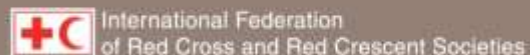


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Emergency Plan of Action Final Report

Bosnia and Herzegovina: Floods



Emergency Appeal Operation n° MDRBA009 Final Report	Glide n° FF-2014-000059-BiH
Date of issue of final report: 31 March 2016	Date of disaster: 13 May 2014
Operation start date: 25 May 2014	Operation end date: 31 December 2015
Host National Society: Red Cross of Bosnia and Herzegovina with 7,082 volunteers, 247 staff, 153 branches directly involved in the response.	Operation budget: CHF 3,975,881
Number of people affected: approx. 1 million people	Number of people assisted: 60,600
Red Cross Red Crescent Movement partners actively involved in the operation (both bilaterally and multilaterally): Albanian Red Cross, American Red Cross, Austrian Red Cross, Belarus Red Cross, Belgian Red Cross, Bulgarian Red Cross, British Red Cross, Canadian Red Cross, Croatian Red Cross, Czech Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hellenic Red Cross, Icelandic Red Cross, Irish Red Cross, Iranian Red Crescent, Italian Red Cross, Japanese Red Cross, Lithuanian Red Cross, the Red Cross Society of the former Yugoslav Republic of Macedonia, Red Cross of Monaco, Montenegro Red Cross, the Netherlands Red Cross, Norwegian Red Cross, Romanian Red Cross, Slovak Red Cross, Slovenian Red Cross, Swedish Red Cross, Swiss Red Cross, Turkish Red Crescent, and the United Arab Emirates Red Crescent.	
Other partner organizations involved in the operation: State authorities of Bosnia and Herzegovina, International Organization for Migration (IOM) and the IFRC Country Office in Sarajevo. The respective Governments of Austria, Canada, Finland, France, Iceland, Italy, the Netherlands, New Zealand and Spain; corporate donors such as BP British Petroleum, C&A Foundation, Hewlett Packard Co. Foundation, Julius Blum GmbH, UPS, Western Union Foundation and private donors..	

Period covered by this final report: 13 May 2014¹ to 31 December 2015

Appeal budget: CHF 3,975,881

Financial situation: The budget of CHF 3,975,881 has been used for the planned goals of the operation at an implementation rate of 99.1 percent. The final balance of the operation/budget expenses is expected to be CHF 35,374. The disaster response financial report forms part of this final report.

The IFRC seeks the agreement of its donors to use that balance to support capacity building at the National Society in the core areas of disaster management planning and disaster preparedness. Partners/donors who would have any question in regard to this balance are kindly requested to contact the IFRC Regional Office for Europe within 30 days from the publication of this final report. After that date the reallocation will be processed as indicated.

Appeal history:

25 May 2015 - This Emergency Appeal was launched for CHF 4,522,235 to enable the IFRC to support the Red Cross Society of Bosnia and Herzegovina (RCSBiH) to deliver assistance and support to some 10,000 flood-affected families with a focus on relief, water and sanitation, shelter, cash transfer programming, hygiene promotion, psychosocial awareness, recovery and livelihoods.

21 June 2014 – Emergency Appeal **Operations Update No. 1** was published.

28 July 2014 – Emergency Appeal **Operations Update No. 2** was published.

23 October 2014 – This revised Emergency Appeal sought a total of some CHF 3.9m (decreased from CHF 4.5m) to enable the IFRC to support the Red Cross Society of Bosnia and Herzegovina (RCSBiH) to deliver assistance and support to a total of some 57,500 people (40,000 from the emergency phase, and 17,505 in the revised appeal), with a

¹Start of torrential rains and consequently, start date of the Red Cross of Bosnia and Herzegovina's disaster response activities.

focus on the ongoing emergency and winter preparedness activities in the form of shelter (unconditional cash grant), livelihoods, psychosocial support, water sanitation and hygiene promotion support. The revised plan reflected a decreased number of beneficiaries, an extended timeframe, and a shift in the planned activities.

30 April 2015 – Emergency Appeal **Operations Update No. 3** was published, extending the timeframe until 30 September 2015.

28 October 2015 – Emergency Appeal **Operations Update No. 4** was published, extending the timeframe until 31 December 2015.

A. Situation analysis

Description of the disaster

During May 2014, heavy rains fell over Bosnia and Herzegovina (BiH), causing massive flooding in the northern, eastern and central parts of the country bordering on Croatia and Serbia. The floods were the worst in 120 years and brought enormous destruction in a country that was still recovering from the consequences of the 1992-1995 war and where significant groups of population suffer from chronic poverty and unemployment. The natural disaster affected a quarter of the territory of Bosnia and Herzegovina and approximately one million people, which is approximately 27% of the country's population of 3.8 million. Nearly 50% of the local governments were affected by the floods, among them 46 suffered severe damage and destruction, where urban, industrial and rural areas were completely inundated by water and stayed without electricity, water or communications for several days. Consequently, houses, infrastructure, schools, hospitals, private facilities, farms and crops were wiped out, causing an interruption in the public services, local economy and agriculture activities.

After July 2014, the floods triggered more than 3,000 landslides in BiH destroying some 2,000 households and livelihoods. The summer was rainy and humid. Hence it delayed critical repairs and refurbishing.

At the beginning of August 2014, just as the situation began to normalize after the previous floods, heavy rains hit the central, northern and southern parts of Bosnia and Herzegovina again - causing new flooding, landslides, damages to property, infrastructure and agricultural lands. Some areas that had been hit by the May 2014 floods were flooded again (Zenica, Topcic Polje, Zepce, Zeljezno Polje, Banja Luka, Srebrenik, Tuzla, Celic, Lukavac, Gracanica, Doboj Istok, Celinac, Bijeljina, and Brcko District). Families living in the affected areas lost a significant portion of their livelihoods, often their only source of income, depleting the families' resilience and coping mechanisms. The greatest damage occurred to residential buildings, thus worsening the humanitarian and social conditions even further.

The winter season brought heavy snowfalls and low temperatures putting additionally at risk the health and lives of the affected population. The floods further aggravated poverty, hampered economic growth and caused environmental damages and human suffering. Along the previous phases of the operation in the summer and autumn of 2014, the aim was to provide families whose houses were damaged with means to rehabilitate at least one room in their dwellings. In the conclusive phase of the Emergency Appeal, the focus shifted to rural families that lost their means for making a living from farming and other rural activities partially or completely.

Summary of response

Overview of Host National Society

The Red Cross Society of Bosnia and Herzegovina (RCSBiH) has 153 branches, all of which were actively involved in the relief operation. 247 Red Cross staff and 7,082 volunteers were mobilized and were actively engaged in rescue and operation activities, providing relief and helping setting up centres and temporary accommodations for those evacuated. Further to this, the National Society mobilized its multipurpose teams, staff and volunteers, for assisting the authorities with evacuations as well as providing blankets, mattresses, drinking water, food and hygiene kits, rubber boots and water disinfectants to the affected people. In Brcko District, one of the worst affected areas, Red Cross volunteers also assisted by putting out sand-filled bags along the River Sava trying to prevent it from flooding dozens of villages. The relief efforts were hampered by the destroyed infrastructure, broken telecommunication, blackouts and difficult conditions in the field. During the previous years, the Red Cross Society



Flood affected areas in Bosnia and Herzegovina



Photo 2: Destruction during the floods was incredible.
Photo: RCSBiH

BiH successfully implemented several DREF operations including relief for floods and extreme winter conditions. The Red Cross has a defined role at national level in disaster management, agreed and formalized with the Ministry of Security and Rescue, and the country legislation makes RCSBiH a unique actor in the country. As an auxiliary organ to the BiH Government, the Red Cross Society of BiH is also constantly working on the improvement of its capacities to conduct proper preparedness and respond activities when a natural disaster strikes. The National Society has a well-developed structure with 153 local branches present on the whole territory, a structure including multipurpose units / teams at each level. The National Society launched a national fundraising campaign to support families affected by floods.



Photo 3: Saving elderly people from a flooded area. Photo: RCSBiH

The RCSBiH management actively participated in coordination meetings organized by the United Nations (UN) Representation in BiH and the BiH Ministry of Security, as well as meetings organized by EU Delegation representatives, the diplomatic corps in BiH, OSCE, USAID, UNICEF, IOM, IFRC, and EU Civil Protection. At the same time the RCSBiH management held meetings with donors, made cooperation and maintained continuous contacts with organizations from the Red Cross and Red Crescent Movement, other organizations and media, and, together with the management of the RC branches in the entities, visited most of the areas affected by floods and landslides.

Overview of Red Cross Red Crescent Movement in country

The RCSBiH and the IFRC Secretariat organized on-going relief food and non-food distributions in many affected areas including a cash distribution programme at the very beginning of the response. However, based on the prioritization of the most vulnerable areas, the geographical targeting for the on-going recovery activities included the 11 most vulnerable municipalities across all planned sector interventions. Coordination among Movement partners was ensured through regular information exchange and meetings. IFRC Secretariat support was provided to the RCSBiH through the IFRC Country Office in Sarajevo and the IFRC Regional Office for Europe.

The Swiss Red Cross and the Austrian Red Cross mobilized substantial support, and they conducted a special programme, jointly with RCSBiH, to support livelihood recovery and the rehabilitation of homes. The Swiss Red Cross has had a long term bilateral engagement with RCSBiH through its office in Tuzla. From the onset of the floods, the Swiss RC was providing support in the form of non-food item (NFI) distributions for cleaning, disinfecting and drying people's homes. The Swiss Red Cross performed a formal evaluation of the Cash Transfer Program, aiming at analysing the benefits and constraints encountered along the process.

The Austrian RC provided continued support to the BiH floods operation - both multilaterally and bilaterally. The Austrian RC team was composed of two hygiene promoters, a laboratory technician and a project coordinator. The same team was complemented by water and sanitation technical specialists from the Croatian and Slovenian Red Cross Societies.

Overview of non-RCRC actors in country

In response to heavy rains and flooding throughout the country, the United Nations in Bosnia and Herzegovina was asked to assist with foreign assistance coordination, aiming to ensure effective and quick resource mobilisation. From the beginning of the crisis, UN Agencies worked closely with local governments at all levels and the crisis centres throughout the country. The Government of BiH was in charge of coordinating humanitarian aid at the national level. RCSBiH established cooperation with the International Organization for Migration (IOM), and the methodology for psychosocial support was agreed upon. A cooperation with IOM was sought in terms of maximizing resources and impact for the beneficiaries and to ensure professional leadership and guidance to our RC volunteers where IOM provided trainings and guidance to RC volunteers for three months. Several European Union Civil Protection Participating States joined the relief operation of the authorities of Bosnia and Herzegovina. Teams from Austria, Belgium, Bulgaria, Czech Republic, Estonia, Germany, Hungary, Latvia, Lithuania, Luxembourg, Romania, Slovenia, Slovakia and the United Kingdom offered assistance through the European Union Civil Protection Mechanism. International assistance was provided also by the Governments of Croatia, France, the former Yugoslav Republic of Macedonia, Germany, Italy, Japan, Turkey, USA, as well as the World Vision and international organizations such as ADRA, EUFORUK, OSCE, OXFAM, "Save the Children", UN (IOM, UNDP, UNESCO, UNFPA, UNHCR, UNICEF, OCHA, WFP, WHO), World Bank and others. With the view to responding to Serbia and Bosnia and Herzegovina's call for international support and to support both countries in their efforts, the European Commission, France and Slovenia took the initiative to convene an International Donors' Conference under the motto "Rebuilding Together". Delegations of over 60 countries and 23 international organisations, as well as representatives from the civil society and the private sector gathered in Brussels on 16 July 2014. The conference once again illustrated the great solidarity for Bosnia and Herzegovina and Serbia and managed to overall mobilise pledges of EUR 809.2 million

for Bosnia and Herzegovina and EUR 995.2 million for Serbia to face the financial needs for 2014 of EUR 650 million and EUR 830 million respectively. EUR 41.4 million was pledged for cross-border activities.

Needs analysis and scenario planning

Rapid assessments were conducted by the local Red Cross branches in May 2014 under the umbrella of disaster management coordinators at RC entity levels and in cooperation with the civil protection.

The rapid assessments highlighted the following key beneficiary needs:

- Emergency shelter and support for refurbishing the damaged houses;
- Food and non-food items;
- Psychosocial support;
- Safe drinking water;
- Livelihoods recovery.

Many homes were re-flooded in August 2014 again. Therefore, the affected households continued to stay in need support in sanitizing and drying their houses, conducting repairs, and purchasing replacement household goods and furniture. In addition, psycho-social support for decreasing mental health complaints and reducing stress reactions as a result of flooding remained a key priority in the flooded communities. Access to safe water, sanitation and hygiene promotion continued to be priority at that time in the northern part of the country where water supply systems were destroyed or damaged by the floods. Red Cross cash post-distribution monitoring (PDM) analysis and monitoring assessments carried out by RCSBiH volunteers and IFRC staff confirmed that the priority need for beneficiaries remained shelter at that time. The highest needs for 61% of all beneficiaries were for shelter and household items.

Risk analysis

The risk of new floods and landslides remained high in the first few months. The risk of landmine and unexploded ordnance (UXO) shifting due to the floods remained a major concern, adding to the risk of injury to people living in the affected areas. Officials confirmed that around 70 per cent of the flood-affected areas were suspected to contain land mines and unexploded ordnance. The areas with the highest risk of landmines were mainly in Dobo, Maglaj, Olovo, Una-Sana Canton and Brcko district, Bosanska Krupa, Visoko, Semizovac and Bosanski Samac. Some mine fields were suspected to be unmarked, and the authorities tried to update the map of high risk areas. To avoid this risk and ensure that there is no misunderstood linkage between Red Cross money distribution and the parliamentary elections, the cash transfers programme was implemented after the national elections in Bosnia and Herzegovina, which were held on 13 October 2014. This intentional politically motivated delay created an additional risk with regard to finishing repair works before the winter. However, the separation was an important element to avoid any involvement in politics.

To ensure transparency and avoid any risk of funds misuse, the unconditional cash control systems were assured through the following tools.

- Beneficiary verifications were conducted (a 10% strong sample) in order to assure that the selection criteria were followed.
- Once the beneficiaries' lists were approved, community meetings were organized to conduct a second verification of all beneficiaries.
- Beneficiaries reviewed and confirmed their personal data the Red Cross has collected to ensure the accuracy of the information by signing of the same.
- Once the transfers were completed, Red Cross volunteers conducted a monitoring of the activities within the communities. That information provided a picture of the impact the transfers had on the flood-affected communities.

B. Operational strategy and plan

Overall objective

With all its activities under this Emergency Appeal, the Bosnia and Herzegovina Red Cross contributed to the improvement of immediate needs of 60,600 families affected by the floods, placing emphasis on the distribution of food and non-food items, water and sanitation, shelter, hygiene promotion, psychosocial awareness and livelihood through in-kind and cash transfer programming. Across the country, the Red Cross Society of Bosnia and Herzegovina reached more people in need through different channels than was initially planned in the Emergency Appeal. During the winter period of 2015, the RCSBiH continued providing support, and 4,000 sets containing food and non-food items were distributed, as well as 300 stoves and firewood which enabled the families in the flooded areas to survive.

The RCSBiH participated in the evacuation and rescue of people from the flooded areas. Immediately after the disaster, the RC conducted numerous activities including evacuation, reception and accommodation of evacuated persons, and also conducted a search for available private accommodation. The RC, together with the rescue units, provided all the necessary care for elderly people. They provided psycho-social support in order to mitigate stress as well as medical support in order to prevent infections and diseases. The RCSBiH directly assisted in temporary shelters providing aid to endangered people. They provided 24-hour care to evacuated people of all ages, including newborns and elderly people, first aid, distribution of food and water as well as other activities such as the maintenance of hygiene of elderly and disabled people, assistance to doctors in interventions, distribution of clothes and other items.

Implemented strategy

As the situation deteriorated in most of the flooded areas, especially in the following municipalities: Zenica, Topcic Polje, Zepce, Zeljezno Polje, Banja Luka, Srebrenik, Tuzla, Celic, Lukavac, Gracanica, Dobojski Istok, Celinac, Bijeljina, and Brcko District, damages were reported both to infrastructure and households. It was decided that the response will cover four sectors: (1) beneficiary communications, (2) water and sanitation, (3) shelter and (4) livelihoods, and it will be spread over two phases, an Emergency Phase and a Recovery Phase.

The Red Cross Society of Bosnia and Herzegovina concentrated its response efforts on several areas of intervention:

- Reception and distribution of humanitarian aid;
- Evacuation and shelter;
- Restoring family links (RFL);
- Water, sanitation and hygiene promotion (WASH);
- Early recovery phase – improving the conditions of the affected homes for people

Based on the rapid needs assessment, the intention was to cover the entire needs of 10,000 families with food and non-food items, water and sanitation, shelter, psychosocial support and livelihood support.

The direct beneficiaries included elderly people, women and children as they belong to the most-at-risk groups when a disaster strikes. More specifically, the direct beneficiaries within the local population were identified according to their level of vulnerability. Factors considered in their selection included socio-economic status of the beneficiaries prioritized as most-at-risk. Female-headed households and large family size were other criteria for consideration.

Priority was given to:

- Families most affected by the floods and landslides that had to be evacuated from their homes.
- Families with women as breadwinners (widows), elderly couples, young couples with small children.
- Families who are not recipients of any substantial assistance from other sources such as the government, NGOs or other organizations.

Logistics and supply chain

All logistics and procurement activities were undertaken in compliance with IFRC procedures and relevant local legislation. The procurement of the relief items was completed by August 2014 with the support of the IFRC Secretariat's Global Logistics Service (Dubai Office) in a transparent and cost-efficient manner. The procurement of stock items to be stored at the RCSBiH warehouse in Sarajevo for the case of emergency was conducted in 2015, also with the support of the IFRC Global Logistic Service.

Communications

Given its defined role during emergency disasters, the Red Cross Society of Bosnia and Herzegovina attained a greater level of public profiling of its work. The National Society recognised the need to increase its presence and visibility through the media outreach and strengthen its communications for Disaster Preparedness and Disasters

Crisis Management, since getting accurate, up-to-date information from the field presented a significant challenge. In addition, the IFRC also recognized the need to support RCSBiH in positioning the RCSBiH as an auxiliary to the Government; advocating for beneficiaries; communication with beneficiaries which had to be strengthened through satisfaction surveys and incorporating lessons learnt in future operations; production of stories/photos/video news of beneficiaries as well as the coordination of communication activities with the IFRC Country Office and ICRC. The latter is done through coordination meetings which are held on a regular basis.

Security

IFRC security regulations were carefully observed throughout the operation. The security of staff and volunteers presented a primary concern, due to flooding and mine/UXO threats. The floods activated existing and new landslides in many areas and damaged the infrastructure (roads, bridges, fences, dams, houses, electric supply, etc.). The risks of injury of the RC staff and volunteers during the distribution of relief items, rescue or evacuation and assessments activities were high. The RC staff and volunteers received proper briefing before moving to the field in order to be informed about risks in flooded areas. The disaster response teams underwent first-aid training. The teams in Brcko and Bieljina also underwent water rescue training. Injury insurance was provided for the disaster response teams.

Planning, monitoring, evaluation, & reporting (PMER)

In order to ensure IFRC and RCSBiH operational quality standards, an emergency resource mobilization (RM) delegate was hired to support the RCSBiH in its relations with external actors, resource mobilization and Movement coordination.

In addition, the following monitoring, evaluation and reporting mechanisms were implemented:

- A first update report was issued 15 days after the start of the operation and was followed by regular updates depending on the dynamics of the operation and other specific reporting requirements;
- A final evaluation during the workshop “Floods 2014” that was held in the period of 23-24 February 2015 with representatives of the RCSBiH and IFRC. Recommendations were given by representatives of local branches of RC on the basis of the lessons learnt during the response, mostly related to the future activities and preparations for disaster management;
- A final report, i.e. this present report with a financial section.

Regular assessment prior to implementation of projects was conducted in cooperation and coordination with RCSBiH, as well as monitoring of beneficiaries after the projects implementation.

C. DETAILED OPERATIONAL PLAN

Quality Programming / Areas Common to all Sectors

Needs assessment

Outcome 1: Continuous and detailed assessment and analysis are used to inform the design and implementation of the operation and lessons learned are drawn from the implementation.

Output 1.1 Initial and continuous needs assessment is updated following consultation with beneficiaries

Output 1.2 Lessons learnt from the operation are incorporated into preparedness plans

Achievements

The activities that were planned are as follows:

- Conduct initial assessments in the affected areas;
- Conduct more detailed assessment
- Develop a detailed action plan for the implementation
- Mobilize 250 volunteers for the implementation of activities
- Monitoring visits by RCSBiH and IFRC
- Transport of relief items as per distribution plans
- Lesson learned workshop

The rapid assessments were conducted by the local Red Cross branches in May 2014 under the umbrella of disaster management coordinators at RC entity levels and in cooperation with the civil protection.

The rapid assessments highlight the following key beneficiaries' needs:

- Emergency shelter and support for refurbishing damaged houses;
- Food and non-food items;
- Psychosocial support;
- Safe drinking water;
- Livelihoods recovery.

Assessments were conducted further on for all new projects under the Emergency Appeal in cooperation and coordination with the RCSBiH.

Health and Care

Health and Care

Outcome 1: The beneficiaries affected by disaster situations are provided with psycho-social services (PSS).

Output 1: Psycho-social support is provided to the target population.

Achievements

Psycho-social support (PSS) was provided, among others, at community and individual levels in the form of PSS support groups, PSS for Red Cross staff and volunteers, community clean-up events, and school visits.

- All project-related activities were carried out as per the initial plan/ project proposals within the set timeframe.
- 6,777 beneficiaries were reached through PSS activities.
- 212 volunteers were engaged in diffusion sessions, community workshops, school visits, support groups, help in household cleaning and repairs as part of the Psycho-Social Support component of the Emergency Appeal.

Challenges

Challenges were mainly connected to some of the participants not being directly interested in some topics covered during sessions. Some of the sessions had to be postponed due to bad weather and premises with no heating.

Lessons learned

1. It is necessary to anticipate project postponement and include adequate equipment for winter conditions - in this particular case – heaters for premises where activities are to be carried out.
2. Cooperation with local communities and authorities is of utmost importance since some of the activities had to be delayed because educational authorities were not giving their approval on time for school visits.
3. Although providing direct material support is not considered as PSS, in times of existential crisis, it can be considered as such, as it gives affected people relief and a feeling that somebody cares for their lives and their well-being.
4. PSS for RC staff and volunteers is almost as needed as PSS for victims.
5. Whenever possible, teams should involve children or elderly community members in some minor /easy activities- such as making Christmas ornaments and presents.
6. The motivation of youth members was great, so it is recommended to plan more educational PSS workshops in the future to provide an opportunity for all interested youth members to participate.



Photos 4 and 5: Psycho-social support for children in Brcko District. Workshop. Photo: RCSBiH

People reached during the period from 20 July 2014 – 30 April 2015

Direct recipients						Indirect recipients	Total people reached
Male		Female		Total			
Planned	Actual	Planned	Actual	Planned	Actual		
1,464	1,090	1,599	1,224	3,063	2,314	4,463	6,777

Water, Sanitation and Hygiene Promotion

Water, sanitation and hygiene promotion

Outcome 1: The risk of water-borne and water-related diseases is reduced for 43,000 beneficiaries in the targeted communities through the access to safe drinking water, advocacy and hygiene promotion.

Output 1.1 Improve access to safe water for 3,000 people through water quality monitoring and the distribution of water purification tablets.

Output 1.2 Perform information, dissemination and advocacy activities in relation to the actual situation of water quality in Samac, Orasje, Odzak, Domaljevac-Samac, Brcko district and Bijeljina.

Output 1.3 Improve the hygiene situation of up to 3,000 persons in Brcko district, Posavina/Orasje, Bijeljina.

Output 1.4 Organize well-cleaning, environmental hygiene, water and sanitation interventions for the affected population in the target areas.

Achievements

- In total, 153,790 water purification tablets (“aqua-tabs”) were distributed to reach 6,086 people.
- A hygiene promotion campaign was conducted in Brcko District, Orasje, Bijeljina, Domaljevac, and Odzak.
- All together six trainings for hygiene promoters and two refreshment trainings were conducted. In total, 65 participants were trained.
- All activities were successfully completed



Photo 6: Bilateral support by the Austrian RC for water and sanitation in Brcko District. Photo: IFRC/FACT

Challenges

- In water and sanitation, the monitoring results showed that the well cleaning did not prove to be very efficient. Even after the cleaning, the water did not reach drinking water quality in most of the treated wells - most probably due to groundwater contamination on a broader level, a delayed recession of the groundwater because of the

rainy summer and/or the rapid treatment procedure and the severe contamination of some wells. Therefore, the water and sanitation delegate ordered to stop the well cleaning activities.

- The monitoring showed that only a small portion of the beneficiaries used the purification tablets regularly. Most of them tried the purification tablets once and then put them aside “for the next disaster”. Some beneficiaries saved them for winter when they might not be able to get tap water from the frozen pipes. There were even some cases when people refused to use purification tablets for fear of poisoning.

Lessons learned

N/A

Shelter and settlements

Shelter and settlements (unconditional cash grant)

Outcome 1: Immediate shelter needs of the affected population are met in coordination with the national response mechanisms.

Output 1.1. 10,000 families receive basic emergency shelter items (blankets and mattresses) and appropriate tools for shelter improvement and / or cleaning.

Outcome 2: The affected population are back in their homes and resume their normal life.

Output 2.1: 10,000 affected families are assisted on their return to their homes (partially damaged by floods) with cleaning kits and drying facilities.

Outcome 3. The affected population are assisted on return to their houses and resume their normal life through assistance with drying the facilities.

Output 3.1. 10,000 affected families are safely back to their houses, their health preserved through ensuring optimum hygiene conditions.

Outcome 4: 970 households used cash grant to meet their basics needs (i.e. shelter repair, replacing household good, etc.) on top of the 1,050 households from the Cash Transfer Program phase 1.

Output 4.1. 98% of cash transfers reached the intended beneficiaries.

Output 4.2. 80% of people used the cash grant to repair their homes.

Output 4.3. Monitoring report is produced

Achievements

- In the cash transfer programme (CTP) phase 1, 100% of the targeted beneficiaries received cash grants.
- The monitoring report for CTP Phase 1 was produced.
- The monitoring data showed that 80% of beneficiaries in CTP phase 1 used cash grants for repairing their homes.
- Along CTP phase 2, the Red Cross Society of Bosnia and Herzegovina (RCSBiH) performed the selection of households through community assessments and social mapping
- A total of 970 households were selected for unconditional cash grant (CTP 2) support in the flooded areas.
- 100% of beneficiaries of CTP 2 received cash transfers.
- Post-distribution monitoring was conducted in the targeted areas,
- All activities have been successfully completed, the total number of households reached by CTP is 2,020: 1,050 in Phase 1, and 970 in Phase 2.

Challenges

In shelter and settlement, many homes were re-flooded after the May storms due to a rainy summer. This prevented the drying out of the houses and delayed critical repairs and refurbishing. The affected households still needed support in sanitizing and drying their houses, conducting repairs, and purchasing replacement household goods and furniture. In order to contribute to the improvement of the quality of life of the affected population, the NS provided unconditional cash grants to assist the most vulnerable people whose homes were damaged or inundated with mud and flood waters. The unconditional cash grant was designed as a one-off payment through a bank transfer to the individual households` bank accounts. However, such a transfer proved to be complicated and time consuming due to bank account technicalities.

Lessons learned

N/A

Food Security, Nutrition and Livelihoods

Food security, nutrition and livelihoods

Food security, nutrition

Outcome 1: Food parcels are provided in the affected areas according to the assessed needs.

Output 1.1: Food parcels are distributed by RCSBiH to the beneficiaries in the affected areas.

Livelihoods

Outcome 1: Vulnerable groups, in particular the population in the rural zones in the most affected area, are evaluated and targeted through livelihoods programs.

Output 1.1 Evaluations related to food security and livelihoods during response and recovery are conducted and the intervention opportunities in livelihoods of target groups are identified and implemented.

Output 1.2. 1,000 beneficiaries are supported through the livelihood programme.

Output 1.3. The beneficiaries from selected rural areas have restored their means to making a living through a livelihood approach.

Achievements

Food security, nutrition

All activities under this component were successfully completed. The table below lists the actual state of distribution of the humanitarian assistance.

Items	Total	Bijeljina	Šamac	Doboj	Ugljevik	Donji Zabar	Sekovici	Gradiska	Petrovo	Banja Luka	Srbac/Srbac	Trebinje	CKRS CKRS Pate	antonPosavina Canton	Zenica- Zenica- Doboj Canton	Tuzla Tuzla Canton	Una- Una-Sana Canton	antonSarajevo Canton	RC FBiH	Vuciovac	Krepsic I	Krepsic II	Brka	Brcko	RCBRCBD BiH
Water canisters	2,500	320	120				40						645	281	393	225	56	56	114	120	50	30	20	30	
Mattresses (1 per family)	3,300	790	50	430		70			20				300	335	470	268	66	66	132	110	30	30	30	103	
Blankets (2 per family)	3,300	540	350	350		160	100		110			50	0	335	470	268	66	66	132	110	30	30	30	103	
Driers/dehumidifiers	40	15		1	1					1	1	2	2	4	7	3				1			1	1	
Cleaning tools	1,000	217		156			100	20	91				1	84	117	67	17	17	33	25	20	10	10	15	
Disinfectants	2,500	300						1162					0	210	294	168	42	42	83	110	30	15	15	29	
Hygiene kits	8,740	2,234	493	1,043	35	120	275		70				0	912	1,277	731	182	182	363	400	30	80	80	90	
Rubber boots	5,493	790	100	650			100	100	40				690	618	865	494	123	123	250	220	70	40	40	120	
Water pumps	40												23	3	5	2	1	1	2	1			1	1	
Canned food	3,500	960	387	375	52		3						0	350	492	280	70	70	142	150	70	30	40	29	
Pallet trucks	6												2						2						2

Approximately 10% of the procured items was prepositioned to re-stock RCSBiH warehouses aiming mainly to cover the additional needs of the flood-affected population. The RCSBiH will decide about the most appropriate time to mobilize the resources received.

Livelihoods

- Meetings with UNDP Srebrenica Regional Recovery Project Manager, the Rural and Regional Development Sector Associate and the Project Manager/Recovery Coordinator for Livelihoods, and with Program Managers from a number of INGOs involved in livelihoods were held in order to discuss the livelihoods needs of the affected population and the most efficient and sustainable ways to reach the beneficiaries
- Selection criteria were discussed and agreed. For the livelihoods programme, beneficiary selection, verification, and communication were conducted following an agreed plan with the National Society. Beneficiary selection was conducted on the basis of criteria previously established in cooperation and agreement with the RCSBiH. The criteria were as it follows:
 - Families most affected by the floods and landslides that had to be evacuated from their homes;
 - Families with women as breadwinners (widows), older people, young couples with small children/people living with disabilities or Families who are not recipients of any substantial assistance from other sources such as the government, NGOs or other organizations);

- Families that live in rural areas and that have sufficient land for having their livelihoods provided from farming.

The initial assessment was conducted by the RCSBiH structure in both entities and Brcko District. The second round/final assessment was conducted by the IFRC staff in cooperation with the RCSBiH staff. The assessment was conducted on the area of 30 municipalities in Bosnia and Herzegovina – 19 municipalities in the Republika Srpska entity, 10 municipalities in the Federation of Bosnia and Herzegovina entity, and Brcko District. The entire process above described took about a full month, during which 30 municipalities were covered and 51.50% of the overall number of potential households (200) were thoroughly checked.

The operation was implemented by the end of December 2015, the new end date, through the RCSBiH structure.

200 households were supported with non-earmarked cash funds in the amount of 1,800 BAM (1,004 CHF).

The post-distribution monitoring which covered 27% of beneficiaries in both entities and Brcko District shows that most beneficiaries used the received funds in order to sustain their livelihoods. This report contains some photos of the beneficiaries taken during the post-distribution monitoring.

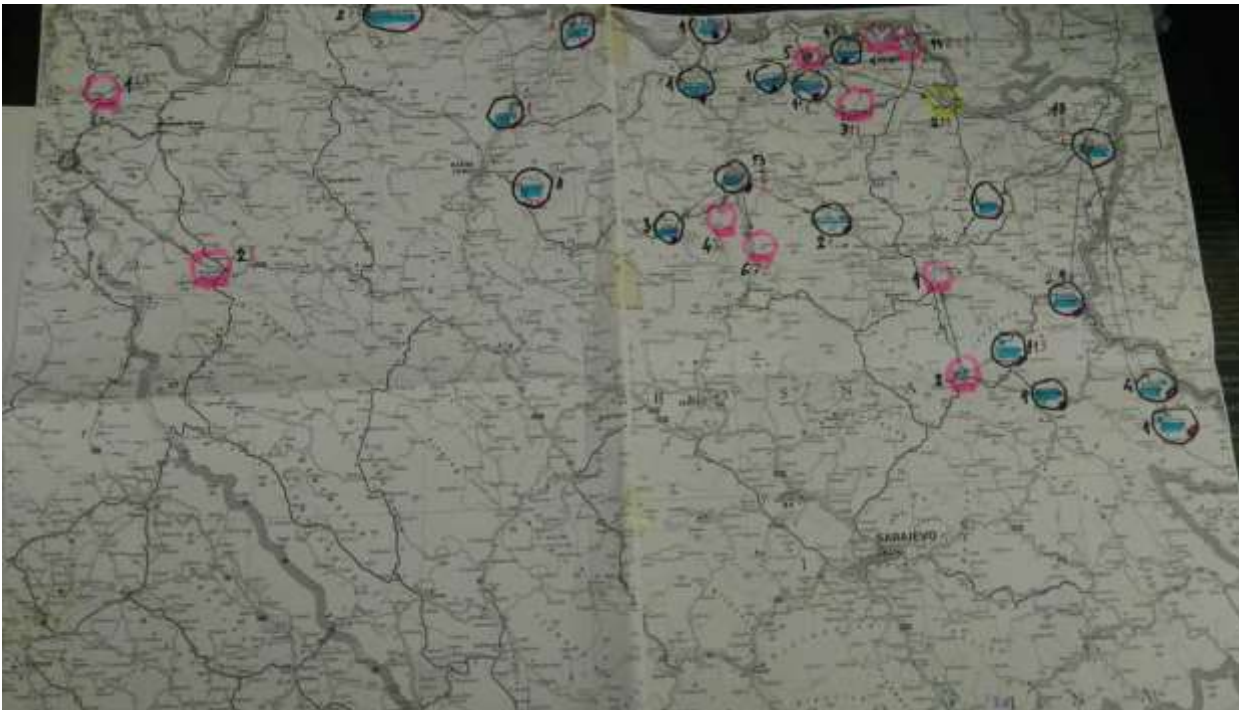


Photo 7: The map of Bosnia and Herzegovina shows the 30 municipalities that are included in the Project and that have been visited by the IFRC. The circled areas present the municipalities that were visited during the monitoring of the potential beneficiaries process. The black circles represent the 19 municipalities in Republika Srpska and one in Brcko District, and the pink circles represent the 10 municipalities in the Federation of Bosnia and Herzegovina.



Photo 8: A beneficiary in Brcko District showing a second-hand motor cultivator and a trailer he bought using funds donated by the IFRC.
Photo: IFRC



Photo 9: A beneficiary from Srbac Municipality with RC Srbac branch staff member showing the motor cultivator that he bought using the donation from the IFRC. Photo: IFRC



Photo 10: A beneficiary from Laktasi Municipality showing a heifer she bought from the cash received from the IFRC.
Photo: IFRC



Photo 11: This photo was taken during the post-distribution monitoring visit in Cazin Municipality and it shows destruction some of our beneficiary's properties have suffered. This beneficiary, a single mother, lost her entire property in landslides. Photo: IFRC

Challenges

The challenges related to the Livelihood Project were mainly caused by financial and banking technicalities such as the delayed withdrawal of some funds.

Lessons learned

For the future projects, things will have to be planned better and in accordance with all deadlines. Also, for the future, projects the RCSBiH will have to ensure better visibility since it was noticed during the post-distribution monitoring that many beneficiaries, especially in the entity of Republika Srpska, did not know where the money came from.

Disaster preparedness and risk reduction

Disaster preparedness and risk reduction

Outcome 1. The human resources in the disaster management line of the National Society are strengthened to respond to the emergency situations.

Output 1.1. 45 Red Cross local branches have been strengthened to provide an efficient response to the consequences of floods and other natural disasters through “lessons learned” workshops, water rescue and disaster preparedness refreshment trainings.

Output 1.2. DM practitioners from the RCSBiH are trained in Contingency Planning.

Output 1.3 Boat captains are trained for managing 26 boats the RCSBiH has received in donations during the floods

Outcome 2. The equipment of the NS to respond to the emergency situations is strengthened.

Output 2.1 The RCSBiH warehouse is refurbished and restocked with relief items for up to 1,000 people affected by natural disasters.

Output 2.2 The used vehicles of the RCSBiH are repaired and added to the fleet, and further vehicles for the transportation of goods are purchased.

Output 2.3 Pumps for the removal of water and mud from flooded houses are procured.

Output 2.4 VHF radio systems for alternative communication to GSM are put in place.

Achievements

- The RCSBiH is advancing its efforts in the domain of disaster preparedness through trainings, the improvement of the existing structures, and the acquisition of further equipment, aiming at strengthening the capacities to respond to future natural calamities.
- A two-day “lessons learned” workshop was successfully organized on 23 February 2015. The workshop was related to floods, and it led to the identification of a number of matters the NS should address in terms of disaster preparedness and response. The results of the workshop will contribute to the development of the RCSBiH Disaster Preparedness and Response Strategy.
- A contingency planning (CP) workshop was held from 1 to 5 June 2015 in Jahorina. The workshop, organized by the IFRC, has the following subjects: (1) Identification of key players from different sections of the NS to form a CP team to act both at local and national level; (2) Creation of CP and standard operational procedures (SoPs) at local and national level; (3) Knowledge transfer on RC CP and SoPs to the Civil Protection both at local and national level.
- The IFRC supported the RCSBiH by donating two vans to boost the existing fleet of the NS.
- The IFRC also supported the RCSBiH by providing funds and consultancy for refurbishment of two warehouses, the one of the RCSBiH in Sarajevo and the one of the Red Cross of the Republika Srpska entity in Pale.
- The RCSBiH was also supported by providing pre-stock items that are stored in the RCSBiH warehouse in Sarajevo. Namely, the following was donated to the RCSBiH: kitchen sets for families of 5 members (1,000 pieces), blanket, synthetic, 1.5x2 m, thermal (2,460 pieces), sanitary hand gel 100 ml (2,000 pieces) and hygiene kits for 5 persons for one month (1,000 pieces).



Photo 12: Refurbished warehouse of the RCSBiH in Sarajevo.



Photo 13: RS RC employee in front of the fully refurbished warehouse in Pale.
Photo: IFRC



Photo 14: Blankets received from the IFRC as prepositioned stock at the RCSBiH warehouse. *Photo: IFRC*



Photo 15: Kitchen set for 5 persons, donation from the IFRC. *Photo: IFRC*



Photo 16: Prepositioned stock, donated by the IFRC, stored at the RCSBiH warehouse in Sarajevo. *Photo: IFRC*



Photo 17: One of the 20 generators donated to the RCSBiH. *Photo: IFRC*

- As planned, mud pumps and generators were purchased and they are stored at the RCSBiH warehouse in Sarajevo. 20 pumps and 20 generators were received in total.



Photo 18: One of the received mud pumps, presented by the warehouse manager. In the background, the two new vans donated to the RCSBiH. *Photo: IFRC*



Photo 19: New shelves installed at the RCSBiH warehouse in Sarajevo. *Photo: IFRC*

- As part of the efforts to strengthen the NS's equipment in order to be better prepared to respond to emergency situations, new shelves were purchased and installed at the RCSBiH warehouse in Sarajevo. This will enable a better storage system at the warehouse.

Challenges

The challenges were mainly related to the boats that were donated by USAID. In cooperation with IFRC, the RCSBiH is working on the recapture of those 26 boats so as to make the training of the captains of those boats possible and use the boats whenever needed.

Lessons learned

Better planning is crucial in large projects such as the floods operation.

Contact information

For further information specifically related to this operation please contact:

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Click here

1. Click [here](#) to see the Emergency Appeal final financial report
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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

MDRBA009 - Bosnia and Herzegovina - Floods

Timeframe: 19 May 14 to 31 Dec 15

Appeal Launch Date: 25 May 14

Final Report

Selected Parameters

Reporting Timeframe	2014/4-2016/2	Programme	MDRBA009
Budget Timeframe	2014/04-2015/12	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		3,975,881				3,975,881	
B. Opening Balance							
Income							
Cash contributions							
American Red Cross		426,266				426,266	
Austrian Red Cross		19,094				19,094	
Austrian Red Cross (from Austrian Government*)		194,070				194,070	
Austrian Red Cross (from Julius Blum GmbH*)		90,961				90,961	
BP British Petroleum		11,294				11,294	
British Red Cross		287,372				287,372	
C&A Foundation		80,386				80,386	
Canadian Red Cross		118,744				118,744	
Canadian Red Cross (from Canadian Government*)		168,500				168,500	
Charities Aid Foundation		3,528				3,528	
Danish Red Cross		44,918				44,918	
Finnish Red Cross		12,581				12,581	
Finnish Red Cross (from Finnish Government*)		243,192				243,192	
French Red Cross		10,026				10,026	
French Red Cross (from French Government*)		25,781				25,781	
Great Britain - Private Donors		200				200	
Hewlett Packard Co. Foundation		11,294				11,294	
Icelandic Red Cross		18,500				18,500	
Icelandic Red Cross (from Icelandic Government*)		31,500				31,500	
Irish Red Cross Society		2,246				2,246	
Italian Government Bilateral Emergency Fund		122,100				122,100	
Italian Red Cross		57,731				57,731	
Italy - Private Donors		12				12	
Japanese Red Cross Society		150,131				150,131	
Lithuanian Red Cross Society		651				651	
Lithuania- Private Donors		6				6	
New Zealand Government		117,210				117,210	
Norwegian Red Cross		153,221				153,221	
On Line donations		52,593				52,593	
Other		1,224				1,224	
Red Crescent Society of Islamic Republic of Iran		50,000				50,000	
Red Cross of Monaco		30,342				30,342	
Romanian Red Cross		4,962				4,962	
Slovak Red Cross		1,823				1,823	
Spanish Government		36,012				36,012	
Swedish Red Cross		267,542				267,542	
The Netherlands Red Cross		63,944				63,944	
The Netherlands Red Cross (from Netherlands Government*)		27,343				27,343	
The Netherlands Red Cross (from Netherlands Red Cross Silent Emergency Fund*)		48,757				48,757	
UPS Oasis Supply Corp		11,200				11,200	
VERF/WHO Voluntary Emergency Relief		800				800	
Western Union Foundation		37,503				37,503	
C1. Cash contributions		3,035,561				3,035,561	
Inkind Personnel							
American Red Cross		7,600				7,600	
Irish Red Cross Society		7,420				7,420	
C3. Inkind Personnel		15,020				15,020	
Other Income							
Fundraising Fees		-4,579				-4,579	

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C4. Other Income	-4,579	-4,579
C. Total Income = SUM(C1..C4)	3,046,002	3,046,002
D. Total Funding = B + C	3,046,002	3,046,002

* 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		3,046,002				3,046,002	
E. Expenditure		-3,010,628				-3,010,628	
F. Closing Balance = (B + C + E)		35,374				35,374	

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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)			3,975,881			3,975,881		
Relief items, Construction, Supplies								
Clothing & Textiles	96,227		168,773			168,773	-72,546	
Food	61,526		61,526			61,526	0	
Seeds & Plants	1,025,000						1,025,000	
Water, Sanitation & Hygiene	212,558		191,335			191,335	21,223	
Utensils & Tools	200,906		28,581			28,581	172,325	
Other Supplies & Services	0		21,942			21,942	-21,942	
Cash Disbursement	1,313,550		1,454,031			1,454,031	-140,481	
Total Relief items, Construction, Sup	2,909,767		1,926,189			1,926,189	983,579	
Land, vehicles & equipment								
Land & Buildings	94,000						94,000	
Vehicles	85,601		90,076			90,076	-4,475	
Computers & Telecom	8,000		1,424			1,424	6,576	
Office & Household Equipment			1,617			1,617	-1,617	
Total Land, vehicles & equipment	187,601		93,117			93,117	94,484	
Logistics, Transport & Storage								
Storage			25,550			25,550	-25,550	
Distribution & Monitoring	31,841		21,335			21,335	10,506	
Transport & Vehicles Costs	43,015		56,045			56,045	-13,030	
Logistics Services	14,507		16,699			16,699	-2,192	
Total Logistics, Transport & Storage	89,363		119,628			119,628	-30,265	
Personnel								
International Staff	126,485		234,668			234,668	-108,183	
National Staff	60,000		78,521			78,521	-18,521	
National Society Staff	73,622		117,318			117,318	-43,696	
Volunteers	375		654			654	-279	
Other Staff Benefits	41,010						41,010	
Total Personnel	301,492		431,160			431,160	-129,668	
Consultants & Professional Fees								
Consultants	6,000		7,090			7,090	-1,090	
Professional Fees	35,000		32,101			32,101	2,899	
Total Consultants & Professional Fees	41,000		39,191			39,191	1,809	
Workshops & Training								
Workshops & Training	72,825		56,646			56,646	16,179	
Total Workshops & Training	72,825		56,646			56,646	16,179	
General Expenditure								
Travel	24,000		24,826			24,826	-826	
Information & Public Relations	33,000		7,396			7,396	25,604	
Office Costs	24,700		19,331			19,331	5,369	
Communications	6,300		8,296			8,296	-1,996	
Financial Charges	9,970		66,171			66,171	-56,201	
Other General Expenses	8,500		1,648			1,648	6,852	
Shared Office and Services Costs	14,844		8,702			8,702	6,142	
Total General Expenditure	121,314		136,371			136,371	-15,057	
Indirect Costs								
Programme & Services Support Recover	242,019		181,175			181,175	60,843	
Total Indirect Costs	242,019		181,175			181,175	60,843	

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Subsector:	*		

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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)			3,975,881			3,975,881		
Pledge Specific Costs								
Pledge Earmarking Fee			18,676			18,676	-18,676	
Pledge Reporting Fees	10,500		8,475			8,475	2,025	
Total Pledge Specific Costs	10,500		27,150			27,150	-16,650	
TOTAL EXPENDITURE (D)	3,975,881		3,010,628			3,010,628	965,253	
VARIANCE (C - D)			965,253			965,253		

Disaster Response Financial Report**MDRBA009 - Bosnia and Herzegovina - Floods**

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Subsector:	*		

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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							
Disaster response	3,975,881		3,046,002	3,046,002	3,010,628	35,374	
Subtotal BL2	3,975,881		3,046,002	3,046,002	3,010,628	35,374	
GRAND TOTAL	3,975,881		3,046,002	3,046,002	3,010,628	35,374	