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Contact Info

Sarah Longford
sarah.longford@wfp.org

Country Director
Myrta Kaulard

Further Information

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

Standard Project Report 2018

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

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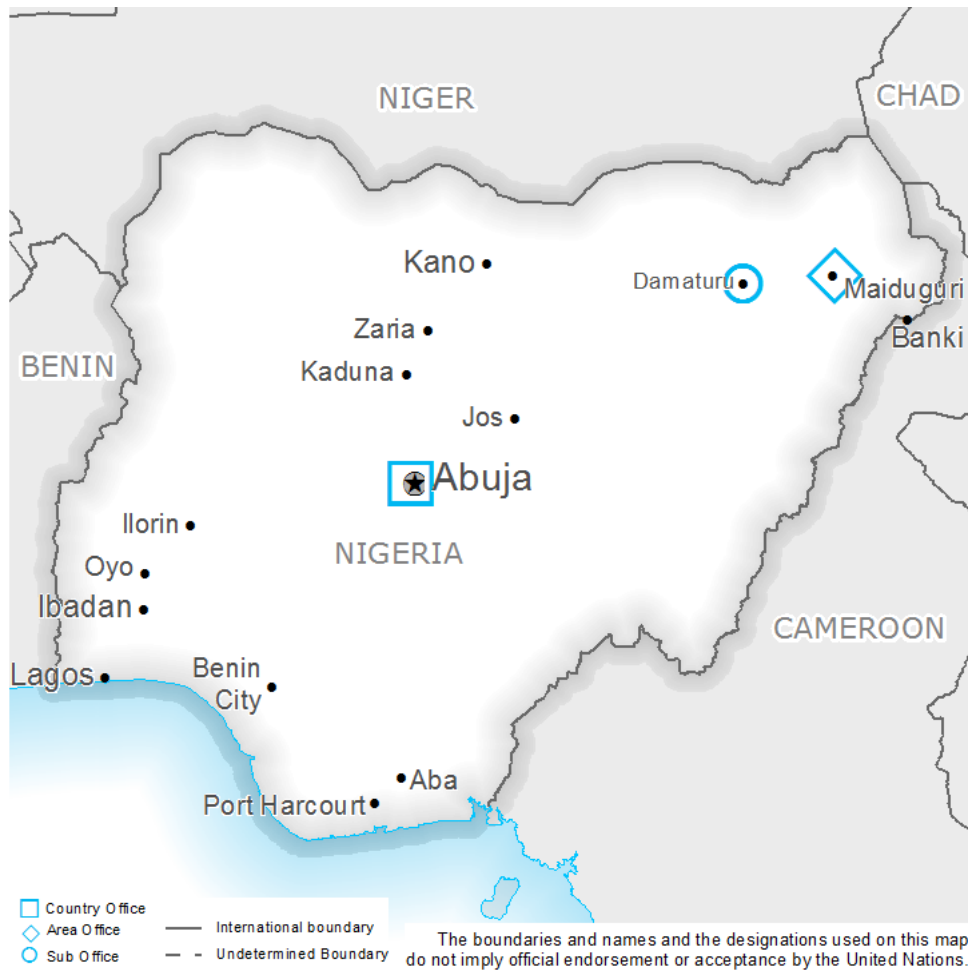
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Country Context and WFP Objectives



Achievements at Country Level

In 2018, amidst continued security challenges and new influxes of people displaced by the conflict in northeast Nigeria, the World Food Programme consistently addressed the immediate food needs of an average of 1.2 million vulnerable people through the lean season. This figure peaked at 1.3 million in June and reduced to 707,000 beneficiaries by December. Overall, 54 percent of assisted people were women and 60 percent were below 18 years of age. Successful resource mobilization coupled with improved planning based on lessons learned from 2017 as well as coordination within the Food Security Sector contributed to a 67-percent reduction in the number of severely food insecure people between October 2017 and October 2018 [1]. Food security and nutrition assessments, market surveys and food security monitoring informed adjustments to geographical targeting as the year progressed.

While WFP, together with its cooperating partners, scaled up and adjusted its emergency assistance to meet the needs of newly displaced persons in the affected areas of Borno state such as Bama, Dikwa, Gwoza and Pulka, it also started to transition to livelihood programming in key parts of Adamawa and Yobe states, and refocus its assistance portfolio.

In line with the evolving humanitarian response, the WFP-led Logistics and Emergency Telecommunications Sectors and the United Nations Humanitarian Air Service (UNHAS) scaled up their activities to enable a growing number of humanitarian actors to successfully access and serve vulnerable populations.

WFP and its partners continued to utilize a variety of transfer modalities and delivery mechanisms – both in-kind and cash-based transfers (CBT) – to support internally displaced persons, returnees and vulnerable host

populations, gradually moving towards cash-based transfers in new locations based on contextual analysis of functional markets, risks, beneficiary preferences as well as cost effectiveness and efficiency considerations.

Preventive nutrition approaches for children aged 6-59 months remained integrated with general food assistance and extended to pregnant and lactating women to address their increased nutrient needs.

In 2018, WFP continued to move from a status-based to a vulnerability-based approach to ensure that its assistance reached the most vulnerable people. Despite delays in implementation, WFP ensured that a strong protection lens was applied throughout the targeting process and that all vulnerable groups, including households headed by women were actively involved in all stages including membership in the targeting committees, selection of targeting criteria, complaints and feedback mechanism and registration of targeted households.

During the lean season, for the second year running, WFP's food assistance was combined with the Food and Agriculture Organization's agricultural input support to smallholder farmers. This initiative ensured that WFP's beneficiaries who had access to land were able to cultivate their farms during the rainy season with a view to achieving self-sufficiency.

In line with its Memorandum of Understanding with Nigeria's National Emergency Management Agency (NEMA), WFP supported NEMA during the flood situation which affected 12 states throughout the country during the third quarter of the year. WFP enhanced its emergency preparedness and provided technical support to the Office of the United Nations High Commissioner for Refugees (UNHCR) in view of the 30,000 Cameroonian refugees who had been registered in Cross River, Benue and Taraba states.

WFP Nigeria marked two years of operation as a fully-fledged country office in August 2018 and continued to place emphasis on the recruitment of highly qualified national staff to support the regional emergency operation. The country office enhanced its capacity in the field of protection, cash-based transfers, monitoring and evaluation and social protection. Important progress was made in training staff in WFP policies, systems and procedures, as well as in ensuring that WFP vendors and partners were sensitized to the principles of prevention of fraud, corruption and sexual exploitation and abuse; prevention of harassment, sexual harassment and abuse of authority; as well as ethics and standards of conduct.

A series of consultations allowed WFP Nigeria to align its Country Strategic Plan 2019-2022 with Government and partner strategies and to identify areas where WFP can add most value.

[1] FICHE REPORT: Cadre Harmonisé for Identification of Risk Areas and Vulnerable Populations in Sixteen (16) States and the Federal Capital Territory (FCT) of Nigeria - October 2018 Available online at <https://fscluster.org/nigeria/document/fiche-report-cadre-harmonise>

Country Context and Response of the Government

Nigeria is the most populous country in Africa, home to over 198 million people, 49.4 percent of whom are women and most under 30 [1]. The United Nations Department of Economic and Social Affairs predicts that by 2050 Nigeria will become the third most populated country in the world [2]. One in five households is headed by a woman [3]. Nigeria achieved lower-middle income status in 2014 and is Africa's largest economy [4]. Persistent inequalities and poverty are particularly marked in the northeast and northwest of the country [5]. Poor maternal nutrition, insufficient infant and young child feeding practices, limited access to diverse, nutritious food and inadequate health services are major underlying causes of child undernutrition. Over 40 percent of children aged 0–59 months are chronically malnourished (stunted), 11 percent are acutely malnourished and 32 percent are underweight [6]. The prevalence of hunger in rural areas is associated with low agricultural productivity, poor infrastructure, including transport and banking, limited access to safe water, sanitation and hygiene, inadequate health and education services and gender inequalities. Nigeria has the second largest HIV epidemic globally, the highest number of paediatric cases in the world and 51 percent of the HIV burden of the African continent [7].

Conflict in the northeast of Nigeria has displaced almost 2 million people over recent years: 27 percent are children under 5 years, 79 percent are women and children and 54 percent are female [8]. The conflict impacts women, men, boys and girls differently, with women and girls being marginalized in the post-conflict peace-building process. Overall, 60 percent of the ten million school-aged children who are out of school are girls [9]. Nigeria ranks 118th out of 134 countries on the Gender Equality Index [10]

WFP re-established its presence in Nigeria in mid-2016 upon the request of the Nigerian Government, in order to provide targeted food security and nutrition assistance to conflict-affected populations in the three northeastern states of Borno, Yobe and Adamawa.

Nigeria's Economic Recovery and Growth Plan 2017–2020 [11] prioritizes agriculture and food security and sets out the Government's commitment to funding social safety nets throughout this period. The associated 2017 Budget of

Recovery and Growth allocates funding for a countrywide social investment programme that focuses on job creation, home-grown school feeding and cash transfers to vulnerable populations.

The Agricultural Promotion Policy 2016–2020, referred to as “the green alternative”, aims to address challenges that limit food production and improve food quality standards.

In 2017, the Government of Nigeria unveiled a ten-year food security and nutrition strategy for the agriculture sector. The strategy, which covers the period 2016-2025, includes nutrition-sensitive interventions in agriculture, social protection and education and plans to provide locally processed nutritious foods to children as well as pregnant and lactating women and girls (PLWG).

Priorities for improving food and nutrition security are detailed in various national policy documents such as the National Policy on Food and Nutrition, the National Strategic Plan of Action for Nutrition 2014–2019 and the Agricultural Sector Food Security and Nutrition Strategy 2016–2025.

The Buhari Plan [12], managed by the Presidential Committee on the North East Initiative, guides all interventions in northeast Nigeria and serves as the Government's blueprint for humanitarian relief, socio-economic stabilization as well as the return and resettlement of displaced persons, harmonizing the activities of all stakeholders involved in the response.

The Federal Ministry of Women's Affairs and Social Development has developed a draft national gender policy that addresses five priority areas. The policy is pending validation.

The multi-stakeholder Zero Hunger Strategic Review completed in January 2017 reiterates the Government's commitment to the 2030 Agenda for Sustainable Development and recommends actions to end hunger and malnutrition in Nigeria by 2030 through food self-sufficiency, improved agricultural production, better youth employment and gender and nutrition mainstreaming.

The Government of Nigeria has identified sustainable peace-building as critical to rebuilding northeast Nigeria. To achieve this, the Government is taking a conflict-sensitive approach to humanitarian and development initiatives by ensuring community participation, ownership and inclusiveness. The Presidential Committee on the North East Initiative adheres to the principles of the New Way of Working by promoting broader partnerships among humanitarian and developmental actors, governments, NGOs and private sector actors, and by creating a pathway for stakeholders to work progressively together to better meet humanitarian and developmental needs.

In 2018, WFP built on existing partnerships to support Nigeria in improving its emergency preparedness and capacity to respond to food security and nutrition crises and strengthen its early warning systems. WFP adopted a gender-transformative approach that reflected the needs of women, men, girls and boys. The focus was put on the provision of life-saving emergency assistance through general food distribution, the prevention of malnutrition and introduction of income-generating support to promote self-reliance. WFP mainstreamed protection throughout its work, supported by a solid understanding of the operational context, including through protection analysis. WFP ensured that affected populations (women and men) were consulted throughout all stages of the programme cycle.

[1] The sex ratio of the total population in 2017 was 1.030 (1,030 males per 1,000 females) (see <https://countrymeters.info/en/Nigeria>), which is higher than the global sex ratio for the same year of 1,016 males to 1,000 females (see <https://www.un.org/development/desa/publications/world-population-prospects-the-2017-revision.html>).

[2] United Nations Department of Economic and Social Affairs. 2017. *World Population Prospects* Available at <https://www.un.org/development/desa/publications/world-population-prospects-the-2017-revision.html>.

[3] National Population Commission and ICF International. 2014. *Nigeria 2013 Demographic and Health Survey: Key Findings*. Available at <https://dhsprogram.com/pubs/pdf/sr213/sr213.pdf>.

[4] International Monetary Fund. 2017. *World Economic Outlook: Seeking Sustainable Growth: Short-Term Recovery, Long-Term Challenges*. Available at <https://www.bookstore.imf.org/books/title/world-economic-outlook-october-2017#>.

[5] National Population Commission and ICF International. 2014. *Nigeria 2013 Demographic and Health Survey: Key Findings* Available at <https://dhsprogram.com/pubs/pdf/sr213/sr213.pdf>.

[6] National Bureau of Statistics and Ministry of Budget and Planning. *Nigeria - Multi-Indicator Cluster Survey (MICS5) 2016–17, Fifth Round* Available at https://nigerianstat.gov.ng/nada/index.php/catalog/57/related_materials.

[7] United Nations Joint Programme on HIV/AIDS (UNAIDS). 2018. *Miles to Go: Closing Gaps, Breaking Barriers, Righting Injustices* Global AIDS Update 2018. Available at <https://www.aidsdatahub.org/miles-go%E2%80%94closing-gaps-breaking-barriers-righting-injustices-unaid-2018>.

[8] Nigeria | Displacement - Displacement Tracking Matrix <https://displacement.iom.int/nigeria>

[9] National Population Commission of Nigeria and ICF International. 2014

[10] United Nations Sustainable Development Partnership Framework, Framework of UN system and Government of Nigeria partnership priorities from 2018 to 2022 available online at <http://www.ng.undp.org/content/nigeria/en/home/library/knowledgeproducts/un-sustainable-development-partnership-framework-2018-2022.html>

[11] Available at <http://www.budgetoffice.gov.ng/index.php/economic-recovery-growth-plan-2017-2020>.

[12] <http://pcni.gov.ng/the-buhari-plan/>

WFP Objectives and Strategic Coordination

In 2018, WFP delivered its humanitarian and recovery assistance in northeast Nigeria in alignment with national priorities and in coordination with government actors and strategic partners through a regional Emergency Operation and two Special Operations.

Through regional Emergency Operation (EMOP) 200777, WFP food assistance in northeast Nigeria addressed acute food insecurity of internally displaced persons, in camps and host communities, through general distributions using in-kind and cash-based transfers, integrated with a prevention of malnutrition programme for children aged 6-59 months and pregnant and lactating women, as well as livelihoods support. Due to the multi-dimensional nature of the crisis, WFP adopted a flexible emergency response using the most appropriate and context-specific transfer modalities and delivery mechanisms, including in kind assistance, cash-based transfers and capacity strengthening. WFP integrated protection, gender and accountability to affected populations considerations in its interventions and adopted measures to strengthen gender mainstreaming across all levels of operations with the aim of promoting gender equality and women's empowerment through food security and nutrition programmes.

Special Operation (SO) 201032 enabled the Logistics Sector to support the humanitarian community in Borno State through logistics coordination, civil-military liaison for cargo movements, logistics information management and storage augmentation. The Special Operation allowed the Emergency Telecommunications Sector to provide telecommunications services where basic infrastructure was limited, and to deploy and upgrade security telecommunications equipment in the humanitarian hubs in northeast Nigeria.

Special Operation 200834 enabled WFP to operate the United Nations Humanitarian Air Service (UNHAS) on behalf of the humanitarian community, providing safe and reliable air transport to humanitarian personnel via one fixed-wing aircraft and four helicopters. Helicopter flights, introduced in July 2016, were essential to access remote and hard-to-reach areas in northeast Nigeria.

Besides leading the Logistics and Emergency Telecommunications Sectors, WFP participated in other sectors such as nutrition, livelihoods and protection.

In addition to the three operations mentioned above, WFP Nigeria also launched two immediate response preparedness projects for situations outside of the northeast: Immediate Response Preparedness Activity (IR-PREP) 201133 carried out the emergency food security and nutrition rapid assessment and enhanced preparedness for the Cameroonian refugee situation in the southeast of Nigeria, while IR-PREP 201142 provided technical support to Nigeria's National and State Emergency Management Agencies (NEMA, SEMA) in the areas of Vulnerability Assessment and Mapping (VAM), information management, coordination and supply chain preparedness to strengthen government capacity to respond to the flood crisis and improve readiness for a larger scale response.

Applying the "Delivering as One" approach, members of the United Nations Country Team seek to work coherently, effectively and efficiently to support Nigeria in achieving national development priorities, the Sustainable Development Goals and other internationally agreed treaty obligations and development goals.

The UN system's main objectives in Nigeria are captured in the United Nations Sustainable Development Partnership Framework 2018–2022 [1] and are divided into three result areas: governance, human rights, peace and security; equitable quality basic services; and sustainable and inclusive economic growth and development. The framework is based on Nigeria's development priorities as set out in Vision 2020 in alignment with the Sustainable Development Goals.

In 2018 WFP Nigeria prepared its five-year Country Strategic Plan (CSP) which was presented to and approved by WFP's Executive Board in February 2019. The CSP is the result of broad consultations between WFP and the Government of Nigeria, local and international humanitarian actors as well as the donor community.

[1] United Nations Sustainable Development Partnership Framework, Framework of UN system and Government of Nigeria partnership priorities from 2018 to 2022 available online at <http://www.ng.undp.org/content/nigeria/en/home/library/knowledgeproducts/un-sustainable-development-partnership-framework-2018-2022.html>

Country Resources and Results

Resources for Results

Despite a challenging funding environment in 2018, WFP continued to be relatively well resourced with an overall increase in donor base and resultant funding for regional EMOP 200777 in northeast Nigeria. Unlike other projects, funding for the Nigeria component of regional EMOP 200777 and single country Special Operation 201032 for the provision of logistics and emergency telecommunications services and coordination in northeast Nigeria decreased in 2018 relative to 2017, while funding for Special Operation 200834 for the provision of humanitarian air services in northeast Nigeria increased beyond the 2017 levels. Two new country-level immediate response emergency preparedness projects for the flood situation and the influx of the Cameroonian refugees in the southeast were approved by Headquarters in the last quarter of 2018.

WFP received multilateral funding in 2018 which was used to purchase commodities. The commodities purchased supported WFP's repositioning exercise during the lean season that ended in September 2018. This supported WFP's efforts to provide uninterrupted assistance to affected populations.

The security situation and access constraints in northeast Nigeria continued to be the greatest challenge for WFP in 2018. The country office continued to adjust its operations throughout the year to ensure consistent access to beneficiaries in hard-to-reach locations. This was achieved partially by expanding storage capacity in remote locations to allow the repositioning of commodities in advance of the rainy season which hinders access to some places, and by expanding contingency stocks in areas receiving large numbers of newly displaced persons.

WFP continuously sought ways to ensure that resources were used efficiently and effectively in order to deliver the best value for money. WFP advocated for early pledging of resources, increased local procurement and extensively utilized the Global Commodity Management Facility (GCMF), primarily through its hub in Kano, to ensure that resources were always available to address any anticipated supply breaks in the three conflict-affected states in the northeast of the country, namely Borno, Yobe and Adamawa.

In March 2018, the WFP area office in Maiduguri, Borno State relocated to a new office. The premises were provided rent-free by the Government of Nigeria. This move resulted in cost savings for WFP, while concurrently improved the working conditions of the staff.

Biometrics coverage under WFP's beneficiary and transfer management platform (SCOPE) increased to over 600,000 beneficiaries in 2018. This reduced the risk of duplication in beneficiary numbers, resulting in more efficient utilization of resources.

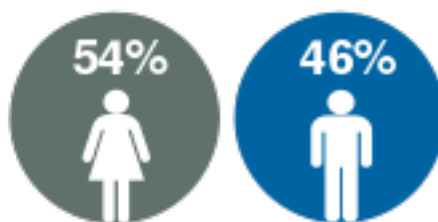
WFP's footprint as a large-scale emergency responder in the northeast formed the basis for new and expanded partnerships, with a gradual shift towards becoming a gender-responsive resilience building organization, addressing the root causes of food insecurity by building on the humanitarian-development-peace nexus.

WFP's strategic leadership in the Food Security, Logistics and Emergency Telecommunications Sectors was strengthened thanks to broad consultations with stakeholders. Partnerships with donors, government bodies, NGOs and UN agencies were strengthened, and the groundwork for the multi-year funding of the Country Strategic Plan was laid.



Annual Country Beneficiaries

Beneficiaries	Male	Female	Total
Children (under 5 years)	146,813	146,813	293,626
Children (5-18 years)	245,126	245,126	490,252
Adults (18 years plus)	205,801	321,153	526,954
Total number of beneficiaries in 2018	597,740	713,092	1,310,832



Annual Food Distribution in Country (mt)

Project Type	Cereals	Oil	Pulses	Mix	Other	Total
Regional EMOP	82,415	8,882	21,465	29,557	1,059	143,378
Total Food Distributed in 2018	82,415	8,882	21,465	29,557	1,059	143,378



Cash Based Transfer and Commodity Voucher Distribution (USD)

Project Type	Cash	Value Voucher	Commodity Voucher
Regional EMOP	20,322,114	25,258,034	-
Total Distributed in 2018	20,322,114	25,258,034	-

Supply Chain

In 2018, WFP's sourcing strategy was designed to be a mix of international and local sourcing. International sourcing focused mainly on specialized nutritious foods, while local purchases included vegetable oil, cereals, pulses and salt.

During the year, 78 percent of total food requirements (120,322 mt) of various commodities such as sorghum, bean, salt and maize valued at USD 46.1 million were procured from local markets. This allowed WFP to reduce lead times while also supporting the local economy. A proactive procurement plan coupled with the timely availability of funds allowed WFP to save 20-30 percent by buying locally during the main harvest season. The primary supply routes stretch from the ports of Lagos, Port Harcourt and Onne, the Global Commodity Management Facility (GCMF) in Kano, and in-country local suppliers to WFP storage hubs in Maiduguri and Damaturu.

In the first half of the year, the port of Lagos represented the main entry point for the internationally procured commodities. However, access to and from the port was severely affected by poor road infrastructure and the rainy season causing weeks of delays in cargo movement out of the port area and consequent high storage and demurrage costs. WFP therefore resorted to utilizing the ports of Onne and Port Harcourt as alternative entry points.

The secondary supply routes extend from the storage hubs in Maiduguri and Damaturu to final delivery points (FDPs) located in Borno, Yobe and Adamawa states. At the FDPs, food commodities were either immediately

distributed or stored at partner-managed facilities. WFP also provided storage space to humanitarian partners including United Nations agencies, international non-governmental organizations and government departments.

The security context continued to pose significant challenges to the planning and implementation of road transport operations. On routes selected by WFP movement notifications to the military and consequent military escorts are mandatory. Despite the use of military escorts, three trucks were burned. In 2018, there were 16 security-related incidents which resulted in losses of 164 mt of commodities representing approximately 0.1 percent of the total tonnage moved within the northeast of Nigeria. Actions taken by WFP to minimize the security risk included the purchase and installation of geocoded tracking devices on contracted trucks transporting WFP cargo along insecure routes.

In addition, WFP scaled up the use of cash-based transfers with unconditional assistance delivered in Maiduguri and Damaturu using e-vouchers. The retailers were assessed using WFP's Retailer Onboarding and Contracting application. In 2018, 143 retailers in total (81 in Yobe and 62 in Borno) were contracted as part of WFP's e-voucher programmes.

During the year, WFP implemented a milling and fortification initiative to locally produce fortified sorghum flour, maize grits and fortified maize flour. A pilot scheme used locally procured maize (750 mt) and sorghum (1,000 mt) for the distribution of the fortified milled cereals to the newly arrived internally displaced persons in Borno State. Quality assurance was provided by food security and quality technical experts throughout the supply chain. Positive results recorded from process monitoring and beneficiary feedback mechanisms led to an additional milling and fortification of sorghum (500 mt) for distribution in the last quarter of the year.

During 2018, WFP put additional measures in place to mitigate food safety and quality (FSQ) risks. Eight needs-based training sessions were conducted in Borno and Yobe states with 300 participants including retailers, wholesalers, WFP field monitoring staff, cooperating partners and third-party monitors. WFP's FSQ unit trained relevant stakeholders of CBT programme in different aspects of food safety and quality management procedures to help address potential food safety risks and improve food management procedures at the retailer's level.

Drawing on its pool of experts in humanitarian logistics, WFP's supply chain unit organized and led periodic trainings for its cooperating partners to strengthen their capacity in logistics. During the year, WFP organized seven training sessions on warehouse management and commodity handling. More than 160 participants from sixteen organizations including the National Emergency Management Agency (NEMA) and the State Emergency Management Agency (SEMA) have attended the three-day trainings.

WFP continued to lead the Logistics Sector, activated in September 2016. The Logistics Sector has been an essential forum for the provision of key logistics services, including logistics coordination and information management, civil-military liaison, and augmentation of existing storage capacities in the most affected Borno State. The Logistics Sector processed approximately 500 movement notifications each month through the Nigerian Armed Forces, which corresponded to 1,500 trucks carrying humanitarian cargo to deep field locations.

As part of bilateral service provision, WFP supported the Food and Agriculture Organization in the transportation of seeds (152 mt) during the lean season.



Annual Food Purchases for the Country (mt)

Commodity	Local	Regional/International	Total
Iodised Salt	903	-	903
Maize	750	-	750
Total	1,653	-	1,653
Percentage	100.0%	-	

Implementation of Evaluation Recommendations and Lessons Learned

Although not covered by an Operation Evaluation in the 2013-2017 period, WFP's country office in Nigeria made good use of the 2017 Regional Operation Evaluation Synthesis which recommended WFP to reinforce its focus on the self-reliance of populations, broaden support to national social protection mechanisms, and provide durable solutions to affected populations in the northeast. The recommendations were integrated into WFP's 2018 programming through the roll-out of resilience programming tools, enhanced cooperation with FAO on joint food assistance programming and livelihood interventions, as well as strengthened collaboration with the National Social Investment Office on the national cash transfer programme and home grown school feeding programme. WFP, in collaboration with UN Women and FAO, initiated a three-year project to improve food security, employment and nutrition by restoring and promoting sustainable agriculture-based livelihoods.

Strengthening CBT was also a recommendation of the 2017 evaluation and in response, WFP enhanced its technical capacity, reviewed processes and procedures to tighten controls and held two multi-sectoral operational workshops on cash-based transfers (in Maiduguri and Damaturu) with a total of 28 and 37 persons in attendance at the respective locations. The workshops reviewed cash-based transfer operations across the functional units, as per the delegated roles in the corporate business process model. The participants shared operational challenges and opportunities and made recommendations to be considered for implementation in 2019 under WFP Nigeria's Country Strategic Plan.

A protection mission review led by WFP's Headquarters and its regional bureau in Dakar was carried out in March 2018 to assess protection achievements and identify actions to further integrate protection into WFP's interventions. The mission's recommendations were translated into an action plan and included further strengthening protection integration and response, stronger engagement with cooperating partners, and enhancing accountability to affected populations, notably through the revision of existing complaint and feedback mechanisms (CFM). Implementation of the recommendations is ongoing, namely through actions such as the integration of additional protection requirements that includes increased staffing levels and protection sensitivity in partners' project proposals; and the distribution of 7,262 fuel efficient stoves to reduce exposure to protection risks and gender-based violence. Additionally, a concept note was developed on the mitigation of protection risks exacerbated by the lack of condiments in the WFP food basket. This challenge disproportionately impacts vulnerable women and girls who are responsible for cooking at home based on prevailing gender roles. Internal consultations were initiated to map current complaint and feedback mechanism (CFM) processes and identify gaps and corrective actions. Two protection assessments were conducted at state level in Borno and Yobe and five assessments were conducted in Borno at ward/settlement level to identify context-specific risks, threats and opportunities. Findings from these assessments allowed WFP to improve its activities. For example, pregnant, lactating and reproductive-aged women received nutrition sensitization that included cooking demonstration classes, presentations on the importance of using available health services and increasing diversity in their daily diets. Field visits highlighted that men continued to show interest in joining nutrition-oriented informative activities. Additionally, women's increased participation in decision making regarding assistance was observed.

Consultation with the Protection Sector, cooperating partners, other humanitarian actors and the affected communities in the northeast remains a key factor in WFP's interventions. In response to some of the environmental and protection challenges, WFP carried out sensitization in Borno state on fuel-efficient technologies such as fuel-efficient cook stoves, briquetting of agricultural and organic waste, and solar energy. Safe cooking stoves were distributed by WFP's contracted partners to 7,262 beneficiaries of which 52 percent and 48 percent were women and men headed households respectively.

WFP hosted a support mission on livelihood planning and implementation from the regional bureau and Headquarters mid-2018 which contributed to the planning for transition to livelihoods activities including support on the three-pronged approach (3PA) which includes the integrated context analysis, seasonal livelihood programming and community-based participatory planning. WFP and partner staff were engaged in training of trainer sessions for seasonal livelihoods programming and community based participatory planning which were carried out in Borno and Yobe states, while technical support was provided on the integrated context analysis.

Based on the lessons learnt from the rainy season of 2017 and the persistent security risks, a contingency plan for access options and cargo prepositioning was deemed necessary to ensure continuous programme implementation in hard-to-reach locations. In addition, wooden barges were procured and positioned in Ngala as a contingency to allow commodity movement between Ngala and Rann should the situation become critical. WFP developed a Concept of Operations that set up forward logistics storage in Rann, Dikwa and Ngala to ensure timely availability of commodities for quick response and prepositioning ahead of subsequent rainy seasons when access could be cut off for three to four months. These facilities were used for the storage of food and non-food items for WFP interventions.

An evaluation of WFP's response to the crisis in northeast Nigeria was conducted within the reporting period. The evaluation covered operations implemented as part of WFP's corporate (Level 3) emergency response in northeast Nigeria between March 2016 and August 2018, notably the Nigeria component of regional Emergency Operation

200777, country specific Special Operations 200834 and 201032, IR-EMOP 200969 and IR-PREP 200965. The evaluation, which served the dual objectives of accountability and learning, assessed WFP's response in terms of appropriateness, coherence, coverage, efficiency, effectiveness and coordination, as well as in terms of performance and results, and determined the reasons for the observed results and drew lessons to inform WFP's management decisions with respect to strategic positioning, efficiency and sustainability. The inception phase of the evaluation took place in September and October while fieldwork took place in November. Consultations on findings are slated for March 2019 with representatives from the country office, regional bureau and Headquarters. The final report of the exercise will be presented to the Executive Board in November 2019. Findings and recommendations will inform the implementation of WFP Nigeria's Country Strategic Plan and management's decision-making.

Project Results

Activities and Operational Partnerships

The Special Operation 201032 for Logistics and Emergency Telecommunications Sector (ETS) Coordination and Services to augment the Humanitarian Response in Northeast Nigeria, was launched in November 2016 to enhance coordination and operational capacity among the humanitarian actors, as well as the effectiveness of the overall response, through the provision of tailored logistics and emergency telecommunications services.

Logistics Sector

Based on the needs identified and expressed by the humanitarian community, WFP, as the lead agency for the Logistics Sector and the ETS, supported the implementation of logistics and telecommunications services and coordination activities throughout 2018. The Logistics Sector maintained coordination and information management capacities in the state capital, Maiduguri, where it facilitated humanitarian cargo movement notifications and air cargo consolidation activities, conducted trainings, and held partner coordination meetings on a biweekly basis. Through these activities, the Logistics Sector directly interacted with more than 50 humanitarian partners in 2018. By actively participating in such fora as the Inter-Sector Working Group (ISWG), the Access Working Group and the Civil Military Forum, the Logistics Sector also engaged with the programmatic Sectors, humanitarian agencies and government counterparts on critical aspects of the humanitarian response.

Organizations that benefited from the Logistics Sector services routinely participated in the Logistics Sector bi-weekly coordination meetings held in Maiduguri to receive updates and discuss logistics gaps, needs and possible solutions. All partners were encouraged to actively participate in the multiple communication channels maintained by the Logistics Sector, such as a dedicated Skype group and WhatsApp groups specifically focused on escorts and convoys, and general road security. The Logistics Sector mailing list further provided meeting invitations, information products (including maps, operational overviews, capacity assessments, logistics snapshots, infographics, meeting minutes and standard operating procedures (SOPs) and service updates to more than 350 humanitarian staff every few days.

The Logistics Sector strongly supported the civil-military coordination mechanisms established by the Office for the Coordination of Humanitarian Affairs (OCHA), particularly by consolidating and facilitating all cargo movement notifications through the Nigerian Armed Forces on behalf of the humanitarian community. To manage other necessary civil-military activities that ensured humanitarian access, the Logistics Sector also maintained communications and periodically met with key stakeholders in areas such as Gwoza, Damboa and Mafa.

Additionally, the Logistics Sector facilitated the provision of common storage through existing warehouses in Maiduguri, Monguno and Banki, and established further facilities in Bama, Dikwa, Damasak, Ngala and Rann; all facilities were operated by non-governmental organization (NGO) partners on behalf of the Logistics Sector. Accountability and reporting was ensured by using a Relief Item Tracking Application (RITA) in all common storage locations. In coordination with United Nations Humanitarian Air Service (UNHAS) and Premiere Urgence Internationale (PUI), the Sector facilitated an air cargo consolidation service that collected life-saving cargo from different organizations in Maiduguri, and consolidated it at the common storage site and delivered it to the airstrip for swift loading by UNHAS.

To further enhance capacity of partners' logistics staff, the Logistics Sector organized 14 trainings with 239 humanitarian partners that participated, on topics such as warehouse and commodity management and Mobile Storage Unit (MSU).

Emergency Telecommunication Sector (ETS)

Throughout 2018, the Emergency Telecommunication Sector (ETC) maintained the vital Internet and security telecommunications-related services set up in five humanitarian hubs in 2017 in Borno State (Bama, Dikwa, Gwoza, Maiduguri and Ngala) and in line with the International Organization for Migration (IOM) humanitarian hubs' deployment plan, ETS services were set up in three hubs (Banki, Damasak and Monguno) during 2018. In Damaturu, Yobe State, security telecommunications services were maintained by the ETS to ensure efficient communications among humanitarian workers. In June 2018, the ETS was granted by the Nigerian Ministry of Communications with the required radio licenses to implement the full security telecommunications plan across Northeast Nigeria, paramount for the safety of the humanitarians on the ground.

During 2018, the ETS continued supporting humanitarian organizations with handheld radio reprogramming and radio training activities to guarantee humanitarians were using the ETS security telecommunications services efficiently. In close collaboration with the United Nations Department of Safety and Security (UNDSS), the ETS

delivered the security communications module during all the Safe and Secure Approaches in Field Environments (SSAFE) training sessions organized in Maiduguri in 2018.

With the support of WFP, 16 radio operators were recruited to handle the Communications Centres (COMCENs) established at the humanitarian hubs. Before the deployment to their duty station, radio operators underwent a hands-on training conducted by the ETS in October in Maiduguri to carry out their duties efficiently. Prior to the identification and deployment of qualified radio operators, the ETS reached an interim agreement with IOM and trained the hub managers to conduct basic radio procedures in the COMCEN.

Given the criticality of the ETS communications services, the ETS conducted an assessment mission in August 2018 to identify the technical requirements to develop a hybrid power solution to enable the continuous provision of Internet connectivity and security telecommunications in the humanitarian hubs.

In 2018, the ETS played a key role in the coordination of information technology (IT) efforts and activities to ensure an effective response on the ground. Frequent internal WFP IT Task Forces were organized as well as coordination meetings at a global and local level to minimize duplication of efforts. Information Management products were timely produced and disseminated to support response activities and allow humanitarians to make informed decisions. In August 2018 the ETS gathered feedback from 203 humanitarian staff across northeast Nigeria to evaluate the quality of the ETS services and identify gaps and evolving needs. As part of the capacity strengthening component of the ETS project in northeast Nigeria, the ETS conducted a training needs survey in September 2018 to tailor the technical training sessions to be delivered in 2019.

The ETS relied on the ETC's extensive network of partners to support the provision of common communications services in Nigeria. Connectivity services deployed by the ETS at the International Humanitarian Partnership (IHP) base camp – also known as Red Roof- in Maiduguri and used by 1,478 humanitarian staff in 2018 were funded by the ETC partner Government of Luxembourg. With the support of ETC partner Ericsson Response, a tool to manage and distribute Internet connectivity was implemented at the humanitarian hubs, which allowed insights on the bandwidth consumption and usage statistics. On the security telecommunications side, a specialist from the Swedish Civil Contingencies Agency (MSB), ETC partner, finished his six-month mission with the ETS to build capacity of humanitarian actors on the efficient use of radio services in January 2018.

ETS coordination activities were led by WFP's Fast IT and Telecommunications Emergency Support Team (FITTEST) and FITTEST technicians were deployed during 2018 to support the implementation of the security telecommunications component of the ETS project. In addition, six information communication technology (ICT) specialists from WFP were deployed on a temporary duty assignment all 2018 to support ETS operations in northeast Nigeria. In line with the localization efforts of humanitarian operations, the ETS recruited two local IT assistants and launched the recruitment process for a communication, two telecommunications and a business support assistant to ensure the sustainability of the ETS project in the long-term.

Results

Logistics Sector

Throughout 2018, the Logistics Sector provided support to the humanitarian community by maintaining an open forum for discussion and addressing logistics issues that arose, by providing logistics guidance and advice and by promoting joint planning. A total of 53 humanitarian organizations benefited from Logistics Sector coordination and services, including attending meetings, accessing information management products, participating in training and using common logistics services.

In order to maximize donor resources and enable efficient activities, the Logistics Sector worked closely with the International Organization for Migration (IOM) to co-locate the common storage facilities in the field with the humanitarian hubs. Throughout 2018, 30,420 m³ of humanitarian cargo was received for storage on behalf of 36 organizations. By the end of 2018, 7,060 m² of common storage was available on a no-cost-to-user basis across the facilities in Maiduguri, Monguno, Dikwa, Damasak, Bama, Banki, Ngala and Rann. Logistics Sector coordination meetings took place approximately every two weeks, with 23 meetings taking place over the year (22 in Maiduguri and one in Abuja). Overall, these meetings were attended by 45 partner organizations, with an average of 18 participants per session.

Throughout 2018, the Logistics Sector facilitated 5,637 cargo movement notifications, indicating the movement of 17,356 trucks, enabling partners to deliver comprehensive inter-sectoral assistance plans to people in need in the worst affected areas. In coordination with *United Nations Humanitarian Air Service (UNHAS)* and *Premiere Urgence Internationale (PUI)*, the Logistics Sector continued to facilitate an air cargo consolidation service that collects life-saving cargo from different organizations in Maiduguri, consolidates it at the common storage site and delivers it to the airstrip for swift loading by UNHAS. Over the last 12 months, 20 organisations utilised this service.

The Logistics Sector maintained a robust information platform by sharing updated information on the operating environment with actors involved in the emergency response and establishing a repository for logistics information on the dedicated Nigeria Operation webpage on the Logistics Cluster website to ensure a coordinated and effective response. In 2018, 83 information products were produced and shared, including maps, operation overviews, meeting minutes, snapshots, updated concept of operations and standard operating procedures. Through its mailing list the Logistics Sector communicated to 380 actors belonging to UN agencies, NGOs, donors and government representatives involved in the emergency response.

Geographic Information Systems (GIS) capacity was strengthened by the continued secondment of a GIS Officer from iMMAP (stand-by partner) until the end of December 2018. Based on an extensive road data collection, including over 60 interviews with transporters and drivers, a physical access constraints map was published in late 2017, and has since been updated three times. An analysis of satellite imagery was carried out to produce an annual surface water recurrence map, to assist with contingency planning. Additionally, since September 2016, over 50 Logistics Sector maps (internal and external) were produced and 1,131 map print-outs were delivered to requesting partners. Finally, five GPS-User Trainings were conducted for a total of 104 participants representing 28 partner organizations.

Emergency Telecommunications Sector

ETS Objective 1: Support effective response through timely and reliable ETS services and information sharing. During 2018 the ETS project counted with a dedicated ETS Coordinator based in Maiduguri (Borno State) to ensure a coherent IT response in North-East Nigeria and with an Information Management Officer, spending four months on the ground and providing remote support from Dubai to produce and disseminate timely operational information products to facilitate humanitarians' informed decision-making and minimize duplication of efforts.

To align internal WFP IT efforts from Headquarters, Regional Bureau in Dakar, Dubai and the IT team in-country, IT Task Force meetings were held every three weeks where all the updates and action points were documented and shared. ETS updates were provided monthly to global ETC partners to maintain them informed about the progress of the project, enhancing collaboration to address challenges on the ground. At a local level, the ETS organized six ETS Working Group meetings in Maiduguri to discuss the plans and activities of the humanitarian organizations in North-East Nigeria and evaluate the support needed from the ETS to implement them efficiently. To increase the advocacy activities of the sector' activities, the ETS participated in local Logistics Sector Working Group meetings in Maiduguri as many logisticians are overseeing the IT function in their respective organizations. To complement this, situation reports were produced monthly and ETS Nigeria dashboards were updated as activities evolved to show which ETS services were available and where.

ETS IM products produced and distributed in 2018 include technical brochures, situation reports, dashboards, factsheets, infographics and meeting minutes. In addition, the ETS developed and maintained up-to-date operational infographics and documentation, such as a brochure available on United Nations Humanitarian Air Service (UNHAS) fixed wings flights, for the entire humanitarian community. The ETCluster.org website acted as a repository of operational information for those humanitarian actors involved in the IT response in Nigeria. The ETS section on the HumanitarianResponse.info website was frequently updated to reflect the latest ETS information available as well as WFP's internal platform OPweb under the Nigeria emergency operation page.

After several months of engagements with the main Mobile Network Operators in the North-East (MTN, Airtel, Glo and Etisalat / 9mobile) the ETS produced in April 2018 coverage maps reflecting voice and 3G services available in the different LGAs to support the efficient planning of humanitarian activities. In October 2018, the ETS consolidated the technical details of the connectivity solutions used by humanitarian organizations across North-East Nigeria to support organizations in need of a dedicated connectivity solution.

During August 2018, the ETS conducted a user satisfaction survey to assess the quality and the relevance of the communications services provided to the entire humanitarian community in North-East Nigeria. The ETS user feedback survey resulted in an overall user satisfaction rate of 93,6 % across the core ETS services (Internet connectivity and security telecommunications-related services).

ETS Objective 2: Coordinate security telecommunications and IT emergency response activities. During 2018, the ETS continued providing security telecommunications services in Maiduguri and Damaturu metropolitan areas and upgraded the common Communications Centre (COMCEN) in Damaturu in February 2018 to ensure humanitarians have reliable means of communication to support their operations. In deep field locations, the ETS maintained the existing Very High Frequency (VHF) and High Frequency (HF) radio services deployed in the humanitarian hubs in Bama, Dikwa, Gwoza, Maiduguri and Ngala and deployed VHF and HF services and fully operational COMCENs in the new hubs established in 2018- Banki, Damasak and Monguno. To complement the ETS security telecommunications services, the ETS continued providing in 2018 an Iridium Push –To-Talk (PTT) network coverage area of 300,000 km² across North-East Nigeria and the bordering areas of Niger, Chad and Cameroon as well as Abuja. These satellite-based voice services are used by humanitarian organizations such as UNICEF, WFP

and WHO to support their activities in remote locations.

In May 2018, the ETS obtained nine HF radio and 18 VHF radio licenses from the Nigerian Ministry of Communications Technology to be used countrywide. These frequencies were one of the requirements for the ETS to proceed the setup of the planned full Digital Mobile Radio network in North-East Nigeria, which brings enhanced safety features such as private calls, staff and mission real time tracking over VHF network and an increase in voice capacity.

Heavy winds in June 2018 damaged the ETS telecommunications tower at the main radio repeater site in Maiduguri, causing limited coverage of the VHF network and users facing communication challenges. As a temporary measure until the network and tower were fully restored in December 2018, the ETS relocated the main radio repeater to a government television tower to ensure the continuation of security telecommunications services.

With the support of WFP, co-lead of the ETS in North-East Nigeria, 16x radio operators were recruited on October 2018 to man the COMCENs deployed by the ETS in North-East Nigeria. The radio operators underwent a 7-day ETS technical training course in Maiduguri to familiarize themselves with the radio technology to be used and their main tasks and responsibilities as radio operators prior being deployed to the assigned duty station in November 2018.

As part of the future of security telecommunications project, the ETS hosted a Telecommunications Security Standards (TESS) mission in November 2018 to review the Emergency Communications Systems (ECS) in place. Following the recommendations from the TESS mission submitted to the Designated Official (DO) and UNDSS, a plan was finalized to further strengthen the ECS in North-East Nigeria. Additional staff are being identified to join the ETS team in the first quarter of 2019 and implement this plan.

Throughout 2018, the ETS has been continuously conducting radio training and radio programming activities for the humanitarian community in North-East Nigeria. Over 450 staff members from 30 humanitarian organizations were trained on security telecommunications standard procedures. In close collaboration with UNDSS, the ETS delivered the security communications procedures module during all the SSAFE training sessions organized in Maiduguri in 2018. In September 2018, the ETS launched a survey to collect the training needs of humanitarians to better tailor the content of the ETS technical capacity building activities planned for 2019.

ETS Objective 3: Provide reliable Internet for the humanitarian community in common operational areas. In 2018, the ETS provided critical Internet connectivity services in eight common operational areas across Borno state, namely at the humanitarian hubs established in Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno and Ngala. As of 31 December, 2,931 humanitarians from 106 organizations have accessed these Internet services to support their operations.

ETS Internet connectivity services were heavily used in the field humanitarian hubs where services from local service providers are highly unreliable or non-available. On average, 41 humanitarians in Dikwa, 38 in Monguno, 33 in Bama, 32 in Banki, 26 in Gwoza and 22 in Ngala used the ETS Internet services daily to carry out work-related activities. Until the temporary closure of the hub in Damasak in mid-September due to security reasons, 12 humanitarians were accessing Internet services daily. The capacity of the base humanitarian camp in Maiduguri almost doubled since the beginning of 2018, which translated into a higher demand of ETS Internet services. To address this, the ETS deployed a third satellite terminal which increased the total bandwidth to 10 mega bytes per second. The ETS closed 2018 serving an average of 130 humanitarians daily in Maiduguri.

In October 2018, the ETS availed a dedicated network at the humanitarian hub in Monguno to support the implementation of SCOPE activities. In early November 2018, ETS Internet services were used by over 20 affiliated retailers who could synchronize the data in their mobile Point of Service (mPOS) devices in a timely manner and to receive, at the same time, beneficiaries' entitlements for the following month efficiently.

The ETS project for 2018 comprised the deployment of a reliable hybrid power supply system to ensure that ETS Internet and radio infrastructure and services in the humanitarian camps in North-East Nigeria are operational 24/7. This system aims at complementing the existing solar system in place for the ETS radio infrastructure and overcome fuel shortages affecting the generators' power supply at the hubs. To develop an effective solution, the ETS conducted a mission from mid-July until mid-November to map the challenges and to ensure this hybrid power supply solution is meeting the requirements on the ground. The ETS also engaged with humanitarian partners on the ground exploring alternative power solutions, such as solar energy, to support them through this assessment mission and avoid duplication of efforts.

Performance Monitoring

Logistics Sector

Throughout 2018, the Logistics Sector regularly met with partners, both in the coordination meetings and on a bilateral basis, to discuss any issues with the operation and brainstorm potential solutions as a group. In February and again in December, the Logistics Sector circulated an online User Satisfaction Survey where partners were asked to rate different aspects of the coordination mechanisms, information management and service provision, and were invited to provide any feedback they felt was not otherwise captured.

All service requests were channeled through the Logistics Sector Logistics Officer as a quality control measure, and cargo was closely tracked from the moment it entered Sector custody until it was released using the Relief Item Tracking Application (RITA). In regard to information management and communications, the Global Logistics Cluster Support Cell tracked all website data, including which documents are most often accessed and trends in viewers' behavior, as well as all social media analytics. This information was consolidated into an Online Analytics tool that was circulated monthly. The Logistics Sector also maintained a number of internal monitoring mechanisms, for example those to track the number of partners attending coordination meetings, participating in trainings, and utilizing the cargo movement facilitation service.

In order to identify additional needs and capacity gaps among partners in the lead up to 2019, the Logistics Sector also conducted an online Gaps and Needs Partner Survey requesting organizations to identify the main areas they continue or have started to face critical logistics gaps and bottlenecks; this included geographical areas of planned operations, anticipated gaps inhibiting critical programming (such as a lack of storage or insecurity), and suggested areas of intervention for the Logistics Sector. In conjunction with this survey, the Logistics Sector conducted two warehouse capacity assessments: the first reaching out to the most active partners within Maiduguri to determine their current warehousing capacities; and the second surveying the local market and determining the quantity and condition of available commercial storage facilities.

Emergency Telecommunications Sector

Throughout 2018, the ETS continuously monitored the progress of its project activities through the set of established Key Performance Indicators (KPIs) complemented by the user satisfaction survey conducted among humanitarians in Nigeria to evaluate the quality of the services provided by the ETS. These KPIs include the number of operational areas where the ETS provided Internet connectivity and security telecommunications services; number of Information Management documents produced and timely disseminated; number of global and local ETS meetings conducted; number of humanitarians and organizations supported with vital ETS services; and the user satisfaction rate of humanitarians among others. The user management tool developed by Ericsson Response to manage and distribute Internet connectivity produces automatic daily reports on usage of the bandwidth, number of active users per site as well as organizations served, which is paramount to understand the impact and usage of the ETS data services. As ETS KPIs are reflected on the Humanitarian Response Plan (HRP) documentation, the progress against the targets is reported monthly to OCHA through the online Humanitarian Programme Cycle (HRP) Response Planning Module, increasing accountability towards donors and the wider humanitarian community.

Given the fluid situation in North-East Nigeria and in line with the evolving needs on the ground, only three out of the planned nine humanitarian hubs were established in 2018. This had a direct impact on achieving the ETS targets of providing connectivity services and security telecommunications in 14 and 16 common operational areas respectively.

The delays in implementing priority ETS operational activities led to the postponement of the planned technical capacity building activities to 2019. In the same line, the deployment of the hybrid power supply system in the humanitarian hubs had to be brought forward to next year as the assessment mission was conducted in August 2018 and it was not feasible to develop a suitable solution by the end of 2018.

The target set for the number of coordination meetings at a global and local level was based on the assumption of conducting a local ETS Working Group meeting in Maiduguri per month, not possible every month due to ongoing commitments of the working group members. However, the ETS mitigated this by attending local Logistics Sector working group meetings and by continuing the Information Management and advocacy efforts to ensure the humanitarian community was informed about the ETS services and activities.

The provision of life-saving communications services to the entire response community remained the focus of the ETS activities, which shows on the number of humanitarians served and organizations supported. During 2018, ETS services were used by 2931 humanitarians, 366% of the initially targeted 800, from 106 organizations, more than the double of the targeted 50 organizations.

ETS Services in North-East Nigeria: Connecting Lives and Enabling Digital Assistance.

Internet connectivity and security telecommunications services provided by the Emergency Telecommunications Sector (ETS) across North-East Nigeria are critical to humanitarians operating in remote field locations where communications services from local providers are unreliable or non-existent.

Olivia Nze is part of the International Organization for Migration (IOM) Biometrics team roaming across North-East Nigeria to map the displacement trends of the Internally Displaced People (IDP) affected by the ongoing conflict. "Every time I travel for work, I go daily to the hub to get reliable and fast Internet, not only for professional use, but to get in touch with my family," Olivia says. "Even to complete the required security online courses, I had to use ETS Internet because the services at our guesthouses were not strong enough," she concludes.

Throughout 2018, ETS Internet services have been used by over 2,000 humanitarians from 98 humanitarian organisations in the humanitarian hubs established in Borno state, namely in Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno and Ngala.

"Before the humanitarian hubs were established, air workers were sending key documents to their offices in Maiduguri through colleagues via UN Humanitarian Air Service (UNHAS) flights, but that could take several days, critical time in the context of a humanitarian emergency," Mousa Abdullahi from FHI360 explains. "But all of that is history now. Since the hub is operational in Ngala, I go there twice per week to finalise and send my reports on time to my team in Maiduguri."

During 2018, ETS communications services have been extended to support innovative ways of delivering digital assistance. As part of the rollout of WFP SCOPE [2.4.1] activities in Monguno in early November 2018, ETS Internet services have been used by over 20 affiliated retailers who could synchronise the data in their mobile Point of Service (mPOS) devices in a timely manner. During the month of November, 38,426 transactions were registered by the retailers in Monguno, which translates into 143,143 households using their SCOPE cards to obtain basic commodities like maize, rice, beans and sugar, among others, with a total value of NGN 353,575,000 (USD 974,000 approx.). ETS Internet services deployed at the hub in Monguno enabled the retailers to synchronise the transactional information recorded on their mPOS to the SCOPE platform at the end of the month and to receive, at the same time, beneficiaries' entitlements for December efficiently.

In today's connected world, it is hard to imagine situations where Internet or even voice services are not available at the touch of a button. Since November 2016, the ETS has been provided shared communications services to those involved in the humanitarian response in North-East Nigeria, allowing them to be connected, respond efficiently and ultimately saving more lives.

Figures and Indicators

Data Notes

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A Logistics Sector technician trains humanitarian partners to erect Mobile Storage Units (MSUs) for emergency storage in field locations.

Project Indicators

Outcome Indicators

Outcome	Project End Target	Base Value	Previous Follow-up	Latest Follow-up
SR5 Countries have strengthened capacity to implement the SDGs				
Partners' demand for quality services fulfilled				
User satisfaction rate				
<i>ETC USER GROUP, Project End Target: 2018.12, Latest Follow-up: 2018.12, WFP survey, WFP Monitoring</i>	≥80.00	-	-	94.00
User satisfaction rate				
<i>LOGISTICS CLUSTER USER GROUP, Project End Target: 2018.12, Previous Follow-up: 2018.12, WFP survey, WFP Monitoring, Latest Follow-up: 2018.12, WFP survey, WFP Monitoring</i>	>85.00	-	96.00	96.00

Output Indicators

Output	Unit	Planned	Actual	% Actual vs. Planned
CRF SO4-SR5: Service provision and platforms activities				
Number of ETC meetings conducted on local and global levels	instance	24	18	75.0%
Number of IM products (sitreps, factsheets, maps and other ETC information) produced and shared via email, information management platform, task force and ETC website	item	60	72	120.0%
Number of IT emergency management and specialized radio telecommunications trainings	training session	8	-	-
Number of UN agencies and NGOs provided access to data communications services	agency/organization	50	106	212.0%
Number of additional storage facilities established	Number	4	5	125.0%

Output	Unit	Planned	Actual	% Actual vs. Planned
Number of agencies participating in the logistics cluster forum	agency/organization	40	45	112.5%
Number of common operational areas covered by autonomous hybrid power supply systems	operational area	14	-	-
Number of inter-agency, NGO, and government organisation staff who used ETS services	individual	800	2,931	366.4%
Number of logistics-related trainings organised	training session	6	10	166.7%
Number of operational areas covered by common security telecommunication network	operational area	16	9	56.3%
Number of operational areas covered by data communications services	operational area	14	8	57.1%
Number of organizations contributing to pipeline/planning, logistics assessment and/or capacity information to be shared	agency/organization	10	22	220.0%
Number of organizations using the humanitarian cargo movement notifications consolidation and coordination service	agency/organization	20	33	165.0%
Number of organizations utilizing storage and cargo consolidation services	agency/organization	30	35	116.7%
Number of radio-rooms (COMCEN) established	radio room	16	9	56.3%
Number of web-based information-sharing and collaboration platforms established/updated	information-sharing platform	1	1	100.0%
Percentage of service requests for cargo handling fulfilled	%	85	100	117.6%