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Disaster relief emergency fund (DREF) Montenegro: Floods in the refugee Camp Konik - FINAL REPORT

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRME006
GLIDE n° FF – 2012 000168 - MNE
21st February 2013

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of unearmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

CHF 83,656 (other currencies removed) was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) to support the Red Cross of Montenegro in delivering immediate assistance to some 150 families (800 beneficiaries). Unearmarked funds to repay DREF are encouraged.

Summary: In September 2012 heavy rains and storms affected the refugee camp Konik I in Montenegro, near the city of Podgorica. Five tents collapsed completely and all the others were flooded, thereby damaging the personal belongings of the residents. As a result of the flooding, the living conditions in the camp worsened as the previously distributed blankets, mattresses, kitchen utensils, clothes etc. were destroyed by water or were washed away, leaving the population of the camp even worse off than after the fire that happened in July 2012. Then the whole settlement of Camp Konik One was destroyed, with prefabricated houses – 38 of them – burning down. The fire destroyed the Red Cross office and the warehouse that were within the camp, the youth club, the community centre with two premises for kindergarten, the field office of Legal Advisory Centre as well as the Roma NGO office.



Konik I camp was flooded in September 2012. Photo: Montenegro Red Cross

The Minister of Labour and Social Welfare of Montenegro established an Operational Team whose main task it was to deal with the current situation. With 800 people rendered homeless by the fires, the Operational Team decided that a tent settlement should be erected as a temporary shelter solution. It also decided to establish regular provision of hot meals to the population in need.

From the outset of disaster, the Red Cross of Montenegro was working with the national and local authorities and the international community to alleviate suffering and to meet the basic needs of the affected population. The Red Cross erected a tent settlement for the affected camp inhabitants, using 155 tents. Using its emergency stock, the Red Cross of Montenegro also distributed 800 mattresses, 800 blankets, 250 jerry cans, 250 kitchen sets. The National Society provided daily hot meals, with the support of the Municipality of Podgorica and UNHCR for the first ten days after the fire. After that, food was provided by the German NGO HELP who distributed it from 1st August 2012. Ministry of Labour and Social Welfare provided the food for

some 10 days, after which Red Cross again provided the food for 20 days. The food distribution was done in cooperation with HELP, as they assigned some of their staff for this activity.

Red Cross representatives regularly updated the list of camp inhabitants in the tents. Red Cross teams also provided psychosocial support to the affected population.

This operation was implemented for two months, and was therefore completed by 24th November 2012.

The major donors and partners of DREF include the Australian, American and Belgian Governments, the Austrian Red Cross, the Canadian Red Cross and the Canadian Government, the Danish Red Cross and the Danish Government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian Governments, the Japanese Red Cross Society, the Luxembourg Government, the Monaco Red Cross and the Monaco Government, the Netherlands Red Cross and the Netherlands Government, the Norwegian Red Cross and the Norwegian Government, the Spanish Government, the Swedish Red Cross and the Swedish Government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors.

The IFRC, on behalf of the Montenegro Red Cross, would like to extend their thanks to all donors and partners for their generous contributions. Details of all donors can be found at http://www.ifrc.org/docs/appeals/Active/MAA00010_2012.pdf

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The situation

Due to heavy rainfalls and storms from 13th September, five tents collapsed and severe flooding damaged all the remaining tents in Camp Konik One. Therefore the situation of the families living there deteriorated, after the fire that had happened in July 2012, resulted in the burning down of the whole camp.

The camp was established after the conflict in Kosovo of 1999, when more than 4,000 persons of Roma origin fled Kosovo and settled in Montenegro. UNHCR and other humanitarian organizations responded quickly to the influx of refugees and built a tent settlement for temporary shelter. As of 2003, Red Cross of Montenegro has been in charge of managing this camp settlement. The Red Cross of Montenegro is the operational partner of UNHCR regarding camp management, where there are 211 families, with 1,179 people.



On the morning of July 24th, at 5.00 AM, the camp caught fire. The whole settlement of the Camp Konik I was destroyed in the fire – 38 houses burned down, leaving some 800 persons homeless. The main priority after the fire was to find solution for accommodation. The Minister of Labour and Social Welfare of Montenegro established an Operational Team whose main task was to deal with the current situation. The Operational Team comprising of the representatives of the Bureau for the Care of Refugees, Ministry of Interior, Ministry of Labour and Social Welfare, Municipality of Podgorica, UN Agencies and Red Cross of Montenegro decided that the temporary solution should be the erecting of a tent settlement followed by daily provision of hot meals for all of the population in need.

The Red Cross of Montenegro provided 155 tents out of its own emergency stock. On the same day after the fire, the members of local and National Red Cross Disaster Management teams, together with the Army of Montenegro erected 85 tents, with 70 additional ones being set up the next day. The tents were provided for all the families who were rendered homeless after the fire. Besides this, two tents for field ambulances were also erected. One has been used for children check-ups and the other one for adults.

The living conditions became worse after the floods in September 2012, with personal belongings and the previously distributed blankets, mattresses, kitchen utensils, clothes etc. destroyed or washed away by the water.

Coordination and partnerships

The USAID office in Montenegro awarded the Red Cross with a grant of 50,000 USD that were used for procurement of ambulance and kitchen containers in the camp, as well as for 850 hygiene parcels. 340 hygiene parcels were distributed already, while the remaining quantities were distributed in October.

The Turkish Red Crescent donated 110 tents and 600 food parcels (beans, rice, sugar, flour). This food was distributed to the affected population after they had moved to the containers (first half of December 2012), since only then they were in position to prepare the food themselves.

Government of Montenegro allocated funds for procurement of 200 accommodation containers and preparing the site for their installation. The containers are 15 square metres in size, with two windows and a door. The containers are equipped with a refrigerator (135 litres), mini stove, radiator, as well as shelves for food and clothes. Minimum 3 and maximum 5 persons are accommodated in one container. Families with more than 5 family members received two joint containers, and families with 1-3 members received a container which is divided in two, with two separate entrances.

Food was also provided by the German NGO HELP who distributed it from 1st August 2012. Ministry of Labour and Social Welfare provided the food for some 10 days, after which Red Cross again provided the food for 20 days. The food distribution was done in cooperation with HELP, as they assigned some of their staff for this activity.

Red Cross and Red Crescent action

From the very moment of the onset of the disaster, the Red Cross of Montenegro was working with national and local authorities and the international community to alleviate the suffering of the affected population and to meet their basic needs.

Camp management

The Red Cross of Montenegro provided 155 tents out of its own emergency stock. On the same day after the fire, the members of local and National Red Cross Disaster Management teams, together with the Army of Montenegro erected 85 tents, with 70 additional ones being set up the next day. After the floods of September 13, the Red Cross kept assisting the camp population while assessing the new needs.

Relief distribution

The Red Cross of Montenegro representatives participated in distribution of different relief items, provided by the Red Cross and other national and international donors in addition to the DREF operation. After the floods, camp inhabitants received food, blankets, mattresses, hygiene parcels, jerry cans, kitchen sets and some clothes and shoes:

Item	Donor	Quantity
Food	UNHCR, City of Podgorica, HELP	One hot meal per person: 800 meals for seven days
Hygiene parcels	UNDP	340 parcels
Blankets	Red Cross of Montenegro stock	800
Mattresses	Red Cross of Montenegro stock	800
Jerry cans	Red Cross of Montenegro stock and UNHCR	250
Kitchen sets	Red Cross of Montenegro stock and UNHCR	250
Clothes and shoes	Red Cross of Montenegro stock	400 adult and 200 children sets

Keeping the record of the population in the camp

Red Cross representatives regularly updated the list of camp inhabitants in the tents. In cooperation with authorities in charge, a checklist of necessary documentation was created. Camp inhabitants received support in establishing contacts with authorities in charge for dealing with the legal, administrative, and other problems.

Psychosocial support

Special attention was paid to assist the most vulnerable categories of this population – children, women, and older people. At first, trained volunteers were visiting the population of the camp on a daily basis trying to calm them, since almost everyone lost everything they had. After a while a more structured approach was designed, and volunteers organized weekly workshops for all the affected people where everyone could share their concerns and problems. Red Cross teams were regularly providing them with updated information about their situation, since they expected that the Government and other institutions in charge would find a solution for their problem. Constant sharing of information meant a lot for them since they realized they were not forgotten.

Based on the results of the preliminary assessment, a total of 150 families (approximately 800 beneficiaries) who lost their homes in the fire and their belongings as a consequence of the floods, were supported in the framework of this DREF operation.

Upon the approval of this DREF operation, Red Cross of Montenegro immediately contacted the suppliers in order to receive quotations for the food items for adults and children. A commission was established within the Red Cross of Montenegro that assessed the submitted quotations and selected the most appropriate offers.

RCM procured necessary quantities of food for adults, as well as children's food. Mobile kitchen (property of RCM) was activated for use from the warehouse of RCM. RCM engaged staff for the food preparation and since October 1st, Red Cross team distributed the food for adults every day at 1PM in the camp. The food for children (0-1, and 1-3 years old) was distributed every second day.

In order to transport the prepared meals from the field kitchen to the temporary settlement, the Red Cross rented a special vehicle that fulfilled all conditions for sanitary food transport.



Food distribution for the affected population in camp Konik was closed on 20th October 2012. Future food delivery was conducted by the UNHCR, with the funds provided by the State Department of USA.

Achievements against outcomes

Relief distributions (food and basic non-food items)

Outcome: Immediate food and non-food needs for 830 people will be met through distribution of hot meals for one month, mattresses, and plastic sheeting.

Outputs The needs of 150 families are met

Activities planned:

- Rapid emergency needs and capacity assessments were conducted.
- All the affected population is provided with the necessary emergency relief items.

- Continuous cooperation with local crisis headquarters and other partners at the field.
- Develop beneficiary targeting strategy and registration system to deliver intended assistance.
- Monitor and evaluate the relief activities and provide reporting on relief distributions.
- Develop an exit strategy.

Impact: Based on the results of the preliminary assessment, a total of 150 families (approximately 800 beneficiaries) who lost their homes in the fire and their belongings as a consequence of the floods, were supported with daily provision of hot meals, distribution of blankets and mattresses in the framework of this DREF operation.

Upon the approval of this DREF operation, the Red Cross of Montenegro immediately contacted the suppliers in order to receive quotations for the food items for adults and children. A commission was established within the Red Cross of Montenegro that assessed the submitted quotations and selected the most appropriate offers.

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RCM engaged staff for the food preparation and since October 1st, Red Cross team distributed the food for adults every day at 1PM in the camp. The food for children (0-1, and 1-3 years old) was distributed every second day. The adults received one hot meal per day – cabbage, beans, rice etc. Children additionally received sweets, milk, and baby food. The food distributed met all the nutrition requirements (according to the minimum standards – 2,100 Kcal/ person/ day, 10% of total energy provided by protein, 17 % of the total energy provided by fat).

The food provision was of utmost importance for the affected population since there was a gap in finding a donor who could provide funds for the food. The period of one month during which the Red Cross provided hot meals enabled continuous food supply, which was especially important for the babies and little children.

Montenegro Red Cross team distributed plastic sheets to the affected population (for 30 most vulnerable families whose tents were destroyed) when the rain flooded the settlement. Plastic sheets for 50 families were procured within DREF and were used for replenishment of stock of Montenegro Red Cross.

Originally, the distribution of 500 mattresses was planned, however after the needs assessment in the camp it was decided to distribute also blankets (300 pcs) and reduce the number of mattresses from 500 to 300 pieces so meeting the needs of the affected population as soon as they moved to the containers procured by the Government of Montenegro.

Beneficiary Satisfaction Survey

A beneficiary satisfaction survey among the people reached in the Camp was conducted by the Red Cross of Montenegro. The survey aimed to find out whether the operation had really met the needs of the affected people, it measured the people's satisfaction with the Red Cross response as well as their involvement in needs assessment, planning, and implementation. The interviewed population was gender balanced, mostly from larger families (although some of them were one or two people households) and for the most part socially vulnerable ones (older people, single mothers, and people living with disabilities).

The following findings emerged during the survey with the 20 families:

- Making sure the actual beneficiaries were included in the needs assessment contributed significantly to the appropriate response. Despite the Red Cross experience in Disaster Response, the best way to properly target the response is having the target population on board since the very beginning. Still, only approximately 20% of the beneficiaries took part in some of these activities. Better mechanisms for involving the beneficiaries/ affected people themselves in the response need to be devised.
- Coordination between the respondents was good, with no overlapping, although it was noted that the information flow towards the end users/ beneficiaries could have been better. 40% of the beneficiaries knew in advance what kind of goods were to be distributed.
- Timeliness-wise, majority of the beneficiaries said that they received assistance from Red Cross after 48 hours.
- Visibility of the Red Cross was good. 95% of the interviewed population confirmed that the Red Cross volunteers and staff wore visible Red Cross emblems, and that their conduct was appropriate.

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 Disaster 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:

- 1.** Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
 - 2.** Enable healthy and safe living.
 - 3.** Promote social inclusion and a culture of non-violence and peace.
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MDRME006 - Montenegro - Floods

Appeal Launch Date: 24 sep 12

Appeal Timeframe: 24 sep 12 to 24 nov 12

Final Report

Selected Parameters	
Reporting Timeframe	2012/9-11
Budget Timeframe	2012/9-11
Appeal	MDRME006
Budget	APPROVED

All figures are in Swiss Francs (CHF)

I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
A. Budget	83,656					83,656	
B. Opening Balance	0					0	
Income							
<u>Other Income</u>							
DREF Allocations	83,656					83,656	
C4. Other Income	83,656					83,656	
C. Total Income = SUM(C1..C4)	83,656					83,656	
D. Total Funding = B + C	83,656					83,656	
Coverage = D/A	100%					100%	

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
B. Opening Balance	0					0	
C. Income	83,656					83,656	
E. Expenditure	-83,656					-83,656	
F. Closing Balance = (B + C + E)	0					0	

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
	A					B	A - B	
BUDGET (C)	83,656					83,656		
Relief items, Construction, Supplies								
Shelter - Transitional	17,400						17,400	
Food	53,950						53,950	
Total Relief items, Construction, Supplies	71,350						71,350	
Logistics, Transport & Storage								
Storage	1,800						1,800	
Distribution & Monitoring	240						240	
Transport & Vehicles Costs	1,440						1,440	
Total Logistics, Transport & Storage	3,480						3,480	
Personnel								
National Society Staff	3,000						3,000	
Total Personnel	3,000						3,000	
General Expenditure								
Office Costs	360						360	
Communications	360						360	
Total General Expenditure	720						720	
Contributions & Transfers								
Cash Transfers National Societies		78,550				78,550	-78,550	
Total Contributions & Transfers		78,550				78,550	-78,550	
Indirect Costs								
Programme & Services Support Recov	5,106	5,106				5,106	0	
Total Indirect Costs	5,106	5,106				5,106	0	
TOTAL EXPENDITURE (D)	83,656	83,656				83,656	-0	
VARIANCE (C - D)		-0				-0		

DREF OPERATION

20/09/2012

MDRME006 - Montenegro Floods

Budget Group	DREF Grant Budget CHF	Actual expenses Montenegro RC	Variance
Shelter - Relief			
Shelter - Transitional	17,400	17,400	0
Construction - Housing			
Construction - Facilities			
Construction - Materials			
Clothing & Textiles			
Food	53,950	53,950	0
Seeds & Plants			
Water, Sanitation & Hygiene			
Medical & First Aid			
Teaching Materials			
Utensils & Tools			
Other Supplies & Services			
Cash Disbursements			
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	71,350	71,350	0
Storage, Warehousing	1,800	1,800	0
Distribution & Monitoring	240	240	0
Transport & Vehicle Costs	1,440	1,440	0
Logistics Services			
Total LOGISTICS, TRANSPORT AND STORAGE	3,480	3,480	0
International Staff			
National Staff			
National Society Staff	3,000	3,000	0
Volunteers			
Total PERSONNEL	3,000	3,000	0
Consultants			
Professional Fees			
Total CONSULTANTS & PROFESSIONAL FEES	0	0	0
Workshops & Training			
Total WORKSHOP & TRAINING	0	0	0
Travel			
Information & Public Relations			
Office Costs	360	360	0
Communications	360	360	0
Financial Charges			
Other General Expenses			
Shared Office and Services Costs			
Total GENERAL EXPENDITURES	720	720	0
Partner National Societies			
Other Partners (NGOs, UN, other)			
Total TRANSFER TO PARTNERS	0	0	0
Programme and Services Support Recovery	5,106	5,106	0
Total INDIRECT COSTS	5,106	5,106	0
TOTAL BUDGET	83,656	83,656	0