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Emergency Plan of Action Final Report

Serbia: Flash floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation MDRRS012	Glide n° FL-2016-00025-SRB
Date of issue: 21 September 2016	Date of disaster: 6-7 March 2016
Operation start date: 7 March	Operation end date: 6 June 2016
Number of people affected: 7,000	Number of people assisted: 3,600
Operation budget: CHF 41,876	
Host National Society(ies): The total number of Red Cross of Serbia staff and volunteers involved in implementation of this operation was 764.	
Other partner organizations involved in the operation: Government of Serbia, Sector for Emergency Management, Department for Emergency Situations of the Republic of Serbia, local and international NGOs, local centres for Social Work; Ministry of Interior; Network of Public Health Institutes.	

A. Situation analysis

Description of the disaster

Heavy rainfalls occurred in the western part of Serbia on 6-7 March 2016, which caused the Western and Southern Morava rivers to spill over. As a result of continuous rains, further flooding affected other areas of the country, bringing 15 municipalities to declare a state of natural disaster. The worst affected municipalities were Pozega, Bajina Basta, Novi Pazar, Lucani, City of Kraljevo and Cacak.

The floods and some landslides affected the local infrastructure, houses, crops and agriculture fields as well as blocked roads, interruption of the regular water supplies, loss of the food stocks for households and domestic animals. More than 30 villages in the western parts of Serbia witnessed electricity power cuts due to the damages on infrastructure including substation malfunctions. Around 600-700 households were temporarily evacuated for 24 to 72 hours.



Relief distribution in the flooded city of Kraljevo.
Photo: Red Cross of Serbia

Summary of response

Overview of Host National Society

After a rapid needs assessment done by RC branch representatives and members of national disaster response teams on 7 March 2016, the Red Cross of Serbia sent the first relief assistance to help people affected by floods in following municipalities: Lučani, Čačak, Arilje and Pozega. The relief assistance consisted of food, personal hygiene items and disinfectants with total weight of 11,000 kilograms.

Following the request of the Republic Operational Headquarters, the Red Cross of Serbia sent its national rescue team to assist the town of Zajecar in evacuation in the event of flooding. The rescue team with 16 members and necessary equipment was deployed there from 12 to 14 March 2016.

During the first hours after floods, the Red Cross branch of Kraljevo with its employees and volunteers assisted the affected population and conducted an rapid needs assessment, followed by rapid distribution to the most vulnerable 120-140 families.

Cleaning of the flooded houses was performed with the help of the Serbian army, citizens and volunteers immediately after the water receded. In the municipalities of Raska, Trstenik and Bajina Basta, the flooding caused damaged to a smaller extent, affecting in average between 20-30 households. The Red Cross of Serbia supplied generators (30 kVA) from its stocks, which provided electricity to the most vulnerable households in the village of Zaovine in the municipality of Bajina Basta for five weeks as the electrical network was damaged and repairs lasted nearly for two months.

As a result of the needs assessment, the Red Cross of Serbia identified the urgent needs of 1,100 families, who were assisted from the National Society's disaster response stocks in line with the detailed distribution plan.

Emergency food distribution started soon after the evacuation efforts were done and Red Cross of Serbia distributed following items from its own disaster response stocks in few days after disaster occurred.

Table 1 - Breakdown of the items distributed from the NS stocks

Items	Lučani	Čačak	Arije	Pozega	Novi Pazar	Raska	Kraljevo	Trstenik	Bajina basta	TOTAL
Unit	Pcs	Pcs	Pcs	Pcs	Pcs	Pcs	Pcs	Pcs	Pcs	
Family food parcel	70	230	130	50	200	30	270	30	100	1,110
Family hygiene parcel	70	230	130	50	200	30	270	30	100	1,110
Disinfectants	100	280	150	50	200	30	270	30	100	1,210
Blankets	30		0	0	0	0	0	0	132	162
Rubber boots	0		20	10	40	0	0	0	0	70
Wheat flour	1,000	2,000	1,000	750	1,500	500	2,000	500	1,000	10,250
Socks	0		0	0	400	60	600	50	0	1,110
Mattresses	20		0	0	0	0	0	0	0	20
Bottled water 1,5l							9,000			9,000
Rain coat							1,000			1,000
Shoes for Adults							400			400
Hygiene gel 50 ml							400			400
RCS Equipment engaged										TOTAL
Water tanks 1,500l							3			3
Generators 30 kWA									1	1
Dehumidifiers	10	10	10	10	15	0	0	0		55

On 30 March 2016, in accordance with the needs expressed by the Red Cross branches, relief assistance was sent to the population affected by floods in the municipalities of Lučani, Čačak, Novi Pazar, Raska, Kraljevo and Ub. The details of the relief items provided can be seen in the table below.

Red Cross branches / Relief items	Unit measure	LUČANI	ČAČAK	NOVI PAZAR	RAŠKA	KRALJEVO	UB	TOTAL
Family hygiene kit (UNICEF)	kit	80	130	280	30	150	30	700
Disinfectant	lit	50	150	300	30	200	60	790
Raincoat (UNHCR)	pcs	160	260	600	60	0	60	1,140
Hygiene gel 50ml (UNHCR)	pcs	80	130	280	30	80	0	600
Jam 400rp	pcs	80	130	280	30	170	30	720
Boxes of tea	box	320	520	1,120	120	600	120	2,800
Instant soup in bag 45gr	pcs	560	910	1,960	210	1,050	210	4,900

The following rations were distributed for a family:

- Family hygiene kit – 1 pcs.
- Disinfectant – 2 lit for larger facilities
- Raincoat – 2 pcs.
- Hygiene gel – 1 pcs.
- Jam – 1 pcs.
- Tea – 4 box
- Instant soup in bag – 7 pcs.

The contents of the hygiene kits (specified by UNICEF) were as follows:

Item	Quantity
Detergent, laundry, concentrated, tub of 3 kg	1
Shampoo, bottle 1,000 ml	1
Soap, toilet, 100 g	8
Toilet paper 12/1,2-ply	2
Toothpaste, tube, 75 ml	2
Toothbrush, adult size, medium hardness	4
Lady's pads with wings 10 pcs	2
Baby soap 90 g	2
Wet wipes, 100 pcs.	2

In addition, the following non-food items were provided to the affected households:

Item	Quantity
Bucket,	1
Water-proof gloves (for intensive use)	2
Household disinfectant 1 l	1

All non-food items were packed in carton box 5-play (properly sized and closed) marked with UNICEF labels.

Overview of Red Cross Red Crescent Movement in country

The Red Cross of Serbia has a great experience in mobilizing volunteers in disasters, with the aim of assisting people in need, implementing relief distributions, organizing basic disaster response and first aid. Each Red Cross branch has a disaster response team with the wide range of activities. The National Society is maintaining a solid disaster response stock which enables its DM department to intervene during the first hours of any disaster. The Red Cross of Serbia has ample knowledge in managing and organising humanitarian assistance and in handling population movements too. From 1992 till 1999 more than one million refugees were received in Serbia and most of them were assisted by the Red Cross of Serbia.

The National Society is working very closely on information monitoring and follow up with the disaster management team at the IFRC Regional Office for Europe in Budapest, Hungary.

The Tracing Service of the Red Cross of Serbia has been also active in disaster response, working closely with the ICRC Delegation and the ICRC's Coordinator in Belgrade for RFL issues and forensic services.

Overview of non-RCRC actors in country

The municipalities affected by the floods were organizing emergency evacuations with the assistance of the Sector for Emergency Management and the Red Cross of Serbia where needed. The Government of Serbia has alerted all emergency services to assist the residents affected by flash floods. All Red Cross activities have been coordinated with the Department for Emergency Situations of the Republic of Serbia. Operational Headquarters of the Government of Serbia introduced



Distribution in Cacak.
Photo: Red Cross of Serbia

The Government of Serbia has alerted all emergency services to assist the residents affected by flash floods. All Red Cross activities have been coordinated with the Department for Emergency Situations of the Republic of Serbia. Operational Headquarters of the Government of Serbia introduced

duty work around the clock in the most critical days, and the Red Cross of Serbia was part of that. Municipal commissions were established, which went out to determine how badly the buildings, farmlands and road infrastructure were damaged. The Sector for Emergency Management was coordinating imminent preparedness measures and disaster response.

B. Operational strategy and plan

Overall objective

The immediate needs of at least 1,110 families (approx. 3,600 people) in areas affected by flash floods were met with the Red Cross disaster response teams` assistance through emergency evacuations, distribution of food and non-food items, house cleaning by pumping water and drying wet walls.

Implemented strategy

To accomplish the overall objective, the Red Cross staff and volunteers focused on the provision of emergency food distribution and water supply during evacuations to meet the immediate needs of the affected population in nine municipalities: Arilje, Pozega, Lucani, Bajina Basta, Cacak, Novi Pazar, Raska, Trstenik and Kraljevo.

Another primary goal was to improve the beneficiaries` access to sanitation through the provision of hygiene kits and hygiene promotion for women, men and children, taking into consideration the size of the family.

With this DREF allocation, the Red Cross of Serbia replenished food items at the National Society`s stocks so that they would be prepared for an eventual next emergency in the future. Hygiene parcels and non-food items were replenished with the assistance of domestic partners and in-country donors.

Operational support services

Human resources (HR)

The total number of staff and volunteers involved in implementation of this operation was 764.

This operation was implemented by 9 RC branches including Arilje, Pozega, Lucani, Bajina Basta, Cacak, Novi Pazar, Raska, Trstenik and Kraljevo. As the local capacities of the implementing branches are limited, the Red Cross of Serbia mobilized volunteers and staff from the NS HQ including mobilization of the National society National disaster response teams where needed.

Logistics and supply chain

All the items will be procured locally in accordance with the IFRC procurement procedures. Provision of fuel for RC teams transport and distribution of humanitarian assistance is included in the DREF budget.

Communications

The Red Cross of Serbia posted two DMIS updates and regular updates on its Facebook page about the activities carried out in this operation.

Security

Due to the flash floods, and in a few places the damaged infrastructure, the possibility for the volunteers to get injured in rescue or evacuation activities is higher than usual, and the RC staff and volunteers will receive proper briefing before moving to the field in order to be informed about risks in flooded areas. All disaster response volunteers of the National Society have had a first aid training or a basic disaster management training.

Planning, monitoring, evaluation, & reporting (PMER)

The Red Cross of Serbia and the IFRC Regional Office for Europe monitored the implementation of activities. Brief weekly updates were provided by the National Society to the IFRC on the general progress of the operation. National Society and IFRC Secretariat operational administrative support and office costs are included in the operational budget.

C. DETAILED OPERATIONAL PLAN

Quality Programming / Areas Common to all Sectors

Outcome 1: The quality of this operation is ensured and continuous improvement is provided.

Output 1.1 The Red Cross of Serbia is monitoring the situation and mobilize its' assets based on current needs.

Activities implemented

- On site assessment and monitoring
- Negotiations and coordination with partner organizations
- Mobilization and coordination of volunteers and staff involved
- Alert and mobilization of National disaster response teams for water rescue and national mobile technical team

Achievements

Floods displaced hundreds of people whose houses had been flooded. Although people moved back after few days to their homes, the Red Cross assessment teams visited the worst affected and most vulnerable areas identifying the people's needs through a comprehensive assessment process involving local emergency headquarters, Centres for Social welfare and other local NGOs. The numbers of Red Cross volunteers were called to take part in relief efforts of the RC branches, including NS rescue team.

Water, sanitation and hygiene promotion

Outcome 1: Emergency hygiene needs of the 1,110 affected families are meet

Output 1.1: 1,110 family hygiene kits from NS contingency stock are distributed to flood affected population

Activities implemented:

- Rapid assessments of the beneficiaries` needs and lists according to the criteria agreed with the local authorities – emergency HQ
- Development of the distribution plans
- Distribution of basic hygiene kits

Achievements

Beneficiary selection was agreed in cooperation with the emergency headquarters of the affected municipalities, and the list of those in need was cross-shared in the local meetings of the emergency HQ.

The Red Cross of Serbia addressed the needs of the most vulnerable in nine municipalities mostly in the western parts of Serbia. Three water tanks (1,500 litres each) were placed to locations closest to people's houses as to support their urgent water needs until the public water system was restored.

Distribution of family hygiene parcels took place with the following content to 1,110 families from the NS contingency stocks:

No.	Item	Unit	Amount
1.	Washing powder 3/1 kg	pcs	1
2.	Shampoo hair 1/1 lit	pcs	1
3.	Soap 200 gr	pcs	4
4.	Toilet paper - roll	pcs	4
5.	Toothpaste	pcs	2
6.	Toothbrush	pcs	4
7.	Shaving foam	pcs	1
8.	Barber disposable	pcs	4
9.	Sanitary napkins	package	2
10.	Liquid dish washing 1/1 lit	pcs	1

Food security, nutrition and livelihoods

Outcome 1: Emergency food needs of the 1,110 affected families are meet

Output 1.1: 1,110 family food parcels from NS contingency stock are distributed to flood affected population

- Rapid assessments of the beneficiaries` needs and lists according to the criteria agreed with the local authorities – emergency HQ
- Development of the distribution plans
- Distribution of family food parcels from NS contingency stocks

Achievements

Beneficiary selection has been agreed in cooperation with the emergency headquarters of the affected municipalities, and the list of those in need was cross-shared in the local meetings of the emergency HQ.

The field assessment teams and trained RCS field personal in RC branches identified the following needs of the affected population: emergency food distribution including canned food for those evacuated and temporarily sheltered to support their nutrition needs while the people are out of their homes up to 1,100 families. The RC delivery consisted of food, personal hygiene products, disinfectants and raincoat in a total weight of 10,000 kg.

Distribution of family food parcels took place with the following content to 1,110 families from the NS contingency stocks (for a family of 3 or 4 providing seven days supplies of 10 kg).

No.	Item	Unit	Amount
1.	Sliced meat 150g	pcs	15
2.	Pate 150gr	pcs	7
3.	Fish in cans 125 gr	pcs	7
4.	Ready to eat meal 300gr	pcs	12
5.	Tea	box	1
6.	Soup dried	pcs	5
7.	Wheat flour	kg	10
8.	Cardboard packaging	pcs	1

Distribution of hygiene parcels and other non-food items (rubber boots and raincoats) also took place as identified during the detailed RC needs assessment on the field.

Shelter and settlements (and household items)

Outcome 1: Humanitarian assistance is provided to migrants to improve their living conditions.

Output 1.1 Emergency relief items (dehumidifiers, water tanks and generators) are lent to the most vulnerable beneficiaries

Activities implemented

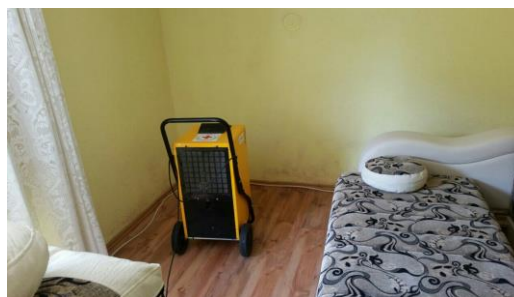
- Identification of beneficiaries to receive assistance
- Develop an implementation plan
- Contracting local suppliers
- Distribution of relief items

Achievements

The Red Cross of Serbia supplied generators (30 kVA) from its stocks, which ensured access to electricity to the most vulnerable households in the village of Zaovine in the municipality of Bajina Basta for five weeks as the electrical network was damaged and the repair works lasted for nearly two months.

One week after the floods, 55 wall dehumidification machines were sent from RCS disaster preparedness stocks to five municipalities Lucani, Cacak, Pozega, Arilje and Novi Pazar being at the beneficiaries' disposal until 30 April 2016. The local government of Novi Pazar municipality supported the operation with an additional number of 100 machines.

No.	Municipality	No. of houses/ Drying of walls
1.	Arilje	21
2.	Čačak	18
3.	Novi Pazar	280
4.	Požega	15
Total number of dehumidified houses		334



Dehumidifier in one of the affected houses of Novi Pazar. Photo: Red Cross of Serbia

D. THE BUDGET

The DREF allocation of CHF 41,876 has been used in accordance with the approved budget. After finalizing the operations, there is a final balance CHF 4,845 which will be returned to the DREF account.

Contact information

For further information specifically related to this operation please contact:

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and peace.

Disaster Response Financial Report

MDRRS012 - Serbia - Flash Floods

Timeframe: 06 Apr 16 to 06 Jun 16

Appeal Launch Date: 06 Apr 16

Final Report

Selected Parameters

Reporting Timeframe	2016/4-2016/8	Programme	MDRRS012
Budget Timeframe	2016/4-2016/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		41,876				41,876	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		41,876				41,876	
C4. Other Income		41,876				41,876	
C. Total Income = SUM(C1..C4)		41,876				41,876	
D. Total Funding = B +C		41,876				41,876	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		41,876				41,876	
E. Expenditure		-37,031				-37,031	
F. Closing Balance = (B + C + E)		4,845				4,845	

Disaster Response Financial Report

MDRRS012 - Serbia - Flash Floods

Timeframe: 06 Apr 16 to 06 Jun 16

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Final Report

Selected Parameters

Reporting Timeframe	2016/4-2016/8	Programme	MDRRS012
Budget Timeframe	2016/4-2016/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			41,876			41,876		
Relief items, Construction, Supplies								
Food	35,520						35,520	
Total Relief items, Construction, Sup	35,520						35,520	
Logistics, Transport & Storage								
Transport & Vehicles Costs	3,000						3,000	
Total Logistics, Transport & Storage	3,000						3,000	
Personnel								
National Society Staff	800						800	
Total Personnel	800						800	
Contributions & Transfers								
Cash Transfers National Societies			34,771			34,771	-34,771	
Total Contributions & Transfers			34,771			34,771	-34,771	
Indirect Costs								
Programme & Services Support Recovt	2,556		2,260			2,260	296	
Total Indirect Costs	2,556		2,260			2,260	296	
TOTAL EXPENDITURE (D)	41,876		37,031			37,031	4,844	
VARIANCE (C - D)			4,844			4,844		

Disaster Response Financial Report**MDRRS012 - Serbia - Flash Floods**

Timeframe: 06 Apr 16 to 06 Jun 16

Appeal Launch Date: 06 Apr 16

Final Report

Selected Parameters

Reporting Timeframe	2016/4-2016/8	Programme	MDRRS012
Budget Timeframe	2016/4-2016/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Food security	41,876		41,876	41,876	37,031	4,845	
Subtotal BL2	41,876		41,876	41,876	37,031	4,845	
GRAND TOTAL	41,876		41,876	41,876	37,031	4,845	

Final Financial Statement

Project Name: Serbia Flash Floods
 Project Code: PRS015
 M Code: MDRRS012
 Implementation period: 06.4.2016 / 06.06.2016.
 Reporting Timeframe: 06.09.2016.

Type of expense	Total Budget in CHF	Total Expenditures	budget vs actual
SUPPLIES			
Shelter/tarpaulin			0.00
clothing and textile			0.00
food/seeds	35,520.00	31,287.67	4,232.33
water and sanitation			0.00
medical and first aid kits			0.00
teaching materials			0.00
utensils and tools			0.00
other relief support			0.00
total supplies	35,520.00	31,287.67	4,232.33
CAPITAL EXPENDITURE			
Land and buildings			0.00
vehicles			0.00
computers & telecom			0.00
office/household furniture & equipments			0.00
other machinery & equipment			0.00
total capital expenditure	-	-	0.00
TRANSPORT AND STORAGE			
Storage			0.00
transport and vehicle cost	3,000.00	2,993.96	6.04
total transport & storage	3,000.00	2,993.96	6.04
PERSONNEL EXPENDITURE			
Personnel - Delegate			0.00
Personnel - NS	800.00	489.71	310.29
Consultants			0.00
total personnel	800.00	489.71	310.29
WORKSHOPS & TRAININGS			
Workshops and trainings			0.00
total workshop and training	-	-	0.00
GENERAL EXPENSES			
Travel			0.00
information & public relation			0.00
Office costs			0.00
communications			0.00
professional fees			0.00
financial charges			0.00
other administrative expenses			0.00
total general expenses	-	-	0.00
GRAND TOTAL	39,320.00	34,771.34	4,548.66

CASH BALANCE	1st QTR
CASH RECEIVED	39,320.00
CASH EXPENDITURES	34,771.34
BALANCE to return	4,548.66

NS Budget Holder: Djula Lošonc, 06.09.2016.
 NS Finance Validation: Olivera Aleksić, 06.09.2016.
 IFRC Budget Holder: Ruben Rokan, 3/9/16.
 IFRC Finance Validation: [Signature], 3/9/16.

Financial Statement Report approved by Secretary General of the Red Cross of Serbia
 Vesna Milenović



Final Narrative Report

Project Name: Serbia Flash Floods
 Project Code: PRS015
 M Code: MDRRS012
 Implementation period: 06.4.2016 / 06.06.2016.
 Reporting Timeframe: 06.09.2016.

Type of expense	Narrative explanation of expense
SUPPLIES	
Shelter/tarpaulin	
clothing and textile	
food/seeds	1.110 pcs Family food parcels; 11.100 kg Wheat Flour
water and sanitation	
medical and first aid kits	
teaching materials	
utensils and tools	
other relief support	
CAPITAL EXPENDITURE	
Land and buildings	
vehicles	
computers & telecom	
office/household furniture & equipments	
other machinery & equipment	
TRANSPORT AND STORAGE	
Storage	
transport and vehicle cost	Fuel
PERSONNEL EXPENDITURE	
Personnel - Delegate	
Personnel - NS	NS Team Accom, food, Per diem for NS Team and Drivers
Consultants	
WORKSHOPS & TRAININGS	
Workshops and trainings	
GENERAL EXPENSES	
Travel	
information & public relation	
Office costs	
communications	
professional fees	
financial charges	
other administrative expenses	

Final balance will be used for the migration appeal.