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**Contact Info**

**Alexis Ottenwaelter, Logistics Sector Coordinator**  
alexis.ottenwaelter@wfp.org

**Country Director**

**Margot Van Der Velden (CD, a.i.)**

**Further Information**

<http://www.wfp.org/countries>  
**SPR Reading Guidance**



**Logistics and Emergency Telecommunications Sector  
Coordination and Services to augment the Humanitarian  
Response in NE Nigeria**

**Standard Project Report 2016**

World Food Programme in Nigeria, Federal Republic of (NG)



**World Food Programme**

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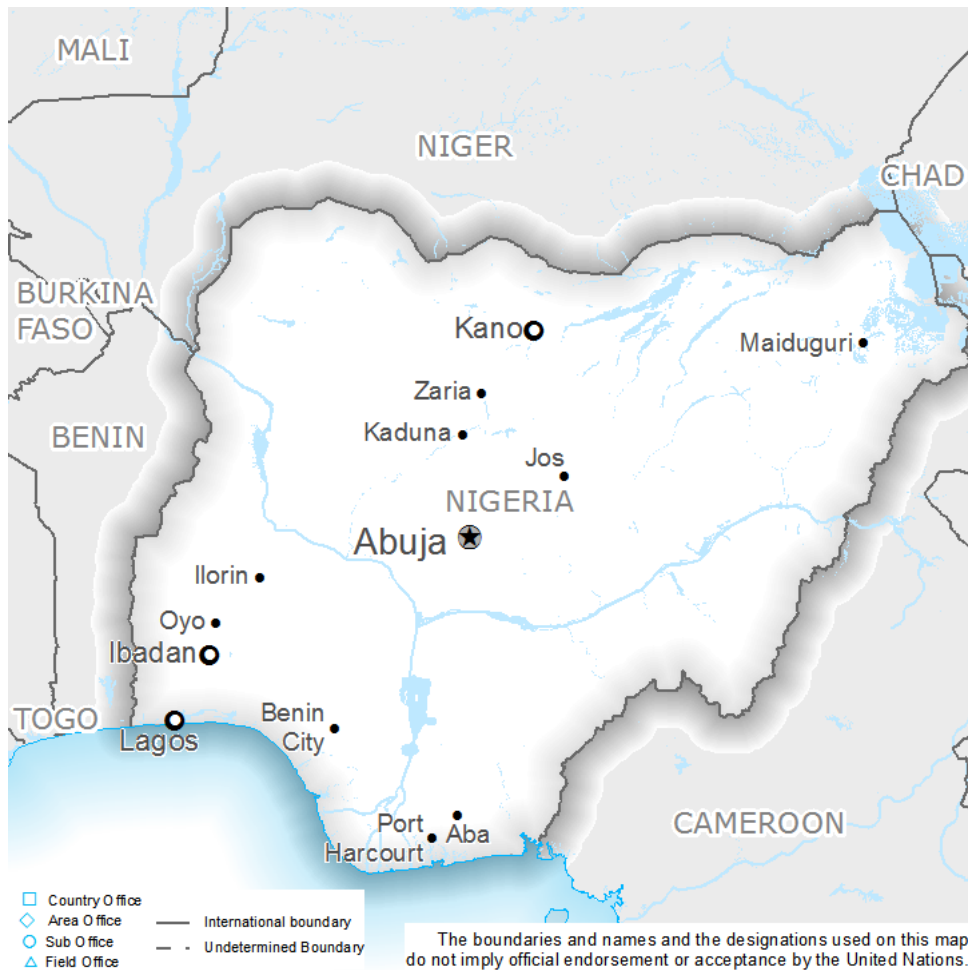
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# Country Context and WFP Objectives



## Country Context

With a population of over 180 million, Nigeria is the most populous country in Africa and the seventh most populous country in the world. Some 68 percent of the Nigerian population is literate, and the rate for men (75.7 percent) is higher than that for women (60.6 percent).

As of 2015, Nigeria was the world's 20th largest economy and overtook South Africa to become Africa's largest economy in 2014. However, Nigeria has slipped into economic recession, with two consecutive quarters of declining economic growth. In August 2016, the Consumer Price Index measuring inflation increased by 17.6 percent (year-on-year), 0.5 percent points higher from the rate recorded in July (17.1 percent). The value of the Nigerian naira has depreciated by more than 30 percent between December 2015 and February 2016 primarily due to reductions in oil sector revenues in 2015 (FEWS NET, 2016).

According to the Lake Chad Basin Regional Market Assessment released in July, women play a marginal role in the trade of cereals around the Lake Chad Basin, especially in North Nigeria. Most women engaged in agricultural trade are small-scale retailers with no employees, whose main constraint is the lack of capital.

The Boko Haram-induced crisis remains the principle driving factor of instability in North East Nigeria with growing concerns as violence and sustained fighting against the insurgency continue to lead to population displacements. At end of October, there were 1.8 million internally displaced persons (IDPs) in North East Nigeria, of which 54 percent are women and 56 percent are children under the age of 18. The largest IDP populations are located in Borno, Adamawa and Yobe States corresponding to 93 percent of the total IDP population. In addition, according to the Nigeria 2016 Regional Refugee Response Plan, neighbouring countries, Cameroon, Chad and Niger are hosting

over 215,000 Nigerians that fled the country due to Boko Haram violence.

The Emergency Food Security Assessment (EFSA) conducted in May/June 2016 confirmed the results of the joint United Nations (UN) Assessment carried out in April 2016 on the dire food security and nutrition conditions of the IDPs and local communities in Maiduguri wards which had necessitated WFP to immediately commence its food assistance.

According to the October 2016 *Cadre Harmonisé* analysis on food security and nutrition which covered 16 states in North Nigeria, the epicentre of the crisis remained to be in Borno and Yobe States, where insecurity and lack of access to land are the key drivers for extremely poor cereal production. Around 4.6 million people (48 percent women) are estimated to be food-insecure in Borno, Yobe and Adamawa, with 55,000 in extreme food insecurity (Phase 5) and 1.8 million in an emergency situation (Phase 4), requiring immediate food assistance. According to the *Cadre Harmonisé*, there are indications that the situation in Adamawa and Yobe may improve until August 2017. However, the spill-over effect of the insurgency affecting other areas will continue to have negative impacts on the outcome indicators of food consumption, livelihoods and nutrition. The negative impacts are expected to be strongest in Borno State and light in Adamawa and Yobe States.

The IDP population is experiencing high malnutrition and mortality rates with access to health facilities and humanitarian assistance limited to government controlled areas. Malnutrition rates among women of reproductive age in Borno (15 percent) and Yobe (20 percent) are more than twice the national average of 7.4 percent. The situation is compounded by chronically high anaemia rates among women of childbearing age and the high prevalence of low birth weight children. In June 2016, due to the dire situation and need for immediate response to combat malnutrition, the Ministry of Health declared a state of nutrition emergency.

Restricted movements and fear of attacks have prevented farmers from working their fields. As a consequence, food production has been severely affected, with 23 percent of households producing crops in Borno, 59.8 percent in Adamawa, and 70.4 percent in Yobe. Eighty percent of the rural population depend on crop or livestock farming. Livelihoods are still affected, either modified or inaccessible, by the emergency for both IDP and host populations. In Borno alone 20 percent of the population report not having access to any livelihood activities. In addition, high inflation rates have further affected livelihoods and food security.

## Response of the Government and Strategic Coordination

The overall humanitarian response in North East Nigeria was a government-led response with the National and State Emergency Management Agencies (NEMA/SEMA) being the lead at federal and state levels. In August 2016, strengthening its role in coordination for 2016 and beyond, the Government put in place an Inter-Ministerial Task Force (IMTF) under the leadership of the Ministry of Budget and National Planning.

The 2016 Humanitarian Response Plan (HRP) focused on the states that were mostly affected by the Boko Haram violence – Adamawa, Borno, Gombe and Yobe States. The HRP served as a framework of the Government and all other humanitarian actors to build a link between immediate and short term humanitarian response and longer term development activities.

Humanitarian partners relied on platforms such as the *Cadre Harmonisé*, which is the current regional framework aimed to prevent food crisis by quickly identifying affected populations and proffering appropriate measures to improve their food and nutrition security. The analysis used the food and nutrition security outcome indicators corroborated by relevant contributing factors to identify the food and nutrition insecure areas within the sixteen states of Nigeria (in the case of the October 2016 *Cadre Harmonisé*).

Other joint assessments on food security, nutrition, health, livelihood, water, sanitation and hygiene (WASH), protection and other sectors were carried out through inter-sector coordination initiatives. WFP played an active role in providing technical guidance on food security and vulnerability assessments as necessary. In addition, WFP and the food security sector members were guided by the needs outlined in the *Cadre Harmonisé* in preparing the sector response plans and requirements that were embedded in the 2016 HRP.

A sectorial approach to deliver humanitarian response was put in place to enhance coordination between various humanitarian actors and the government response. The activated humanitarian sectors in 2016 included nutrition, food security, health, protection, education, shelter/non-food items, WASH, logistics and emergency telecommunications. WFP co-leads the Food Security Sector with the Food and Agriculture Organization of the United Nations (FAO) and is the lead agency for the logistics and telecommunications sectors.

The Food Security Sector had a dedicated Coordinator and Information Management Officer who supported the 33 humanitarian actors that worked to provide efficient and coordinated humanitarian food assistance and livelihood support to the affected population. The sector Working Group meetings held at the capital and at field levels

ensured enhanced coordination and experienced strong government participation.

Through the Logistics and Emergency Telecommunications Sectors, dedicated staff were put in place to support government-led coordination with regards to the logistics and communications. This significantly improved coordination among various humanitarian actors and enabled enhanced information sharing and gap analysis, and actual service provision based on the gaps and requirements.

## Summary of WFP Operational Objectives

WFP Nigeria supports government emergency response in North East Nigeria in addressing hunger by using food assistance where it adds value. WFP further assists the government through capacity development activities mainstreamed in its projects, and provides continuous support such as vulnerability analysis and mapping (VAM). WFP co-leads the Food Security sector with the Food and Agriculture Organization of the United Nations (FAO) and provides technical assistance and guidance in coordination with the sector to ensure efficient support is provided by the food security actors.

WFP Regional EMOP 200777 addresses acute food insecurity to vulnerable and displaced people affected by Boko Haram violence in North East Nigeria. The Nigeria component of the regional operation provides response through its various modalities of assistance namely, cash-based transfers (CBT), in-kind food distributions and prevention of malnutrition for children aged 6-59 months.

WFP also manages air services to the humanitarian community through the United Nations Humanitarian Air Services (UNHAS) under the Special Operation 200834.

In addition, WFP leads the Logistics and Telecommunications sectors in Nigeria in the framework of Special Operation 201032. Under the logistics component, WFP aims to facilitate access to sufficient and reliable logistics services and consolidated information related to logistics capacities, and to enhance the capacity of humanitarian community to deliver relief items to hard-to-access locations. The Emergency Telecommunications component aims to fill critical operational gaps requiring an immediate response in order to enable the timely and effective delivery of information and communications technology (ICT) services to the humanitarian community.

# Country Resources and Results

## Resources for Results

The 2016 Humanitarian Response Plan (HRP) released in December 2015 had a total requirement of USD 248 million. Out of the total, the Food Security and Nutrition requirements were USD 86 million. Needs consistently increased as areas became accessible and more internally displaced persons (IDPs) and affected host communities were identified for assistance. WFP's food assistance and nutrition response needs alone rose from 71 million USD in June 2016 to 92 million USD in December.

Compared to the other Lake Chad Basin countries, the Nigeria operation experienced a healthy funding response from the donor community enabling WFP to reach the targeted beneficiaries in 2016. The fact that several United Nations agencies put the Nigeria operation at highest corporate priority (internal Level 3), enabled donors to advocate for the situation in North East Nigeria to be on the agenda of international funding initiatives and grants.

Donor contributions to the emergency assistance as well as the common services of United Nations Humanitarian Air Service (UNHAS) and the Logistics and Emergency Telecommunications sectors were mostly flexible, and made it possible for WFP to significantly scale up its food assistance and through the sectors provide efficient common services within a few months.

Timely and flexible funding for food assistance enabled WFP to utilize funding as per the prioritised needs at the times the contributions were received. The flexibility of almost all the funds received from donors in 2016 enabled WFP to make use of advance financing until funds were confirmed to ensure the urgently needed commodities were purchased on time ensuring procurement at better prices. In addition, WFP was able to save on the lead time required for getting the assistance to beneficiaries. This enabled WFP to mitigate gaps in assistance. The major constraints remain security, access and unreliable infrastructure and systems in the case of cash-based transfers.

In spite of this, the current level of response is far below the overall humanitarian needs in the North East and WFP will continue to advocate for more resources, while scaling up further. WFP is already working to further scale up response to increase its target to 1.8 million people at the beginning of 2017.

## Achievements at Country Level

According to the August 2016 *Cadre Harmonisé* analysis, 4.4 million people in Borno, Yobe and Adamawa were food-insecure. Out of these, 1.1 million people were severely food-insecure in Borno and Yobe States. As more locations in the North East became accessible, the figure almost doubled with 1.8 million people being severely food-insecure according to the October 2016 *Cadre Harmonisé*.

WFP has been present in Nigeria since September 2015 with an initial focus on capacity development, particularly to the National Emergency Management Agency (NEMA). In May 2016, to respond to the famine-like situation in the North East, WFP at the Government's request began food assistance operations in rural areas. WFP and partners activities were later scaled up in order to meet soaring needs in the region.

At the end of 2016, the Ministry of Health declared a state of nutrition emergency in Borno State calling for urgent life-saving humanitarian assistance in newly accessible areas. Since August 2016, WFP's North East operation was placed at the highest corporate priority (internal Level 3) to ensure that appropriate response mechanisms were activated for life-saving assistance to the most affected people. Experienced staff were rapidly deployed in the region while processes were put in place to hire long-term national and international staff in WFP's three established offices in Abuja, Maiduguri (covering Borno State) and Damaturu (covering Yobe State).

WFP increased its coverage and capacity by ramping up its engagement with international and national non-governmental organization (NGO) partners, signing field-level agreements (FLAs) to implement food distributions and nutrition assistance beginning October 2016. With generous and flexible contributions from donors who kept the Nigeria emergency operation a priority, WFP could undertake implementation.

WFP successfully scaled up its life-saving food assistance in Yobe and Borno States, first targeting 200,000 beneficiaries in June 2016, reaching 1 million by the end of December, surpassing its 2016 revised target of 724,000 people. Assistance was provided through cash-based transfers (CBT), in-kind food distributions, and provision of specialised nutritious foods (SNFs) to children aged 6-59 months. WFP ensured that a joint package of food and nutrition assistance was provided in most targeted locations.

To boost access to remote areas where no humanitarian assistance had been provided or was limited, WFP launched a Rapid Response Mechanism (RRM) in November with the United Nations Children's Fund (UNICEF). RRM teams flew in with the WFP-managed United Nations Humanitarian Air Service (UNHAS) helicopters to remote areas, or travelled by road when security allowed, and stayed up to six days providing a comprehensive package of food, nutrition, water and sanitation and other essential services. The RRM focused on remote locations handed over by the International Committee of the Red Cross with a total of 400,000 beneficiaries. By the end of December, just one month into the hand-over, WFP provided assistance to 300,000 people.

WFP has been co-leading the Food Security Sector with the Food and Agriculture Organization of the United Nations (FAO) since its early stage, and played an active role in needs assessment and targeting exercises with the vulnerability analysis and mapping activities. The Food Security Sector reached 1.9 million people with food assistance, agriculture production inputs and livelihoods activities in Borno, Yobe, Adamawa and Gombe States. Of the 1.9 million reached, WFP in partnership with the Government and other NGOs, provided life-saving food assistance to 1 million vulnerable people in Borno and Yobe States.

WFP played a lead role in the common humanitarian services of the Logistics Sector and Emergency Telecommunications Sector that were set up in November 2016, after needs were identified by the humanitarian community operating in North East Nigeria. Both sectors aimed to facilitate access to sufficient and reliable logistics and emergency telecommunications services and consolidated information, to enhance the capacity of the humanitarian community to deliver timely and uninterrupted response.

UNHAS allowed safe and timely access to the North East; using the fixed wing aircraft, the humanitarian community had access to Maiduguri and Yola several days a week while the UNHAS helicopter flew to various remote locations in Borno and Yobe States.

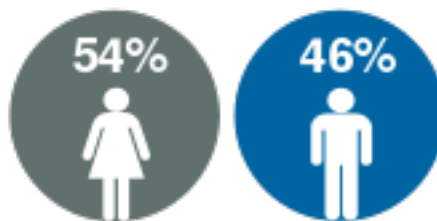
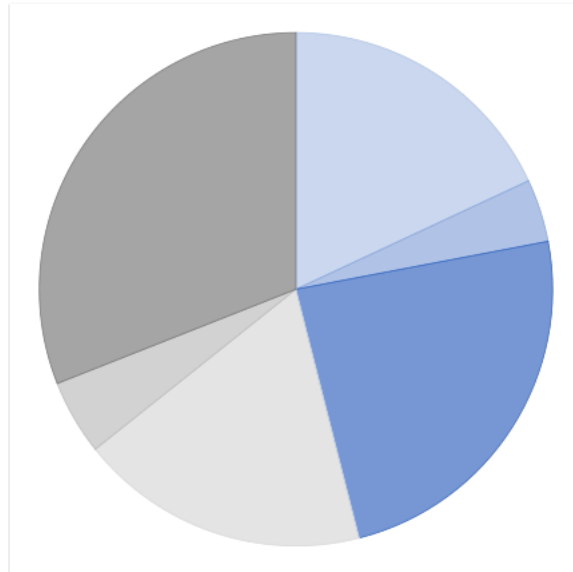


## Annual Country Beneficiaries

Beneficiaries	Male	Female	Total
Children (6-23 months)	77,554	79,077	156,631
Children (24-59 months)	106,075	106,574	212,649
Children (5-18 years)	40,212	48,108	88,320
Adults (18 years plus)	244,378	315,139	559,517
<b>Total number of beneficiaries in 2016</b>	<b>468,219</b>	<b>548,898</b>	<b>1,017,117</b>

Country Beneficiaries by Gender and Age

- Children (under 5 years)
- Children (5-18 years)
- Adults (18 years plus)
- Children (under 5 years)
- Children (5-18 years)
- Adults (18 years plus)



## Annual Food Distribution in Country (mt)

Project Type	Cereals	Oil	Pulses	Mix	Other	Total
Regional EMOP	11,039	944	3,838	2,673	-	18,494
Single Country IR-EMOP	-	-	-	48	-	48
<b>Total Food Distributed in 2016</b>	<b>11,039</b>	<b>944</b>	<b>3,838</b>	<b>2,721</b>	<b>-</b>	<b>18,542</b>





## Cash Based Transfer and Commodity Voucher Distribution (USD)

Project Type	Cash	Value Voucher	Commodity Voucher
Regional EMOP	7,332,000	-	-
<b>Total Distributed in 2016</b>	<b>7,332,000</b>	<b>-</b>	<b>-</b>

## Supply Chain

The Nigeria supply structure was designed for local procurement of beans, sorghum, millet and salt, while vegetable oil (85 percent), rice (100 percent) and all specialised nutritious foods – ready-to-use supplementary food (RUSF) and SuperCereal – were procured internationally via the Global Commodity Management Facility (GCMF), and in-kind donations. WFP originally planned to procure RUSF locally but could not go ahead as there were no organizations with the required capacity or products that met WFP quality standards. The main entry point for internationally purchased commodities is the port of Lagos. However, in 2016, to shorten the lead time, 100 percent of rice and vegetable oil were purchased locally at a cost approximately 50 percent higher than international purchase.

In 2016, Food Supplier Agreements were put in place to procure beans, rice, millet, sorghum and oil locally to shorten procurement lead time.

Regionally procured commodities were being used as a secondary sourcing option. For instance, commodities from Cameroon served Banki and Maiduguri Local Government Areas (LGAs) as required.

Locally procured commodities from suppliers were delivered directly to Maiduguri and Damaturu warehouses with a storage capacity of 27,000 mt, which allows for approximately 1.5 months of stock holding. This was based on estimated food distribution levels of approximately 19,000 mt per month in both states.

Transport contracting from Maiduguri and Damaturu to the food distribution points in targeted areas was done through local private transport companies. All food movements outside Maiduguri and Damaturu were monitored by the military and escorts were mandatory for insecure locations.

WFP led the Logistics Sector that was activated in September 2016. The Logistics Sector provided logistics coordination, civil-military liaison, logistics information management and logistics service provision by augmenting existing storage capacities in the main affected Borno State.



## Annual Food Purchases for the Country (mt)

Commodity	Local	Regional/International	Total
Beans	6,287	1,379	7,666
Iodised Salt	199	30	229
Ready To Use Supplementary Food	100	-	100
Rice	17,021	865	17,886
Sorghum/Millet	6,136	-	6,136
Vegetable Oil	2,137	310	2,447
<b>Total</b>	<b>31,880</b>	<b>2,584</b>	<b>34,465</b>
<b>Percentage</b>	<b>92.5%</b>	<b>7.5%</b>	

## Annual Global Commodity Management Facility Purchases Received in Country (mt)

Commodity	Total
Ready To Use Supplementary Food	286
<b>Total</b>	<b>286</b>

## Implementation of Evaluation Recommendations and Lessons Learned

WFP revised its project budget three times in 2016 to adjust requirements and transfer modalities in a complex and evolving operating context. From various assessments undertaken, challenges faced and experiences gained, WFP revised its implementation strategy, by not only scaling up response but also remaining agile in terms of response options.

The cash-based transfer (CBT) modality experienced delays in the early months of implementation due to slow and poor registration data, but also challenges of the service provider Airtel that did not have the cash liquidity required to scale up the response. To overcome the slow registration pace, WFP expanded its options: using first the International Organization for Migration (IOM), partner in charge of internally displaced persons (IDPs) tracking and registration, then Yobe University, and hired volunteers, all using mobile phones. This resulted in large numbers registered into WFP's beneficiary registration platform SCOPE. To address the liquidity issue, Airtel gradually increased the number of agents on the ground.

During the last quarter of 2016, WFP significantly scaled up its response, while also addressing some of the challenges hampering cash transfer scale up. In a complex context, with most IDPs living in urban centres with host communities, WFP launched a Multi-Sectorial Capacity Assessment to determine the appropriate cash delivery mechanism (mobile transfer or electronic voucher). At the same time, Airtel engaged in identifying and recruiting more fixed agents to support the mobile cash transfer. As from the second quarter of 2017, WFP plans to introduce an additional cash delivery mechanism – end-to-end electronic vouchers using SCOPE – in areas with functional and integrated markets. This will further broaden WFP ability to scale up its response using CBT.

Security restrictions, resulting in limited access, were the main constraint for in-kind food distributions, including prevention of acute malnutrition programme. Delivery of food assistance outside the state capital cities was done using military escorts or local authorities, limiting the quantity of food to be sent to some locations, to reduce beneficiaries exposure to risks. To overcome this challenge, WFP expanded its partnerships and used a joint WFP-United Nations Children's Fund (UNICEF) Rapid Response Mechanism to deliver assistance in hard-to-reach areas, and was successful in reaching more people in remote areas. In November and December, WFP significantly increased in-kind assistance, including in areas that were previously targeted with CBT assistance which enabled WFP to reach more people.

The prevention of acute malnutrition programme faced protection challenges resulting from needs for crowd control particularly in IDP camps amidst unpredictable security concerns at distribution gatherings. WFP established innovative ways of managing challenging situations such as: engaging community volunteers for crowd control and issuing of colour-coded entitlement tokens in advance in densely populated locations; conducting stagger distribution for more than one day so as to serve more manageable crowds per day; sensitising on programme objectives with emphasis on malnutrition identification and prevention to ensure targeted beneficiaries are prioritised; and putting in place flexible contingency plans due to insecurity such as calling-off and rescheduling distributions whenever local authorities sounded warnings of such occurrences. Moreover, WFP is reviewing its prevention of acute malnutrition implementation strategy and coverage, including different approaches in specific geographical areas – focusing either on children aged 6-23 months, on 6-59 months, or a combination following specific criteria or protocols.

# Project Objectives and Results

## Project Objectives

The objectives of the two components of this project – Logistics and Emergency Telecommunications Sector Coordination and Services – were in line with the 2016 Humanitarian Response Plan and in support of WFP Strategic Objective 1: Save lives and protect livelihoods in emergencies.

The Logistics Sector component aimed to address the identified logistics gaps and bottlenecks faced by the humanitarian community through meeting the following objectives:

- Consolidated planning – the Logistics Sector aimed to facilitate efficient movement of cargo into areas with access limitations; consolidate and share logistics information and promote continuity in operations; and monitor changing needs for support and identify potential gaps in operational capabilities.
- Infrastructure – The Logistics Sector aimed to put into place temporary transit storage and a transshipment area to enable predictable consolidation of cargo prior to dispatch (including cargo moving under escorted convoys).

The Emergency Telecommunications Sector (ETS) component aimed at the fulfilment of critical operational gaps identified that required an immediate response to enable the timely and effective delivery of information and communications technology (ICT) services to the humanitarian community. The objectives of the ETS are to:

- Upgrade the existing United Nations (UN) security communications system to become compliant with the UN security standards;
- Provide security communications and connectivity services in identified common operational areas; and
- Harmonise the ICT response provided to humanitarian community in the operational areas by strengthening the coordination and information management mechanisms.



## Approved Budget for Project Duration (USD)

Cost Category	
Capacity Dev.t and Augmentation	2,400,491
Direct Support Costs	266,670
Indirect Support Costs	186,701
<b>Total</b>	<b>2,853,862</b>

## Project Activities

Since the inception of the project in November 2016, a range of activities and services were carried out through the Logistics and Emergency Telecommunications sectors. The activities were not intended to replace the logistics capacities of individual agencies or organizations, but rather to fill identified gaps in the humanitarian supply chain and communications, and supplement the response of the humanitarian community through the provision of common services, based on need.

The Logistics Sector facilitated regular coordination meetings in Maiduguri; supported the Civil/Military coordination mechanisms established by the Office for the Coordination of Humanitarian Affairs (OCHA); provided guidance for cross border movements of aid from Cameroon to Nigeria; and provided support to the United Nations Humanitarian Air Service (UNHAS) operations as needed to consolidate requests for light cargo movement. The sector maintained a network of humanitarian logistics personnel working in Borno state and other locations in Northeast Nigeria; consolidated and shared information about the operating environment including, but not limited to: current Customs regime and tax exemption procedures; available information on logistics capacity (including monitoring availability of fuel, suitable road transport assets, and storage) and expected humanitarian pipelines; updated information on access, transport infrastructure; and other National and State level regulatory measures affecting the

humanitarian supply chain; and produced and facilitated access to Geographic Information Systems/mapping tools and products.

Access permitting, the following services were provided at no cost to the user, or on a partial/full cost-recovery basis, depending on the availability of funds: common warehousing for transit storage in Maiduguri; a cargo consolidation point for transshipment of loads; opportunity to inspect contracted trucks for load integrity and 'convoy readiness' prior to departing the consolidation point and joining escorted cargo movements; and facilitated consolidated and coordinated movement of cargo ex-Maiduguri. The sector initiated the setup of a limited volume of mobile storage in deeper field locations to provide: sufficient temporary common storage space for humanitarian cargo that cannot otherwise be accommodated in government or agency-specific stores; a consolidation point for transshipment of loads; and space to accommodate overflow humanitarian cargo that cannot be accommodated in Maiduguri.

The Emergency Telecommunications Sector (ETS), provided vital security telecommunications services by upgrading the United Nations Department of Safety and Security (UNDSS) radio room and reprogramming different radios from the different United Nations (UN) agencies. A new back up radio room was installed in the joint UN premises (also known among partners as "Red Roof"). In December, trainings on radio Standard Operating Procedures were provided to humanitarian drivers, radio room operators, field security officers and general humanitarian actors. This allowed for an up-to-date standardised security telecommunications network to be available to humanitarian agencies. In addition, two radio repeaters were installed in Maiduguri to enhance the coverage of the existing security telecommunications network; one Communications Centre (COMCEN) was deployed at the WFP office in Damaturu; while the existing UNDSS COMCEN in Maiduguri was upgraded. The ETS also finalised the installation of a Stand-by COMCEN in Maiduguri.

The ETS in addition undertook coordination and information management activities to avoid duplication of efforts and support operations and decision-making. Dedicated ETS staff provided ongoing coordination and information management services to ETS partners and other humanitarian organizations to identify operational common needs and coordinate a coherent response. Regular Sector coordination meetings with humanitarian organizations and government counterparts took place in Abuja, Maiduguri and Damaturu as required. Global coordination meetings with ETS partners were held on a regular basis. Relevant and updated ETS information products, including service maps, situation reports, meeting minutes were produced and shared. Participation in the Inter-Sector Working Group meetings and joint humanitarian planning and coordination meetings with government took place as required.

## Operational Partnerships

In response to the need for augmented temporary storage, the Logistics Sector has been working with international non-governmental organization (NGO) *Première Urgence Internationale* (PUI) to explore options for an inter-agency storage facility and cargo consolidation base in Maiduguri, to facilitate the movement of relief cargo to the affected population. A warehouse was jointly identified in Maiduguri by PUI. The compound caters for sufficient space to also set up Mobile Storage Units as/if required.

A Service Level Agreement between WFP and PUI was signed on 24 November 2016, in order for PUI to manage the site on behalf of the Logistics Sector. Agreement on this arrangement was received from partners during a sector meeting convened on 1 November. PUI provided for the required staffing, such as storekeepers and casual workers for the truck on/offloading and registration for all incoming/outgoing goods. The facility became operational on 14 December and, before the end of the year, five organizations with no storage capacity for their life-saving relief items resorted to the use of the site.

The site is used for temporary/transit storage for non-food items for only a maximum of three months. The service was provided on a free-to-user basis through project funds. The Logistics Sector provided the Standard Operating Procedures and the corporate tool 'Relief Item Tracking Application' (RITA) for consignment reporting to be implemented together with PUI.

## Performance Monitoring

Since the project started in November 2016, monitoring processes have been in place under three pillars of the sectors' activities – coordination, information management and service provision. Throughout the implementation phases of the project, there will be a continued tracking of the identified Key Performance Indicators (KPIs). These KPIs consist of quantitative methods that monitor results and help identify corrective measures, which can be implemented if the proposed targets are not foreseen to be met.

Under the Logistics Sector, through the Relief Items Tracking Application, real-time activities will be tracked at the common warehouse. All reporting will be generated from this tool. Indicators to be measured under the Logistics Sector include: number of organizations participating in coordination fora, number of organizations contributing to planning and assessments, and percentage of organizations participating in logistics sector activities. The indicators under the Emergency Telecommunications Sector include: number of common operational areas covered by common security telecommunications network, number of communication centres established, and number of information management and collaboration platforms.

Regular coordination meetings were held under both the Logistics and the Emergency Telecommunication sectors in order to enhance coordination, gain information on gaps and challenges, and identify solutions.

User satisfaction surveys will be circulated to all members in early 2017 to gather information on needs in regards to common logistics services in Nigeria, and the satisfaction of current service users.

## Results/Outcomes

The Logistics Sector provided support for government-led coordination and to the humanitarian community by maintaining an open forum for discussion and addressing logistics issues as they arose, by providing logistics guidance and advice and by promoting joint planning. As an example, a Customs workshop was organized for partners in Abuja on 15 December 2016, which was co-chaired by the United Nations Children's Fund (UNICEF) and World Health Organization (WHO) in which participants from 11 organizations were briefed on challenges/bottlenecks, waiver issuance process, customs clearances and lead times. Logistics Sector coordination meetings took place every two weeks in Maiduguri. Between August and December 2016, 12 meetings were held with an average of 15 different United Nations (UN) agencies and non-governmental organizations (NGOs) attending. The meetings had the objective to enhance coordination to minimise duplication and provide guidance and share critical information in terms of access, maps and storage facilities.

The Logistics Sector supported the Civil/Military coordination mechanisms established by the Office for the Coordination of Humanitarian Affairs (OCHA). This included the consolidation of cargo movement requests and escort requirements on behalf of the humanitarian community. This activity started in November 2016 and by the end of the year, the Logistics Sector facilitated 481 truck movements carrying relief cargo, out of which 310 with military escort, on behalf of 7 organizations.

The Logistics Sector provided support to the Government of Nigeria and the humanitarian community with updated information on the operating environment. Regular information products included fortnightly coordination meeting minutes, updates on market capacity for transport and storage, infrastructure and access updates, monthly operational briefs, and other national and state level regulatory measures affecting the humanitarian supply chain.

Access to Geographic Information Systems (GIS)/mapping tools and products was facilitated and made available to organizations upon requests. Between August and December 2016, 24 maps were made available and over 266 print-outs delivered.

The Logistics Sector communicated to actors involved in the emergency response and served as a repository of logistics information. In 2016, 143 subscribers from various UN agencies, NGOs and Government representatives received regular updates and information. The sector also established information sharing platform on WFP webpage on logistics cluster website <http://www.logcluster.org/sector/ngr16a> to disseminate relevant and up-to date logistics information to the humanitarian community.

In response to the need for augmented temporary storage, the Logistics Sector worked with international NGO *Première Urgence Internationale* (PUI) and identified an inter-agency storage facility and cargo consolidation base in Maiduguri, to facilitate the movement of relief cargo to the affected population.

Through the Emergency Telecommunications Sector (ETS), reliable security telecommunications network were established which were vital for humanitarian actors to carry out their activities on the ground in a safe manner, especially in volatile environments. The deployment of two radio repeaters in Maiduguri improved drastically the coverage of the radio network in that area.

A dedicated ETS coordinator has been appointed to cover both Abuja and Maiduguri since November 2016 to work closely with the humanitarian organizations responding to the conflict in the Northeast Nigeria to develop a coordinated response plan. To achieve this, local telecommunications working group meetings were organized and the ETS participated in the Inter-Sector Working Group meetings. Moreover, the ETS successfully engaged with government counterparts as required to support the enhancement of the security telecommunications network.

## Story Worth Telling

The Emergency Telecommunications Sector (ETS) team met early in the morning, to finalise the details of the radio training they are about to deliver to drivers from various United Nations (UN) agencies.

Humanitarian organizations in Maiduguri are operating at full capacity and drivers are essential for their daily activities. Despite work commitments, over 20 drivers from the World Health Organization (WHO), International Organization for Migration (IOM), Food and Agriculture Organization of the United Nations (FAO), United Nations Children's Fund (UNICEF) and WFP arrived promptly at 11:30 at the IOM office where the training was to take place.

Nono, an experienced Emergency Telecommunications Specialist, opens the training by saying "Drivers are one of the most exposed humanitarian personnel in emergencies as their office is on the roads". Although the training was aimed at newly arrived drivers, it also served as a refresher to the most experienced UN drivers. The course was proposed to ensure that radio procedures are followed properly to minimize potential risks to humanitarian staff. "Radio communications are a fundamental part of the safety and security of staff, key to information exchange and to call for assistance when needed," emphasizes John Lobaton, ETS radio trainer.

After clarifying the differences between analogue and digital radio to participants, standard call signs in Nigeria were explained in depth and participants practiced how to report their movements over the radio. The instructors also stressed the importance of maintaining frequent communication with the COMCEN to report their exact position every hour during a trip.

After two hours in a dimmed room, participants had the opportunity to see first-hand how an HF radio was programmed in a WFP minivan.

"This training exceeded my expectations. I found the section on how to communicate effectively with the COMCEN very relevant as our safety is often at stake," comments Aron Mshelis, a UNICEF driver in Maiduguri.

# Figures and Indicators

## Data Notes

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Installing a satellite kit to provide connectivity services to humanitarian actors at the joint UN Premise (red roof) in Maiduguri.

## Project Indicators

### Output Indicators

Output	Unit	Planned	Actual	% Actual vs. Planned
<b>SO1: Special Operation (Logistics)</b>				
Number of ETC meetings conducted on local and global levels	instance	6	5	83.3%
Number of ETC user satisfaction surveys conducted	survey	-	1	-
Number of UN agency/NGO staff members trained in radio communications	individual	60	10	16.7%
Number of agencies and organizations using coordination and logistics services	agency/organization	27	15	55.6%
Number of operational areas covered by common security telecommunication network	operational area	4	1	25.0%
Number of operational areas covered by data communications services	operational area	5	-	-
Number of operational areas covered with charging stations	operational area	3	-	-
Number of radio-rooms (COMCEN) established	radio room	3	2	66.7%
Percentage of service requests to handle, store and/or transport cargo fulfilled	%	85	100	117.6%