

C. CARAGA Region: Barangay Pagtilaan (Lingig), Barangay Poblacion (Sta. Josefa), Barangay Cuevas (Trento)

		WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
Preparedness & Early Warning	Stockpiling/resources	A number of communities stockpiled food items.	<ul style="list-style-type: none"> The barangays did not have sufficient essential supplies for immediate response. Communities unaware of the severity of the impending typhoon did not have sufficient essential items. 	Ensure essential supplies are available in barangays as part of disaster preparedness measures.
	Safe zones/ evacuation areas in emergencies	Some barangays have pre-identified ECs while others used the schools as ECs.	ECs were not pre-identified and established, prompting people to go to school for safety during the disaster.	Safe and accessible pre-identified ECs that are disaster-resilient.

	Drills/simulation	Schools organised disaster drills/ simulations.	The drills/simulations do not cover typhoon response.	Conduct multi-hazard simulation/ drills for the community.
	Early warning system/ information network	The municipal authority sent warning letters to barangays and told barangay leaders to prepare for evacuation. EW messages were also circulated through mass communications.	The communities did not respond to the EW messages because they were not aware of the typhoon warning signals; or impact of a typhoon of Bopha's magnitude and poor communications meant remote barangays did not receive the warning.	<ul style="list-style-type: none"> • Inform and educate the communities on DRRM Plan, weather terminologies, typhoon signals, and emergency response. • Disaster warning should include mandatory evacuations. • Use traditional communication channels (radio) to disseminate EW messages to complement new technology (SMS).
	Awareness of local disaster risk reduction and management funds		Only a few members of the communities were aware of the CF and its utilisation.	Inform the communities on the utilisation of the fund, especially for disaster preparedness effort.
Response & delivery of humanitarian assistance	Accessibility to the affected areas	Areas easily accessible by road received immediate assistance from CSOs.	Damaged public infrastructure delayed delivery of humanitarian assistance.	
	Availability of essential items (food, water, shelter)	A number of barangays received essential supplies within 24 hours.	It took from three days to one week after the typhoon for some barangays to receive assistance.	
	Consultation on humanitarian assistance and services	The government agencies and I/NGOs consulted the community on their needs, services and assistance available.	There was no follow up measure following the consultation/ assessments.	Ensure that the communities receive full information of available humanitarian assistance and services.
	Awareness of plans for relocation/ shelter assistance	Relocation sites were identified and information of shelter assistance disseminated to many communities.	Some communities were unaware of the relocation sites.	Ensure the communities receive full information of relocation sites and shelter assistance.
	Humanitarian assistance/ services provided	Shelter kits, food and NFIs provided to the affected communities.	Adequate information was not made available for humanitarian assistance.	Ensure adequate information on the type of assistance available to the community and the criteria for aid recipients.

Required documents for registration	<ul style="list-style-type: none"> No documents required to register for assistance. Communities in several barangays were issued DAFACs. 	<ul style="list-style-type: none"> Master list was not updated, causing confusion for unlisted families. I/NGOs used different list and claim stubs. 	Update and validate the master list, and use for distribution of relief items.
Feedback mechanism	Feedback was channelled through the barangay leaders.	No formal feedback mechanism in the barangays to address concerns/ complaints of services.	Establish a formal feedback mechanism so concerns and solutions are discussed with the authorities.
Communication of information and services available	The communities obtained information and available services through meeting and orientation with barangay/purok leaders.		
Access to evacuation centres	Some ECs were accessible. The authorities also provided transportation to ECs in several barangays.	School buildings used as ECs were locked during the disaster. Other buildings were unsafe.	<ul style="list-style-type: none"> Identify safe zones with easy access during emergency. Build disaster-resilient ECs. Buildings designated as ECs should be disaster-resilient.

Annex 1. List of Abbreviations

3W	Who What Where
AAR	After Action Review
ACF	Action Contre La Faim
AFP	Armed Forces of the Philippines
BAP	Bopha Action Plan
BBC	Baganga, Boston and Cateel
BCPC	Barangay Council for the Protection of Children
BDRRMC	Barangay Disaster Risk Reduction and Management Council
BDRRMO	Barangay Disaster Risk Reduction and Management Official
BHW	Barangay Health Worker
BNS	Barangay Nutrition Scholar
BSI	Barangay Sanitary Inspector
CBMIS	Community-Based Management Information System
CBPH	Community-Based Public Health
CCCM	Camp Coordination and Camp Management
CERF	Central Emergency Response Fund
CFW	Cash for Work
CLUP	Comprehensive Land Use Plan
CP	Child Protection
CPWG	Child Protection Working Group
CPRA	Child Protection Rapid Assessment
CSO	Civil Society Organisation
DA	Department of Agriculture
DAFAC	Disaster Assistance Family Access Card

DRR	Disaster Risk Reduction
DRRMC	Disaster Risk Reduction and Management Council
DRRMO	Disaster Risk Reduction and Management Official
DepEd	Department of Education
DILG	Department of Interior and Local Government
DOH	Department of Health
DOST	Department of Science and Technology
DPWH	Department of Public Works and Highways
DSWD	Department of Social Welfare and Development
DTM	Displacement Tracking Matrix
EC	Evacuation Centre
ECCD	Early Childhood Care and Development
EMIS	Emergency Management Information System
EWS	Early Warning System
FFW	Food for Work
FSA	Food Security and Agriculture
GBV	Gender-Based Violence
GBVSC	Gender-Based Violence Sub-Cluster
GCRV	Grave Child Rights Violation
GIDA	Geographically Isolated and Depressed Area
GIS	Geographic Information System
GPH	Government of the Philippines
HCT	Humanitarian Country Team
HEMS	Health Emergency Management Staff
HeRAM	Health Resources and Services Availability Mapping System

ICP	Incident Command Post
ICRC	International Committee of the Red Cross
ICS	Incident Command System
IDP	Internally Displaced Person
IEC	Information, Education and Communication
IM	Information Management
INGO	International Non-Governmental Organisation
IRA	Internal Revenue Allotment
ITP	Inpatient Therapeutic Programme
LCE	Local Chief Executive
LDRRMC	Local Disaster Risk Reduction and Management Council
LGU	Local Government Unit
LLW	Lessons Learned Workshop
MAM	Moderately Acute Malnutrition
MDRRMC	Municipal Disaster Risk Reduction and Management Council
MDRRMO	Municipal Disaster Risk Reduction and Management Official
MHO	Municipal Health Office
MHPSS	Mental Health and Psychosocial Support
MISP-RH	Minimum Initial Service Package for Reproductive Health
MNC	Municipal Nutrition Council
MOOE	Maintenance and Other Operating Expenses
MOU	Memorandum of Understanding
MLGU	Municipal Local Government Unit
MT	Metric ton
MUAC	Mid-Upper Arm Circumference

NDRRMC	National Disaster Risk Reduction and Management Council
NEAT	Nutrition Environment Assessment Tool
NFI	Non-Food Item
NGO	Non-Governmental Organisation
NIE	Nutrition in Emergency
OCD	Office of Civil Defence
OTP	Outpatient Therapeutic Programme
PAGASA	Philippine Atmospheric, Geophysical & Astronomical Services Administration
PDNA	Post-Disaster Needs Assessment
PDRRMC	Provincial Disaster Risk Reduction and Management Council
PHO	Provincial Health Office
PIMAM	Philippine Integrated Management of Acute Malnutrition
PLGU	Provincial Local Government Unit
PLW	Pregnant and Lactating Women
PNP	Philippine National Police
PWD	People With Disability
QRF	Quick Response Fund
RADAR	Rapid Damage Assessment Report
RC/HC	Resident Coordinator/Humanitarian Coordinator
RDRRMC	Regional Disaster Risk Reduction and Management Council
RH	Reproductive Health
RHU	Rural Health Unit
RUSF	Ready-to-Use Supplementary Food
RUTF	Ready-to-Use Therapeutic Food
SAM	Severe Acute Malnutrition

SAR	Search and Rescue
SBA	School-based Assessment
Sitrep	Situation Report
SMS	Short Message Service
SOP	Standard Operating Procedure
SPEED	Surveillance in Post-Extreme Emergencies and Disasters
UN	United Nations
VAW	Violence Against Women
WASH	Water, Sanitation and Hygiene
WHO	World Health Organisation

Annex 2. Compostela Valley Cluster Group Matrices

Period covered: December 2012 – March 2013

CAMP COORDINATION AND CAMP MANAGEMENT, PROTECTION			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Organized and functional MDRRMC. LDRRM plan available and provided the basis for action. 	<ul style="list-style-type: none"> LDRRM plan was not widely distributed to the local government units. 	<ul style="list-style-type: none"> Conduct additional training and advocacy for the four pillars with the MDRRMCs. Review existing manuals and plans. Ensure alignment of coordination preparedness mechanisms at the regional, provincial, and municipal level. Further capacitate MDRRMC responders and advocate for partnerships with responders/volunteers from neighbouring municipalities. Form barangay-based disaster response units.
2. Contingency plans			
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Pre-identified access to supplies of basic commodities. Available NFIs (protection kits). Organisation, training and deployment of disaster response teams. 	<ul style="list-style-type: none"> Responders were also affected by the disaster. 	
4. Rapid response funding			
5. Early warning and information dissemination		<ul style="list-style-type: none"> Lack of communication and information on the typhoon path. 	

6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Evacuation centres pre-identified. 	<ul style="list-style-type: none"> No evacuation simulation conducted. Pre-identified ECs were damaged. 	<ul style="list-style-type: none"> Conduct evacuation simulations (incl. setting up an EC) and command post exercises. Ensure the availability of adequate and functional facilities in pre-identified ECs (latrines, safe cooking areas, WASH... etc.).
7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> Road clearing operations. Immediate response in search and rescue. 		
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> ICP established within the first day of the disaster onset. Immediate activation of the Provincial Tactical Operation Centre. Liaison desk at the Provincial Tactical Operation Centre established. Good coordination established at the provincial and municipal levels. 	<ul style="list-style-type: none"> Harmonisation of the ICP and the cluster system. Lack of equipment and facilities at the operations centres. 	<ul style="list-style-type: none"> Establish permanent Tactical Operation Centre at the provincial and municipal levels.
3. Resource mobilisation	<ul style="list-style-type: none"> Immediate disbursement of QRF to affected municipalities (2 days). Immediate CERF allocation and disbursement to CCCM cluster. 		<ul style="list-style-type: none"> The Bopha Action Plan should be a stand-alone appeal and not anchored in the Mindanao (Philippines) Humanitarian Action Plan 2013.
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> Revised referral system based on experience from Tropical Storm Washi. INGOs provided immediate relief distributions. Protection referral system established (women-friendly spaces/child-friendly spaces for IDPs). Distribution of protection kits and inclusive community consultations conducted. Clusters (WASH/Food/Protection/Health) provided immediate assistance to evacuation centres. GCRV cases documented and responded to through the referral pathway case conference. Orientations on GBV response prevention conducted. 	<ul style="list-style-type: none"> Limited resources and equipment (e.g. chainsaws) to meet all immediate needs. Some communities are not receptive to international support. 	<ul style="list-style-type: none"> Ensure the maintenance of the women-friendly spaces and child-friendly spaces established. Deploy camp management support staff at the local level in a timely manner. Establish violence against women desks.

5. Cluster system	<ul style="list-style-type: none"> Clusters rolled out at the municipal level; CCCM led by barangay captains and camp leaders. Effective partnership between cluster leads and co-leads. 	<ul style="list-style-type: none"> Limited awareness of the cluster system and the work of INGOs by LGUs. Limited knowledge of camp management by LGUs. Lack of CCCM and Protection Cluster plans. 	<ul style="list-style-type: none"> Conduct capacity building initiatives on the cluster approach. Define roles of each organisation working on CCCM and protection at the local level. Establish a focal person for protection at the barangay level. Conduct training on CCCM and protection at barangay level.
6. Inter-cluster coordination			
7. Coordination with civil society and other partners		<ul style="list-style-type: none"> Lack of coordination of private organisations and donors with the LGUs on the distribution of relief goods. 	<ul style="list-style-type: none"> Ensure the private sector coordinate donations with the municipalities.
8. Communications / others	<ul style="list-style-type: none"> IEC materials ready to be disseminated. Information fora conducted at the provincial level. 	<ul style="list-style-type: none"> Community information fatigue. Challenges with the dissemination of IM tools to the communities. 	<ul style="list-style-type: none"> Strengthen communication and consultations with affected communities (conduct more focus group discussions).
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> IDP data available immediately at the EC level (disaggregated). Vulnerability mapping assisted decision makers in prioritising interventions. 	<ul style="list-style-type: none"> Difficulty accessing data in some affected areas. 	
2. Quality of information	<ul style="list-style-type: none"> Baseline household data available. 	<ul style="list-style-type: none"> Disparity and inconsistency of available data (e.g. IDP data between the region, province and municipality). No communication back-up plan in place. Disaggregated data on IPs and PWDs unavailable. Lack of access and damaged public infrastructure (power/communications) affected the quality of data received. 	<ul style="list-style-type: none"> Generate additional household data to fast track shelter interventions for speedy closure of camps.
3. Use of information	<ul style="list-style-type: none"> Protection advisories and alerts issued to agencies. Municipality protection profiles disseminated to serve as a snapshot. 	<ul style="list-style-type: none"> Available data not shared equally. 	
4. Processing and analysis of information		<ul style="list-style-type: none"> Repeated demands for the same information from various organisations. Inconsistent gathering and processing of information by clusters. 	<ul style="list-style-type: none"> Establish a dedicated IM focal at the municipal level. LGU office to govern data banking. Conduct training on data collection and IM tools to LGUs.

5. Data collection tools and templates	<ul style="list-style-type: none"> • <i>User-friendly GBV reporting template.</i> • <i>Child protection rapid assessment (CPRA) tool available.</i> 	<ul style="list-style-type: none"> • <i>Some assessment tools are not user friendly.</i> 	<ul style="list-style-type: none"> • <i>Standardise data capture forms capturing action-based information.</i>
6. Timing of assessments	<ul style="list-style-type: none"> • <i>Established assessment tools and immediate rollout.</i> 		<ul style="list-style-type: none"> • <i>Train local personnel ahead of the PDNA process.</i>
7. Compilation and analysis of assessment results			
8. Reporting			

EARLY RECOVERY, FOOD SECURITY and AGRICULTURE, LIVELIHOOD, LOGISTICS

I. Preparedness

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Awareness of the provincial local government unit on debris management particularly fallen trees that could be used for lumber. Major debris clean-up activities were immediately undertaken through cash-for-work programmes. National and local government units conducted disaster risk reduction training and preparedness information sessions prior to Typhoon Pablo. RA10121 and its implementing rules and regulations (preparedness/mitigation) helped raise awareness on the responsibility of the responders. Community livelihood training conducted at the community level; the programmes were normally part of DSWD and DA services. Implementation of incident command systems down to the barangay level ensured a more organised operation. LCEs activated the PDRRMC/MDRRMC/ BDRRMC two days prior to the onset of Typhoon Pablo. 	<ul style="list-style-type: none"> The province has not experienced a disaster of this magnitude in its history; local preparedness plans did not factor the extent of the damage. Existing plans did not factor in the need for mass food distribution and the role of international partners including the UN. DRRMCs not yet fully operational in all areas. 	<ul style="list-style-type: none"> Further strengthen capacity of local government units for debris management. Conduct capacity building training for the barangay DRRMCs on DRRM (focus on preparedness and mitigation). Conduct community-based DRRM planning in food insecure and landslide-prone areas. Enhance policies and DRRM structures in communities and LGUs through the formulation of comprehensive DRRM plans. Implement DRRM legislation and the Ecological Solid Waste Management Act.
2. Contingency plans			<ul style="list-style-type: none"> DRRM and contingency planning must be reinforced and linked between the various layers of government (provincial, municipal, barangay) and the community.
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> DSWD and the provincial government were prepared with food rations. A total of 1,000 MT of food contingency stocks were available and NFIs such as generators and MSU. Pre-deployment and pre-positioning of responders. 	<ul style="list-style-type: none"> No existing system on maintaining emergency-trained community personnel during the preparedness phase and database containing the list of responders. 	
4. Rapid response funding			

5. Early warning and information dissemination		<ul style="list-style-type: none"> • <i>Insufficient information provided on the typhoon.</i> • <i>Limited mechanisms for transmitting PAGASA weather advisories to all DRRMCs during erratic weather conditions (communications used limited through radio and SMS).</i> 	<ul style="list-style-type: none"> • <i>Establish additional and diversify EWS mechanisms.</i> • <i>Formulate a common communications strategy with all partners.</i> • <i>Government to invest o quality communications systems.</i>
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> • <i>Close coordination between local officials and school administrators in identifying evacuation centres and suspending school classes.</i> • <i>Food stocks were made available by the LGUs and DSWD in the evacuation centres at the municipal level.</i> 		
7. Communications / Others			

II. Initial response, response, coordination

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> • <i>LGUs capacities complemented by international partners including the UN.</i> • <i>The provincial government in collaboration with the FSA Cluster provided assistance for banana and agricultural sectors' rehabilitation (CFW, fertiliser, and farm tools) to help farmers immediately recover from their losses.</i> • <i>Enhanced response capability of the PDRRMC through the purchase of rescue vehicles, tools and equipment.</i> 	<ul style="list-style-type: none"> • <i>LGUs lacked capacity to respond as the LCEs, barangay leaders, and primary responders were also affected by the disaster.</i> • <i>LGUs lacked the logistical infrastructure (incl. materials, equipment and tools) to deal with such a large scale disaster.</i> 	
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> • <i>Strong leadership of LCEs allowed for immediate mobilisation of people, responders, and volunteers.</i> • <i>Incident command system trainings conducted.</i> 		<ul style="list-style-type: none"> • <i>Strengthen awareness of government and international coordination mechanisms to ensure prompt consolidation and analysis of support and assistance.</i>
3. Resource mobilisation			<ul style="list-style-type: none"> • <i>Advocate increased funding for all sectors; response capacity limited due to lack of funding compared to existing needs.</i>

<p>4. Standard response operating procedures and timely action</p>	<ul style="list-style-type: none"> • Humanitarian partners and donors responded immediately by providing food assistance to affected families. • Immediate distribution of NFI kits and water including trucking. • Debris clearing of public infrastructure conducted (schools, roads, canals). 	<ul style="list-style-type: none"> • Some personnel managing the warehouses/stockpiles lacked knowledge of warehouse management and systematic documentation. • No clear policy on the criteria for implementation of cash or food-for-work; with different modalities for CFW/FFW. • Prioritisation of areas for immediate response given the widespread effects of the disaster. • Lack of standard criteria in the selection of beneficiaries. • Limited budget for disaster response. • Multiple pipelines (DSWD regional, provincial/municipal LGUs, ICRC and other partners) of food relief distributions. • Lack of early recovery plan. • Not all beneficiaries were using family access cards making it difficult to provide targeted assistance and measuring gaps (reported cases of duplication). • Varying food ration sizes distributed by different actors. 	<ul style="list-style-type: none"> • Formulate a clear and standard policy on CFW and FFW. • Ensure regular communication between all government levels (barangay, municipal, and provincial) to strengthen awareness of services and programmes implemented by the government and international agencies/NGO and to provide prompt updating of beneficiaries list. • Ensure there is no discrimination in the distribution of relief assistance to affected communities. • Conduct training on warehouse management. • Family access cards need to be redesigned to distinguish between people affected by the typhoon and food assistance. • LGUs to improve the quality of food packs.
<p>5. Cluster system</p>	<ul style="list-style-type: none"> • Established regular FSA Cluster coordination meetings at the provincial level. 	<ul style="list-style-type: none"> • Cluster approach new to the LGUs. 	<ul style="list-style-type: none"> • Institutionalise the cluster system in the response pillar of RA10121. • FSA Cluster to conduct regular coordination meetings and mainstream preparedness initiatives including joint simulation exercises between the Government and UN partners.
<p>6. Inter-cluster coordination</p>	<ul style="list-style-type: none"> • Strong inter-cluster coordination mechanism established. • FSA Cluster provided support to the Nutrition, Education and Early Recovery Clusters through supplementary feeding, school feeding, FFW and CFW programmes. 	<ul style="list-style-type: none"> • Overlapping inter-cluster responsibilities resulted in less participation in cluster meetings. 	
<p>7. Coordination with civil society and other partners</p>		<ul style="list-style-type: none"> • Lack of established mechanism for the involvement of local NGOs and partners. 	<ul style="list-style-type: none"> • Strengthen partnerships with the private sector particularly with the communications and public utilities sector (water and electricity). • Ensure that civil society and the private sector are involved in the clusters.

8. Communications / others	<ul style="list-style-type: none"> Radios and handheld communications were made available through the AFP, PNP, NGO partners allowed messages to be relayed to responders. 	<ul style="list-style-type: none"> Limited diversification of livelihood. 	<ul style="list-style-type: none"> Provide more explanation to the beneficiaries of the timeframe and rational for programmes and services to avoid duplication (feedback mechanisms, communication plan). Provide training on sustainable and alternative livelihoods. Prioritise the establishment of telecommunication facilities in restoration projects.
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> Local government and NGOs openly shared data to partners. Information data gathered provided the basis of response. 	<ul style="list-style-type: none"> Delay in the submission of information on damage in the agricultural sector as most of the technical personnel were also victims of the disaster. Information from the community level difficult to channel upwards. 	<ul style="list-style-type: none"> Increase GIS (mapping) capacity of hazard-prone areas.
2. Quality of information	<ul style="list-style-type: none"> Actual household post-distribution monitoring to beneficiaries of FFW/CFW, feeding programme, and general food distribution conducted. 		<ul style="list-style-type: none"> Improve IM between the municipal, provincial, and regional governments and enhance the capacity of LGUs to enable government and responders to monitor and address assistance gaps. Establish a data bank.
3. Use of information	<ul style="list-style-type: none"> Conduct details of feedback mechanism disseminated to beneficiaries and updated information shared to partners. 3Ws shared among cluster members minimised duplication of efforts. 		
4. Processing and analysis of information		<ul style="list-style-type: none"> Data collection difficult due to breakdown of communications facilities. Lack of inter-cluster coordination of information gathering and validation. 	<ul style="list-style-type: none"> Employ additional enumerators to coordinate with the LGUs (municipal/barangay) to assist in revalidation of beneficiaries.
5. Data collection tools and templates		<ul style="list-style-type: none"> PDNA training was too general and complicated process made it difficult to fine-tune results. No standard template for data collection. 	<ul style="list-style-type: none"> Factor NGOs, religious organisations and other partners in 3W mapping.
6. Timing of assessments	<ul style="list-style-type: none"> Assessment and planning for rehabilitation conducted immediately (incl. assessment of livestock and fishery sectors). Rapid assessment data enabled prioritisation of aid. 	<ul style="list-style-type: none"> Delay in releasing results of some assessments conducted. 	

7. Compilation and analysis of assessment results		<ul style="list-style-type: none"> Household-level assessment and survey of needs and recovery data absent in PDNA. 	
8. Reporting	<ul style="list-style-type: none"> Food assistance information consolidated and reported accordingly. 	<ul style="list-style-type: none"> Delayed response of technical personnel in sending information messages. 	

EDUCATION

I. Preparedness

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> DRRM focal points from the regional, division, and district levels. DRRM Plans developed at the region, division, and district levels. Provincial DRRM Plan developed. School-level earthquake and fire drills conducted. 	<ul style="list-style-type: none"> Undefined roles and functions of DRRM focal points. Lack of clarity for which government agency should define the role of Department of Education in emergency response. DRRM Plan lacked operational and mobilisation funds. DRRM Plan does not cover or define measures for immediate response or solutions specific to Department of Education workers also affected by the disaster. Drills for flood and typhoon not conducted. Unclear preparedness plans covering early childhood care and development (ECCD) or day care centres for children 3-4 years. 	<ul style="list-style-type: none"> Involve Department of Education in the provincial and municipal DRRMCs. Department of Education national and central office to appropriate budget to DRRM Plan. Clearly define the partnership of Department of Education DRRM focal point with PDRRMC and MDRRMC. Develop standards on temporary safe learning spaces as part of the Education Cluster DRRMC Plan. Highlight the coordination roles and responsibilities of cluster leads and co-leads in the LGU preparedness and response plan.
2. Contingency plans	<ul style="list-style-type: none"> Existence of a food contingency plan. 	<ul style="list-style-type: none"> No education specific contingency plan in place. 	<ul style="list-style-type: none"> Develop multi-hazard contingency plans and allocate budget to operationalise.
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> National Education Cluster pre-positioned tents. 		<ul style="list-style-type: none"> DRRM Plan should cover stockpiling of instructional materials, textbooks, tents to be used as temporary and safe learning spaces. Procure radio equipment and communications (generators) to be deployed to affected communities.

4. Rapid response funding		<ul style="list-style-type: none"> Insufficient funding for education through LGUs or international sources for preparedness and mitigation. No QRF at division level. Education is zero funded in the CERF. 	<ul style="list-style-type: none"> Include education personnel welfare appropriation in national QRF and LGU CF. QRF from central and national should be downloaded up to the division level. Strengthen advocacy lead by OCD to humanitarian agencies/donors that education is a priority humanitarian response and demands equal appropriation into the local calamity funds and the CERF.
5. Early warning and information dissemination	<ul style="list-style-type: none"> Provincial order on the suspension of classes issued two days before the onset of the disaster. 	<ul style="list-style-type: none"> Lack of awareness and understanding of the provincial order at the community level on Public Storm Warning Signal (E.O. 66 – Suspension of Classes). Lack of clear understanding of typhoon signals and the possible extent of the damage. 	<ul style="list-style-type: none"> Conduct simulation of EW system orientation involving barangays, local government unit, schools and children.
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Municipal local government units pre-identified ECs. 	<ul style="list-style-type: none"> No clear functions and policy for determining EC head or focal point. ECs are not disaster resilience. 	<ul style="list-style-type: none"> Schools should be used as a last resort ECs. LGUs to construct disaster resilient ECs.
7. Communication / others	<ul style="list-style-type: none"> All school principals have mobile phones. 		<ul style="list-style-type: none"> AAR should be institutionalised for easy reference to be kept by the Department of Interior and Local Government (DILG).

II. Initial response, response, coordination

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> National directive issued (resumption of classes) with reinforcement from the division monitored and gathered information on the whereabouts of school children. 'Bayanihan Spirit' – division sisterhood (other school divisions provided and committed support to affected divisions). 	<ul style="list-style-type: none"> Limited capacity of region and division offices to 'ferry' assistance to affected remote barangays. 	<ul style="list-style-type: none"> Sustain the 'Bayanihan Spirit' sisterhood among Department of Education divisions. National and regional government levels to provide surge capacity in times of emergency.
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> Response interventions from central and national office were well coordinated at the regional level. Regional Operations Centre established. Organisation of Response Task Groups (learning sessions, education workers, data/info management, ECCD, communication, physical facilities). 	<ul style="list-style-type: none"> ICP does not have complete data from all the clusters. ICP established was overwhelmed by the magnitude of the disaster. 	<ul style="list-style-type: none"> Ensure and institutionalise the evolution of incident command systems into the cluster system as a tool for coordination. Harmonise ICP with the cluster system. Strengthen EOC/ICP to include humanitarian coordination functionality of the cluster system and information management.
3. Resource mobilisation			

4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> Established temporary safe learning spaces. Provision of education assistance - school kits, learning kits, and school feeding programmes. NGOs set up battery charging stations for mobile phones. 	<ul style="list-style-type: none"> Psycho-social preparedness of students and teachers to go back to school. Lack of learning session guides in the conduct of psychosocial sessions with children. Teachers and other school employees also affected by the disaster. Suitability of materials used for constructing temporary safe learning spaces. 	<ul style="list-style-type: none"> Department of Education to develop learning session guides on PSS with children for use by education personnel.
5. Cluster system	<ul style="list-style-type: none"> Regional Education Cluster established. Compostela Valley Education Division Cluster established. Terms of reference of Compostela Valley Education Cluster formulated. Provincial Executive Order issued on the organization of the Education Cluster. 	<ul style="list-style-type: none"> Cluster approach not 'downloaded' to the region, division, and district levels. Linking the regional Department of Education and provincial local government unit cluster system implementation. Lack of clarity on the link between the Divisional Education Cluster and the Provincial Education Cluster. 	<ul style="list-style-type: none"> Roll out and localise the cluster approach to be spearheaded by national and regional cluster heads. Ensure established link with government agencies (DSWD and Department of Education as Education Cluster lead) for ECCD aged 3-4 years. CCCM cluster should strengthen camp management of schools being used as temporary ECs. Conduct training on ICP/Emergency Operations Centre/clusters at the local levels with funds appropriated.
6. Inter-cluster coordination			<ul style="list-style-type: none"> Ensure the representation of Department of Education in other clusters (CCCM, ER).
7. Coordination with civil society and other partners		<ul style="list-style-type: none"> NGOs and CSOs go directly to the schools without informing district and division officials. 	

III. Information management and assessments

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> Data of schools, enrolment, and school heads available. 	<ul style="list-style-type: none"> Division level not timely updated on response interventions; response interventions came from the regional, central, and national levels. 	
2. Quality of information		<ul style="list-style-type: none"> Lack of consistency between Department of Education and provincial local government data on damaged school facilities (partially/totally). Reliability of data from the remote barangays; most schools in hinterland barangays not accessible within the first 3 weeks. Reports not synchronised/harmonised at the LGU and regional levels. No electricity and communication facilities disrupted information collection. 	

3. Use of information		<ul style="list-style-type: none"> Some NGOs do not comply and submit 3Ws to the cluster IM focal. Unreported response interventions (not in 3Ws) leading to response duplication. 	<ul style="list-style-type: none"> Institutionalise and utilise the 3Ws for emergency response.
4. Processing and analysis of information		<ul style="list-style-type: none"> No dedicated IM focal; planning officer in Department of Education is automatically the information management officer during emergency response. Data collected not fully utilised and analysed in support of prioritising education issues. No clear emergency IM system that is distinct from the Department of Education regular planning unit system. 	<ul style="list-style-type: none"> Establish an emergency IM system (surge/standby IM team) within Department of Education by a dedicated IM officer (who is not the planning officer); the identified IM focal should attend IM training at the preparedness stage. Department of Education central DRRMO to conduct IM training to all IM personnel.
5. Data collection tools and templates	<ul style="list-style-type: none"> Established the Rapid Damage Assessment Report (RADAR) tool. 	<ul style="list-style-type: none"> Data on ECCD is not age and gender disaggregated. 	<ul style="list-style-type: none"> DSWD DROMIC should include data on ECCD – age and gender disaggregated aged 0-4 years. RADAR form should include WASH in schools column/data.
6. Timing of assessments	<ul style="list-style-type: none"> RADAR conducted and submitted to the central office within 72 hours. Conduct of the Inter-Cluster Agency Rapid Needs Assessment within 72 hours (NDRRMC-HCT). School-based assessment conducted to monitor response, interventions and assistance provided to schools conducted within two months of the response. 		<ul style="list-style-type: none"> Department of Education Central DRRMO to provide human resources to conduct RADAR to support affected districts. Conduct timely PDNA.
7. Compilation and analysis of assessment results			
8. Reporting			

HEALTH (incl. RH), NUTRITION, WASH, MHPSS			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Medicines and supplies included in the MDRRMC plans. Existence of plans for the implementation of baby-friendly tents. Presence of NEAT at the LGU level (New Bataan). Provincial government has a defined nutrition programme (adopt a child programme in place). Preparedness plans in place by WASH Cluster partner agencies. 	<ul style="list-style-type: none"> MDRRMC plans not updated. Limited number of trained health personnel and limited capacity of health facilities to accommodate all beneficiaries. Policy on nutrition (PIMAM) only at the draft stage. No MNC office in Monkayo. 	<ul style="list-style-type: none"> Strengthen disaster response plans and referral system through inter-local health zones. Mainstream WASH in emergencies in DRRM plans (including contingencies). Establish sisterhood between two municipalities to take over in-case a disaster strikes.
2. Contingency plans		<ul style="list-style-type: none"> No proper contingency plans in place at local level for this type of disaster and its magnitude. 	
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Medical and first aid supplies ready for distribution through the calamity fund augmented by Nutrition Cluster partners prior to the emergency onset. Available stockpile of vitamin A capsules, MUAC tapes, HT bands, micronutrients. Pre-signed agreements with Nutrition Cluster implementing partners. WASH supplies prepositioned in Cotabato and Iligan transported to Compostela Valley. 	<ul style="list-style-type: none"> Nutrition staff not adequately trained and no strong liaison with other health providers. Medicine stockpiles about to expire. 	<ul style="list-style-type: none"> Train new volunteers for deployment in times of disasters. Preposition WASH supplies in strategic locations that would limit transport time.
4. Rapid response funding			
5. Early warning and information dissemination	<ul style="list-style-type: none"> SPEED system established; presence of Compostela Emergency Response Team. EW triggered WASH cluster mobilisation. 	<ul style="list-style-type: none"> Not all health personnel were trained in SPEED. Nutrition is not seen as an illness and is not factored into EW mechanisms. 	
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> ECs pre-identified and camp managers assigned. 		<ul style="list-style-type: none"> Identify ECs and ensure that WASH is included in the planning.

7. Communications / others			<ul style="list-style-type: none"> Initiate focused food livelihood preparedness projects and activities targeting the vulnerable sector to mitigate cases of malnutrition.
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> Provided support in training personnel on SPEED. Medical teams from other areas conducted outreach and medical missions. Immediate response of rescue teams at the emergency onset. Initial MUAC screening and vitamin A capsules distribution conducted by DOH, LGU, and Nutrition Cluster partners. Water analyser machine loaned by the CHO for water monitoring. DOH CHO XI endorsed regulation WASH strategy at the early onset. 		<ul style="list-style-type: none"> Establish OB and pedia for RHMMs (through PHO, CBPH, MHO). Strictly implement the WHO drug donation protocol. Conduct trainings and orientation of RHU staff on integrated management of acute malnutrition. Provide regular supervision of midwives, BNS, BHW in taking anthropometric measurements.
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> Communication lines established between health personnel and the command centre. Emergency health station established and local capacity augmented by partners. Competent and committed human resources in the local government and humanitarian partners. 		
3. Resource mobilisation			

4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> • Identified psychosocial/GBV cases referred to designated focal and provided with proper support and intervention; PLWs reached. • Health and hygiene promotion in emergency response conducted. • Training conducted in the new protocol to respond to MAM and SAM cases in collaboration with the LGUs. • Referral system for outpatient therapeutic program (OTP) and inpatient therapeutic program (ITP) established. • Orientation of health worker and community leaders on community-based management of acute malnutrition conducted. • Plumpy Doz distributed to treat SAM and MAM cases and other equipment and supplies (MUAC tapes, weighing scales, HT board etc.). 	<ul style="list-style-type: none"> • Lack of awareness of existing SOPs of both government and humanitarian partners (e.g. DILG emergency protocols 2012, no clear response protocols for Health, WASH or Nutrition Clusters). • Lack of availability of medicines and human resources. • Health facilities not fully rehabilitated. • Delayed transport of WASH supplies. • Mobile health teams unable to hold clinics in remote areas. • Commitment of health staff towards the programme (low compensation). • Sustainability of newly acquired knowledge and skills by the trained health personnel. • Lack of nutrition screening in geographically isolated and disadvantaged areas. • Delay of essential NGO implementing partners due to delay in signing of MOUs. • Lack of minimum WASH basic services and supplies at the LGU level; further delay as available resources could not meet the needs – distribution not conducted to avoid creating tensions within the affected communities. • Limited provision of water and hygiene kits during the initial WASH response (less than 50 per cent of affected families covered). • UN security limitations in staying closer to the field. 	<ul style="list-style-type: none"> • Establish a response SOP which integrates WASH minimum basic services and supplies at the LGU level. • Ensure early national decision on the establishment of coordination hubs and security arrangements.
5. Cluster system	<ul style="list-style-type: none"> • PHO utilised the cluster approach for information and resource-sharing, identify priorities and guide response activities. • Weekly Nutrition Cluster meetings conducted and phased to bi-weekly in March. 	<ul style="list-style-type: none"> • Lack of training of locals in disaster preparedness and awareness of the cluster approach. • Delayed Health Cluster orientation (e.g. 3W) and inter-cluster coordination activities. 	<ul style="list-style-type: none"> • Recognise and institutionalise the cluster approach and coordination mechanism. • Ensure sustainable activation of some clusters to expand the scope of partnerships.
6. Inter-cluster coordination	<ul style="list-style-type: none"> • Effective at the provincial level with the quad cluster established. 	<ul style="list-style-type: none"> • Response outside of regular cluster partners not easy to track and coordinate; inadequate quad-cluster leadership and coordination. 	
7. Coordination with civil society and other partners			
8. Communications / others		<ul style="list-style-type: none"> • Some beneficiaries had limited access to information and could not avail of services. 	

III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> • Existence of inter-local health systems. • Presence of HEMs focal at the PHO. • Health information initially transmitted to the command centre. 	<ul style="list-style-type: none"> • Difficult to gather data from BHS in remote communities. 	<ul style="list-style-type: none"> • Strengthen HEM and harmonise with partners.
2. Quality of information		<ul style="list-style-type: none"> • Inconsistent data due to mobility of target population. • Affected health staff hampered data gathering. • Many malnourished children not included in official list/data and lack of disaggregated data (classic vs. chronic illness). • Nutrition data submissions slow at the barangay level and require further validation. • Increase in the number of defaulter (SAM cases) due to distance, transport cost and financial constraint. 	<ul style="list-style-type: none"> • Scale up OTP satellite site for accessibility and prevention of defaulter cases. • Conduct capacity building on IM at the provincial and municipal LGU levels. • OCD/DSWD/DOH should harmonise data on affected population and their locations.
3. Use of information	<ul style="list-style-type: none"> • Available information allowed for easy identification of beneficiaries in the initial phase which allowed for prioritised interventions. • WASH gap analysis prepared. 	<ul style="list-style-type: none"> • Delayed availability of WASH information (e.g. location of ECs, temporary learning spaces). 	
4. Processing and analysis of information	<ul style="list-style-type: none"> • Skilled and dedicated WASH IM capacity. 		<ul style="list-style-type: none"> • Provide motivational incentives to BNS/BHW to assist with data collection and analysis.
5. Data collection tools and templates	<ul style="list-style-type: none"> • Efficient data gathering system from BHS to RHU and PHO. • Questionnaires beneficial in identifying the health needs of affected areas (translated into the vernacular dialect). • Simplified reference table for acute malnutrition baseline data established for pre-school children and school children by the RNC and Department of Education • Immediate agreement on a WASH rapid assessment tool. 	<ul style="list-style-type: none"> • Various assessment tools based on agency mandates. 	<ul style="list-style-type: none"> • Harmonise all assessment tools.
6. Timing of assessments	<ul style="list-style-type: none"> • Assessment of health partners available within the first week of the emergency onset. • Active screening conducted to validate the nutritional status of children 6-59 months with appropriate SOP and tools. 	<ul style="list-style-type: none"> • Irregular assessment conducted. • Not all barangays covered by rapid assessment. 	<ul style="list-style-type: none"> • Disseminate assessment SOPs and tools to partners.

7. Compilation and analysis of assessment results			
8. Reporting	<ul style="list-style-type: none"> <i>SPEED recording transmitted to PHO on a weekly basis.</i> <i>Feedback mechanism in place situation report handed over to MHO).</i> 	<ul style="list-style-type: none"> <i>Limited communication affected disease reporting.</i> <i>Delayed submission of reports to higher level SPEED report in the initial phase.</i> 	

SHELTER

I. Preparedness

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> <i>RA10121 rolled out and DRRMC established.</i> 	<ul style="list-style-type: none"> <i>Outdated geo-hazard information and maps.</i> 	<ul style="list-style-type: none"> <i>LGUs to implement DRRM Plan.</i> <i>Integrate NDRR into school curriculum.</i> <i>Update hazard mapping and ensure prompt release of evaluation results (no-build zones).</i>
2. Contingency plans		<ul style="list-style-type: none"> <i>Simulation drills previously conducted did not factor in typhoons.</i> 	
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> <i>Emergency shelter kits in stock in the initial phase.</i> <i>Emergency response units activated prior to the onset of the emergency.</i> 	<ul style="list-style-type: none"> <i>Insufficient stocks of repair kits and raw materials to meet the needs.</i> 	<ul style="list-style-type: none"> <i>Develop and set up standard emergency shelter package to be prepositioned (including areas where disasters are not common).</i>
4. Rapid response funding		<ul style="list-style-type: none"> <i>Government funding prioritised food and not shelter.</i> 	
5. Early warning and information dissemination	<ul style="list-style-type: none"> <i>Information education campaigns (in high risk areas) and training sessions on disaster preparedness conducted.</i> 	<ul style="list-style-type: none"> <i>Established EW system does not adequately take typhoons into account.</i> <i>Communities unresponsive to EW information.</i> 	
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> <i>Pre-emptive evacuation plans formulated.</i> 		<ul style="list-style-type: none"> <i>Education campaigns should incorporate disaster planning and preparedness.</i> <i>Adopt EW mechanisms to the local context (e.g. local language signs).</i>

7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> Declaration of a state of emergency by local legislators empowered LGUs. 	<ul style="list-style-type: none"> Lack of equipment, storage facilities and experience of local governments to respond to the disaster. 	
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> ICS and disaster operations centre established. 	<ul style="list-style-type: none"> Lack of representation of beneficiaries in coordination meetings. 	<ul style="list-style-type: none"> Organise community representation with equal gender balance in the decision making process.
3. Resource mobilisation	<ul style="list-style-type: none"> Quick response by the Government to release shelter funding (PHP 47 million) for temporary shelters and permanent shelters (PHP 65 million). 	<ul style="list-style-type: none"> Government emergency fund insufficient to meet needs; ESA as cash grant is insufficient because of lack of access and local market capacity. Minimal foreign funding available; based on REACH assessment, there is 40 per cent shortage of emergency shelter kits. 	<ul style="list-style-type: none"> All actors should converge to maximise available funds.
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> DRRM build-back-better training conducted. Activation of Tindog ComVal movement for advocacy and response organisation. 		<ul style="list-style-type: none"> Ensure priority interventions to totally damaged houses. NGA/LGU to be provided with special exemptions in the procurement of materials for disaster response. MGB to promptly conduct assessment for possible relocation sites. Ensure the availability of shelter materials at affordable price.
5. Cluster system	<ul style="list-style-type: none"> Barangay captains and provincial Shelter Cluster activated and meeting regularly enabling synchronised rapid response. 	<ul style="list-style-type: none"> Lack of awareness of the cluster system at the local level. 	<ul style="list-style-type: none"> Advocate for the cluster approach and for national agencies to actively coordinate with local counterparts.
6. Inter-cluster coordination	<ul style="list-style-type: none"> Re-allocation of WASH resources to the Shelter Cluster and partnerships expanded to other actors. 		<ul style="list-style-type: none"> Ensure the linkage of debris removal sector, livelihood and WASH Clusters to the Shelter Cluster.
7. Coordination with civil society and other partners		<ul style="list-style-type: none"> Lack of coordination of some partners with the LGUs. 	<ul style="list-style-type: none"> Advocate for greater cluster participation of INGOs and NGOs.
8. Communications / others			
III. Information management and assessments			

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> Unification of database system conducted at the municipal and provincial levels and replicated at the barangay level. Available shelter data made available at cluster meetings and validated. 		
2. Quality of information	<ul style="list-style-type: none"> Partner directories regularly updated and used for meetings and report generation. 	<ul style="list-style-type: none"> No inventory/mapping of shelter types per barangay prior to the typhoon. No immediate data on geographic conditions of puroks and barangays. More comprehensive information on the inventory of households needed. 	
3. Use of information	<ul style="list-style-type: none"> List of totally and partially damaged houses provided and used for resource mobilisation. Shelter programme formulated and adopted by the provincial government. Prompt submission of 3Ws. 	<ul style="list-style-type: none"> Data gathered did not result in additional funding through the BAP. 	
4. Processing and analysis of information			<ul style="list-style-type: none"> Collect data fortnightly and employ additional encoders of data particularly in the emergency phase. Cluster co-lead to provide additional assistance in processing shelter data.
5. Data collection tools and templates	<ul style="list-style-type: none"> User friendly tools (REACH survey). 	<ul style="list-style-type: none"> Standard data gathering tools not easily available. 	
6. Timing of assessments			<ul style="list-style-type: none"> Ensure accurate identification and mapping of shelter types for easy identification and information drive in times of a disaster.
7. Compilation and analysis of assessment results			
8. Reporting		<ul style="list-style-type: none"> OCHA reporting did not reflect the seriousness of the shelter situation. 	<ul style="list-style-type: none"> Advocate for more media engagement and reporting. Report on the numbers of spontaneous settlements or affected people living in seriously damaged houses in the Situation Reports rather than the number of evacuation centres and transition sites.

Annex 2. Davao Oriental Cluster Group Matrices

Period covered: December 2012 – March 2013

CAMP COORDINATION AND CAMP MANAGEMENT, SHELTER			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
8. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Strong advocacy on disaster preparedness supported by provincial government initiatives. DRRMCs organised at all levels including barangays. Organised PDRRMC and government leads to respond to the disaster. LGU response plans in accordance with DRRM legislation in place. Capacity building at the regional level on disaster preparedness conducted. Proactive preparedness measures undertaken by the community and responders minimised casualties. 	<ul style="list-style-type: none"> No municipal ordinance approving the MDRRMC plan. Scale of the disaster was beyond existing preparedness plans. Organising the DRRMCs at the barangay level. 	<ul style="list-style-type: none"> Improve shelter design on rebuilding and reconstruction techniques similar to the provincial model. Utilise the results of the lessons learned activities from Tropical Storm Washi (Sendong) and Typhoon Bopha. LGUs to strictly enforce disaster preparedness plans; sanctions to be given to misappropriation of calamity funds by local officials. Strict implementation of no-build zones.
9. Contingency plans			<ul style="list-style-type: none"> Allocate funding for disaster response simulation and revise MCEDP/CLUP.
10. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Tents available for deployment prior to the emergency onset. 	<ul style="list-style-type: none"> No approved appropriation of municipal budget to procure needed stockpiles. 	
11. Rapid response funding	<ul style="list-style-type: none"> QRF available at the regional, provincial and municipal levels. 	<ul style="list-style-type: none"> Lack of clarity on mechanisms to ensure availability of funds from LGUs to meet response requirements in an emergency. 	
12. Early warning and information dissemination	<ul style="list-style-type: none"> DOST-PAGASA, NDRRMC, DILG sent EW messages to local responders and authorities via mobile phones. 	<ul style="list-style-type: none"> EW information did not reach remote barangays; people refused to evacuate. Communications infrastructure destroyed by the typhoon. Low community awareness of hazards due to the absence of typhoons in the area. 	<ul style="list-style-type: none"> Install additional communication and radio facilities to strengthen disaster preparedness activities at the family and community levels.

13. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Evacuation centres pre-identified and wide ranging information campaign conducted to facilitate pre-emptive evacuations. 	<ul style="list-style-type: none"> Identified evacuation centre sites could not withstand the magnitude of the typhoon. 	<ul style="list-style-type: none"> Construct multi-hazard disaster resilient multi-purpose evacuation centres and ensure the availability of functional facilities in pre-identified centres.
14. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
9. Government response	<ul style="list-style-type: none"> Deployment of disaster coordinating team at the provincial and municipal levels (DSWD). 	<ul style="list-style-type: none"> Lack of coordination between provincial and municipal levels. 	
10. Command structure and leadership on the ground	<ul style="list-style-type: none"> ICP established 24 hours at the provincial, municipal, and barangay levels. LGU ICP established with good coordination mechanisms in place with OCHA and other NGO partners. ICP mechanisms transitioned smoothly at different stages to the cluster system. 	<ul style="list-style-type: none"> Full implementation of ICP functions and cluster mechanisms. Some ICPs provided confusing coordination messages to responders. Lack of commitment of some MDRRMC and action officers. 	<ul style="list-style-type: none"> If a disaster affects more than one municipality, coordination functions to be administered by the PDRRMC under the leadership of the provincial governor; PDRRMC chair to designate ICP commanders.
11. Resource mobilisation		<ul style="list-style-type: none"> Lack of available funding to meet the needs of the affected communities. 	
12. Standard response operating procedures and timely action	<ul style="list-style-type: none"> International humanitarian response focused on immediate shelter assistance. Construction of bunkhouses for IDPs as short-term temporary shelters. Government centres (gyms/buildings) available to serve as evacuation centres. Deployment of aid workers from NGOs/CSOs for emergency shelter relief operations. 	<ul style="list-style-type: none"> Lack of knowledge of CCCM SOPs. Some bunkhouses/temporary shelters were unoccupied. 	<ul style="list-style-type: none"> Conduct CCCM capacity building activities from the regional to the barangay levels. Further improve coordination between agencies providing shelter assistance to avoid duplication and misinformation.
13. Cluster system	<ul style="list-style-type: none"> Clusters established and functional after the onset of the typhoon. Cluster approach orientation conducted with support from OCHA. Functional and organised cluster coordination in place enabled immediate and effective response to take place. 	<ul style="list-style-type: none"> Large scale of affected areas stretched capacities of cluster coordinators to cover all municipalities. Evolving needs on the ground required shift in cluster response strategies (e.g. almost no evacuation centres in the early days of the disaster). 	<ul style="list-style-type: none"> Institutionalise the cluster approach within the LDRRMC structure. Build the capacity of cluster members including preparedness trainings to LGUs and conduct cluster response simulations. Increase the level of awareness of local cluster leads and co-leads of their duties and responsibilities. MLGU and PLGU clusters to provide regular updates to the barangay level.
14. Inter-cluster coordination	<ul style="list-style-type: none"> Humanitarian coordination hub established in Cateel. 		

15. Coordination with civil society and other partners			<ul style="list-style-type: none"> Strengthen engagement with national NGOs/CSOs in cluster involvement and response. Establish and institutionalise partnership with private sectors providing common services.
16. Communications / others	<ul style="list-style-type: none"> Installation of satellite network by Telecoms Sans Frontières from December to January. Communications Working Group established led by DSWD. 		<ul style="list-style-type: none"> Establish locally managed radio stations to meet local needs and facilitate access to information.
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
9. Access to information for decision making	<ul style="list-style-type: none"> Availability of technical papers and guidelines shared by cluster members. Availability of meeting schedules and contact lists helpful to responders. 		
10. Quality of information		<ul style="list-style-type: none"> Difficulties in generating basic data of affected population (e.g. number of families) due to inconsistencies between different levels of government. Baseline information records destroyed by the typhoon. Inflated data prompted more validations. 	<ul style="list-style-type: none"> Harmonise shelter data across all levels. Conduct master listing of households in every barangay particularly hazard-prone areas. Strengthen the CBMIS of every LGU (quarterly, mid-year, annual updates) and back up files. Establish a database tracking system of the different agencies and interventions conducted at the local level.
11. Use of information	<ul style="list-style-type: none"> Posting of monitoring information including the 3Ws in municipalities within the first four weeks of the response. 		<ul style="list-style-type: none"> Institutionalise setting up regular updated monitoring boards (3Ws) at the barangay, municipal and provincial levels or in every evacuation centre.
12. Processing and analysis of information		<ul style="list-style-type: none"> Lack of access to some areas for data collection. 	<ul style="list-style-type: none"> Establish a dedicated IM focal at the barangay, municipal and provincial levels to organise, update, analyse and manage data. Revisit policies on data gathering from the barangay level. Conduct capacity development of LGUs in MIS.
13. Data collection tools and templates	<ul style="list-style-type: none"> Cluster IM tools readily available. 		<ul style="list-style-type: none"> Design a comprehensive reporting template.
14. Timing of assessments	<ul style="list-style-type: none"> Timely and coordinated inter-agency needs assessment conducted and used for resource mobilisation. 		

15. Compilation and analysis of assessment results			
16. Reporting	<ul style="list-style-type: none"> Daily, weekly, and monthly monitoring reports on interventions at the municipal levels. 		

EARLY RECOVERY, LIVELIHOOD

I. Preparedness

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Provincial, municipal and barangay DRRM plan, comprehensive development plan, environment plans available to facilitate early recovery. 	<ul style="list-style-type: none"> DRRM is not the number one priority of some local officials. Available plans only for earthquakes and fire. 	<ul style="list-style-type: none"> Disseminate and implement the DRRM Law. Continue organising volunteers and responders and train all MDRRMCs.
2. Contingency plans			<ul style="list-style-type: none"> Develop multi-hazard contingency plans.
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders			<ul style="list-style-type: none"> LGUs must procure food and medicine supplies to cover at least three days. MDRRMCs to procure adequate emergency response equipment for operations.
4. Rapid response funding			<ul style="list-style-type: none"> Annual monitoring of the utilisation of the local disaster fund.
5. Early warning and information dissemination	<ul style="list-style-type: none"> EW systems in place; awareness raised of coming tropical storm and advisories disseminated through handheld radios, cell phones and followed up through landline telephones (long distance calls). 	<ul style="list-style-type: none"> Not all communities reacted to warnings because of insufficient data in relation to the typhoon landfall. 	<ul style="list-style-type: none"> Conduct participatory and hazard vulnerability assessment at the community level.
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Evacuation plans implemented including the identification of designated areas. 	<ul style="list-style-type: none"> Due to the severity and magnitude of the typhoon, designated evacuation centres were damaged or destroyed. 	<ul style="list-style-type: none"> Conduct extensive information and education campaign (IECs) on multi-hazard preparations.
7. Others			

II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> Prompt response to the disaster by trained personnel. Assistance provided by the Armed Forces of the Philippines. Building back better framework established. 		
2. Command structure and leadership on the ground		<ul style="list-style-type: none"> Some LGUs did not have a functional operation centre with only one or two trained personnel. Coordination of volunteer groups with ICPs. Some ICP personnel insufficiently informed of their duties and functions. Political differences or leadership gap with member of the local council. 	<ul style="list-style-type: none"> Conduct capacity building enhancement for ICPs. Establish functional operation centres.
3. Resource mobilisation		<ul style="list-style-type: none"> Lack of funding allocation for emergency response and recovery initiatives. 	<ul style="list-style-type: none"> Strengthen efforts to mobilise internal and external funding support.
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> Heavy equipment was available to enable road clearing after the disaster and temporary bridges constructed along the national road. Palay seeds and fuel distributed to rice farmers through subsidies. Prompt and immediate procurement of food, water, and medicine for relief operations in the affected areas. Debris clearing of all public places (schools, public markets, roads). Emergency use of CFW to mitigate loss of livelihoods. 	<ul style="list-style-type: none"> Immediate debris clearing and management was challenging. Delivery distribution mechanisms to provide relief to affected people. Clearing six million fallen coconut trees. Lack of generators, medicines and temporary hospitals. Lack of sanitary landfill for debris clearing and solid waste management. Lack of relocation sites for communities in high risk areas. 	<ul style="list-style-type: none"> Commission all heavy equipment companies doing business in the province to conduct debris clearing. Broaden partnerships within government agencies and INGOs for support for livelihood activities. Conduct on-going livelihood training during response. A more concerted response to clear the six million coconut trees to enable agricultural production and to restore livelihoods. Develop debris into livelihood source.
5. Cluster system			<ul style="list-style-type: none"> Implement the cluster approach down to the barangay level. Ensure that cluster membership is inclusive. Ensure that volunteers are aware and understand the cluster system.
6. Inter-cluster coordination			
7. Coordination with civil society and other partners	<ul style="list-style-type: none"> Manpower support provided by the private sector and volunteers for search and rescue. 	<ul style="list-style-type: none"> Some NGOs provided direct relief distribution without coordination with the LGU or ICP. 	<ul style="list-style-type: none"> INGOs to adhere to RA 9003 (National Solid Waste Management Act)

8. Communications / others	<ul style="list-style-type: none"> Media platforms used in communicating with the affected communities. 	<ul style="list-style-type: none"> Lack of communication and radio equipment (handheld radios). Some media platforms over sensationalised the situation and issues. 	
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> ICP was the first provider of information on the number of affected families, missing, deaths and affected areas. 	<ul style="list-style-type: none"> Timely flow of data and information. In the first weeks of the typhoon, decisions were made based on perception. 	
2. Quality of information		<ul style="list-style-type: none"> Initial data gathered required further validation. 	
3. Use of information			
4. Processing and analysis of information			<ul style="list-style-type: none"> Conduct IM training for personnel tasked to gather data and information.
5. Data collection tools and templates	<ul style="list-style-type: none"> Data collection tools implemented and compiled by the government. 		<ul style="list-style-type: none"> Design a standard template for disaster needs assessment.
6. Timing of assessments	<ul style="list-style-type: none"> Joint rapid assessment conducted by agriculture, health, social welfare sectors with the international community. Timely PDNA concluded. MGB surveys, assessments, and hazard mapping conducted and updates provided. 	<ul style="list-style-type: none"> No definitive and conclusive assessment results due to on-going assessments. 	
7. Compilation and analysis of assessment results			
8. Reporting	<ul style="list-style-type: none"> Disaster reports were compiled and submitted regularly. 	<ul style="list-style-type: none"> No standard format or template design for reporting; several instances of conflicting reports. 	

EDUCATION, PROTECTION			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Preparedness plan and DRRM Plan available. Active and functional provincial task force on women and children. Organised indigenous political structure. DRRM focal points identified at the regional division and district level. Established women and children protection desk. 	<ul style="list-style-type: none"> No working plan in place in the 1st district of Davao Oriental. GBV in emergencies not mainstreamed in local policies. Roles and responsibilities for DRRM focal points are not clear and disseminated. Lack of appropriate typhoon, landslide or flash flood drills and DRRM training for teachers/educational personnel. 	<ul style="list-style-type: none"> Clearly define roles and responsibilities of DRRM focal points linked with the PDRRMC and MDRRMCs. Map functionality of BCPC and VAW desks.
2. Contingency plans	<ul style="list-style-type: none"> Child protection, gender-based violence, education contingency plan in place for North Eastern Mindanao. 		
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Cluster tents prepositioned in the central DRRM office. Child protection supplies prepositioned in Cotabato and Manila (child and youth friendly space kits). Active child protection working group members from Cotabato and Manila mobilised. 	<ul style="list-style-type: none"> Lack of prepositioned child protection supplies to meet needs. Day care workers lack training capacity to respond to emergencies. 	<ul style="list-style-type: none"> Provide capacity building for day care workers on ECCD in emergencies and the cluster approach.
4. Rapid response funding		<ul style="list-style-type: none"> Limited DRRM funds; DRRM Plan is defined by list of activities and does not include budget appropriation. 	<ul style="list-style-type: none"> Ensure clear budget allocation from Department of Education central office. Allocate funds to operationalise the Action Plan and contingency plans.
5. Early warning and information dissemination		<ul style="list-style-type: none"> Difficulty in convincing people to evacuate. 	<ul style="list-style-type: none"> Conduct information education campaigns.
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Information on the possible effects of the typhoon was disseminated. 		<ul style="list-style-type: none"> Enhance indigenous knowledge and preparedness measures for indigenous communities.
7. Others			
II. Initial response, response, coordination			

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response			
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> • Operations centre established at the regional level. • ICP/CPW established at the provincial level. 		<ul style="list-style-type: none"> • OCD should provide capacity building to the ICP. • Establish operations centre in the division office of Department of Education and clearly link the centre with the ICP at the provincial level.
3. Resource mobilisation	<ul style="list-style-type: none"> • Mobilisation of resources to address urgent needs of schools by government and humanitarian partners. 		
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> • Day care centres established in every barangay with ECCD implemented. • Identified focal points for ECCD (MSWDO/day care workers). • Child-friendly and women-friendly spaces established. • Affected teachers, learners, education facilities documented. • Immediate priority needs of indigenous people identified. • Joint case conferences conducted by CPWG/GBVSC and immediate response provided by service providers on reported cases. • Barangay functionaries mobilised and education in emergencies training provided. • Protection referral and reporting systems established in some barangays. • Orientations on RA 9208 (anti-trafficking) conducted. 	<ul style="list-style-type: none"> • Lack of training to respond to GBV cases during disasters at the provincial, municipal and barangay levels. 	<ul style="list-style-type: none"> • Barangay LGU to ensure that day care workers are relieved as emergency responders. • BLGU to actively prioritise the role of the day care workers in ensuring continuing education for children aged 3 to 4 years old. • Develop additional referral pathways at the barangay level. • Provide emergency response capacity building to indigenous peoples.
5. Cluster system	<ul style="list-style-type: none"> • Regional and provincial Education Cluster organised at the onset of the emergency. • Organised national Education Cluster and Department of Education central DRRMO. • Activation of the GBV sub-cluster at the municipal and provincial levels through IACAT-VAWC; joint orientation conducted on protection by cluster co-lead agencies. 	<ul style="list-style-type: none"> • Organisation of Education cluster and Department of Education DRRMO down to the district levels. 	<ul style="list-style-type: none"> • RDRRMC to conduct cluster approach coordination training at the provincial, municipal and barangay levels. • Activate and capacitate CPWG/GBVSC at the provincial and municipal levels. • Organise Education Cluster, Department of Education, DRRMO down to the district levels.
6. Inter-cluster coordination	<ul style="list-style-type: none"> • Close collaboration between CPWG/GBVSC; mainstreaming of GBV/gender in other humanitarian clusters. 		<ul style="list-style-type: none"> • Conduct additional inter-cluster meetings.

7. Coordination with civil society and other partners			
8. Communications / others			
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making			
2. Quality of information	<ul style="list-style-type: none"> DSWD DROMIC report includes data on damaged day care centres and affected day care workers and children. 	<ul style="list-style-type: none"> DSWD DROMIC did not include age and gender disaggregated data for children aged 3 to 4 years or instructional materials. RADAR does not include WASH in schools. DROMIC not regularly updated. No standardised disaggregated data on vulnerable groups. No clear understanding on the definitions, descriptions and criteria for the following terms: 'affected schools,' 'partially and totally damaged.' Validity of reported cases on GBV and CP. 	<ul style="list-style-type: none"> DSWD DROMIC to include data on instructional material and number of affected day care workers, centres, and children. DROMIC to include age and gender disaggregation of children aged 3 to 4 years. Ensure updating of RADAR and include WASH in schools data. Set a clear definition of affected schools, children and partially and totally damaged education facilities. Conduct regular CP/GBV case conferences to harmonise reported data of service providers.
3. Use of information	<ul style="list-style-type: none"> Utilisation and regular submission of 3Ws by cluster members at the district, division and regional levels. Child-friendly space matrix provided by CPWG members. 	<ul style="list-style-type: none"> Some partners and NGOs did not submit 3Ws to the cluster IM focal resulting in unreported assistance and duplication of intervention. 	
4. Processing and analysis of information	<ul style="list-style-type: none"> Functional information management system in place including data on education personnel managed by the Department of Education planning officer. 	<ul style="list-style-type: none"> Department of Education planning officers are overworked with regular programming and emergency data processing. Continuity of dedicated IM focal. 	<ul style="list-style-type: none"> Establish data and information centres down to the district level with a dedicated IM focal point (not the planning officer); develop an emergency management information system (EMIS) for the Education Cluster. Conduct capacity building training on the EMIS involving IM focal points. Agencies to go down to the municipal level to collect data in the absence of DROMIC update.

5. Data collection tools and templates	<ul style="list-style-type: none"> Available assessment tools: Rapid Assessment Damage Report (RADAR); School-based Assessment (SBA). 		
6. Timing of assessments	<ul style="list-style-type: none"> Child Protection Rapid Assessment (CPRA) launched in nine municipalities in Regions XI and XIII. Joint CP and GBV mid-term review conducted to provide initial analysis of response. 	<ul style="list-style-type: none"> CPRA not completed early in the response; inadequate training of enumerators. 	<ul style="list-style-type: none"> CPRA to be conducted in the early phase of the response.
7. Compilation and analysis of assessment results			
8. Reporting		<ul style="list-style-type: none"> Frequency in providing and sharing of DROMIC reports to partners. 	<ul style="list-style-type: none"> Strengthen CP/GBV reporting and referral systems

FOOD SECURITY AND AGRICULTURE, NUTRITION, LOGISTICS

I. Preparedness

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> LDRRM plan developed at the provincial level. Municipal Disaster Risk Reduction and Management Council organised. 	<ul style="list-style-type: none"> DRRM plan not rolled out to the municipal level. Resources not synchronised to support all pre-disaster activities. Implementation of geo-hazard mapping and land use plans to mitigate risks and hazards. Health emergency plan not well disseminated. 	<ul style="list-style-type: none"> LGUs to strictly comply with RA 10121. Integrate NEI at the provincial and municipal levels. Strengthen involvement of humanitarian actors in provincial and municipal preparedness planning. Conduct disaster drills at the barangay LGU levels. Conduct orientations for health emergency plans at all government levels. Integrate the cluster system in disaster simulation exercises.
2. Contingency plans			

3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Emergency stockpiles of food, rice, high energy biscuits, RUSF, micro-nutrient supplies such as vitamins (A, iron and zinc) and NFIs (gensets, height boards, height scales for nutrition screening). Standby response/implementing personnel ready for deployment. 	<ul style="list-style-type: none"> Insufficient stocks of food, nutrition materials, NFIs and vehicles available during a calamity. No readily available local supplies for supplementary feeding. 	
4. Rapid response funding	<ul style="list-style-type: none"> Availability of LGU QRF. 	<ul style="list-style-type: none"> Proper utilisation of allocating disaster fund during each phase of the disaster response. 	
5. Early warning and information dissemination	<ul style="list-style-type: none"> Timely public advisories and warning disseminated. 		
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Availability of designated evacuation centres. 	<ul style="list-style-type: none"> Scale and magnitude of the typhoon not factored in existing evacuation plans. 	<ul style="list-style-type: none"> Construct safe and disaster resilient evacuation centres.
7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response			
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> Training conducted on the ICP system and the cluster approach. ICPs useful in managing food distributions. Daily coordination meetings conducted at the ICPs with the involvement of donor and aid organisations. Presence of the army provided security and safety during food distribution. Active coordination between LGUs and humanitarian actors. 	<ul style="list-style-type: none"> Not all aid and donations channelled or coordinated with the ICPs. 	<ul style="list-style-type: none"> Conduct training of leaders and other stakeholders on the ICP system and the cluster approach down to the barangay level. Trained staff to remain a minimum of 3 months and structured handover process implemented. Strengthen the capacity of LGUs to absorb and integrate external response mechanisms.
3. Resource mobilisation	<ul style="list-style-type: none"> QRF from local and international sources utilised immediately. 	<ul style="list-style-type: none"> QRF insufficient to meet the needs of affected communities. Delayed availability of committed funds for interventions. 	<ul style="list-style-type: none"> Allocate additional funding for training and the procurement of equipment and supplies and for information management and advocacy initiatives.

4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> • <i>Distribution plan was effective and efficient.</i> • <i>Staff immediately deployed for emergency response.</i> • <i>Timely implementation of nutrition interventions.</i> 	<ul style="list-style-type: none"> • <i>Limited logistics infrastructure (trucks, fuel, disaster rescue equipment).</i> • <i>Inadequate reporting of malnutrition cases by health personnel.</i> • <i>Difficulties in road access; delay in restoration of damaged basic infrastructures.</i> • <i>Magnitude of the disaster overwhelmed capacities of responders.</i> • <i>Duplication of services in some areas.</i> • <i>Transportation allowance for BNS during Operation Timbang to geographically isolated and depressed areas (GIDA).</i> 	<ul style="list-style-type: none"> • <i>Identify and allocate standby logistics support for isolated areas.</i>
5. Cluster system	<ul style="list-style-type: none"> • <i>Food and Logistics Clusters activated at all levels.</i> • <i>Nutrition Cluster activated at the regional and provincial levels.</i> • <i>Clusters remained impartial despite the upcoming elections.</i> 	<ul style="list-style-type: none"> • <i>Not all provincial health office staff aware of the cluster approach.</i> • <i>Cluster system not adequately defined at the LGU level.</i> • <i>Not all cluster members are familiar with their roles and responsibilities.</i> 	<ul style="list-style-type: none"> • <i>Designate cluster focal up to the barangay level.</i> • <i>Strengthen coordination among cluster members.</i> • <i>Train cluster personnel from nearby provinces to provide immediate augmentation support during emergency response.</i>
6. Inter-cluster coordination	<ul style="list-style-type: none"> • <i>Timely establishment of humanitarian hubs.</i> 		
7. Coordination with civil society and other partners		<ul style="list-style-type: none"> • <i>Limited participation of affected local human resources in providing humanitarian interventions.</i> 	<ul style="list-style-type: none"> • <i>Institutionalise public-private partnership policies and MOAs.</i>
8. Communications / others		<ul style="list-style-type: none"> • <i>Unreliable telecommunication lines.</i> 	<ul style="list-style-type: none"> • <i>Strengthen partnerships between communication providers and government.</i>
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> • <i>Availability of master list of affected families.</i> • <i>Minutes of meetings available.</i> 	<ul style="list-style-type: none"> • <i>Immediate restoration of communication facilities to ensure immediate connections particularly internet.</i> • <i>Cluster minutes not shared to all partners.</i> 	

2. Quality of information	<ul style="list-style-type: none"> • <i>3Ws for Nutrition Cluster of good quality.</i> 	<ul style="list-style-type: none"> • <i>Data submitted by barangay nutrition scholars (BNS) require further validation.</i> • <i>Inadequate disaggregated data on vulnerable groups (pregnant and lactating women, people with disabilities, single-headed households, and elderly).</i> • <i>Reliability of data for nutrition response (SAM and MAM).</i> • <i>Misinformation provided by some people to undermine the humanitarian response.</i> 	<ul style="list-style-type: none"> • <i>Strengthen supervision mechanisms of BNS.</i> • <i>Institutionalise the collection of disaggregated data.</i>
3. Use of information			
4. Processing and analysis of information	<ul style="list-style-type: none"> • <i>Availability of GIS maps.</i> 	<ul style="list-style-type: none"> • <i>Lack of centralised data management system at the ICPs.</i> • <i>Quick collection and validation of data.</i> • <i>Lack of equipment for data collection and validation.</i> 	<ul style="list-style-type: none"> • <i>Establish a central data collection bank.</i> • <i>Provide yearly updates on municipal and barangay profiles.</i> • <i>Conduct capacity building on data collection and interpretation.</i> • <i>Employ local IM familiar with the local context.</i> • <i>Providing GIS training to LGUs.</i>
5. Data collection tools and templates		<ul style="list-style-type: none"> • <i>Variation of forms from various organisations.</i> 	<ul style="list-style-type: none"> • <i>Develop standard reporting forms.</i>
6. Timing of assessments	<ul style="list-style-type: none"> • <i>Inter-agency conduct of food security, livelihood, and nutrition assessment conducted; assessment result provided the basis for intervention.</i> 		
7. Compilation and analysis of assessment results			
8. Reporting		<ul style="list-style-type: none"> • <i>Delayed reporting at the barangay level.</i> 	<ul style="list-style-type: none"> • <i>Regularly release updates on the number of families receiving relief assistance.</i>

HEALTH, RH, MHPSS			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Trained staff on WASH, nutrition, MHPSS, and health emergency management at the provincial level. 	<ul style="list-style-type: none"> LDRRMC in place but not functional. No documented health DRRM plan. No training provided on HEMS for municipal health office staff. Immediate organisation of regional and provincial health composite teams. 	<ul style="list-style-type: none"> Ensure that DRRM (health) plan is available; formulate preparedness plans focusing on health; capacitate health personnel on developed plans. Conduct HEMS training. Include MISP-RH in the LDRRM plan. Establish a permanent task force for disaster management at all government levels.
2. Contingency plans			
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Emergency RH kits prepositioned by the RH sub-cluster. Stockpiling of medicines and supplies for emergency at the provincial level. Available medicines, equipment and response infrastructure from the Philippine Red Cross. 	<ul style="list-style-type: none"> No stockpile of medicines for emergencies at the municipal and barangay levels. 	<ul style="list-style-type: none"> Pre-identify response teams that can mobilise within 48-72 hours. Procure adequate supply of medicines for disasters.
4. Rapid response funding			<ul style="list-style-type: none"> Province to allocate funds for health (QRF)
5. Early warning and information dissemination		<ul style="list-style-type: none"> Lack of early warning systems. 	
6. Pre-emptive evacuation and evacuation centres		<ul style="list-style-type: none"> Communities unaware of hazards in their area (flood, landslide-prone). 	<ul style="list-style-type: none"> Identify proper evacuation centres and ensure the quality of assistance provided.
7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS

1. Government response	<ul style="list-style-type: none"> Establishment of IPHO physical centres on the ground facilitating coordination and response. Access to health services (Cateel District Hospital, RHUs in BBC, ICRC and PRC clinics, mobile clinics to remote communities); no disease outbreaks during the acute phase. SPHC-DRH providing tertiary hospital services at the Cateel District Hospital. 		
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> Good coordination between barangay councils and health implementers. 		<ul style="list-style-type: none"> Merge existing coordination structure during emergencies into the cluster system. Clarify coordination focal persons at the municipal level and communicate to all relevant stakeholders.
3. Resource mobilisation			<ul style="list-style-type: none"> All levels of government to provide adequate funds and resources for health response during emergencies.
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> Quick response in the provision of medicines. Refurbishment of BHS and RHUs. Rehabilitation of BHS. Integrated health and nutrition in regular mobile clinics. Basic health kits distributed to health centres and RHUs. 	<ul style="list-style-type: none"> Mobilisation of health response in all levels due to lack of communication and transportation equipment (ambulance) for disaster survivors, and difficult access to some areas. Health workers also affected by the typhoon. Sustainability of commitment from health workers (especially village health volunteers) due to low compensation. MHPSS activities not locally coordinated within the first few weeks of the emergency. 	<ul style="list-style-type: none"> Formulate government and INGO plan for rehabilitation and reconstruction of damaged health facilities. Ensure the availability of more ambulance for patient referral (include resources for fuel). All levels of government to provide logistics support in the delivery of emergency assistance. Repair Cateel District Hospital to ensure provision of primary health services.
5. Cluster system	<ul style="list-style-type: none"> RH sub-cluster was the first cluster established at the provincial level which facilitated more speeding coordination. Early establishment of quad cluster meetings. Health cluster coordination centre established. 	<ul style="list-style-type: none"> Lack of awareness and knowledge of the clusters at the local levels. Identification of cluster focal persons at the local level. Late orientation and establishment of the cluster system at the LGU level. Late arrival of OCHA permanent presence on the ground (expected arrival within the first week of the response). 	<ul style="list-style-type: none"> Establish the cluster approach in the early response phase. OCHA to establish coordination hubs earlier. Ensure that regular coordination meetings are accessible and location communicated to all stakeholders.
6. Inter-cluster coordination		<ul style="list-style-type: none"> Lack of inter-cluster meetings initiated by municipal ICPs. 	
7. Coordination with civil society and other partners			

8. Communications / others			
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> Availability of health data on the number of affected population/families; quick public health response from the provincial and regional levels. 	<ul style="list-style-type: none"> Lack of communication system from the local level (incl. internet). 	
2. Quality of information		<ul style="list-style-type: none"> No back up files available at the municipal level; files were damaged by the typhoon. Baseline data before the disaster (past 2-3 years) not easily available within 48 hours. 	<ul style="list-style-type: none"> Ensure availability of back up files (soft and hard copies) at the municipal and provincial levels. PHO or regional office to provide needed baseline data of affected RHUs.
3. Use of information		<ul style="list-style-type: none"> Limited data sharing and management among partners. DROMIC data not regularly updated or shared. Lack of mapping available resources and prioritisation of intervention areas. 	<ul style="list-style-type: none"> Clusters to regularly share information to all other clusters.
4. Processing and analysis of information		<ul style="list-style-type: none"> Different partners requesting the same data. 	<ul style="list-style-type: none"> Conduct orientation on health management information system.
5. Data collection tools and templates	<ul style="list-style-type: none"> Availability of forms and matrix used for data management. Recognition of the importance of collecting sex/ age disaggregated data for initial response; data on PLWs factored in during data collection. MHPSS cluster matrix developed to map out gaps. 		
6. Timing of assessments	<ul style="list-style-type: none"> Immediate response of teams conducting assessment from the regional and provincial levels. Rapid (health) nutrition assessment conducted at the municipal and barangay levels on 23 December. Cooperative health staff including LGUs in conducting assessments. 	<ul style="list-style-type: none"> Joint health assessment not conducted. Late availability of report on post damage and assessment data on health facilities, equipment, and supplies. 	<ul style="list-style-type: none"> IRA and HeRAM surveys to be prioritised and conducted in the early phase of the response. Enhance the skills of local health partners on rapid and needs assessments.
7. Compilation and analysis of assessment results			

8. Reporting	<ul style="list-style-type: none"> • Activation of Surveillance in Post Extreme Emergencies and Disasters (SPEED). • Health cluster-specific information regularly shared to partners (including SPEED). 	<ul style="list-style-type: none"> • SPEED not reported daily in the first few weeks; late sharing of SPEED results among health implementers. • Some partners did not submit post-activity/post-mission reports to MHPSS. • Lack of a standard information reporting system. 	<ul style="list-style-type: none"> • Ensure daily SPEED reporting and share SPEED data summaries on a weekly basis to all partners.
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WASH

I. Preparedness

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> • WASH training conducted at the provincial level. 	<ul style="list-style-type: none"> • Provincial HEMS coordinator is not a member of the PDRRMC. • Lack of training on WASH in emergencies at the municipal level. • Unclear implementation of DRRMC 4 pillars at the LGU level. 	<ul style="list-style-type: none"> • Provincial HEMS coordinator and WASH coordinator to be a member of the PDRRMC. • Raise awareness and share the MDRRMC plan and contingency plan. • Roll out WASH training at the municipal level. • Conduct community-based DRRM awareness activities. • Mainstream WASH in emergencies in LDRRM Plan.
2. Contingency plans		<ul style="list-style-type: none"> • Inadequate MDRRMC contingency and response plan. 	
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> • Active rural sanitary inspectors (RSI) prior to the emergency onset. • National level WASH Cluster had emergency stockpile; directory of suppliers ready for deployment in the event of an emergency. • Regional DOH (CHD XI) prepositioned water quality monitoring kits and agents. 	<ul style="list-style-type: none"> • Most stockpiles located in Metro Manila; deployment to the region was a challenge. • Lack of WASH supplies at LGU level and no clear guideline for supply management. 	<ul style="list-style-type: none"> • LGUs to develop pre-positioning strategy and ensure the availability of a list of required WASH supplies.
4. Rapid response funding	<ul style="list-style-type: none"> • DRRM fund utilised. • Available municipal and provincial CF. 		

5. Early warning and information dissemination		<ul style="list-style-type: none"> • <i>People unresponsive to early warning messages and communications.</i> 	
6. Pre-emptive evacuation and evacuation centres			
7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> • <i>Immediate presence of PLGU on the ground.</i> • <i>Voluntary participation of barangay BSIs in water quality monitoring.</i> 	<ul style="list-style-type: none"> • <i>Lack of personnel trained in WASH in emergencies at the provincial and municipal LGU levels.</i> 	<ul style="list-style-type: none"> • <i>Establish a 'municipal pairing scheme' or sisterhood programme between LGUs to provide needed assistance in times of emergency.</i>
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> • <i>Immediate establishment of ICPs in LGUs.</i> • <i>Good relationship between cluster lead, co-lead and partners.</i> 	<ul style="list-style-type: none"> • <i>Conflicting ICPs in some LGUs.</i> 	<ul style="list-style-type: none"> • <i>Develop transparent guidelines on ICP establishment and management.</i>
3. Resource mobilisation		<ul style="list-style-type: none"> • <i>Limited funding support available for the mobilisation of volunteer BSIs.</i> 	<ul style="list-style-type: none"> • <i>Allocate funds and resources for the BSIs in the LGU calamity fund.</i>
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> • <i>Quick installation of emergency WASH facilities.</i> • <i>Partners had sufficient WASH resources during the first week of the response and deployed immediately.</i> 	<ul style="list-style-type: none"> • <i>Local responders were also affected by the typhoon.</i> • <i>Lack of management of non-traditional evacuation centres (e.g. spontaneous settlements).</i> • <i>UN security restrictions constrained operational movement.</i> 	<ul style="list-style-type: none"> • <i>Train additional personnel in WASH.</i> • <i>CCCM cluster to provide additional support system in camp management.</i> • <i>UN security arrangement to be more responsive to the needs of the humanitarian operation; local security specialists to assess levels of risks.</i>
5. Cluster system	<ul style="list-style-type: none"> • <i>WASH Cluster strategy developed and officially endorsed by the national government.</i> • <i>Quad cluster coordination centre established in Cateel.</i> • <i>Partners coordinated with LGUs and Health Cluster coordinating centre; regular meeting among cluster and government partners.</i> 		<ul style="list-style-type: none"> • <i>Mainstream the cluster approach in the DRRMC four pillars.</i> • <i>Improve the efficiency of coordination meetings and outputs.</i> • <i>Ensure broadened participation of actors into the cluster system.</i>
6. Inter-cluster coordination			

7. Coordination with civil society and other partners	<ul style="list-style-type: none"> Established partnership and coordination with religious leaders. Experienced INGO/NGO partners. 		
8. Communications / others		<ul style="list-style-type: none"> No mobile telephone signal in the field during the first two weeks of the response. 	<ul style="list-style-type: none"> Establish alternative communication systems.
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making	<ul style="list-style-type: none"> PLGU responsive to WASH data and concerns. Good partnership between the provincial and municipal LGU on WASH IM. 		
2. Quality of information	<ul style="list-style-type: none"> Reliable information received from partners. Data at the barangay level regularly updated. 	<ul style="list-style-type: none"> Affected population data coming from different sources (DROMIC, DOH, PLGUs, MLGUs). DROMIC and DTM statistics of IDP sites were conflicting. No purok level data sets; spatial assessment not possible. Lack of data on government interventions. 	<ul style="list-style-type: none"> Establish a single source of demographic statistics and clearly define the vulnerability criteria applied to the affected population. Develop a single IDP dataset; harmonise DROMIC and DTM. Conduct purok-level mapping.
3. Use of information	<ul style="list-style-type: none"> Good 3W analysis and feedback during municipal cluster meetings. OCHA website accessible to WASH IM to upload documents, maps, and contact lists. 	<ul style="list-style-type: none"> Partners did not fully appreciate the use of the 3Ws initially. Not all clusters were using the OCHA website; difficult to map out activities of other clusters. 	<ul style="list-style-type: none"> Regularly process and share 3Ws at the provincial and municipal levels. Designate an IM focal point per cluster to upload cluster information (meeting minutes, assessments) to the OCHA website.
4. Processing and analysis of information	<ul style="list-style-type: none"> Volunteerism of BSIs to conduct surveys. Good and dedicated IM capacity at the cluster level. 		<ul style="list-style-type: none"> Designate IM centres in PLGUs to process and verify information. Map WASH resources and personnel directory and suppliers. Establish a single data banking and management system to be utilised by all clusters. Provide IM training and equipment to provincial and municipal LGUs. Government and other partners to provide data for 3W cluster processing.
5. Data collection tools and templates	<ul style="list-style-type: none"> 3W reporting template formulated before the emergency and partners provided timely inputs. Use of a standard WASH survey form in Baganga, Boston, and Cateel. 		<ul style="list-style-type: none"> Develop a standard tool to be used for assessment and monitoring of WASH activities.

6. Timing of assessments			
7. Compilation and analysis of assessment results			
8. Reporting		<ul style="list-style-type: none"> • <i>Unreliable communications disrupted the flow of information among partners.</i> • <i>Frequent demands for information from partners who lacked IM capacity at the initial stage.</i> • <i>Late data reporting due to lack of resource (e.g. transportation).</i> 	

Annex 2. Caraga Region Cluster Group Matrices

Period covered: December 2012 – March 2013

CAMP COORDINATION AND CAMP MANAGEMENT, SHELTER			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
15. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> LDRRMCs organised at provincial, municipal, and barangay levels. Functional LDRRMCs. Capacity building (trainings and seminars) conducted for LDRRM. Volunteers pre-identified for disaster response (e.g. purok-level disaster support group). 		<ul style="list-style-type: none"> Mandatory appointment of LDDRMOs with a separate office and staff. Develop standard low-cost shelter unit designs and pre-identify relocation sites as a preparedness measure.
16. Contingency plans		<ul style="list-style-type: none"> Not all LGUs have existing contingency plans. Contingency plans focus on floods, not typhoons. Not all LGUs and communities aware of contingency plans. 	<ul style="list-style-type: none"> All LDRRMCs to formulate contingency plans.
17. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Available stockpiles and standby funds. Activation of all maintenance crew and equipment for possible landslide clearing of national roads and bridges. 	<ul style="list-style-type: none"> LGU procurement procedures too slow. Not all LGUs had sufficient stockpiles. 	<ul style="list-style-type: none"> Ensure adequate stockpile of emergency supplies in the local warehouse. Further strengthen readiness of personnel and equipment tasked for debris clearing.
18. Rapid response funding	<ul style="list-style-type: none"> Availability of QRF; five per cent of the calamity fund. 		
19. Early warning and information dissemination	<ul style="list-style-type: none"> Electronic early warning (weather forecast sent through SMS/emails) disseminated down to barangay level. Use of "recoreda" or mobile EW information dissemination by using megaphones on PNP patrol cars and fire brigade trucks. 	<ul style="list-style-type: none"> EW messages and SMS were in English and not understood by local communities. Insufficient knowledge of landslide-prone areas affected efficient mobilisation of personnel and equipment. 	<ul style="list-style-type: none"> Standardise early warning systems; SMS to be translated to the local dialect. Conduct massive IEC on disaster preparedness to local communities (barangay level).

20. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Evacuation centres pre-identified. 	<ul style="list-style-type: none"> No evacuation plans in place; identified facilities insufficient to accommodate the evacuees/IDPs. Some identified evacuation centres situated in hazard-prone areas. No separate areas for livestock in ECs. 	<ul style="list-style-type: none"> Identify alternative evacuation centres excluding schools. Designate separate areas for livestock in the evacuation centres. BDRRMCs to formulate evacuation plans.
21. Others			

II. Initial response, response, coordination

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
17. Government response	<ul style="list-style-type: none"> PDRRMC convened by the chair (Governor). 147,000 GI sheets provided to affected communities by the Provincial Government of Agusan del Sur. 		
18. Command structure and leadership on the ground	<ul style="list-style-type: none"> PDRRMC Pablo Operation Centre established and manned 24/7. Existing Provincial Disaster Management Operations and Coordination Centres. 	<ul style="list-style-type: none"> ICS were not established. 	
19. Resource mobilisation		<ul style="list-style-type: none"> No funds allocated for the acquisition of relocation sites. Five per cent calamity fund was exhausted. 	
20. Standard response operating procedures and timely action	<ul style="list-style-type: none"> Emergency and recovery shelters provided by UN agencies, INGO/NGOs and CSOs. Existence of emergency response teams and mobilisation of volunteers. 	<ul style="list-style-type: none"> Significant gap in available temporary and permanent shelter assistance based on Shelter Cluster assessment. Delay in response interventions; focus on clearing operations. 	<ul style="list-style-type: none"> Train response teams for ICS. Provide barangay response team with appropriate training.
21. Cluster system	<ul style="list-style-type: none"> Shelter cluster was organised. 	<ul style="list-style-type: none"> Cluster approach not institutionalised. 	<ul style="list-style-type: none"> Institutionalise the cluster approach for humanitarian assistance.

22. Inter-cluster coordination			
23. Coordination with civil society and other partners		<ul style="list-style-type: none"> Response from NGOs not well coordinated with LDRRMOs. 	<ul style="list-style-type: none"> Formulate clear response guidelines for NGOs.
24. Communications / others	<ul style="list-style-type: none"> Established response social network websites (Facebook) by Agusan del Sur. Organised radio clubs. 	<ul style="list-style-type: none"> Damaged communication infrastructures in the affected areas. 	<ul style="list-style-type: none"> Identify alternative communication systems in the event of key infrastructures failure (SMS/emails).
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
17. Access to information for decision making			
18. Quality of information	<ul style="list-style-type: none"> Availability of community-based monitoring system in Agusan del Sur and Surigao del Sur. 	<ul style="list-style-type: none"> Lack of disaggregated data (age, sex etc.). Lack of information on IDPs and camp management. 	
19. Use of information			
20. Processing and analysis of information	<ul style="list-style-type: none"> Shelter cluster IM established. 	<ul style="list-style-type: none"> Repetitive validation of reports. 	<ul style="list-style-type: none"> Develop a multi-level and multi-sectoral validation team.
21. Data collection tools and templates	<ul style="list-style-type: none"> Reporting templates provided to LGUs by OCD. 	<ul style="list-style-type: none"> Different disaster reporting templates were used. 	<ul style="list-style-type: none"> OCD to develop standardised reporting templates.
22. Timing of assessments			<ul style="list-style-type: none"> Develop a policy on the conduct of emergency rapid assessment; OCD to chair a working group to develop the template.
23. Compilation and analysis of assessment results		<ul style="list-style-type: none"> Inflated data. 	<ul style="list-style-type: none"> All assistance received should be recorded and reported with its corresponding monetary value to ensure transparency and accountability.
24. Reporting	<ul style="list-style-type: none"> Consolidated reports from agencies at the municipal level submitted to PDRRMCs and RDRRMC. Reports shared by partner agencies. 	<ul style="list-style-type: none"> Delayed submission of updated reports. 	

EDUCATION			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Strategic education preparedness plan formulated. Disaster preparedness orientations conducted with teachers, students, and Department of Education officials. Simulation drills (earthquake, fire, flood, armed conflict) conducted for all schools. There is a designated DRRM focal point from the region down to the school level. 	<ul style="list-style-type: none"> The roles and responsibilities of DRRM focal points are not clear. Formulated plans do not have budget appropriation. No typhoon drills conducted. 	<ul style="list-style-type: none"> OCD to take the lead in providing clarification and orientation of Department of Education DRRM focal points on roles and responsibilities under the DRRM framework. Department of Education focal points should be actively engaged in the PDRRMCs and MDRRMCs. Identify organisations to conduct typhoon drills.
2. Contingency plans			
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Education supplies prepositioned from the central office to the division level (buffer textbooks, cluster tents). 	<ul style="list-style-type: none"> Prepositioned supplies insufficient and does not include important education materials. 	<ul style="list-style-type: none"> Stockpiles to include teachers' kits, instruction material, school forms and school cards.
4. Rapid response funding			
5. Early warning and information dissemination	<ul style="list-style-type: none"> Established function line of communication between the PDRRMC/MDRRMC and Department of Education field offices. 	<ul style="list-style-type: none"> Communities received EW information from radios but where unresponsive; the area was never previously hit by a major disaster. 	<ul style="list-style-type: none"> Conduct massive IEC campaigns on disaster preparedness in local dialects (e.g. IP – Manobo).
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Orderly evacuation conducted. 	<ul style="list-style-type: none"> Only schools identified as evacuation centres. 	<ul style="list-style-type: none"> As part of LDRRM plans, pre-identify alternative evacuation centres (excluding schools).
7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS

1. Government response	<ul style="list-style-type: none"> Relief good distributions conducted by RC, PLGU, Department of Education, and MLGUs in collaboration with partners. 		
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> Regional operations centre established in Trento. 	<ul style="list-style-type: none"> Lack of clear coordination and linkage between affected division offices and the regional operation centre. No operations centre established in the division/provincial levels within Department of Education. 	<ul style="list-style-type: none"> Affected divisions should be able to establish its own operations centre to improve coordination with the regional and provincial operations centres.
3. Resource mobilisation	<ul style="list-style-type: none"> QRF accessible from the central Department of Education office; access to MOOE fund (five per cent) from the division. 	<ul style="list-style-type: none"> Five per cent MOOE is not sufficient to meet needs. National QRF for the repair and reconstruction of damaged classrooms not yet released. 	<ul style="list-style-type: none"> Quickly release QRF to division offices with five per cent MOOE strictly implemented; review the national QRF release policy. OCHA and OCD should advocate for additional funds for education during emergencies. Broaden partnerships with donors to support education interventions.
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> Regular classes resumed on time. Back to school, teachers' and hygiene kits distributed to affected schools. Shelter tarps and tents distributed to affected schools. Psychosocial services provided to school children, teachers and parents; local stress debriefing for guidance counsellors and school nurses. Pre-typhoon presence of NGO partners conducting psychosocial and WASH services facilitated a more rapid response. 	<ul style="list-style-type: none"> Education is not perceived as a priority in humanitarian response. Limited resources of I/NGO partners hampered response to education needs of affected areas. Not all affected schools are beneficiaries of the school-based repair management system. Congestion in the evacuation centres and some schools were severely damaged and could not be used as additional centre. Delayed response due to difficult road accessibility. Duplication of inputs in some affected schools. 	
5. Cluster system	<ul style="list-style-type: none"> Clusters organised from the regional to division levels. 	<ul style="list-style-type: none"> Limited understanding and appreciation (ownership) of the cluster approach. 	<ul style="list-style-type: none"> OCD in collaboration with OCHA should actively conduct cluster orientations to increase awareness, understanding and ownership among government agency cluster leads.
6. Inter-cluster coordination		<ul style="list-style-type: none"> Limited engagement between clusters outside inter-cluster meetings. 	<ul style="list-style-type: none"> Further strengthen inter-cluster coordination mechanisms.
7. Coordination with civil society and other partners			<ul style="list-style-type: none"> Strengthen cluster coordination with CSOs and other partner agencies. Facilitate linkages between school community stakeholders (public-private partnerships).
8. Communications / others		<ul style="list-style-type: none"> Lack of communication in hard hit areas. 	<ul style="list-style-type: none"> Ensure the availability of standby power generator and communication equipment during emergency response.

III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making			
2. Quality of information	<ul style="list-style-type: none"> <i>Rapid Damage Assessment Report (RADAR) tool provided data for affected school children, education personnel and school facilities.</i> 	<ul style="list-style-type: none"> <i>Inconsistent definitions of 'partially' and 'totally' damaged facilities from Department of Education, DSWD, OCD, DPWH.</i> 	<ul style="list-style-type: none"> <i>Provide a clear and standard definition on terminologies.</i>
3. Use of information			
4. Processing and analysis of information	<ul style="list-style-type: none"> <i>Task group on data and information management organised within the cluster.</i> 	<ul style="list-style-type: none"> <i>Delayed updating of data.</i> <i>No focal person assigned in emergency IM at Department of Education.</i> <i>Data collected in the division/district offices not fully analysed due to immediate submission of data to the central office.</i> 	<ul style="list-style-type: none"> <i>Assign a dedicated IM focal for emergency response.</i> <i>Conduct capacity building trainings for Department of Education information teams.</i> <i>Submission of data should be after two weeks to one month after the disaster.</i> <i>Establish an IM system using RADAR as the reference tool.</i>
5. Data collection tools and templates	<ul style="list-style-type: none"> <i>RADAR tool utilised.</i> 	<ul style="list-style-type: none"> <i>Different agencies and organisations use different data gathering templates.</i> <i>RADAR tool does not include WASH in schools data.</i> 	<ul style="list-style-type: none"> <i>Utilise RADAR as the standard template.</i> <i>RADAR should be enhanced, updated, and include WASH in schools data.</i> <i>Department of Education central office to be consistent on tools used for assessments.</i>
6. Timing of assessments	<ul style="list-style-type: none"> <i>RADAR conducted one day after the emergency onset.</i> 	<ul style="list-style-type: none"> <i>Some areas not assessed due to impassable roads.</i> <i>Assessment results limited areas of responsibility of NGO partners.</i> 	<ul style="list-style-type: none"> <i>Local schools should actively participate in assessments and validation of actual damage.</i>
7. Compilation and analysis of assessment results			
8. Reporting	<ul style="list-style-type: none"> <i>Reporting conducted through SMS.</i> 	<ul style="list-style-type: none"> <i>Central DRRMOs inconsistent with the frequency of requesting data from affected divisions and schools.</i> <i>Only partial information provided through SMS reporting.</i> 	

FOOD SECURITY AND AGRICULTURE, LIVELIHOOD, LOGISTICS

I. Preparedness

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> <i>Institutionalised DRRMCs at the provincial, municipal, and barangay levels.</i> 	<ul style="list-style-type: none"> <i>Lack of information dissemination on RA10121.</i> 	<ul style="list-style-type: none"> <i>Strengthen and institutionalise disaster preparedness training at all levels.</i> <i>Develop a joint action plan.</i> <i>Conduct information and education campaign and advocacy on DRR climate change with the BDRRMOs and MDRRMOs.</i> <i>LCEs to consider designation of DRRMOs.</i>
2. Contingency plans	<ul style="list-style-type: none"> <i>Contingency and rehabilitation plans were available and utilised.</i> 		
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> <i>Available contingency stocks of food and NFIs (mobile storage units, prefabs, generators).</i> <i>Quick reaction team was ready for deployment.</i> 		
4. Rapid response funding	<ul style="list-style-type: none"> <i>Quick response fund made available.</i> 	<ul style="list-style-type: none"> <i>Limited DRRM funds (five per cent disaster fund is insufficient to address yearly calamities experienced by the municipalities).</i> <i>Limited resources for rescue operations.</i> 	
5. Early warning and information dissemination	<ul style="list-style-type: none"> <i>Early warning from PAGASA disseminated to MDRRMOs through SMS, fax, and email.</i> 	<ul style="list-style-type: none"> <i>Lack of information awareness down to the barangay and Situation Report levels.</i> 	
6. Pre-emptive evacuation and evacuation centres			
7. Others			

II. Initial response, response, coordination

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
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1. Government response	<ul style="list-style-type: none"> • Immediate response provided by LGUs in the distribution of relief to affected areas. 		
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> • PDRRMC and MDRRMC convened and activated. • Strong leadership of DSWD. • Activation of disaster command centres at all levels. • Good coordination between clusters. 	<ul style="list-style-type: none"> • ICS training was conducted late; ICP not established. • Inadequate management of the response centre. • Lack of coordination of relief distributions at the provincial level. 	<ul style="list-style-type: none"> • Establish an ICP at all government levels and strengthen its capacity.
3. Resource mobilisation	<ul style="list-style-type: none"> • Available funds for agricultural rehabilitation and provision of rice and vegetable seeds at the provincial level. 	<ul style="list-style-type: none"> • Five per cent response fund was insufficient; access to additional resources needed. 	
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> • Debris clearing implemented within the first 24 hours. • Quick food relief assistance provided (one pipeline strategy) and sustainable CFW programmes established. 	<ul style="list-style-type: none"> • Limited response capacities of LGUs to address food and livelihood needs based on the magnitude of the disaster. • Inflated number of beneficiaries at the municipal and barangay levels. • Lack of knowledge covering supply management and transport provider. • Absence of a livelihood rehabilitation plan. • Insufficient stockpiles to meet the needs of the large number of affected people. • Lack of assistance for rehabilitation of high value commercial crops. • The government procurement system hampered response activities at the provincial level. • Insecurity and road accessibility in some areas hampered timely response. • Transporting relief goods to remote areas. • Lack of actors providing livelihood rehabilitation. 	<ul style="list-style-type: none"> • Ensure transparency and accountability mechanisms are in place. • Procure additional stocks of agricultural inputs at the provincial and municipal levels. • Tap government trucks and equipment for the delivery of relief goods and ensure that affected remote areas are provided equitable assistance.
5. Cluster system	<ul style="list-style-type: none"> • Timely activation of the Logistics Cluster. 		<ul style="list-style-type: none"> • Institutionalise the cluster approach system and ensure that all stakeholders are part of the system.
6. Inter-cluster coordination	<ul style="list-style-type: none"> • Timely establishment of the humanitarian hub. 		<ul style="list-style-type: none"> • Further improve inter-cluster and inter-agency coordination to align interventions.
7. Coordination with civil society and other partners	<ul style="list-style-type: none"> • Consultations conducted with NGOs and other partners to ensure a sustainable plan. • MOA on commitment of support signed between national government agencies and CSOs. 	<ul style="list-style-type: none"> • Lack of coordination among all stakeholders. 	
8. Communications / others			

III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making			
2. Quality of information		<ul style="list-style-type: none"> <i>Inconsistencies in the data of partially and totally damaged facilities between the local government and DSWD.</i> <i>MDDRMO's reliance on reports from MSWDO.</i> 	<ul style="list-style-type: none"> <i>Employ GIS mapping and establish a databank.</i>
3. Use of information			<ul style="list-style-type: none"> <i>Data collected should be made readily available to partners.</i>
4. Processing and analysis of information	<ul style="list-style-type: none"> <i>Risk profiling database available.</i> <i>Damaged Needs Assessment (DANA) data available.</i> <i>Barangay health workers and purok leaders gathered needed information.</i> <i>PLGU validation team organised.</i> <i>Centralised consolidation system at Oplan Pablo Centre established.</i> 	<ul style="list-style-type: none"> <i>Community-based information management system, datasets and database are not available.</i> <i>Lack of personnel at the municipal level to conduct data validation.</i> 	<ul style="list-style-type: none"> <i>Develop and install a system for validation and registration of affected families.</i> <i>Capacitate barangay health workers and purok leaders on data validation.</i>
5. Data collection tools and templates	<ul style="list-style-type: none"> <i>Logistics templates readily available for cluster members (service requests, stock reports).</i> 		<ul style="list-style-type: none"> <i>Ensure the utilisation of a standard template; PDRRM form/template should be used.</i>
6. Timing of assessments	<ul style="list-style-type: none"> <i>Joint rapid needs assessment by the Government and HCT conducted.</i> <i>PDNA conducted and established funding requirements.</i> 		
7. Compilation and analysis of assessment results			
8. Reporting	<ul style="list-style-type: none"> <i>Timely reporting and updated situation reports.</i> 	<ul style="list-style-type: none"> <i>Delay of LGU submission of consolidated and updated reports to the PLGU.</i> <i>Reports require further validation.</i> 	

HEALTH (incl. RH), NUTRITION, WASH, MHPSS			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> Organized PDRRMC plan; MDRRM plan established. Nutrition in emergencies (NIE) training conducted at the regional level. 	<ul style="list-style-type: none"> NIE not rolled out in the provincial and municipal levels. Lack of preparedness plans on typhoons; existing plans focus on flooding, tsunami, and earthquake. 	<ul style="list-style-type: none"> Review DRRM plans at all levels. Continue to roll out NIE training at the provincial and municipal levels; trained staff should remain in the area for a certain period of time. Seek assistance from INGOs in emergency response preparedness actions and collaborate with experts to develop preparedness initiatives.
2. Contingency plans			
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Emergency stockpiles of medicines and first aid available at the municipal level. Search and rescue in Agusan Sur (SARAS) in place at the provincial and municipal levels. Standby agreement with partner NGOs to implement delivery of assistance. 	<ul style="list-style-type: none"> Lack of readily available personnel at the rural health unit. 	
4. Rapid response funding	<ul style="list-style-type: none"> Five per cent CFs available for aid agencies. 	<ul style="list-style-type: none"> Lack of available funding. Bureaucratic process for releasing the CF delayed release to aid agencies. 	
5. Early warning and information dissemination	<ul style="list-style-type: none"> Alert system issued to all provinces. 	<ul style="list-style-type: none"> No hazard maps at the sitio and purok levels. Early warning advisory was not taken seriously by the communities. 	
6. Pre-emptive evacuation and evacuation centres	<ul style="list-style-type: none"> Evacuation centres identified at the municipal level. 		
7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS

1. Government response			
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> • <i>Operations Centre established at the provincial health office.</i> • <i>ICP established within 24 hours in Lingig with DSWD/MHO taking the lead.</i> • <i>Good communication and coordination from regional to the municipal level.</i> 		<ul style="list-style-type: none"> • <i>Conduct capacity building of ICP clusters.</i>
3. Resource mobilisation		<ul style="list-style-type: none"> • <i>Delayed release of funds due to bureaucracy.</i> 	<ul style="list-style-type: none"> • <i>Ensure quick release of QRF during disasters.</i>
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> • <i>Hygiene and water kits distributed including hypsol.</i> • <i>Anthropometric tools (height boards, weighing scales), blanket distribution of plumpy doz and assessment of nutrition status conducted through 'Operation Timbang plus' (therapeutic and supplementary food to acute malnourished children provided).</i> • <i>Medical consultations, disinfection/chlorination of water sources, and water quality surveillance conducted.</i> • <i>Training of trainers on hygiene promotion in Lingig provided for BHW s.</i> • <i>Rapid deployment of medical teams to affected barangays.</i> • <i>Available warehouse for logistics in the Trento Hub for Nutrition and WASH Clusters.</i> 	<ul style="list-style-type: none"> • <i>Lack of warehouse for supplies.</i> • <i>Potential duplication of WASH services.</i> • <i>Not all barangays received anthropometric tools.</i> • <i>Sta. Josefa and Veruela sanitary inspectors trained in water sanitation; other municipalities lack trained personnel.</i> • <i>Not all BHWs and BNS are trained in NIE.</i> • <i>Insufficient WASH facilities in evacuation centres.</i> • <i>Location of coordination hub and lack of humanitarian coordinators.</i> • <i>Lack of health personnel, transportation, and fatigue.</i> • <i>Fuel and oil maintenance needed for generator sets.</i> • <i>Accessibility to some areas due to unpaved roads and unpredictable weather conditions.</i> 	<ul style="list-style-type: none"> • <i>Ensure the availability of additional WASH facilities.</i> • <i>Conduct capacity building on response operation (WASH, psychosocial training, nutritional assessment) at the RHU level.</i> • <i>Develop a special procurement procedure during calamities to fast track the purchase of needed supplies.</i> • <i>Activate WASH committees for the operation and maintenance of WASH facilities in affected communities.</i> • <i>Provide anthropometric tools to all barangays in Sta. Josefa, Veruela and Loreto.</i> • <i>Conduct barangay level orientations for WASH facilities at the evacuation centres.</i> • <i>Provide training for CMAM and IYCF to untrained BHWs and BNS and a refresher course to trained personnel.</i> • <i>Employ additional health personnel trained on MHPSS.</i>
5. Cluster system	<ul style="list-style-type: none"> • <i>Nutrition cluster activated at the provincial level.</i> 	<ul style="list-style-type: none"> • <i>Lack of understanding of the cluster approach.</i> 	<ul style="list-style-type: none"> • <i>Raise awareness and strengthen the cluster system.</i> • <i>Regional staff to provide guidance and support to the provincial cluster.</i> • <i>Further engage municipal and provincial nutrition cluster members.</i>
6. Inter-cluster coordination			<ul style="list-style-type: none"> • <i>Strengthen cluster coordination and information sharing.</i>
7. Coordination with civil society and other partners	<ul style="list-style-type: none"> • <i>INGOs prepared for emergency response.</i> 		

8. Communications / others			
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making			
2. Quality of information	<ul style="list-style-type: none"> Road, earthquake, flood hazard maps available. 	<ul style="list-style-type: none"> Lack of updated demographic data. No updated and disaggregated data (data banking) Available data needs validation and disaggregation (sex, age). Lack of updated maps for use by NGOs and other partners. 	<ul style="list-style-type: none"> Involve Government partners in data validation.
3. Use of information	<ul style="list-style-type: none"> Reported and collected data used to identify and treat acutely malnourished children. 	<ul style="list-style-type: none"> Maps/GIS were not presented to government partners (3Ws). 	<ul style="list-style-type: none"> Share maps/GIS and 3Ws to government partners. Prepare contact lists of key staff of LGUs.
4. Processing and analysis of information			<ul style="list-style-type: none"> Allocate funding to collect GIS data. Develop data banking systems.
5. Data collection tools and templates	<ul style="list-style-type: none"> Weekly and monthly reporting forms and templates developed. HEARS, Rapid Health Assessment form and SPEED forms available. 		<ul style="list-style-type: none"> Develop a standard template.
6. Timing of assessments	<ul style="list-style-type: none"> WASH rapid assessment of evacuation centres conducted within 24 hours. Health PDNA available on time. 	<ul style="list-style-type: none"> No nutrition emergency rapid assessment conducted. Complete PDNA report not useful or timely. 	<ul style="list-style-type: none"> After two weeks of the disaster onset, PDNA should be completed or update provided to line agencies.
7. Compilation and analysis of assessment results			
8. Reporting	<ul style="list-style-type: none"> Functional surveillance units established at all levels. 	<ul style="list-style-type: none"> Difficulty of BHWs and BNSs in comprehending reporting forms; some forms misplaced or insufficient sufficient forms provided. Delay of reporting data in areas without network signal. 	<ul style="list-style-type: none"> Provide financial support to BNS and BHW for the timely submission of data. Simplify reporting forms and translate to the local dialect.

PROTECTION			
I. Preparedness			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government / Agency preparedness and mitigation plans	<ul style="list-style-type: none"> LDRRMC mechanisms established. Five year DRRM plan formulated in Surigao del Sur. 	<ul style="list-style-type: none"> No typhoon drills conducted. 	<ul style="list-style-type: none"> Develop a typhoon response mechanism. Periodically monitor the LDRRM framework.
2. Contingency plans			
3. Stockpiling / pre-positioning of stocks / pre-deployment of responders	<ul style="list-style-type: none"> Food and family pack stockpiles available. SAR trained personnel available for deployment. 	<ul style="list-style-type: none"> Lack of SAR equipment. 	<ul style="list-style-type: none"> Procure additional SAR equipment.
4. Rapid response funding	<ul style="list-style-type: none"> DSWD standby fund available. 	<ul style="list-style-type: none"> Improper utilisation of LDRRM funds. 	
5. Early warning and information dissemination	<ul style="list-style-type: none"> Weather updates monitoring conducted. 	<ul style="list-style-type: none"> Communities did not believe in PAGASA early warning advisories. 	<ul style="list-style-type: none"> Educate communities on early warning systems.
6. Pre-emptive evacuation and evacuation centres			
7. Others			
II. Initial response, response, coordination			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Government response	<ul style="list-style-type: none"> Regular PDRRMC meetings conducted. 		<ul style="list-style-type: none"> Improve coordination between LCEs, barangay officials and the armed forces.
2. Command structure and leadership on the ground	<ul style="list-style-type: none"> Activation of existing LGU coordination mechanisms (RIP/MIACAT-VAWCs). ICP established at the provincial level. 	<ul style="list-style-type: none"> No established ICP at the barangay level. 	

3. Resource mobilisation			<ul style="list-style-type: none"> Advocate for additional funding for GBV advocacy, training and seminars.
4. Standard response operating procedures and timely action	<ul style="list-style-type: none"> Land and water SAR teams available for response operations. High-level referral system from barangay to law enforcement agencies. Child-friendly spaces and temporary learning spaces established. 	<ul style="list-style-type: none"> Barangay child protection council not functional. Inefficient tools to support advocacy on GBV training and seminars. Referral system established but lacked financial support to fully implement. Access to remote communities due to insecurity. Increase in GBV cases. Weak community-based referral system and limited personnel to provide MHPSS services. SAR teams lacked necessary equipment for effective response. Evacuation assembly and pick-up points not well established. Lack of options for evacuation camps. 	<ul style="list-style-type: none"> Raise awareness on child protection. Improve protection mechanisms (BCPC, VAWC desks). Conduct regular GBV/CP case conferences engaging multi-sectoral service providers. Procure additional standby power generators and other response equipment. Train focal points and volunteers in MHPSS; integrate community-based programming into regular government projects. Establish signs to easily locate assembly or pick-up points.
5. Cluster system	<ul style="list-style-type: none"> Cluster coordination meetings regularly conducted. Child Protection Working Group core members established. 	<ul style="list-style-type: none"> Limited knowledge of the cluster approach or child protection issues. 	<ul style="list-style-type: none"> Raise awareness on the cluster approach; conduct more orientations on the cluster system Mainstream the cluster approach in LGU response.
6. Inter-cluster coordination	<ul style="list-style-type: none"> Gendered perspective integrated in other cluster response (NFI, Livelihood, and Health Clusters). 		
7. Coordination with civil society and other partners	<ul style="list-style-type: none"> LGU and private vehicle owners entered into a memorandum of agreement for response operations. 		
8. Communications / others		<ul style="list-style-type: none"> Poor access or lack of communication system facilities. 	<ul style="list-style-type: none"> Raise community awareness of protection issues and the referral pathway.
III. Information management and assessments			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Access to information for decision making			
2. Quality of information			

3. Use of information	<ul style="list-style-type: none"> • <i>GBV/CP collected data used for setting programme targets and interventions.</i> • <i>Disaster Assistance Family Access Cards (DAFAC) used.</i> • <i>3W map enabled identification of priority areas and assisted DSWD and humanitarian actors in decision-making.</i> 	<ul style="list-style-type: none"> • <i>Some violations of GBV/CP case confidentiality procedures.</i> 	
4. Processing and analysis of information		<ul style="list-style-type: none"> • <i>Insufficient personnel for data collection, processing and analysis.</i> • <i>Difficulty in gathering harmonised data from all actors on the ground.</i> 	<ul style="list-style-type: none"> • <i>Conduct capacity building on IM and assessments to service providers.</i>
5. Data collection tools and templates	<ul style="list-style-type: none"> • <i>Child Protection Rapid Assessment (CPRA) tool available for Region XIII (28 February).</i> 	<ul style="list-style-type: none"> • <i>There are no comprehensive LGU IM tools.</i> 	<ul style="list-style-type: none"> • <i>Develop a standard reporting template and mainstream data disaggregation (including focusing on indigenous peoples and other vulnerable groups).</i> • <i>Standardise barangay, municipal and provincial assessment template.</i>
6. Timing of assessments		<ul style="list-style-type: none"> • <i>Initial rapid assessment had limited coverage resulting in poor field level data.</i> • <i>Delayed launch of CPRA for Region XIII due to safety and security of field enumerators.</i> 	
7. Compilation and analysis of assessment results		<ul style="list-style-type: none"> • <i>Absence of IRA team at the local level.</i> • <i>CPRA results and analysis not finalised (on-going).</i> 	
8. Reporting		<ul style="list-style-type: none"> • <i>Weak reporting system from the LGU level to DSWD and OCD.</i> • <i>GBV/CP cases unreported or underreported due to the sensitivity issues.</i> 	<ul style="list-style-type: none"> • <i>Institutionalise reporting and documentation of GBV/CP cases from the barangay to the regional levels.</i>

Annex 3. Compostela Valley Community Consultation Matrices

Period covered: December 2012 – March 2013

Barangay Poblacion, Compostela Municipality			
<p>General demographic profile</p> <p>Barangay(s) represented: Mapaka, Maparat, Ngan, Poblacion</p> <p>Number of participants 10</p> <p>Age groups: below 18 (1); 19-29 (0); 30-40 (3); 41-50 (4); 51-60 (0); above 60 (2)</p> <p>Vulnerable groups / composition of participants: persons with disabilities (1); indigenous people (1)</p>			
<p>I. Preparedness and early warning</p>			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
22. Stockpiles / resources	<ul style="list-style-type: none"> Some people were prepared with available food and personal belongings. 	<ul style="list-style-type: none"> Not all people were prepared for the typhoon with sufficient food supplies. 	<ul style="list-style-type: none"> Ensure the availability of food stockpile in case of disasters (typhoon). Prepare for alternative livelihood in times of emergency.
23. Safe zones /evacuation areas in emergencies	<ul style="list-style-type: none"> Few barangays had identified evacuation centres. Evacuation centres were primarily in schools. 	<ul style="list-style-type: none"> The school principal did not want the school to be used as an evacuation centre. Lack of apt information dissemination on the use of schools as evacuation centres. There were no identified public and government designated evacuation centres. 	<ul style="list-style-type: none"> Each barangay should have an identified and designated EC; municipal government to identify one EC per barangay.

24. Trainings / orientations			
25. Drills / simulation			
26. Early warning system / information networks	<ul style="list-style-type: none"> The Bureau of Fire Brigade disseminated information to the barangays. An emergency alarm (sirens) system alerted the community. TV network was utilised by the community to receive information. 	<ul style="list-style-type: none"> The communities did not take the warning and information on the typhoon seriously. 	
27. Awareness of local disaster risk reduction and management funds	<ul style="list-style-type: none"> Some people are aware of the barangay CF. 	<ul style="list-style-type: none"> QRF was not utilised. 	<ul style="list-style-type: none"> 70 per cent of the CF should be used for community preparedness.
28. Other feedback			

II. Response and service delivery of humanitarian assistance

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
25. Accessibility to the area		<ul style="list-style-type: none"> Lack of accessibility due to debris on the road. 	<ul style="list-style-type: none"> Install a protection dike and conduct dredging of the river.
26. Availability of essential items (food, water, shelter)		<ul style="list-style-type: none"> No specific items were provided to the vulnerable groups in the first month of the disaster. 	<ul style="list-style-type: none"> Immediately identify needed assistance for specific sectors and vulnerable groups.
27. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> After one month, the communities were consulted on specific needs of vulnerable groups. 		
28. Awareness of plans for relocation / shelter assistance	<ul style="list-style-type: none"> The LGU provided information on relocation plans and the communities have been consulted by the LGU. Survey and validations were conducted. 		<ul style="list-style-type: none"> Strengthen awareness of available permanent and temporary shelter assistance.
29. Humanitarian assistance / services provided	<ul style="list-style-type: none"> The communities received assistance from humanitarian agencies and consulted on the types of assistance needed. Timely response provided by humanitarian agencies. 	<ul style="list-style-type: none"> Insufficient adequate information dissemination on the quantity of assistance to be provided to the communities. 	<ul style="list-style-type: none"> Conduct more consultations on the type of assistance to be provided to specific sectors. Conduct timely consultations with vulnerable groups on the type of assistance needed.

30. Required documents for registration	<ul style="list-style-type: none"> • DAFAC was distributed to the affected communities. • Master lists were finalised by purok leaders. 	<ul style="list-style-type: none"> • I/NGO distributed ration cards during relief distributions which caused confusion among the elderly. • DAFAC was not used as a basis for distribution; a different list was used. • Some people were removed or not included in the master list during distribution. 	<ul style="list-style-type: none"> • Clarify and provide information on the type of registration card to be used during relief distributions.
31. Incident Command Posts / distribution sites	<ul style="list-style-type: none"> • Some barangay captains pro-actively engaged in providing assistance to the communities. • Distribution sites were accessible. 	<ul style="list-style-type: none"> • Some barangay captains did not take leadership of the command posts resulting in delayed assistance. • No assistance consultations conducted. 	<ul style="list-style-type: none"> • Barangay captains should pro-actively engage in emergency response and facilitate timely assistance to affected communities. • The ICP to inform the communities where, when and how relief items are distributed.
32. Feedback mechanisms	<ul style="list-style-type: none"> • Community complaints were received by some leaders. 		
33. Communication of information and services available	<ul style="list-style-type: none"> • Frequency of food distributions communicated to the communities. 	<ul style="list-style-type: none"> • Lack of information dissemination on the quantity of relief goods to be distributed caused different barangays to compare assistance received. • Different I/NGOs providing different quantities of food kits; the communities were not consulted. • No follow-up with the communities after assessments. 	<ul style="list-style-type: none"> • Consult and provide consistent information on the quantity of assistance to be provided to avoid confusion. • I/NGOs to adequately explain the conduct of assessments to manage community expectations.
34. Access to evacuation centres		<ul style="list-style-type: none"> • Evacuation centres located in different areas identified by the community; some centres were not accessible. • Limited number of evacuation centres identified within a large affected area. 	<ul style="list-style-type: none"> • Systematically identify areas of evacuation centres and prioritise evacuation of vulnerable groups.
35. Other feedback	<ul style="list-style-type: none"> • Surveys of totally damaged shelters should be conducted at the evacuation centres. 		
III. One on one interviews			
SPECIFIC CHALLENGES and RECOMMENDATIONS			
25. Particular challenges to vulnerable groups	<ul style="list-style-type: none"> • Youth participant identified continuity of education for the school year as a challenge. The participant expressed concern that s/he may have to stop school due to the prioritisation of family resources. • Persons with disabilities expressed livelihood assistance and lack of regular employment as primary concerns. • Women participants considered permanent shelter, lack of employment and limited food supply as the main challenges. Agricultural livelihoods have been damaged and require funding assistance to begin re-planting. • The elderly indicated that access to health services and assistance for livelihood as primary concerns. 		

26. Recommendations for agencies to improve assistance and service delivery	
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Barangay Union, Monkayo			
<p>General demographic profile</p> <p>Barangay(s) represented: Union</p> <p>Number of participants: 12</p> <p>Age groups: below 18 (1); 19-29 (1); 30-40 (3); 41-50 (2); 51-60 (3); above 60 (2)</p> <p>Vulnerable groups / composition of participants: persons with disabilities (1); indigenous people (1); pregnant and lactating women (1)</p>			
I. Preparedness and early warning			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Stockpiles / resources	<ul style="list-style-type: none"> Some people were able to keep clothing and food and protected their roof from strong winds. 	<ul style="list-style-type: none"> DSWD had stockpile available but was insufficient to respond to the magnitude of damage caused by the typhoon. 	<ul style="list-style-type: none"> DSWD and households to ensure sufficient stockpile of supplies for calamities.
2. Safe zones /evacuation areas in emergencies	<ul style="list-style-type: none"> Some people were able to evacuate to higher grounds or to houses of relatives and friends. Schools were used as primary ECs. 	<ul style="list-style-type: none"> No established or defined ECs. 	<ul style="list-style-type: none"> Identify and establish accessible and disaster resilient ECs in the area. Identify private houses which can be collectively used as evacuation sites.

3. Trainings / orientations	<ul style="list-style-type: none"> • Trainings and drills on earthquakes and floods provided to purok and barangay leaders. 	<ul style="list-style-type: none"> • No trainings and orientations on disaster planning and preparedness provided to the communities. 	<ul style="list-style-type: none"> • Mainstream DRRM training and orientations to the communities.
4. Drills / simulation	<ul style="list-style-type: none"> • Schools conducted drills and simulations for students and teachers. 	<ul style="list-style-type: none"> • Community not aware of earthquake or flood drills. 	<ul style="list-style-type: none"> • Ensure that drills and simulations on fire, earthquake, and typhoons are part of regular activities in schools.
5. Early warning system / information networks	<ul style="list-style-type: none"> • Information gathered through television, radio, SMS and word of mouth. • Schools informed students of the coming typhoon. 	<ul style="list-style-type: none"> • Typhoon/storm signals are not understood by many people (people thought that storm signal 5 was the weakest and strong signal 1 was the strongest). • People unresponsive to the EW messages as they did not previously experience a typhoon. 	<ul style="list-style-type: none"> • Establish EW signals not just at the municipal level but also in the barangay and purok levels (particularly in remote areas).
6. Awareness of local disaster risk reduction and management funds	<ul style="list-style-type: none"> • Municipal and barangays have DRRM plans but limited to earthquakes and floods. 	<ul style="list-style-type: none"> • At the barangay level, communities were not aware of the DRRM plan; only purok leaders and volunteers were informed. • Poor dissemination of information regarding the DRRM funds allocated for disaster preparedness. 	<ul style="list-style-type: none"> • Conduct regular meetings (pulong pulong) and awareness campaigns for the community to improve comprehension of DRRM plans.
7. Other feedback			

II. Response and service delivery of humanitarian assistance

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Accessibility to the area	<ul style="list-style-type: none"> • The main roads were accessible as debris was immediately cleared; barangays provided equipment for the clearing. 		
2. Availability of essential items (food, water, shelter)	<ul style="list-style-type: none"> • Relief goods and other needed services were provided two to three days after the typhoon sufficient to cover needs. 		
3. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> • Surveys were conducted. • Prioritization given to vulnerable groups in relief distributions. 	<ul style="list-style-type: none"> • Inadequate explanation to the communities regarding the surveys; expectations not managed adequately. • No consultations conducted with communities with regards to the types of assistance provided. 	
4. Awareness of plans for relocation / shelter assistance		<ul style="list-style-type: none"> • People are not fully aware of the relocation plans and shelter assistance available; no set criteria to avail of the services. 	<ul style="list-style-type: none"> • Communities to be provided with thorough explanation of relocation and shelter assistance available and the criteria set for determining beneficiaries.

5. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Private organisations used master list for relief distributions; cards provided to establish distribution system. Different agencies conducted surveys. 	<ul style="list-style-type: none"> Master list was not complete. Failure to clearly convey criteria for providing assistance created tensions within the community due to variation of assistance received (some services were limited to vulnerable groups). 	<ul style="list-style-type: none"> Ensure that master lists include all families in the community. Provide a clear explanation on beneficiary selection criteria. Humanitarian actors to provide information on their organisation, types of services to be provided and duration of operations in order to manage community expectations.
6. Required documents for registration	<ul style="list-style-type: none"> Barangay officials through the purok leaders developed the master list; no documents were required as residents were included in the list. 		
7. Incident Command Posts / distribution sites	<ul style="list-style-type: none"> The community was aware of the ICP established at the barangay hall gym. 		
8. Feedback mechanisms	<ul style="list-style-type: none"> Feedback IS usually provided through the barangay officials and barangay captain. 	<ul style="list-style-type: none"> No suggestion box. The community is hesitant to express their ideas and thoughts (attributed to local culture). 	<ul style="list-style-type: none"> Establish an appropriate feedback system where communities can freely express their concerns and complaints.
9. Communication of information and services available	<ul style="list-style-type: none"> Information was disseminated through barangay officials and purok leaders. 	<ul style="list-style-type: none"> Families in remote parts of the barangay had difficulty receiving information and advisories. 	<ul style="list-style-type: none"> Establish communications mechanism to reach people in remote areas.
10. Access to evacuation centres		<ul style="list-style-type: none"> No established ECs. 	<ul style="list-style-type: none"> Identify and establish safe zones and disaster-resilient ECs.
11. Other feedback	<ul style="list-style-type: none"> The community recommended the continuation of CFW programmes and the provision of other livelihood activities to facilitate quick recovery from the disaster. Assistance provided should also cover the whole community and not just a particular area in order to avoid potential conflict. 		

III. One on one interviews

SPECIFIC CHALLENGES and RECOMMENDATIONS	
1. Particular challenges to vulnerable groups	
2. Recommendations for agencies to improve assistance and service delivery	

Barangay Andap, New Bataan

General demographic profile

Barangay(s) represented: Andap

Number of participants: 11 (Female: 5; Male: 6)

Age groups: below 18 (1); 19-29 (1); 30-40 (3); 41-50 (5); 51-60 (1); above 60 (0)

Vulnerable groups / composition of participants: indigenous community leader, health workers, high school teacher, youth, person with disability, housewife, farmers

I. Preparedness and early warning

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Stockpiles / resources		<ul style="list-style-type: none"> People including local officials were insufficiently prepared and lacked sufficient stockpiles when underestimated the potential impact of the typhoon. 	
2. Safe zones /evacuation areas in emergencies		<ul style="list-style-type: none"> Community lacked awareness of safe areas or evacuation sites during disaster. 	
3. Trainings / orientations		<ul style="list-style-type: none"> Barangay disaster team conducted meetings and seminars but there has been no discussion on disaster response procedures. No training or orientations provided on typhoons; only for earthquakes. Typhoons were not factored into drills and training, which were only discussed within the disaster team and were not circulated to the community. 	

4. Drills / simulation			<ul style="list-style-type: none"> Provide disaster preparedness orientations and conduct drills.
5. Early warning system / information networks	<ul style="list-style-type: none"> Classes were suspended and children were sent home; suspension of classes was the earliest warning indicator. 	<ul style="list-style-type: none"> Warnings were relayed via TV but the community, who had not previously experienced a typhoon, did not understand the signals. Lack of information provided by the government; some people had no access to TV or radio and there was heavy reliance on messages through word of mouth. Relatives from other municipalities, who also did not understand storm signals, indicated that it was not necessary to evacuate. Some people refused to be evacuated. No alarm system in place similar to other municipalities. 	<ul style="list-style-type: none"> Preparedness plans should be clearly communicated to the community. Provide information on typhoon signals and weather terminologies. Local authorities to ensure that early warning systems are established and functional.
6. Awareness of local disaster risk reduction and management funds	<ul style="list-style-type: none"> Ropes, megaphones, and flashlights were available in the barangay and procured through the disaster funds; the equipment was part of the barangay disaster team preparedness measures. Also initially available as part of the preparedness equipment were raincoats and other materials; however, these were washed away by the floods. 	<ul style="list-style-type: none"> General awareness of the availability of DRRM funds but lack of knowledge on the amount and modalities of allocation and community entitlements. 	<ul style="list-style-type: none"> Ensure transparency in the allocation and disbursement of disaster funds; copies of the barangay budget should be made available to the public.
7. Other feedback		<ul style="list-style-type: none"> General perception that millions of PHP were allocated to New Bataan but the community does not feel it has benefitted from the funds. 	

II. Response and service delivery of humanitarian assistance

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Accessibility to the area		<ul style="list-style-type: none"> It took three days for assistance to reach remote areas due to damaged roads and fallen trees; the private sector reached these areas first and provided relief. 	
2. Availability of essential items (food, water, shelter)		<ul style="list-style-type: none"> People had to cross rivers to reach the poblacion to obtain food and other essential relief supplies. 	

3. Consultation on humanitarian assistance and services			
4. Awareness of plans for relocation / shelter assistance		<ul style="list-style-type: none"> Some people refused to be relocated as sites are too far from their source of livelihood (farms). Geo-hazard maps provided only after Typhoon Pablo; no other alternatives provided for relocation (MGB indicated that almost all of Barangay Andap is a no build zone). 	
5. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Assistance provided was sufficient and significantly helped the community. Assistance received came mostly from Davao City and Tagum from the private sector, the Red Cross, church-based organisations and HRC. Community received emergency kits and repaired and rebuild their homes. IOM provided plastic sheets (tarpaulins) for emergency shelter. HRC provided assistance to all without discrimination. 	<ul style="list-style-type: none"> TESDA offered free skills training with allowance; however, the program was not properly implemented. People had to return two or three times to avail of the service and some people were not served. People living in tent house were given priority in aid distribution; those outside tents and ECs also required equitable assistance. 	<ul style="list-style-type: none"> The government to provide livelihood assistance to the community (such as farm rehabilitation and providing agricultural inputs).
6. Required documents for registration	<ul style="list-style-type: none"> No documents needed in registering in the master list; purok leaders developed the list and if a family was not included, the leader conducted validation. 		
7. Incident Command Posts / distribution sites		<ul style="list-style-type: none"> Lack of awareness about the ICP; people only knew the location of distribution sites. 	
8. Feedback mechanisms	<ul style="list-style-type: none"> Feedback relayed through the barangay leaders. 		
9. Communication of information and services available	<ul style="list-style-type: none"> Community was aware of available services through television, radio and local authorities. 		
10. Access to evacuation centres	<ul style="list-style-type: none"> The church, elementary and national high school buildings were designated ECs.. 	<ul style="list-style-type: none"> Delayed to ECs when flood waters rapidly went through the town. Barangay officials indicated that schools should be the ECs before the onset of the disaster; however, there were no disaster-resilience centres available. 	

11. Other feedback	<ul style="list-style-type: none"> • <i>The community felt that living in tents is too hot.</i> • <i>During Tropical Depression Shanshan (Crising), the community immediately evacuated due to their experience with Typhoon Bopha; the local authorities provided EW warning on Crising.</i>
III. One on one interviews	
	SPECIFIC CHALLENGES and RECOMMENDATIONS
1. Particular challenges to vulnerable groups	
2. Recommendations for agencies to improve assistance and service delivery	

Annex 3. Davao Oriental Community Consultation Matrices

Period covered: December 2012 – March 2013

Barangay Lambajon, Baganga

General demographic profile

Barangay(s) represented: Lambajon

Number of participants 9 (Female: 8; Male: 1)

Age groups: below 18 (1); 19-29 (1); 30-40 (2); 41-50 (2); 51-60 (1); above 60 (2)

Vulnerable groups / composition of participants: teacher, youth, lactating mother, pregnant woman, elderly, persons with disabilities, indigenous people, nurse

I. Preparedness and early warning

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
29. Stockpiles / resources		<ul style="list-style-type: none"> No equipment available for disaster response. 	<ul style="list-style-type: none"> Government to ensure medicines, medical supplies and ambulance are available in times of emergency.
30. Safe zones /evacuation areas in emergencies	<ul style="list-style-type: none"> Pre-emptive and forced evacuations were conducted. 	<ul style="list-style-type: none"> People only evacuated when strong winds began. 	<ul style="list-style-type: none"> Identify safe areas for evacuation and transportation for evacuees provided (especially for people with disabilities). Government to construct disaster resilient evacuation centres.

31. Trainings / orientations		<ul style="list-style-type: none"> No community orientations or training on typhoons. 	<ul style="list-style-type: none"> Provide training on disaster preparedness (multi-hazard) with separate trainings to vulnerable groups. LGU to inform the community on disaster response procedures and early warning and preparedness plans.
32. Drills / simulation		<ul style="list-style-type: none"> Only earthquake drills should be conducted. 	
33. Early warning system / information networks	<ul style="list-style-type: none"> Department of Education in Mati informed the schools of the approaching typhoon and issued an advisory to cancel classes. Children were immediately sent home from school. Some people moved to safer houses more resistant to strong winds; some people cooked food in preparation for the typhoon. Information was relayed through word of mouth. Residents in the coastal area were advised to evacuate to the nearest school. 	<ul style="list-style-type: none"> No warning information on typhoons prior to Pablo. Early warning came from Department of Education but not from local authorities. People did not understand the storm signals and weather terminologies, and did not believe the typhoon was coming. It was not emphasised to the community that the storm was a super typhoon. 	<ul style="list-style-type: none"> Conduct an orientation on weather terminologies and the storm signal system. The military should be involved in disseminating information and assisting in evacuations. Establish an alarm system.
34. Awareness of local disaster risk reduction and management funds	<ul style="list-style-type: none"> People are generally aware of the CF and how it should be used during emergencies. People are aware that there is a DRRM Plan at the municipal level. 	<ul style="list-style-type: none"> Some people were not informed if there is a barangay disaster plan. Some people know that the CF can be used for training but it was not utilised; local authorities did not provide preparedness trainings. There was no CF because the 2013 budget was not yet approved. 	
35. Other feedback		<ul style="list-style-type: none"> Schools were not really damaged by the typhoon but people stole the school's roof and wall materials such as wood and galvanised iron sheets. 	<ul style="list-style-type: none"> Establish and organise disaster teams. Strengthen coordination mechanisms between the government and communities.

II. Response and service delivery of humanitarian assistance

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
36. Accessibility to the area	<ul style="list-style-type: none"> A Philippine Navy boat was provided to transport relief goods and the wounded as the roads and bridges were not passable. 	<ul style="list-style-type: none"> Bridges and roads were damaged and communication was difficult. 	

37. Availability of essential items (food, water, shelter)			
38. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> Relief was provided and appreciated by the people. 	<ul style="list-style-type: none"> People were not consulted on their needs. 	<ul style="list-style-type: none"> DSWD to consult with people to identify needs when providing assistance.
39. Awareness of plans for relocation / shelter assistance			
40. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Initial assistance was provided by a local official from another city one day after the typhoon struck. Medical assistance was provided to affected communities. 	<ul style="list-style-type: none"> Only those connected to the government received assistance. Lack of proper coordination for food distribution in the initial emergency phase; a helicopter dropped food/biscuits and people fought for the provisions. People using the ambulance had to pay for the fuel. 	<ul style="list-style-type: none"> At the barangay level, provide information products indicating areas that have received assistance and areas which have not.
41. Required documents for registration	<ul style="list-style-type: none"> No documents were required; as long as you were a local resident, relief was provided. 		
42. Incident Command Posts / distribution sites			
43. Feedback mechanisms			
44. Communication of information and services available			
45. Access to evacuation centres			
46. Other feedback	<ul style="list-style-type: none"> Include livelihood in rehabilitation programmes. The community assisted each other in the immediate aftermath of the disaster. People with businesses/stores offered their goods to other people. Media network, other private organisations, and NGOs provided relief assistance; the community is grateful for this assistance. An elderly participant noted that "We consider ourselves blessed because we were given medical assistance for free; we were able to avail of free check-ups as well as medicines. Before, when you go to a local health centre, you have to pay even for the cleansing of a wound." 		
III. One on one interviews			

	SPECIFIC CHALLENGES and RECOMMENDATIONS
27. Particular challenges to vulnerable groups	
28. Recommendations for agencies to improve assistance and service delivery	

Barangay Cabasagan, Boston			
<p>General demographic profile</p> <p>Barangay(s) represented: Cabasagan</p> <p>Number of participants 8</p> <p>Age groups: below 18 (1); 19-29 (1); 30-40 (2); 41-50 (1); 51-60 (2); above 60 (1)</p> <p>Vulnerable groups / composition of participants: persons with disability (1); indigenous people (1); lactating mother (1)</p>			
I. Preparedness and early warning			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS

1. Stockpiles / resources	<ul style="list-style-type: none"> Some people prepared food, clothing and water. 	<ul style="list-style-type: none"> Most people did not prepare as they did that believe there will be a storm. 	<ul style="list-style-type: none"> Barangay and municipality to stockpile relief items for immediate distribution in times of emergency. Community should be aware of the essential items needed for calamities.
2. Safe zones /evacuation areas in emergencies	<ul style="list-style-type: none"> In the absence of pre-identified evacuation centres, schools were assigned as safe zones; the information was disseminated by barangay officials to the students. 	<ul style="list-style-type: none"> No pre-identified evacuation centres in the area; the community regard schools as evacuation centres. 	<ul style="list-style-type: none"> Identify safe zones and establish an evacuation centre in the area. Ensure that the community is fully aware of the location of designated centres.
3. Trainings / orientations	<ul style="list-style-type: none"> Disaster preparedness integrated in local women's organisation training. The MDRRMC and AFP conducted women's skills training which included disaster preparedness information. 	<ul style="list-style-type: none"> Some people were not able to participate in training due to work commitment. 	<ul style="list-style-type: none"> Conduct regular (quarterly) training or information drives per purok on disaster preparedness. Form youth groups to train as volunteers.
4. Drills / simulation		<ul style="list-style-type: none"> Schools conduct regular drills but limited only to fire, earthquake and tsunami. 	<ul style="list-style-type: none"> Include flood and typhoon in regular simulation activities in schools.
5. Early warning system / information networks	<ul style="list-style-type: none"> The municipality alerted the barangays of the coming typhoon. The barangay captain coordinated with Department of Education and information was disseminated to the students, who were then sent home. The barangay issued an alarm at 2 am for people to evacuate to the schools. Roaming police patrols warned the people to evacuate. Department of Education (from Division to District) monitored their local staff and ensured that they received the latest information on the typhoon. 	<ul style="list-style-type: none"> Information did not reach communities in remote areas. Many people did not understand the storm signal system. People thought that storm signal 1 is the strongest and signal 5 is the weakest. 	<ul style="list-style-type: none"> Provide advance information to the community on preparedness plans and response systems (including the ICP). Incentives should be provided to encourage people to attend awareness raising sessions. Ensure that remote areas receive information; this can be channelled through purok leaders or barangay councillors. Organise youth to facilitate information drives.
6. Awareness of local disaster risk reduction and management funds	<ul style="list-style-type: none"> People are generally aware of the CF. 	<ul style="list-style-type: none"> People are aware of the CF but do not know what it covers and how to access it. Limited understanding of DRRM funds; people associate CF with the assistance they receive in times of calamities. 	<ul style="list-style-type: none"> Authorities to provide clear explanation of the DRRM fund and how communities will benefit from it.
7. Other feedback			
II. Response and service delivery of humanitarian assistance			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS

1. Accessibility to the area		<ul style="list-style-type: none"> Roads were impassable until three days after the typhoon due to large amounts of debris. 	<ul style="list-style-type: none"> Establish standby personnel and debris clearing equipment.
2. Availability of essential items (food, water, shelter)	<ul style="list-style-type: none"> The municipality distributed relief items as soon as the area became accessible. First responders secured the availability of safe drinking water. 	<ul style="list-style-type: none"> Private groups and people, who provided assistance, threw packages from their vehicles which created chaos. 	
3. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> Humanitarian actors coordinated with barangay and purok officials with available assistance. In one purok, an agency requested for a list of needed items and provided assistance based on the list. 	<ul style="list-style-type: none"> No community consultations conducted on required assistance. Surveys (e.g. interviews, validations) were conducted but no feedback on the outcome of the survey or follow-up actions. Information of assistance and type of services available was limited to barangay and purok officials. 	<ul style="list-style-type: none"> Humanitarian actors to ensure that a community assembly/meeting is held to provide information on the type of assistance available and for the communities to indicate needed services.
4. Awareness of plans for relocation / shelter assistance	<ul style="list-style-type: none"> The community was informed by the barangay captain of relocation and shelter assistance plans. 	<ul style="list-style-type: none"> The community is not aware of shelter assistance criteria. No final relocation plan. 	<ul style="list-style-type: none"> Conduct a general assembly and disseminate information on relocation plans and shelter assistance. Provide an explanation on the cause of delay in implementing the programme.
5. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Food and NFIs were provided enough for families with four to five members. The needs of vulnerable people were prioritised (pregnant and lactating women, elderly). Generally, people are satisfied with the assistance they received; the services were relevant and appropriate. 	<ul style="list-style-type: none"> Distribution packages were the same regardless of the number of family members; some large families ran short of supplies. People with disabilities were not provided with a special lane during relief distributions. 	<ul style="list-style-type: none"> The number of family members should be considered in the distribution of relief packages.
6. Required documents for registration	<ul style="list-style-type: none"> No documents were required to be listed in the master list; master list developed by the purok leaders and submitted to the barangay captains. 		
7. Incident Command Posts / distribution sites	<ul style="list-style-type: none"> There was a distribution point per purok; an organised system was in place. The barangay hall and barangay gym served as the ICP and open 24/7. 	<ul style="list-style-type: none"> No clear distribution system during the first week after the typhoon. The community was unaware of the ICP but knew the location of distribution sites. 	<ul style="list-style-type: none"> Educate the community on the importance of the ICP during disasters.
8. Feedback mechanisms		<ul style="list-style-type: none"> There is no established formal feedback mechanism; complaints were raised to the barangay and purok officials. 	<ul style="list-style-type: none"> Hold community meetings to raise and address concerns; barangay officials to facilitate feedback mechanisms.
9. Communication of information and services available		<ul style="list-style-type: none"> Criteria to avail of assistance were not clearly explained to the community. 	<ul style="list-style-type: none"> Provide clear, consistent and transparent information on criteria used for beneficiary selection and available services.

10. Access to evacuation centres		<ul style="list-style-type: none"> • <i>People in remote areas have difficulty accessing the ECs.</i> • <i>Identified school ECs were in Cateel but not in Boston; Cateel is too far for communities in Boston.</i> 	
11. Other feedback	<ul style="list-style-type: none"> • <i>CFW criteria need to be clearly explained to the people. In the listings, ensure that all families are provided with an equitable opportunity to participate; there are cases of beneficiaries being selected to participate in the programme multiple times.</i> 		
III. One on one interviews			
		SPECIFIC CHALLENGES and RECOMMENDATIONS	
1. Particular challenges to vulnerable groups			
2. Recommendations for agencies to improve assistance and service delivery			

Barangay Taytayan, Cateel

General demographic profile

Barangay(s) represented: Maglahos, Mainit, Poblacion, San Antonio, San Vicente, Taytayan

Number of participants: 11 (Female: 7; Male: 3)

Age groups: below 18 (0); 19-29 (1); 30-40 (2); 41-50 (3); 51-60 (3); above 60 (1)

Vulnerable groups / composition of participants: persons with disability (1); indigenous people (1); widow (1)

I. Preparedness and early warning

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Stockpiles / resources	<ul style="list-style-type: none"> Some families had stockpiles available. 	<ul style="list-style-type: none"> Most people did not make any preparation since they did not take the warning seriously. 	<ul style="list-style-type: none"> Conduct food stockpiling in the school.
2. Safe zones /evacuation areas in emergencies	<ul style="list-style-type: none"> The community remained in their houses. 	<ul style="list-style-type: none"> EC was not typhoon resilient; many of those who evacuated to the school ECs died. 	<ul style="list-style-type: none"> Ensure that ECs are typhoon resilient; food preparations should be in the school and ready during disasters.
3. Trainings / orientations	<ul style="list-style-type: none"> A school in the community received preparedness orientation. 	<ul style="list-style-type: none"> No training or orientation conducted in the community or barangay. 	<ul style="list-style-type: none"> Conduct community-based preparedness training and education.
4. Drills / simulation		<ul style="list-style-type: none"> No drills or simulations conducted. 	<ul style="list-style-type: none"> Conduct community-based drills and simulations.

5. Early warning system / information networks	<ul style="list-style-type: none"> The LGU and police disseminated information and prepared the community for pre-emptive evacuation. Some people in the community used motorcycle riders to disseminate information. Teachers cancelled classes. Some people in the barangay received information through SMS. 	<ul style="list-style-type: none"> No communication to remote barangays. The community did not take the warning seriously as they had never previously experienced a typhoon. 	<ul style="list-style-type: none"> LGU to provide information of evacuation sites and initiate forced evacuations if needed. SMS should be received by the barangay captain and message relayed to the community.
6. Awareness of local disaster risk reduction and management funds	<ul style="list-style-type: none"> Only the elderly know about the five per cent CF to be used during disasters. 	<ul style="list-style-type: none"> Many people were not aware of the local DRRM funds. 	<ul style="list-style-type: none"> 70 per cent of the calamity fund should be used for community preparedness.
7. Other feedback			

II. Response and service delivery of humanitarian assistance

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Accessibility to the area	<ul style="list-style-type: none"> Some barangays received assistance within 24 hours after the disaster. 	<ul style="list-style-type: none"> Other areas not accessible due to debris on the road. Damaged bridge caused delay of service. 	<ul style="list-style-type: none"> In order to ensure response within 24 hours of a disaster, designated ECs should have available stockpiles. Communities should assist in debris clearing.
2. Availability of essential items (food, water, shelter)	<ul style="list-style-type: none"> The LGU and INGOs provided immediate food, water and clothing relief after the disaster. 		
3. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> Assistance received generally suited the needs of the community. 	<ul style="list-style-type: none"> No consultations conducted. 	<ul style="list-style-type: none"> Beneficiaries should be consulted on their needs. . Assistance should also focus on livelihood.
4. Awareness of plans for relocation / shelter assistance	<ul style="list-style-type: none"> Some barangays have identified relocation sites. Land owners gave authority to use their lands for five years for on-site shelter assistance. INGOs and the Government identified sites where people can build permanent shelters. Some people started repairing their shelter. 	<ul style="list-style-type: none"> Some people do not have information on available permanent shelter assistance. 	<ul style="list-style-type: none"> LGU to present their relocation plan to the community.

5. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Assistance provided by I/NGOs met the current needs of the community. 	<ul style="list-style-type: none"> I/NGOs assistance do not focus on livelihood. 	<ul style="list-style-type: none"> Humanitarian agencies to strengthen consultations with communities and focus programming towards livelihood assistance.
6. Required documents for registration	<ul style="list-style-type: none"> Distributions were based on the master list developed by the purok leader and submitted to the barangay captain. Most people listed in the master list. 	<ul style="list-style-type: none"> Some people were not included in the list as they immediately left their community after the disaster. 	<ul style="list-style-type: none"> Update the master list with data from the barangay health worker.
7. Incident Command Posts / distribution sites	<ul style="list-style-type: none"> Vulnerable sector prioritised during distribution. Distribution points pre-identified before distribution. Some assistance received by the purok and distributed directly from their house. Women volunteers available for distribution. ICP established in the barangay. 	<ul style="list-style-type: none"> Some distributions were not well organised. 	<ul style="list-style-type: none"> The barangay captain should be the ICP commander. Community should have more self-discipline when receiving relief.
8. Feedback mechanisms	<ul style="list-style-type: none"> Barangay captains took the initiative to inquire of available assistance. Women organised themselves to provide a complaint mechanism on the quality of assistance. 		<ul style="list-style-type: none"> Each community should have a volunteer and women's committee to facilitate feedback mechanisms.
9. Communication of information and services available	<ul style="list-style-type: none"> Information on services was disseminated through the women's group. 		<ul style="list-style-type: none"> The barangay captain to strengthen communications with the community on available assistance.
10. Access to evacuation centres	<ul style="list-style-type: none"> Bunkhouses were constructed during the immediate response phase. 	<ul style="list-style-type: none"> The EC was not disaster-resilient and access was unsafe. Some people evacuated to Cateel near the municipal hall but the evacuation site collapsed. 	<ul style="list-style-type: none"> Schools should be resilient to typhoons and strong winds. Bunkhouses should be well maintained.
11. Other feedback	<ul style="list-style-type: none"> Many people died in the evacuation centre as it was not disaster resilient. Assistance provided should focus more on livelihood. 		

III. One on one interviews

SPECIFIC CHALLENGES and RECOMMENDATIONS	
1. Particular challenges to vulnerable groups	<ul style="list-style-type: none"> Most of the vulnerable groups stated that livelihood and education for their children as the main challenges. For the elderly and people with disability, their main concern is available medical and nutrition assistance.

<p>2. Recommendations for agencies to improve assistance and service delivery</p>	<ul style="list-style-type: none">• <i>Humanitarian agencies should provide livelihood assistance to the community.</i>
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Annex 3. Caraga Region Community Consultation Matrices

Period covered: December 2012 – March 2013

Barangay Pagtilaan, Lingig

General demographic profile

Barangay(s) represented: Mansailaw, Pagtilaan, San Roque

Number of participants 12 (Female: 9; Male: 3)

Age groups: below 18 (0); 19-29 (2); 30-40 (0); 41-50 (2); 51-60 (8); above 60 (2)

Vulnerable groups / composition of participants: persons with disabilities (1)

I. Preparedness and early warning

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
36. Stockpiles / resources	<ul style="list-style-type: none"> Some individual food stockpiling conducted by the community. 	<ul style="list-style-type: none"> The barangay did not have sufficient stockpiles for immediate relief. 	<ul style="list-style-type: none"> Ensure sufficient stockpiles are available as part of the community's preparedness plan.
37. Safe zones /evacuation areas in emergencies	<ul style="list-style-type: none"> BLGU sought and received permission to use the school as an EC. Other areas were identified as ECs at the Mayor's request, prior to the typhoon. 	<ul style="list-style-type: none"> Not all teachers were informed that the school would be used as an EC. 	<ul style="list-style-type: none"> The Government to pre-identify ECs with adequate facilities as a preparedness measure. The classroom key should be given to the guard on duty.

38. Trainings / orientations	<ul style="list-style-type: none"> Teachers received disaster trainings. DSWD beneficiaries received disaster training. 	<ul style="list-style-type: none"> Teachers did not receive typhoon preparedness training. The community did not receive typhoon disaster training (trainings focused on tsunami, earthquake and flooding). 	<ul style="list-style-type: none"> Teachers and barangay leaders should be provided multi-hazard preparedness training.
39. Drills / simulation	<ul style="list-style-type: none"> Teachers and students conducted earthquake and fire drills. 	<ul style="list-style-type: none"> No drill or simulation conducted for typhoons. 	<ul style="list-style-type: none"> Conduct drills within the community and not just schools.
40. Early warning system / information networks	<ul style="list-style-type: none"> Initial communication letter circulated to the community that the typhoon may strike Hinatuan. Follow-up letter provided with updates on the change of the typhoon's path and for barangay leaders to identify evacuation sites in the event of flooding. Many families relied on updates from the television and young people sent SMS messages to provide information. 	<ul style="list-style-type: none"> The community did not take the early warning messages seriously. Second communications letter were released but it was too late for the community to make additional preparations. 	<ul style="list-style-type: none"> Communication letters should issue mandatory evacuations for the community and to conduct additional preparations.
41. Awareness of local disaster risk reduction and management funds	<ul style="list-style-type: none"> Some people were aware of the CF due to their political affiliation. BDRRMC established and a general assembly conducted. 	<ul style="list-style-type: none"> Not all community members are aware of the CF. No information provided on the disaster preparedness plan. BDRRMC is not functional; only a select few attended the general assembly. 	<ul style="list-style-type: none"> Mandatory general assembly should be conducted to ensure transparency of the DRRM fund; 70% of the fund should be used for preparedness.
42. Other feedback			
II. Response and service delivery of humanitarian assistance			
	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
47. Accessibility to the area		<ul style="list-style-type: none"> Some people received assistance three days after the disaster due to lack of available supplies and access constraints to the remote barangays. 	
48. Availability of essential items (food, water, shelter)	<ul style="list-style-type: none"> Relief goods were distributed and general needs met. A number of barangays received assistance within 24 hours of the disaster. Food relief was distributed using the calamity fund in the barangay. 	<ul style="list-style-type: none"> Some BLGUs did not proactively address the community's needs more than 24 hours after the response. 	

49. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> The community was consulted for required assistance. 		<ul style="list-style-type: none"> Ensure adequate dissemination of information for assistance to the community.
50. Awareness of plans for relocation / shelter assistance	<ul style="list-style-type: none"> Relocation site identified. Orientation on shelter assistance conducted. 	<ul style="list-style-type: none"> Not all people were aware of the relocation site. Some sectors of the community particularly vulnerable groups were not consulted. 	
51. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Partially damaged houses were provided with shelter repair kits. Assistance was provided within one week of the disaster. 	<ul style="list-style-type: none"> Lack of clarity on shelter kit assistance for totally damaged shelters. Shelter assistance from DSWD was not adequately communicated. 	<ul style="list-style-type: none"> Ensure proper communication for shelter assistance (to totally and partially damaged houses) from the Government and humanitarian partners to the communities.
52. Required documents for registration	<ul style="list-style-type: none"> Purok leaders provided a master list to the barangay and submitted to the municipal government. Municipal focal points conducted assessment and consolidated the beneficiaries list at municipal level. DAFAC was distributed. I/NGO provided claims stub before distribution. 	<ul style="list-style-type: none"> Confusion over the master list; some families were de-listed when the final list at the municipal level was released. I/NGO used a different master list from the purok leader. 	<ul style="list-style-type: none"> INGO/NGO to continue providing claim stubs before distribution. Purok leader master list should be used; municipal master list to be forwarded to the purok leader for re-validation if families are listed or de-listed.
53. Incident Command Posts / distribution sites	<ul style="list-style-type: none"> Identified distribution sites in each barangay; claim stubs/ration cards provided to beneficiaries before distribution. Scheduled distribution disseminated to people via SMS. CP established at the barangay level. 	<ul style="list-style-type: none"> Vulnerable sector not prioritised. 	<ul style="list-style-type: none"> Prioritise the vulnerable sector during distribution.
54. Feedback mechanisms		<ul style="list-style-type: none"> No clear feedback system at the barangay level; community unaware of where to raise concerns about specific services (e.g. CFW by DSWD). 	<ul style="list-style-type: none"> Establish feedback mechanism with appropriate authorities to ensure concerns around service delivery and assistance are addressed.
55. Communication of information and services available	<ul style="list-style-type: none"> Meeting and orientation with the community conducted to provide information on available assistance and services. 	<ul style="list-style-type: none"> Lack of information on services for the vulnerable groups. 	<ul style="list-style-type: none"> Conduct information dissemination directly at the purok and sitio level.
56. Access to evacuation centres	<ul style="list-style-type: none"> Some schools identified as ECs. 	<ul style="list-style-type: none"> ECs could not be immediately used due to lack of personnel facilitating the evacuation process. Most of the classrooms were locked; the community forcibly entered the rooms to seek refuge when water levels rose and their homes destroyed. Identified ECs too far from other sitios. 	<ul style="list-style-type: none"> BLGU and the community to pre-identify ECs with the assistance of a technical team to assess the area. School teachers to ensure disaster preparedness measures are in place in schools. Disaster resilient schools should be identified to serve as ECs.

57. Other feedback	<ul style="list-style-type: none"> • <i>Follow-up CFW pay outs with OCD.</i> • <i>Identification of evacuation centres should be cleared with the Mines and Geosciences Bureau.</i> • <i>INGO/NGOs should provide file copy of the master list and assistance provided to the barangay.</i> • <i>Humanitarian agencies to continue providing assistance to Lingig.</i>
III. One on one interviews	
	SPECIFIC CHALLENGES and RECOMMENDATIONS
29. Particular challenges to vulnerable groups	
30. Recommendations for agencies to improve assistance and service delivery	

Barangay Poblacion, Santa Josefa

General demographic profile

Barangay(s) represented: Poblacion

Number of participants 12 (Female: 10; Male: 2)

Age groups: below 18 (1); 19-29 (1); 30-40 (3); 41-50 (2); 51-60 (3); above 60 (2)

Vulnerable groups / composition of participants: indigenous leader, teacher, youth, housewife, elderly, purok leader

I. Preparedness and early warning

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Stockpiles / resources	<ul style="list-style-type: none"> The barangay bought ropes as part of their preparedness plan. 	<ul style="list-style-type: none"> People did not prepare stockpiles since they underestimated the impact of the typhoon. 	<ul style="list-style-type: none"> Ensure sufficient stockpile of medical supplies especially for children and the elderly.
2. Safe zones /evacuation areas in emergencies	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> No pre-emptive evacuation and no pre-identified ECs. 	<ul style="list-style-type: none"> Identify a designated evacuation site/centre that is safe, accessible and not flood-prone. If possible, designate an EC per barangay for easy access.
3. Trainings / orientations	<ul style="list-style-type: none"> Orientation for earthquake and drills conducted. 	<ul style="list-style-type: none"> Training conducted only for the PDSG; no training provided for the communities. 	<ul style="list-style-type: none"> Provide disaster preparedness training for the community (PDSG, youth).
4. Drills / simulation	<ul style="list-style-type: none"> Fire drills conducted. 		

5. Early warning system / information networks	<ul style="list-style-type: none"> Text message sent from the Mayor informing the community of the approaching typhoon. Information also received through radio and/or through word of mouth. School authorities cancelled classes and students sent home. The barangay established the Purok Disaster Support Group (PDSG) 	<ul style="list-style-type: none"> Not everyone in remote areas was aware of the coming typhoon because of insufficient access to mobile phones, radio or TV. People underestimated the impact of the typhoon; people doubted it would hit the province; there was no clear warning. Lack of awareness regarding the typhoon signals. PSDG activated only during elections. No early warning system alarm for rising river levels. MGB provided hazard maps but people did not respond. 	<ul style="list-style-type: none"> Traditional EW systems such as word of mouth should be used to complement new technologies – SMS.
6. Awareness of local disaster risk reduction and management funds		<ul style="list-style-type: none"> People were unaware of available DRRM funds. Disaster fund was not approved. 	
7. Other feedback	<ul style="list-style-type: none"> People learned lessons from Typhoon Pablo; people heeded warnings during Tropical Depression Shanshan (Crising) in February. 		

II. Response and service delivery of humanitarian assistance

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Accessibility to the area	<ul style="list-style-type: none"> Community received assistance the day after the disaster, mostly from religious groups. People normally receive assistance at the most accessible areas even if bridges or roads are damaged. 		<ul style="list-style-type: none"> Improve access roads.
2. Availability of essential items (food, water, shelter)			
3. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> Consultations conducted by government and humanitarian agencies for services and assistance offered. 	<ul style="list-style-type: none"> Many groups conducted interviews and consultations but the community did not receive relief. 	
4. Awareness of plans for relocation / shelter assistance			

5. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Emergency shelter kits distributed by aid agencies; but none from government. 	<ul style="list-style-type: none"> Assistance received was not equitable. No assistance specific for persons with disabilities and children was provided. Some relief items provided were nearing expiry dates. 	<ul style="list-style-type: none"> Politicians should not interfere in the distribution of relief assistance.
6. Required documents for registration	<ul style="list-style-type: none"> No documents required; the purok chairman certifies and develops the listing of victims. 	<ul style="list-style-type: none"> Listing of victims was politicised. 	
7. Incident Command Posts / distribution sites	<ul style="list-style-type: none"> One of the distribution sites was a local official's house. 	<ul style="list-style-type: none"> No identified distribution site. 	
8. Feedback mechanisms	<ul style="list-style-type: none"> Feedback relayed through local officials. Save the Children also facilitated feedback mechanisms. 		<ul style="list-style-type: none"> Ensure that people are aware of where to report and refer complaints and requests.
9. Communication of information and services available			
10. Access to evacuation centres	<ul style="list-style-type: none"> Transportation provided to evacuate people. 	<ul style="list-style-type: none"> Evacuation plan "is only on paper" and not implemented. No warning for people to evacuate. 	
11. Other feedback			
III. One on one interviews			
	SPECIFIC CHALLENGES and RECOMMENDATIONS		
1. Particular challenges to vulnerable groups			
2. Recommendations for agencies to improve assistance and service delivery			

Barangay Cuevas, Trento

General demographic profile

Barangay(s) represented: Cuevas

Number of participants 11 (Female: 8; Male: 3)

Age groups: below 18 (1); 19-29 (2); 30-40 (1); 41-50 (5); 51-60 (1); above 60 (1)

Vulnerable groups / composition of participants: lactating women (1); indigenous people (1)

I. Preparedness and early warning

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Stockpiles / resources		<ul style="list-style-type: none"> No stockpiling by the community. 	<ul style="list-style-type: none"> The barangay to ensure sufficient stockpiles are available for emergencies.
2. Safe zones /evacuation areas in emergencies		<ul style="list-style-type: none"> No identified and established EC; people consider the barangay gym and schools to be safe grounds. 	<ul style="list-style-type: none"> Construct ECs and inform the community.
3. Trainings / orientations		<ul style="list-style-type: none"> No disaster preparedness training provided to the community. 	
4. Drills / simulation	<ul style="list-style-type: none"> Schools conducted drills and simulations but limited to fire and earthquake. 	<ul style="list-style-type: none"> No typhoon drills conducted. 	

5. Early warning system / information networks	<ul style="list-style-type: none"> Information readily available through TV, radio, and SMS. Schools informed students of the typhoon and pupils sent home. Barangay officials and purok leaders informed people of the typhoon at least two days before Pablo struck. Warning announcements made during the barangay festival. People understood the warning, which was shared in local dialect. 	<ul style="list-style-type: none"> People did not take the warning seriously; for most it was the first time to experience a typhoon in the area. The area was at storm signal 2 in Tropical Storm Washi (Sendong) but nothing happened. No clear understanding on the storm signal system. 	<ul style="list-style-type: none"> Authorities should disseminate information on storm signals, early warning systems and disaster preparedness to the community.
6. Awareness of local disaster risk reduction and management funds		<ul style="list-style-type: none"> Only a few people know about the DRRM fund. Community unclear on what the fund covers and how it can be accessed. 	<ul style="list-style-type: none"> Inform the community of the DRRM funds. Allocate budget for disaster preparedness training.
7. Other feedback	<ul style="list-style-type: none"> 		

II. Response and service delivery of humanitarian assistance

	WHAT WENT WELL	CHALLENGES	RECOMMENDATIONS
1. Accessibility to the area	<ul style="list-style-type: none"> The barangay immediately cleared roadside debris. A number of people evacuated to safe areas prior to the disaster onset. 		
2. Availability of essential items (food, water, shelter)	<ul style="list-style-type: none"> The barangay distributed relief items three days after the typhoon. 	<ul style="list-style-type: none"> Relief assistance from other groups came five to seven days after the typhoon struck. 	
3. Consultation on humanitarian assistance and services	<ul style="list-style-type: none"> Surveys were conducted by government agencies and NGOs. 	<ul style="list-style-type: none"> No clear explanation why surveys were conducted and the types of assistance expected as a result. 	
4. Awareness of plans for relocation / shelter assistance		<ul style="list-style-type: none"> Limited information provided on shelter assistance and relocation sites. 	<ul style="list-style-type: none"> Provide regular information to the community on shelter and relocation plans.

5. Humanitarian assistance / services provided	<ul style="list-style-type: none"> Food and NFIs provided to the community. 	<ul style="list-style-type: none"> Limited assistance provided to the community compared to other areas. No fixed distribution schedule. No clear criteria for assistance. Need for livelihood assistance not addressed. 	<ul style="list-style-type: none"> Provide clear explanation to the community of the types of assistance available and criteria set for selecting beneficiaries. Livelihood interventions given more consideration. Consider the provision of cash assistance. Ensure that MHPSS activities are in-dept.
6. Required documents for registration	<ul style="list-style-type: none"> Master list provided by the barangay through the purok leaders. Documents were not required to access assistance. 		
7. Incident Command Posts / distribution sites	<ul style="list-style-type: none"> The barangay hall served as the relief distribution site and was accessible to many people. 		
8. Feedback mechanisms	<ul style="list-style-type: none"> Feedback is sent through the barangay officials / barangay captain. 		
9. Communication of information and services available	<ul style="list-style-type: none"> Barangay volunteers and purok leaders disseminated information and services available for the community. 	<ul style="list-style-type: none"> Mobile phones were out of action in the aftermath of the typhoon. 	
10. Access to evacuation centres	<ul style="list-style-type: none"> The location of the barangay gym to the road and near the barangay hall made it accessible. 	<ul style="list-style-type: none"> The foundation of the gym is not strong; it is not a safe place for people to evacuate. 	<ul style="list-style-type: none"> Barangay officials to identify safe areas for evacuation during emergencies.
11. Other feedback	<ul style="list-style-type: none"> Livelihood programmes should be provided to the community to assist them with communal needs particularly on food and education for children. 		
III. One on one interviews			
SPECIFIC CHALLENGES and RECOMMENDATIONS			
1. Particular challenges to vulnerable groups	<ul style="list-style-type: none"> A single-headed female household indicated that their home was totally damaged by the typhoon. No information yet provided on how her family can access shelter assistance. A mother stopped sending her two children to college as they have lost their source of livelihood (coconut/banana) during the typhoon. An elderly woman expressed worry that the medicines for her husband and their daily needs will not be met as her spouse cannot work anymore. 		
2. Recommendations for agencies to improve assistance and service delivery	<ul style="list-style-type: none"> Agencies should invest more time to consult with the community on their needs. Give more consideration to the importance of livelihood programmes. Addressing livelihood will make other concerns more manageable. 		

Annex 4. List of Participants

Workshop: Nabunturan, Compostela Valley, 8 April 2013

	Name	Titles and Organisations
1	Hon. Arturo T. Uy	Governor
2	BGEN. Loreto G. Rirao	OCD Region XI Director
3	Dr. Renato Basanes	Provincial Health Officer, PLGU
4	Dr. John edward M. Coloma	OIC-PEEMO, PLGU
5	Dr. Jeorgie Arvin S. Legaspi	Assistant Provincial health Officer, PLGU
6	Raymundo J. Pajarito	Assistant Provincial Planning Development Coordinator
7	Dr. Ma Pilar T. Merin	Municipal Health Officer, MLGU-Compostela
8	Jeciel M. Acedo	Municipal Health Officer, MLGU-Monkayo
9	Dr. Rene D. Locsin	Municipal Health Officer, MLGU-New Bataan
10	Julie Villadolid	Health Cluster Co-coordinator, WHO
11	Dr. Christian Gomez	Health Cluster Co-coordinator, WHO
12	Suzette Tubelleja	Nutrition Supervisor, ACF
13	Anna Louise Kellett	Nutrition Cluster Co-lead, UNICEF
14	Dr. Dianah	Nutrition Cluster
15	Dr. Jessa Mae S. Duldulao	Municipal Health Officer, MLGU-Montevista
16	Desiree Amor B. Jacinto	Area Coordinator, PPOP
17	Julyssa Mae Cagata	Health and Watsan Officer, PRC
18	Dr. Lulius Jaekel L. Remollo	Municipal Health Officer, MLGU-Laak
19	Clarence Yog	WASH Provincial Cluster Co-lead, UNICEF
20	Rory Villaluna	WASH National Cluster Coordinator, UNICEF
21	Eliza Pajar	Municipal Social welfare Asssistant, MLGU-Compostela
22	Sophie Nuon	Humanitarian Affairs Officer, OCHA

	Name	Titles and Organisations
23	Elena Labrador	DSWD
24	Melecio Fernandez	DSWD
25	Erna A. Sampiano	TWG/DSWD
26	Eric C. Colmenares	TWG/DOST
27	Riezl Chatto	TWG/OCD
28	Edgar V. Melo	TWG/DILG
29	Tony Cloma	TWG/OCD
30	Mariko Harada	Head of sub-delegation, ICRC
31	Catherine T. Lui	Assistant Operations, Habitat International
32	Virgilia S. Allones	Provincial Administrator, PLGU
33	Raul Villagas	Chief Public Affairs Section of OG7, 10th infantry div, AFP
34	COL. Angelito S. De Leon	Infantry GSC PA C'OPNS OG3 10th ID, AFP
35	MAJ. Ezra L. Balagtey	Inf PA, AFP
36	PSupt. Rey N. Cuevas RN	Comval Provincial Police Office
37	Pinsp. Lucel Sunshine Molines	Comval Provincial Police Office
38	PO1 L. Richard A.	Comval Provincial Police Office
39	Barry Armstrong	Facilitator, OCHA
40	Rebecca Lopez	Assistant Regional Director, OCD
41	Ene-Mai Oks	Facilitator, OCHA
42	Sobia Rahat Oberg	Facilitator, OCHA
43	Wouter deCuyper	Facilitator, OCHA
44	Ma Inecita Montero	Facilitator, OCHA
45	Joseph Addawe	Facilitator, OCHA
46	Ivy Susanti	Facilitator, OCHA
46	Agnes Palacio	Facilitator, OCHA

	Name	Titles and Organisations
47	Joseph Tabago	Facilitator, OCHA
48	Elizabeth Marasco	Facilitator, OCHA
49	Lillian Mellejor	Facilitator, OCHA
50	Orla Fagan	Facilitator, OCHA
51	Malou Eudela	Facilitator, OCHA
52	Winston Camarinas	Early Recovery Coordinator for Mindanao, UNDP
53	Jackie L Pogoy	Psychologist, ACF
54	Genevieve Echemirada	Catholic Relief Services
55	Claire Anne Abellar	DILG
56	Bob Mirasol	Early Recovery Representatives, PDRRMC
57	Arlene Rey	DSAM Coordinator, OPTA-Diocese
58	Fernando Juaba	Early Recovery, PLGU
59	Jean Abagan	PIA
60	Lorenzo Abagan	PIA
61	Darrya G. Quindao	PHO Comval
62	Vanissa Grace Paqueo	PSWD Comval
63	M. Lejargo	PSWD Comval
64	Elisa Tabino	CDA, OCD XI
65	MC Adrian N. Cobero	OCD XI Operations Staff
66	Jimmy Martinez	Training Staff, OCD Xi
67	Garizaldy Parel	OCD XI
68	Arnaldo Palmero	OCD XI
69	Preciosa Toledo	PSWD
70	Erven Solano	CPWG IM, UNICEF
71	Danilo Calcaben	Accountant, LGU-Montevista

	Name	Titles and Organisations
72	Danielle De Leon	Municipal Social Welfare Officer, MLGU-Monkayo
73	Denia Nepocino	Assistant MSWDO, MLGU-Montevista
74	Beverly Jane B. Dela Pena	Municipal Social Welfare Officer, MLGU-New Bataan
75	Vivian L. Sumangil	Municipal Social Welfare Officer, MLGU-Laak
76	Connie Tangara	Camps manager, CCCM
77	Lionel Dosdos	Camps manager, CCCM
78	Charis Anna Galaraga	CCCM Cluster Co-lead, CCCM
79	Sittie Rajabia S. Monato	Field Associate, UNHCR
80	Corazon C. Lagamayo	Information Management Associate, UNHCR
81	Mark Anthony J. Labriaga	Youth Coordinator, FPOP
82	Fe F. Maestre	Information Officer III, PLGU-Comval
83	Nenita A. Lumaad	School Division Superintendent, DepEd
84	Lara Zaphire Kristy N. Bermejo	HRMO IV, PLGU
85	Romeo B. Celeste	Health of Planning (PPDO), PLGU
86	Dee Silva	Division Head, Dep Head, DepEd
87	Ruben Reponte	Assistant Cluster Head, DepEd
88	Jerry C. Requillo	Education Cluster Co-lead, Save the Children
89	Rhoewena Loreto	Education Cluster Co-lead, UNICEF
90	Kaster Ray de Vera	CARE
91	Veronica Moretti	Livelihood Cluster, WFP
92	Arceli A. Timogtimog	Provincial General Service Officer, PLGU
93	Eng. Roderick M. Digamon	Provincial Engineer, PLGU
94	Reinier Garcia	MLGU-Compostela
95	Alicia Cabunoc	Planning Officer/Shelter Cluster Head, MLGU-Monkayo
96	Hon. Roel C. Abucejo	Vice Mayor, MLGU-Montevista

	Name	Titles and Organisations
97	Lolito P. Campos	Municipal Planning Coordinator, MLGU-New Bataan
98	Eng. Pedrito Quintin D. Hibaya	Local DRRMO, MLGU-Laak
99	Leo Haniff	Project Shelter Officer, PRC
100	Kevin Lee	Executive Director, HRC-Oxfam
101	Margarito (Toy) Guasis	Head of sub-office, Plan
102	Conrad Navidad	Programme Manager, IOM
103	Jury Delos Santos	Provincial Coordinator, IOM
104	Daphnie Derigay	Shelter Officer, Save the Children
105	Raul P. Villocino	PDRRMC Delegate (Shelter), PDRRMC
106	Nikki De Vera	Catholic Relief Services
107	Marlina Mangaran	CBCP-NASSA
108	Rosemarie Yngente	Shelter Program Officer, Catholic Relief Services
109	KGWD Bert Garcia	Local DRRMO, MLGU-Montevista
110	Hermogenes C. Maning	Executive Assistant to the Governor
111	Manuel Buladaco	Livelihood Cluster lead, PLGU
112	Josephine Frasco	Provincial General Coordinator, PLGU
113	Rolando Cimene	Provincial Agriculturist, PLGU
114	Dr. Rolando S. Simene	Provincial Agriculturist, MLGU-Compostela
115	Adoracion J. Asejo	Municipal Agriculturist, MLGU-Montevista
116	Sarah C. Tanghian	Municipal Administrator/Local DRRMO, MLGU-Monkayo
117	Atilano E. Garcia	Municipal Administrator/Local DRRMO, MLGU-Compostela
118	Fr. Jojie Vingno	Priest, MLGU-Laak
119	Irena Loloci	WFP
120	Myron Kamensa	Logistician, WFP
121	Geronimo Giusto-Robello	Early Recovery Adviser, UNDP

	Name	Titles and Organisations
122	Chinot Adao	Early Recovery Cluster Co-lead
123	T. Paslangan	Provincial coordinator, CFSI
124	Ma. Rosenna Pacatang	Relief and DRR Officer, PRC
125	Athena Gepte	CARE

Annex 4. List of Participants

Workshop: Mati, Davao Oriental, 12 April 2013

	Name	Titles and Organisation
1	Corazon Malanyaon	Davao Oriental Governor
2	Anne Jickain	DSWD
3	Charis Galaraga	CCCM Coordinator, IOM
4	Dave Bercasio	IOM
5	Judith Castres	LGU-Boston
6	Roel Caseras Jr.	Green Mindanao
7	Deolito Pogosa	Municipal Assessor, Baganga
8	Mariano Nava	IOM
9	Myravit Toledo	Shelter Mobilisation Officer, Catholic Relief Services
10	Ma. Theresa Obatonon	DILG, MLGU-Cateel
11	Sandra Saavedra	Plan International
12	Cathreine Gordo	Lutheran World Relief
13	Gemma Dela Cruz	DSWD
14	Nelson Castilliones	MDRRMO Boston
15	Pacifico Castilliones	Provincial Cooperative Officer, PLGU
16	Ma. Victoria Rodriguez	Provincial Shelter Coordinator, PLGU
17	Melecio Fernandez	DSWD
18	Renee Faldas	Municipal Health Officer, Baganga
19	Gabriel Novelo	Health Cluster Coordinator, WHO
20	Rauell John Santos	Information Management, WHO
21	Ron Villas	Humanitarian Coordinator, UNFPA
22	Tet Arcenal	FPOP

	Name	Titles and Organisation
23	Manny de Lara	Project Health Officer, Merlin
24	Al Raymond Tupas	Municipal Health Officer, Boston
25	Joy Sanico	IPHO
26	Christopher Ray Alongo	Provincial MHPSS Cluster Lead, PLGU
27	Lyrna Padohinog	IMIO, PHO
28	Catherine Bijis	Provincial Administrator, PRC
29	Roderick Cuta	Public Health Nurse, MHO-Baganga
30	Rory Villaluna	WASH Cluster Coordinator, UNICEF
31	Leigh Burgess	WASH Sub-national Coordinator, Davao Oriental, UNICEF
32	Vicki O'Donnell	WASH IMO, UNICEF
33	Virna Vallar	Area Manager, HRC
34	Aladin Abas-Mati	Assistant Head of Program, ACF
35	Mark Joseph Capillo	Provincial WASH Cluster Lead, IPHO
36	Angeline Villafuerte	MSWDO-Cateel
37	Bai Maroudz Ibrahim	HP Officer, Catholic Relief Services
38	Makasilang Samanudi	Plan International
39	Kester Ray de Vera	Care
40	Clarence Yog	WASH Sub-national Coordinator, UNICEF
41	Calub Sheena	National WASH IM, ACF
42	Alex Lipae	Provincial Administrator, PLGU
43	Irene Sunggay	Provincial Nutrition Cluster Lead, PLGU
44	Butch Respicio	Consultant, PLGU
45	Dominador IV Cruda	Chief of Police, PNP
46	Leonilo Lad	PCR Officer, PNP
47	Mukarram Muntazar	Project Officer, Save the Children

	Name	Titles and Organisation
48	Myron Kamensa	WFP
49	Bleza Buenaflor	Municipal Budget Officer, Boston
50	Edgar Melo	DILG, LGOO
51	Cesar "Sarx" Lanos	PGU, BBB Staff
52	Butch Kevin Ropiz	PNP 1st PLTN Baganga
53	George Silat	PNP 1st PLTN Baganga
54	Arles II Bruza	Deputy Operations Officer, DOPPO, PNP
55	Jeanevive Abangan	PIA
56	Rebecca Sta. Maria	DSWD
57	Scheree Herrera	GBV HC, UNFPA
58	Rhoewena Loreto	Cluster Coordinator, UNICEF
59	Doodz Manuel Garduque	Information Management Officer, UNICEF
60	Geraldine Gutierrez	Education Officer, Save the Children
61	Errol Merquita	Program Officer, ILO
62	Marilyn Yumon	Davao Oriental Provincial Officer, NCIP
63	Dwight Zabala	Child Protection Cluster, UNICEF
64	Erven Solano	Child Protection IMO, UNICEF
65	Sarah Gudes	PSWDO, PLGU
66	Angelica Gayta	WCPD/PNP-DOPPO
67	Daisy G. Torres	WCPD/PNP-DOPPO
69	Freddie Bendulo	Provincial Planning and Development Officer, Mati
70	Lelisito Salvana	ICP Commander, Cateel
71	Cirilo Lasaca	Chief of Maintenance, DPWH, Baganga
72	Danny Flores	District Engineer, DPWH, Cateel
73	Nelson Anonuevo	Municipal Engineer, Boston

	Name	Titles and Organisation
74	Winston Camarinas	UNDP
75	Geronimo Giusto-Robelo	Early Recovery Cluster, UNDP
76	Misuari Abdullah	UNDP
77	Martha Espano	ILO
78	Victoria Pagaduan	Municipal Agriculturist, Boston
79	Dewey Clark	Municipal Planning Officer, LGU-Baganga
80	Femia Baldeo	Country Director, Lutheran World Relief
81	Dante Ganir	ENRO, PLGU
82	Jesusa Timbang	PDRRMC Executive Officer, PLGU
83	Miguel Trocio	Provincial Tourism Officer, PLGU
84	Joselito Lasaca	DPWH
85	Jonathan Templa	Assistant Provincial Administrator, PLGU
86	Corazon Losentes	ER, MLGU-Cateel
87	Dolores Valdesco	SEMS/Early Recovery/Debris Management in charge, PLGU
88	John Algawar	Engr. III/Provincial Engineer's Office, PLGU
89	Gisica Sayman	Engr. IV - GIC -PE, PLGU
90	Marc Kenneth Albite	Asst. Stat., PPDP, Davao Oriental
91	Kent Dan Albite	Economic Researcher, PPDO, Davao Oriental
92	Karen L. Deloso	Admin Aide III, PGO-PIO, Davao Oriental
93	Relaine Lubians	CA III, PPDO, Davao Oriental
94	Bee Ciriaco	Provincial Coordinator, IOM
95	Joselito Dapitanon	EPS, Department of Education, Davao Oriental Division
96	Benjamin Coanan	Government Security, PGO
97	Lester Barganio	PPDO Staff
98	Errol Merouipa	Program Officer, ILO

	Name	Titles and Organisation
99	Ruben Colmo Jr	Focal Person, MRP-BBB, PGO
100	Geneveive Brillantes	DILG Representative, DILG X
101	Fahima Abdulaziz	Field Monitor, WFP

Annex 4. List of Participants

Workshop: Prosperidad, Agusan del Sur, 16 April 2013

	Name	Titles and Organisation
1	Joel Tortor	Municipal Administrator, MLGU-Bunawan, AdS
2	Virgilio V. Dela Cruz	MDRRM Officer, MDRRMO-Trento, AdS
3	Elvira L. Dagaraga	MSWDO-Veruela, AdS
4	Joriz G. Elevazo	Chief of Provincial Agriculture Office
5	Eng. Eduardo C. Milloren	PDRRM Officer, SdS
6	Misahel Argonza	Program Officer, WFP
7	Norman Escasinas	Storekeeper, WFP Trento, AdS
8	Dennis Destacamento	Coalition of Services for the Elderly (COSE)
9	Lensynch D. Calo	Head of Office, CFSI Trento
10	Jeofrey Jablo	Department of Agriculture
11	Calo Vincent Troy	Facilitator, OCD
12	Rodel Maglunsod	PLGU-AdS
13	Darwin Rabuya	Media, PP10/PTV8
14	Loreto P. Gervacio	MDDRM Officer, MDRRMO-Sta. Josefa, AdS
15	Carlos Cerezo	Field Associate, UNHCR
16	Erven Solano	IM Officer, CPWG UNICEF
17	Scheree Herrera	UNFPA Bislig City, SdS
18	Halaida Abubakar	CP Coordinator, Save the Children
19	Junalyn Suan	Police Inspector, PNP-WCPD
20	Maritess Nunez	GBV Sub Cluster Coordinator, JPIC
21	Xylyne Guir	Plnsp, PNP
22	Leonide Yaoyao	PO1, PNP

	Name	Titles and Organisation
23	Lorene Catedral	Facilitator, OCD
24	Clyde Bonita	SIKAP MCCT Coordinator, SIKAP
25	Miragol Buslon	SWASST-PSWDO
26	Ana Semaen	DSWD
27	Cherry Rupon	MSWD-Sta. Josefa, AdS
28	Arleigh Bautista	Executive Assistant, Mayor's office
29	Amelia M. Ronquillo	District Supervisor, Department of Education
30	Rufino Reyes	DRR Coordinator, Department of Education, LGU-SdS
31	Geraldine Gutierrez	Education Officer, Save the Children
32	Rhoewena Loreto	Education Cluster Coordinator, UNICEF
33	Joy Cano	Regional Project Officer, Fit For School, Caraga
34	Adonis Casinillo	Child Care Specialist, World Vision International
35	Marilyn Tadle	Facilitator, OCD
36	Gil Bansig	Department of Education
37	Melanie Marqueza	Balay Rehabilitation Centre
38	Rosemarie Dano	CP Officer, CFSI
39	Andreza Enraquel	Department of Education
40	Nora Julve	Education IO, Department of Education
41	Felisa Batistil	Department of Education
42	Teofila Cabatuan	Department of Education, Surigao del Sur
43	Lumira M. Lagapa	Municipal Health Officer, MHO-Trento, AdS
44	Anna Louise Kellett	Nutrition Cluster Co-lead, UNICEF
45	Dainah Fajardo	Nutrition Officer, UNICEF
46	Leigh Burgess	Sub-National WASH Cluster Coordinator
47	Jeni Pacursa	ACF, Bislig City, SdS

	Name	Titles and Organisation
48	Christine H. Ampon	Executive Director, SIKAP
49	Hazel Percilias	HEMS, DOH
50	Durango Kim	Facilitator, OCD
51	Uayan John	Note taker, OCD
52	Faye Rachelle Dira	Field Coordinator, Save the Children
53	Prima Pagalan	DOH-Rep
43	Laniebelle Angehango	NO-IV, DOH
44	Eng. Eleunesto Dumagan	Assistant Provincial Engineer, LGU-SdS
45	Norberto Lorente	Head, Administration and Training, PDRRMO, PLGU-SdS
46	Nasrudin Modin	Head of Base, ACF, Bislig City, SdS
47	Hajime Matsunaga	Field Delegate, IFRC
48	D. Ligaw	Philippine Red Cross
49	Zeusares Otaza	EIPADS Inc.
50	Fe Cebrian	EDCADS Inc./Caraga Emergency Response Group (CERG)
51	Collao A. Jovert Noli	Project Coordinator, ADS Network Inc.
52	Liza Mazo	Regional Director, OCD
53	Amado Posas	Master of Ceremony, OCD
54	Diosdado R. Orillaneda	EPS-11 RPFC, Department of Education RO
55	Henry Dar	Dep, 401BDE
56	Dante M	401BDE
57	Amethyst Ayn Jalop	Eng'g Assistant, DPWH-RO XIII
58	Melody De Vera	Reporter, PTV8/PGAS
59	Rey Fonce	Cameraman, PTV8/PGAS
60	Michael Joan A.	SWAD Team Leader, DSWD, FO Caraga
61	Joseph Onyot	Reporter, PGAS

	Name	Titles and Organisation
62	Arleen Ann Sanchez	DILG-AAS
63	Junalyn Suan	CIRCPD, AdS PPO
64	Billy Jamisolamin	Communications Assistant., IOM
65	Asela Taripe	CDRRM, LGU-Bislig
66	Zasda M	LGU-Bislig
67	Eng. Loreto P. Gervacio, Jr.	Municipal Administrator, MLGU-Sta. Josefa, AdS
68	Armando R. Gomez	PGO, AdS Chief of Staff
69	Jerry Dano	Municipal Administrator, MLGU-Lingig, SdS
70	May Navidad	PSWD Officer, SdS
71	Mariano Nava	Regional Coordinator, IOM Bislig City, SdS
72	Samuel Cobrado	Provincial Coordinator, IOM Trento, AdS
73	Rex T. Linao	Executive Director, Agusan Development Foundation Inc.
74	Erika Sasy Lumanta P.	IOM
75	Eng. Dairo	DPWH
76	Rose Anne	Facilitator, OCD
77	Ray Gregory Jaranilla	DILG

Annex 5. Programme of the Events

The Philippines

Typhoon Bopha 'Pablo'

Lessons Learned/After Action Review

8 April 2013



PROGRAMME

Noventa Cafe, Prosperity Hall, Nabunturan,
Compostela Valley, Region XI

Monday, 8 April 2013

Time	Session	
8:00 – 9:00	Registration.	
9:00 – 9:30	Opening remarks. Office of Civil Defense; UN OCHA	Plenary
9:30 – 10:30	Session 1: Preparedness/Mitigation. Each cluster will review their level of preparedness prior to Bopha/Pablo with the assistance of facilitators	Cluster Groups
10:30 – 11:45	Session 2: Preparedness/Mitigation. Each cluster will present its findings and conclusions, followed by a plenary discussion	Plenary
11:45 – 12:45	Session 3: Initial response, response and response coordination. Each cluster will review different phases of the response and response coordination with the assistance of facilitators	Cluster Groups
12:45 – 13:30	Lunch break	

13:30 – 14:45	<p>Session 4: Initial response, response, coordination.</p> <p>Each cluster will present its findings and conclusions, followed by a plenary discussion</p>	Plenary
14:45 – 15:45	<p>Session 5: Information management, assessments and reporting.</p> <p>Each cluster will review the IM tools available and the assessments process with the assistance of facilitators</p>	Cluster Groups
15:45 – 17:00	<p>Session 6: Information management, assessments and reporting.</p> <p>Each cluster will present its findings and conclusions, followed by a plenary discussion</p>	Plenary
17:00 – 17:30	<p>Closing remarks</p> <p>Office of Civil Defense; UN OCHA</p>	Plenary

Annex 5. Programme of the Events

The Philippines

Typhoon Bopha 'Pablo'

Lessons Learned/After Action Review

12 April 2013



PROGRAMME

La-ne's Kitaanan/Katulangan, Mati City

Davao Oriental, Region XI

Friday, 12 April 2013		
Time	Session	
8:00 – 9:00	Registration.	
9:00 – 9:30	Opening remarks. Office of Civil Defense; UN OCHA	Plenary
9:30 – 10:30	Session 1: Preparedness/Mitigation. Each cluster will review their level of preparedness prior to Bopha/Pablo with the assistance of facilitators	Cluster Groups
10:30 – 11:45	Session 2: Preparedness/Mitigation. Each cluster will present its findings and conclusions, followed by a plenary discussion	Plenary
11:45 – 12:45	Session 3: Initial response, response and response coordination. Each cluster will review different phases of the response and response coordination with the assistance of facilitators	Cluster Groups
12:45 – 13:30	Lunch break	

13:30 – 14:45	<p>Session 4: Initial response, response, coordination.</p> <p>Each cluster will present its findings and conclusions, followed by a plenary discussion</p>	Plenary
14:45 – 15:45	<p>Session 5: Information management, assessments and reporting.</p> <p>Each cluster will review the IM tools available and the assessments process with the assistance of facilitators</p>	Cluster Groups
15:45 – 17:00	<p>Session 6: Information management, assessments and reporting.</p> <p>Each cluster will present its findings and conclusions, followed by a plenary discussion</p>	Plenary
17:00 – 17:30	<p>Closing remarks</p> <p>Office of Civil Defense; UN OCHA</p>	Plenary

Annex 5. Programme of the Events

The Philippines

Typhoon Bopha 'Pablo'

Lessons Learned/After Action Review

16 April 2013



PROGRAMME

Provincial Training Centre, Barangay Patin-ay, Prosperidad,
Agusan del Sur, Region XIII (Caraga)

Tuesday, 16 April 2013		
Time	Session	
8:00 – 9:00	Registration.	
9:00 – 9:30	Opening remarks. Office of Civil Defense; UN OCHA	Plenary
9:30 – 10:30	Session 1: Preparedness/Mitigation. Each cluster will review their level of preparedness prior to Bopha/Pablo with the assistance of facilitators	Cluster Groups
10:30 – 11:45	Session 2: Preparedness/Mitigation. Each cluster will present its findings and conclusions, followed by a plenary discussion	Plenary
11:45 – 12:45	Session 3: Initial response, response and response coordination. Each cluster will review different phases of the response and response coordination with the assistance of facilitators	Cluster Groups
12:45 – 13:30	Lunch break	

13:30 – 14:45	<p>Session 4: Initial response, response, coordination.</p> <p>Each cluster will present its findings and conclusions, followed by a plenary discussion</p>	Plenary
14:45 – 15:45	<p>Session 5: Information management, assessments and reporting.</p> <p>Each cluster will review the IM tools available and the assessments process with the assistance of facilitators</p>	Cluster Groups
15:45 – 17:00	<p>Session 6: Information management, assessments and reporting.</p> <p>Each cluster will present its findings and conclusions, followed by a plenary discussion</p>	Plenary
17:00 – 17:30	<p>Closing remarks</p> <p>Office of Civil Defense; UN OCHA</p>	Plenary

Annex 6. Typhoon Bopha – Humanitarian Snapshot

Philippines: Typhoon Bopha (Pablo) Humanitarian Snapshot (31 January 2013)



Typhoon Bopha, known locally as Pablo, struck the east coast of Mindanao in the early hours of 4 December 2012, destroying houses and infrastructure and decimating agricultural land.

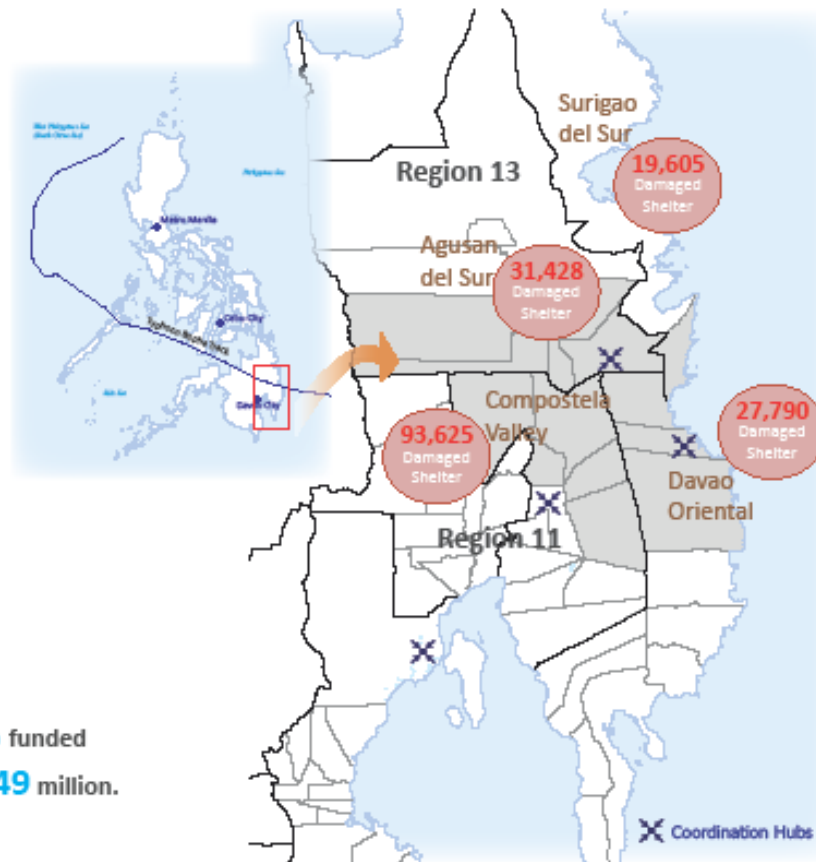
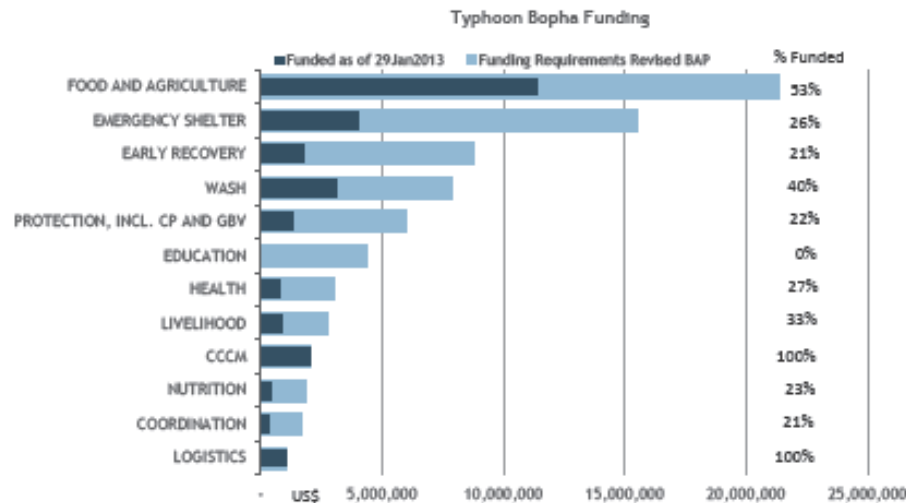
The Typhoon Bopha/Pablo Response - Action Plan for Recovery was revised and launched on 25 January 2013 and seeks US\$76 million, a 17 per cent increase from \$65 million requested on 10 December 2012, at the onset of the disaster. It comprises 46 projects delivering an integrated programme support to government efforts in the first half of 2013 responding to the needs of 923,000 most-affected people.

The latest government reports indicate that, 1,146 people died while 834 others remain unaccounted for; and 2,956 were injured. An estimated 6.2 million people are affected with more than 800,000 people displaced. Compostela Valley, Davao Oriental, Agusan del Sur and Surigao del Sur in eastern Mindanao were the most severely hit provinces. The major humanitarian needs include shelter, early recovery and livelihoods, food security and agriculture, and water, sanitation and hygiene (WASH).



INTERNALLY DISPLACED PERSONS

Displaced people inside Evacuation Centres: **6,467 IDPs**
 Displaced people outside Evacuation Centres: **844,612 IDPs**



The Revised Bopha Action Plan is **36%** funded
 Unmet requirements totalling nearly **\$49** million.

OCHA Philippines
 Creation Date: 31 January 2013
 Data Sources: DSWD, NDRRM, PHVOLCS, PAG-ASA, GADM, OCHA FTS
 Disclaimer: The names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Annex 7. Typhoon Bopha – Timeline of Key Events

Philippines: Typhoon Bopha (Pablo) - Timeline of key events



PRE-DISASTER

From 30 November

The Government of the Philippines initiates preparedness measures such as early warnings, pre-emptive evacuation, establishment of evacuation centres, pre-positioning relief items and alerting response personnel in anticipation of the imminent landfall of Typhoon Bopha (locally known as Pablo).

3 December

The National Disaster Risk Reduction and Management Council (NDRRMC) meets with the Humanitarian Country Team (HCT) of the Philippines to discuss preparedness measures for Typhoon Bopha/Pablo.

WEEK 1

4 December / Day 1 of the Emergency

Typhoon Bopha makes landfall in Davao Oriental province in eastern Mindanao and moves across Region XI, Region XIII (CARAGA) and Region X during the day bringing torrential rain, storm surges, flash floods and landslides in eastern Mindanao.

The Government of the Philippines supported by the HCT commence preparations for a joint rapid damage and needs assessment in Mindanao.

5 December / Day 2

The United Nations Resident and Humanitarian Coordinator (UN RC/HC) meets President of the Philippines Aquino Jr. III and the Secretary of Foreign Affairs (DFA) to reiterate the offer of international assistance.

6 December / Day 3

The Government accepts the offer of international assistance through the UN RC/HC to assist affected communities, particularly in the areas of food, shelter and camp management.

Joint government-HCT rapid needs assessment takes place in Davao Oriental and Compostela Valley provinces in Region XI.

7 December / Day 4

The President and the UN RC/HC visit the worst affected areas in Davao Region to see first-hand the situation on the ground.

Joint government-HCT rapid needs assessment takes place in Agusan del Sur and Surigao del Sur provinces in CARAGA and in Iligan City, Camiguin and Bukidnon provinces in Region X.

8 December / Day 5

Joint government-HCT rapid needs assessment were released.

10 December / Day 7

Typhoon Bopha/Pablo Response - Action Plan for Recovery is launched in Davao, requesting \$65 million. Clusters are rolled out at the regional level in Region XI and CARAGA.

WEEK 2 to WEEK 8

12 December/Day 8

Coordination hubs established in Nabunturan, Compostela Valley and Trento, Agusan del Sur

27 December/Day 23

The Emergency Relief Coordinator approves \$10 million from the Central Emergency Response Fund (CERF).

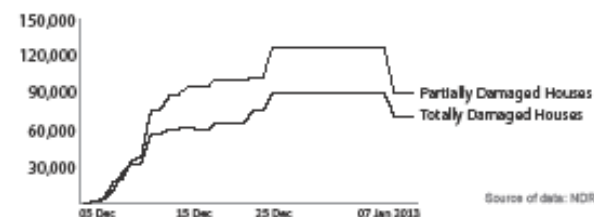
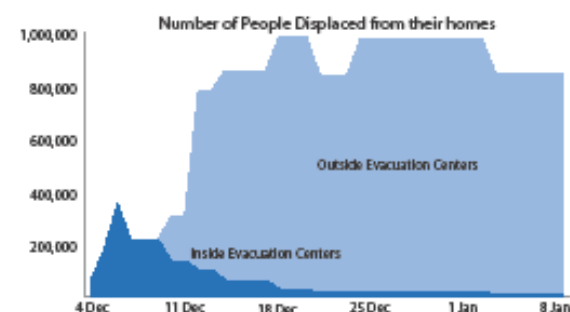
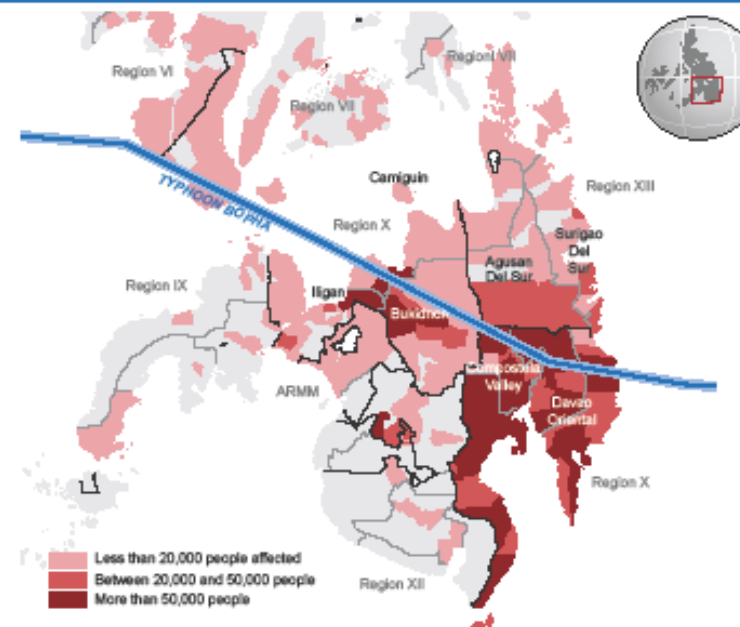
15-16 January/Day 43-44

DSWD together with the UN RC/HC and key donors visit Compostela Valley and Davao Oriental Provinces in Region XI.

WEEK 9

25 January/Day 53

The revision of the Typhoon Bopha/Pablo Response - Action Plan to be launched in Manila and Geneva.



Source of data: NDRRMC

Annex 8. Results of the After Action Review Feedback Survey

Evaluation of the Action Review held in Nabunturan, Compostela Valley; Mati, Davao Oriental and Prosperidad, Agusan del Sur organized by OCHA and OCD	Figures in counted values per scaling and question					Figures in percentage summarized in 3 columns		
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Strongly disagree to disagree	Neutral	Agree to Strongly Agree
1. The Lessons Learned met its stated aims and objectives.	0	0	7	93	51	0%	5%	95%
2. The Lessons Learned was scheduled at a suitable time after the typhoon.	0	2	14	83	53	1%	9%	89%
3. The topics were presented in a clear and organized manner.	0	0	10	89	53	0%	7%	93%
4. The Lessons Learned was paced appropriately.	0	5	26	86	35	3%	17%	80%
5. The time allocated to present findings was sufficient.	0	15	44	69	24	10%	29%	61%
6. The facilitators were well-informed and led the group-work sessions appropriately.	0	0	17	73	60	0%	11%	89%
7. The work-groups were composed of relevant stakeholders.	0	2	12	76	62	1%	8%	91%
8. The joint cluster (thematic) groupings were appropriate.	1	3	12	82	53	3%	8%	89%
9. Participation in the Lessons Learned will contribute to my departments/office/organization/ clusters improved ability to respond in the future.	0	1	7	64	80	1%	5%	95%
10. Overall, the sessions were informative and valuable.	0	1	4	68	79	1%	3%	97%
11. The Lessons Learned location was appropriate and satisfactory.	0	3	12	69	62	2%	8%	90%
12. The pre-Lessons Learned administration was efficient and informative.	0	2	16	91	36	1%	11%	88%

In summary, participants from all three workshops said in their feedback that they benefitted from the discussions in the areas of preparedness, response and mitigation, and Information Management. They also enjoyed the cluster group discussions.