


www.ifrc.org
Saving lives,
changing minds.

Revised Emergency Appeal Serbia: Population movement

 International Federation
of Red Cross and Red Crescent Societies

Revised Appeal n° MDRRS011	380,580 people to be assisted	Appeal launched 9 September 2015
Glide n° OT-2015-000069-SRB	4.6 million Swiss francs revised Appeal budget	Revision n° 1: 28 October 2015
	Total contributions to date: 3.5m Swiss francs	Revision n° 2: 16 February 2016
	Funding gap: 1.1m Swiss francs	Appeal ends: 9 September 2016

This second revision of the **Emergency Appeal** seeks a total of **4,608,611 Swiss francs** (increased from 3,233,828 Swiss francs) to support the **Red Cross of Serbia (RCS)** to respond to the needs of some **380,580 people** (increased from 293,580) for an **additional five months**, therefore extending the operation until 9 September 2016. This revision focuses on the provision of health care, particularly first aid kits to complement the health activities of the authorities, basic food (including hot tea and soup) and non-food items (with a focus on winterization), hygiene promotion activities, Restoring Family Links (RFL), beneficiary engagement, preparation of contingency stocks, and National Society capacity building, through specialized trained and provision of equipment. This revised Emergency Appeal also reflects an increase in the number of beneficiaries based on the data on newly arriving migrants and including an anticipated increase in the influx of migrants during the upcoming months, depending on the situation evolves along the length of the migratory trail.

Details are available in the revised Emergency Plan of Action (EPoA) no.2 <[click here](#)>

The situation and the Red Cross and Red Crescent response to date

From January 2015 onwards: increasing numbers of people arrived in in transit to other destinations in western and northern Europe

17 August 2015: 318,035 Swiss francs allocated from the IFRC's Disaster Relief Emergency Fund (DREF) to meet the immediate needs of 67,500 individuals (63,000 adult migrants plus 4,500 babies)

9 September 2015: Emergency Appeal launched for 2.1 million Swiss francs for 314,580 beneficiaries

By mid-October 2015: over 223,000 migrants are registered as having arrived in Serbia from the former Yugoslav Republic of Macedonia and the Republic of Bulgaria

28 October 2015: based on the ongoing monitoring and assessment of the situation, revised Emergency Appeal (n° 1) issued with an increased budget of 3,223,828 Swiss francs for 293,580 beneficiaries

16 February 2016: revised Emergency Appeal (n° 2) issued with an increased budget of 4.6m Swiss francs for 380,580 beneficiaries and an extension in time to cover the estimated influx of migrants through the western Balkan route during the rest of 2016¹.



RC volunteers distributing shoes in Belgrade.
Photo: Red Cross of Serbia

¹ Source: UNHCR and IOM. Regional refugee and migrant response plan for Europe eastern Mediterranean and Western Balkans route. January – December 2016. http://rmp-europe.unhcr.org/2016_RMRP_Europe.pdf

The operational strategy

Serbia is the main corridor for people traveling from former Yugoslav Republic of Macedonia and Bulgaria to Croatia. From 1st of January until 4th of February, 64,125 people have transited through Serbia². Considering the global figures, 611,000 arrivals have been registered for the country between January 2015 and January 2016³ and over 485,100 people registered their intention to seek asylum in Serbia from 1 January to 30 November, 2015 (17% women and 31% children)⁴. This influx is expected to continue in the following months since the predictions are that up to one million refugees and migrants could attempt to use the Eastern Mediterranean and Western Balkans route to Europe in 2016⁵.

The number of beneficiaries will be allocated between entry points (on the border with the former Yugoslav Republic of Macedonia), transit facilities in the country and exit points (on the border between Serbia and Croatia, or Hungary based on the evolving situation). The possible split is as follows:

- 190,290 beneficiaries to be assisted immediately upon arrival in Presevo and Dimitrovgrad (on the border with the former Yugoslav Republic of Macedonia)
- 38,058 beneficiaries to be assisted in Belgrade during their journey
- 152,232 beneficiaries to be assisted in Sid (on the border between Serbia and Croatia).

A re-calculation of the number of the targeted beneficiaries has been done based on the data on newly arriving migrants as well as through information sharing with other stakeholders. This will avoid duplication of efforts while addressing the needs of the migrants in Serbia. In the prioritization of assistance, the needs of women, children, old people and people living with disabilities is prioritized.

Needs assessment and beneficiary selection

The revision of the Emergency Appeal seeks to extend support for the activities of the Red Cross of Serbia through September of 2016, in order to meet the needs of up to 380,580 people (360,000 adults and 20,580 children) through the provision of health care (particularly first aid kits to support the health activities to complement those of the authorities), psycho-social support, basic food (including hot tea and soup), and the distribution of non-food items (with a focus on winterization), hygiene promotion activities, Restoring Family Links (RFL), preparation of contingency stocks, beneficiary engagement, and National Society capacity building through specialized training and equipment to support delivery of activities foreseen in the Appeal.

Projecting ahead, according to current predictions some one million refugees and migrants will be arriving in Greece in 2016. In addition, the United Nations Country Team in Serbia is considering a scenario of at least 6,000 refugees and migrants staying in Serbia for longer intervals (in case the flow is interrupted) with a potential of a further increase in this number.⁶ In order to prepare for this, the National Society is including ready to eat meals as part of its contingency stock to respond to the needs of up to 5,000 people per day for a period of one week⁷.

In order to be better prepared to face all these needs, the Red Cross of Serbia has included capacity building activities such as training in specialized areas (psychosocial support, disaster management and volunteer management) and the acquisition of equipment, such as light kitchen equipment, containers and a minivan for food transport and distribution.

The following will be prioritized to receive assistance:

- People in need of basic survival essentials (food, water, hygiene)
- People in need of urgent assistance and medical care (to be referred to health care institutions after the first triage);
- Women, children, old people, and people living with disabilities;

² UNHCR | "Europe Refugees and Migrants Emergency Response - Daily Estimated Arrivals per Country - Flows through Western Balkans Route". Arrivals in Macedonia between 01/10/2015 –04/02/2016. <http://data.unhcr.org/mediterranean/country.php?id=502> This statistics reflect data since October 2015.

³ Ministry of Interior of Serbia

⁴ Serbia inter-agency operational update – 1-7 December 2015. Cited in UN WOMEN. GENDER ASSESSMENT OF THE REFUGEE AND MIGRATION CRISIS IN SERBIA AND THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA. http://rs.one.un.org/content/dam/unct/serbia/docs/Publications/Gender_Assessment_of_the_Refugee_and_Migration_Crisis_in_Serbia.pdf

⁵ UNHCR and IOM. Regional refugee and migrant response plan for Europe eastern Mediterranean and Western Balkans route. January –December 2016.

http://rmp-europe.unhcr.org/2016_RMRP_Europe.pdf

⁶ UNHCR and IOM. Regional refugee and migrant response plan for Europe eastern Mediterranean and Western Balkans route. January – December 2016. Page 50 http://rmp-europe.unhcr.org/2016_RMRP_Europe.pdf

⁷ The contingency plan of the Red Cross of Serbia includes Food and Not Food Items: For food, the NS has included 122,500 pieces of "ready to eat meals" (amount enough to provide this food up to 5.000 people during one week). As for NFI, the contingency plan of the NS includes: mats (500 pieces), sleeping bags (500 pieces), mattresses (1.000 pieces) and separators (500 pieces). For further details, please consult the Operational Plan of Action.

Red Cross activities and achievements to date

The Red Cross of Serbia started its response with the support of DREF in August 2015. Staff and volunteers provided basic assistance and support to address the health, nutrition and hygiene needs of 67,500 individuals (63,000 adults plus 4,500 babies) at the registration centres in Presevo, Zajecar, Negotin, Dimitrovgrad, Bujanovac and two municipalities in Vojvodina (Kanjiza and Subotica). On 3 September, the National Society commenced the distribution of relief items, including food parcels, hygiene packs, infant packs, sleeping bags and blankets in Subotica, Kanjiza, Zajecar, Negotin and Pirot.

With the increasing needs, the Red Cross scaled up its provision of humanitarian relief in September, to provide food and hygiene items for up to 3,900 people per day, depending on the needs of arrivals at the borders (with peaks sometimes reaching 10,000 people per day⁸). The Red Cross of Serbia worked in close coordination with other international and local NGOs to optimize assistance and avoid overlaps – this included extending assistance to a further two municipalities in Vojvodina (Sid and Sombor). In Subotica and Kanjiza, as well as in Belgrade, the National Society targeted migrants temporarily residing in public places (parks) or occupying abandoned buildings, (former factories like the brickyard in Subotica). The operation also targeted those who were temporarily accommodated in the transit centre in Belgrade. Needs are constantly being reassessed in coordination with other organisations working in the same areas e.g. in the parks, health services are provided by Belgrade city health authorities on the regular basis. The National Society has also provided free Wi-Fi service 24/7 to those in the parks in Belgrade since the beginning of October 2015.

Until mid-November, the Red Cross had provided assistance in Miratova which was the first place migrants gathered after crossing the border from the former Yugoslav Republic of Macedonia. Since then, the distribution point has been refurbished by Covekoljublje (a local NGO) who has taken on the provision of services. Since the beginning of January 2016, the Red Cross has distributed assistance to 10,924 people in Presevo.

cumulative dates	No. of beneficiaries reached according to criteria established in mid-September 2015								
	children up to 18	Women	single parents with children	handicapped	Over 60 years old	Doctors recommendation	persons under protection	urgent distributions	total
16.-30. SEPTEMBER	17,608	7,737	259	120	443	39	76	3,289	29,571
01.-31. OCTOBER	72,059	37,482	644	381	1,336	119	361	11,547	123,929
01.-30. NOVEMBER	57,879	29,886	236	220	960	34	115	23,900	113,230
01.-08. DECEMBER	43,047	22,596	188	256	1,221	60	30	3,623	71,021
01.-24 JANUARY	29,304	12,379	148	165	1,120	518	7	1,524	45,165
	219,897	110,080	1,475	1,142	5,080	770	589	43,883	382,916
(%)	57.427	28.748	0.385	0.298	1.327	0.201	0.154	11.460	



Coordination and partnerships



The operational management team at the Red Cross of Serbia headquarters has been ensuring support to the involved branches and volunteers. The IFRC Secretariat's Europe Regional Office is working with the National Society to help coordinate this support.





The ICRC and the IFRC are working together with National Red Cross and Red Crescent Societies across the Mediterranean region to better respond to the needs of migrants, particularly in the field of protection, assistance and humanitarian diplomacy. This operation is in line with the IFRC's Migration Response Framework.

The Red Cross of Serbia is also providing RFL services for migrants arriving in Serbia, in close coordination with the ICRC. The Tracing Service of the National Society works closely with the ICRC delegation and the ICRC coordinator in Belgrade for RFL issues and forensic services.

⁸ UNHCR statistics registered 10,005 arrivals to Serbia on 18 October 2015. <http://data.unhcr.org/mediterranean/country.php?id=502>

In all of the priority municipalities, the Red Cross of Serbia maintains regular contact with the relevant authorities (Ministry of Interior, Commissariat for Refugees and Migration), and works in coordination with other support provided by UNHCR and local councils for migration. This contact also includes engagement with other actors, such as the International Orthodox Christian Charities (IOCC), Philanthropy (Čovekoljublje), Adventist Development and Relief Organisation (ADRA), Catholic Relief Services (CRS), Samaritans' Workers Association, and UNICEF, who are also active in the current response for the population movement crisis in Serbia. The Red Cross of Serbia is harmonizing its operation with other stakeholders to be able to best address the needs of vulnerable people. The National Society maintains regular communications and agreements with other humanitarian actors, including NGOs such as "HELP", "Caritas" (Serbia, Luxemburg and Germany) and others.

Proposed sectors of intervention

	Health and care
Outcome 1: Beneficiaries are provided with first aid.	
Output 1.1: First aid is provided for the arriving migrants.	
Activities planned: <ul style="list-style-type: none"> • First aid services of RCS are mobilized and support is provided to those in need • Purchase and distribution of first aid kits and Automated External Defibrillator (AED) for Red Cross distribution points 	
	Hygiene promotion
Outcome 2: Reduction of the risks of sanitation related diseases for 380,580 people.	
Output 2.1: 360,000 hygiene kits for adults and 20,580 baby hygiene kits are distributed.	
Activities planned: <ul style="list-style-type: none"> • Procurement of Basic Hygiene Kits and baby hygiene sets • Distribution of Basic Hygiene Kits and baby hygiene sets 	
	Food, Nutrition and Livelihoods
Outcome 3: The emergency food needs of the 380,580 affected adults and babies are met.	
Output 3.1: 360,000 daily lunch parcels for adults and 20,580 daily food portions for babies are distributed.	
Activities planned: <ul style="list-style-type: none"> • Procurement and packing of lunch parcels and food portions • Development of the distribution reports • Distribution of lunch parcels and food portions 	
	Non-Food items
Outcome 4: The resilience of migrants is increased during the winter season.	
Output 4.1: Up to 6,000 migrants receive winterization items to help them face winter conditions.	
Activities planned: <ul style="list-style-type: none"> • Procurement and distribution of winterization items, which include: winter sets, thermal underwear, sweaters for children (2,000), sweaters for women and men (2,000), 0.5 litre thermos bottle (4,000), thermos bags (4,000), 25 litres stainless steel tea machines (20), 10 litres stainless steel team machines (10) and astrofolie (emergency aluminized blankets, 8.000). • Distribution of winterization items to migrants 	
Outcome 5: Securing the overall hosting capacity of transit centres.	
Output 5.1: Prepositioning of contingency stocks up to 1,000 people to be able to respond to the emerging needs.	

Activities planned:

- Procurement of contingency items: mats (500) sleeping bags (500), mattresses (1.000) and separators (500)
- Distribution of contingency items



Restoring Family Links (RFL)

Outcome 6: Family links are restored wherever people are separated from, or stay without news of their families.

Output 6.1 Family tracing services are provided to the migrants.

Activities planned:

- Identification of families in need of RFL
- Printing of RFL leaflets and posters in different languages
- Distribution of 100,000 leaflets and 500 posters at the reception centres
- Providing verbal information on RFL in reception centres for migrants
- Provision of technical support and mobile pre-paid vouchers to the beneficiaries



Beneficiary engagement

Outcome 7: Migrants take informed decisions and have information to support their health and well-being.

Output 7.1 Migrants have access to necessary information, provide feedback and engage meaningfully in service delivery.

Activities planned:

- Assessments of information needs and the communication landscape
- Development of FAQ materials aimed at migrants
- Roll out of communication initiatives to provide key info and messages to migrant and host communities.



National Society capacity building

Outcome 8: The capacity of the DM and communications team of RCS is enhanced.

Output 8.1: DM refresher and communications training for staff and volunteers.

Activities Planned:

- Organize a DM refresher training for RCS staff and volunteers
- Organize a communications training for RCS staff and volunteers
- Organize a PSS training for RCS staff and volunteers
- Organize a volunteers management training for RCS staff



Quality programming / areas common to all sectors

Outcome 9: The quality of this operation is ensured and continuous improvement is provided.

Output 9.1 The Red Cross of Serbia is monitoring the situation and mobilizes its assets based on current needs.

Activities planned:

- Negotiations and coordination with partner organizations
- On site assessment and monitoring
- Mobilization and coordination of volunteers and staff involved
- Producing weekly reports on the provided assistance
- Conducting final evaluation on the operation



Programme support services

Based on the need for technical and coordination support required to deliver the Revised Emergency Plan of Action framework, the following support functions will be put in place to guarantee the effective and efficient technical coordination and quality programming of the operation by the Red Cross of Serbia:

- Human resources
- Logistics and supply chain services
- National Society capacity building
- information technology support (IT)
- Communications
- Security
- Planning, Monitoring, Evaluation, and Reporting (PMER)
- Administration and finance.

For additional information and communication material of the activities of the Red Cross of Serbia during this Operation, please click on the photo to read web stories:

In-pictures - Serbia: People on the mov



Providing support on the road less travelled in Serbia



In Serbia, former refugees use their experience



A Red Cross bakery in Serbia



For additional stories visit:

<http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/>

For more details please refer to the second revision of the EPoA.

€ Budget

See the attached revised IFRC Secretariat budget for details.

Garry Conille
Under Secretary General
Programme Services Division

Elhadj As Sy
Secretary General

Reference documents



Click here for:

- [Revised Emergency Plan of Action](#)

Contact information

For further information specifically related to this operation please contact:

In the Red Cross of Serbia

- Vesna Milenovic, Secretary General;
phone: +381 11 30 32 125; email: secretary@redcross.org.rs
- Nebojsa Medojevic, Disaster Management Coordinator,
phone: + 381 11 30 32 125 lok/ext. 126; email: nebojsa@redcross.org.rs

In the IFRC Europe Regional Office

- Mette Petersen, Head of Country Cluster;
phone: +36 1 888 4500, email: mette.petersen@ifrc.org
- Ruben Romero, Disaster Management Coordinator,
phone: +36 1 888 4500; email: ruben.romero@ifrc.org

In IFRC Geneva

- Christine South, Operations Support;
phone: +41 22 7304260; email: christine.south@ifrc.org

For Resource Mobilization and Pledges:

- **IFRC Europe Regional Office:** Sophia Keri, Grant Administration Officer,
phone: +36 1 888 4504; email: sophia.keri@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- **IFRC Europe Regional Office:** Imre Nagy, Planning and Reporting Manager
phone: +36 1 888 4526, email: imre.nagy@ifrc.org

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**.

Population Movement – Emergency Appeal

3 February 2016

Serbia



The boundaries and the designations used on this map do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies and are used for illustrative purposes only.

611,000
registered arrivals
since January 2015

National Society response

589,000
People reached with
humanitarian aid from
10 June to 14 December

260
Number of volunteers and
staff involved

490,000
Food parcels distributed

SITUATION ANALYSIS

Serbia is primarily a transit country for migrants on the Western Balkans route. Serbia is among Balkan countries only allowing entry to Syrians, Afghans and Iraqis. The Red Cross of Serbia is present at border crossings and reception centers across six locations providing a raft of support including clothing, food, water, hygiene items and reconnecting families.



Key activities*

Food items and water are distributed at migrant reception centres and in other places where migrants are temporarily staying and transiting.

Non-food items (NFIs), including hygiene items, etc. are distributed to those in greatest need on arrival/departure. Hygiene promotion activities are also carried out.

Restoring family links (RFL) activities when necessary. Including provision of phone cards, WiFi and tracing.

* Activities will be adapted based on ongoing evaluation of needs

IFRC RESPONSE OBJECTIVES

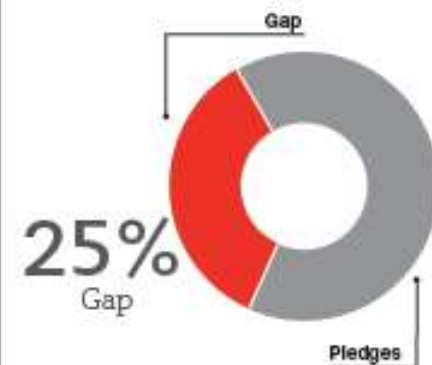
- Respond to the emergency needs of people arriving in Europe, irrespective of legal status.
- The Red Cross of Serbia will focus on providing hot food and non-food items and hygiene promotion activities.
- Supporting the capacity of the Red Cross of Serbia in preparing for emerging needs.

FUNDING REQUIRED

CHF 4,608,610
seeking multilateral cash contributions

APPEAL COVERAGE

75%



EMERGENCY APPEAL

27/01/2016

MDRRS011 Serbia: Population Movement

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	30,624			30,624
Shelter - Transitional				0
Construction - Housing				0
Construction - Facilities	134,237			134,237
Construction - Materials				0
Clothing & Textiles	366,214			366,214
Food	1,485,674			1,485,674
Seeds & Plants				0
Water, Sanitation & Hygiene	774,006			774,006
Medical & First Aid	70,258			70,258
Teaching Materials				0
Utensils & Tools	48,130			48,130
Other Supplies & Services	305,529			305,529
Emergency Response Units				0
Cash Disbursements				0
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	3,214,673	0	0	3,214,673
Land & Buildings				0
Vehicles	107,185			107,185
Computer & Telecom Equipment	6,564			6,564
Office/Household Furniture & Equipment	55,000			55,000
Medical Equipment				0
Other Machinery & Equipment				0
Total LAND, VEHICLES AND EQUIPMENT	168,749	0	0	168,749
Storage, Warehousing	81,600			81,600
Distribution & Monitoring	134,748			134,748
Transport & Vehicle Costs	30,500			30,500
Logistics Services	50,000			50,000
Total LOGISTICS, TRANSPORT AND STORAGE	296,848	0	0	296,848
International Staff	4,625			4,625
National Staff	298,096			298,096
National Society Staff				0
Volunteers	32,139			32,139
Total PERSONNEL	334,860	0	0	334,860
Consultants	85,750			85,750
Professional Fees	46,000			46,000
Total CONSULTANTS & PROFESSIONAL FEES	131,750	0	0	131,750
Workshops & Training	78,750			78,750
Total WORKSHOP & TRAINING	78,750	0	0	78,750
Travel	15,065			15,065
Information & Public Relations	26,390			26,390
Office Costs	30,014			30,014
Communications	26,948			26,948
Financial Charges				0
Other General Expenses				0
Shared Office and Services Costs				0
Total GENERAL EXPENDITURES	98,417	0	0	98,417
Partner National Societies				0
Other Partners (NGOs, UN, other)				0
Total TRANSFER TO PARTNERS	0	0	0	0
Programme and Supplementary Services Recovery	281,063			281,063
Total INDIRECT COSTS	281,063	0	0	281,063
Pledge Earmarking & Reporting Fees	3,500			3,500
Total PLEDGE SPECIFIC COSTS	3,500	0	0	3,500
TOTAL BUDGET	4,608,610	0	0	4,608,610
Available Resources				
Multilateral Contributions				0
Bilateral Contributions				0
TOTAL AVAILABLE RESOURCES	0	0	0	0
NET EMERGENCY APPEAL NEEDS	4,608,610	0	0	4,608,610