

MDR65001

23 June 2016

Combined Monthly Europe Population Movement Operations Update

A. Context

Since the start of the migration crisis in Europe, the IFRC has launched seven emergency appeals between April 2015 and February 2016 to support the National Societies of Croatia, Greece, Hungary, Italy, the former Yugoslav Republic of Macedonia and Serbia. A *coordination, response and preparedness emergency appeal* was launched for the IFRC Regional Office for Europe with the objective to provide appropriate, timely and flexible support and resources to effectively and efficiently manage the response to the migration operations with response management and coordination, disaster response preparedness, early warning and risk reduction. In addition, there has been an international emergency appeal on behalf of the Turkish Red Crescent since November 2012. All of the appeals have been revised to adapt to the fluctuating situation. For details please **click on the titles** of the operations in the table below.

Operation	Budget (CHF)	Operation timeframe	Targeted people
MDRHR002 Croatia: Population Movement	2,601,799	5 February 2016 to 5 August 2016	175,000
MDRE65001 Europe: Migration: coordination, response and preparedness	4,655,612	20 November to 31 December 2016	1 million people supported indirectly through the National Societies.
MDRTR003: Turkey Population Movement	32,356,188	9 November 2012 to 30 April 2017	500,000
MDRGR001 Greece: Population Movement	28,667,500	2 September 2015 to 31 March 2017	304,000
MDRMK005 The former Yugoslav Republic of Macedonia: Population Movement	6,095,910	10 September 2015 to 31 December 2016	First phase (<i>until March 2016</i>): 214,886 Second phase (<i>until December 2016</i>): 6,250
MDRRS011 Serbia: Population Movement	4,608,610	9 September 2015 to 9 September 2016	380,580
MDRIT002 Italy: Population Movement	2,775,269	8 May 2015 to 31 August 2016	105,000
MDRHU004 Hungary: Population Movement	1,072,713	September 2015 to 30 June 2016	5,000

Currently, the emergency appeals for Croatia, Hungary, Italy, Serbia and Turkey are being revised due to the changed migration situation in the respective countries.

As auxiliaries to the public authorities, National Societies are supporting the migration response operations led by the governmental agencies. National Societies are also coordinating closely with United Nations (UN) agencies,

International Organizations and Non-Governmental Organizations. Many National Societies are receiving support from UNHCR for their response activities and are coordinating with UNICEF on child-friendly places.

The IFRC's Regional Office in Europe has been fully involved in the coordination of the response to the migration crisis carrying out a wide range of activities including meetings with European National Societies: operational coordination meetings, partnership meetings and WebEx meetings with partners including submitting proposals to access the New Emergency Assistance instrument (EAI) from DG ECHO for Greece and Turkey.

The latest WebEx conference was organized on 16 June 2016 with the aim to provide a situation overview and share some latest developments and to present key achievements, challenges and plans for the Regional Emergency Appeal. The current operations update summarizes the main points highlighted during that conference.

B. Further plans and way forward in the migration response

The key aim of the Emergency Appeals in place is to provide appropriate, timely and flexible support to National Societies in Europe responding to the migration humanitarian crisis, focusing on:

- increased focus on the receiving countries (predominantly Turkey, Greece and Italy);
- diminishing activities in transit countries as the situation has become more stationary with stranded migrants;
- response management: including relief, health and CEA;
- coordination between various actors;
- disaster response preparedness and capacity building.

As the migratory situation is volatile and some elements may quickly change in view of the political environment such as the agreement between Turkey and the EU, all the on-going Emergency Appeals require **systematic and regular revisions**. Also, longer term planning is becoming more important so as to find adequate response strategies.

The **initial focus of the Regional Emergency Appeals has to be adjusted** to the changing situation by moving from emergency mode to longer term planning to achieve the following objectives.

- Moving from a Balkans-oriented approach to a more global European policy, which the Balkans are also part of;
- Guidance, support and coordination across Europe, with strengthened focus on the destination countries;
- Enhancing protection, and introducing elements of integration to address exclusion and xenophobia, and keeping up the support to new arrivals and stranded migrants.

Due to the adjustment of the plans to the recent developments, the emphasis of the Emergency Appeals in the coming months will be on the areas of **health, protection, advocacy and communications, community engagement, social integration and cohesion**.

Health

The health component is expanding in all Emergency Appeals given the evolving situation in the various countries. As the situation changes, the national health services are inviting the Red Cross and Red Crescent National Societies to provide more services.

With the aim to move ahead on a long term planning for the regional plans until the end of the year, it would be necessary to work with NSs in the region in the **provision of more comprehensive and quality health services** for the people affected by crisis. IEC **materials will be developed** on certain needed topics like PSS for volunteers & staff, sexual reproductive health, gender-based violence prevention, community based programming - just to mention a few. Trainings addressing topics like public health in emergencies, sexual reproductive health, nutrition and protection for health professionals are key to have during the coming months.

Activities that were done by National Societies responding to the migration crisis in the initial days included health screening, psychosocial support for migrants, first aid, primary health care services either in static or mobile clinical services, information gathering, ambulatory services for referral cases, and psychosocial support for volunteers and staff. There is a continued need for the National Societies to support the **development of national contingency planning** for stranded migrants in temporary shelters and camps in providing health services.

Recently, a **Psychosocial Support workshop** was organized between 10 and 12 June 2016 with the participation of 21 National Societies in the region. This training presented interventions like Protection, SGBV & Child Protection (Violence Prevention). All health initiatives are designed in an integrated modality by including all sectors. Since this training there has been a significant demand for additional national workshops to support the implementation of plans of action in PSS and advocacy to ensure that this topics are integrated into the core services.

The needs of the volunteers and staff should also be included as part of the plan of action for psychosocial support. The "Youth and Migration Handbook" developed by the RCRC European Youth Council is a step in this direction.

In this current context, it is necessary to empower and engage the migrant community to participate in community based health programming like Community Based Health & First Aid (CBHFA) with an integrated approach of cross-cutting issues. The CBHFA model can include many topics like trafficking in human beings, health promotion, seasonal care and other relevant topics.

We can see an increase of health programme development in the revised appeals of Hungary, the former Yugoslav Republic of Macedonia, Croatia, Serbia and Turkey.

Protection

Protection issues need to be systematically identified and addressed in our response operations, and in advocacy striving to ensure the personal safety and dignity of migrants. This is an important area on which one should focus in the coming seven months.

The safety and security of migrants, whether in transit or stranded in reception centres, camps, and community settings is inadequate in many contexts. The existing mechanisms have been overstretched and often unable to respond to the needs relating but not limited to:

- child protection
- adequate policing to respond to instances of violence
- gender-based violence prevention
- risks of trafficking in human beings
- timely access to legal services
- case management services for vulnerable migrants and navigation of complex and inadequate referral options

The influx of migrants has posed a range of social cohesion challenges for the host communities, short and longer term, in the transit / destination countries.

With these factors in mind, we need ongoing support in continuing to develop our regional **focus on protection activities** and provide support for the National Societies in continuing their protection related activities, to make the **link between the IFRC's policy and the actions on the ground**, to provide guidance, share good practices between Movement actors, develop and coordinate standard operating procedures and working tools, and to ensure that the analysis of child protection and gender and diversity awareness are incorporated across all response activities. An IFRC Protection, Gender and Inclusion Delegate dedicated to provide technical support and coordination is going to be recruited.

Advocacy and communications

Advocacy and communications have never been as crucial to our migration response as they are now. Many NSs are already doing excellent work in these fields. We seek to support those activities, leverage them through our communications channels and to support those NSs that wish to **scale up their advocacy and communications** work.

National Societies are keen to advocate at every level – from local authorities and stakeholders to ministries and government departments and we seek to support that through training courses and workshops that build on the success of the workshop held in Budapest recently, and also through the appointment of a dedicated delegate.

According to feedbacks received from National Societies, one of the most crucial areas of advocacy is internal – among our volunteers. The IFRC aims to work with NSs to develop **internal sensitisation campaigns** to explain better to the volunteers how and why we work with migrants and the issues that people fleeing violence and conflict face.

Stigma is a growing concern – we see this in almost every country and context we are working in. The Movement is perfectly placed to lead on combatting this, and the IFRC seeks to launch a **regional anti-stigma campaign** which will equip NSs with messaging and materials for public engagement on this issue. This area of work is vital, and we have a duty to tackle growing prejudice – it is one of the most important ways we can support migrants. The communications team in Budapest seeks to develop clear and concise messaging on the issues of stigma and inclusion and will develop communications materials and templates that can be adapted by NSs for use in their own contexts.

The IFRC seeks to support these activities through peer-to-peer training, advocacy toolkits and with a dedicated Advocacy Delegate to implement a regional strategy and coordinate an advocacy support programme for NSs.

Community engagement and accountability

Migrants should have all necessary information to make informed decisions about their health and safety, and we are building a trusting relationship with them so that they also know what to expect from us.

Migrants have to be provided with the opportunity to share their concerns, feedback and suggestions in relation to the services they receive so as to ensure that we are held accountable to the quality standards we have committed to and that we make use of their ideas, skills and knowledge. Migrants should also be involved to the highest degree possible in our job, participate as volunteers, hygiene promoters, sharing information, creating information materials, organising activities, etc.

Apart from working directly with migrants we also want to include the people of the receiving countries by establishing a relationship with local organisations and the host community to work together with the refugees and reduce stigma and prejudice.

The RCRC movement has continuously expressed its commitment to community engagement and accountability, and recognizes the **importance of access to information** to be as high as that of food and shelter. Community engagement should be at the core of our response, cross-cutting throughout all our programmes.

Establishing a relationship with the community does not only improve our programmes; it also lowers tensions in the camps and significantly increases our safety in the field. Community engagement is very much about using the knowledge and capacities that exist in the communities that we work with, as the migrant community should not be treated as a passive recipient of aid: they are capable individuals with skills and knowledge.

The National Societies' **understanding of, and capacity in, Community Engagement shall be strengthened** by organising learning opportunities, identifying strengths and weaknesses and creating spaces for knowledge exchange. Minimum standards can be met through a set of established recommendations on how Community Engagement is done.

C. Latest developments, regional overview

Specialized technical support has constantly been provided to the National Societies, ensuring that relevant response strategies and coping mechanisms are developed, key indicators are in place and capacity gaps are filled. The regional IFRC migration team has been instrumental in adding the required expertise and staff to support the development of comprehensive response strategies. *A few examples of surge team missions:*

- Greece: coordination of key personnel deployment, such as Head of Operations and FACT Team leaders;
- Turkey: health, IM, protection and communication expertise were deployed for one week to Turkey to introduce stronger emphasis on health, including introduction of mobile health units, and on protection, including strengthened legal support, GBV, case management, child protection, and many other new areas. The ROE coordination role also ensured deployment of relevant institutional funding and anti-trafficking expertise from the National Societies of Austria, Spain and the UK;
- Serbia and the former Yugoslav Republic of Macedonia: discussing both the changing patterns of response operation and incorporating new elements into the emergency appeal, such as PSS and community engagement and focus on mid-term plans.

A **Consolidated Red Cross European Migration Framework** (a new title for the European Strategic Plan and budget) has been developed over the last three months which incorporates a number of elements in the London Plan of Action: a Strategy for European Migration aligned with the three migration pillars of assistance, protection and public awareness; a comprehensive narrative showing the scope and scale of national society migration activities across Europe; as well as the Movement regional and pan-European action on migration incorporating the work of the IFRC, ICRC and European networks. The Framework is planned to be completed within the next two weeks, the final draft is currently under review by National Societies.

Under the umbrella of the Framework, a **“Guidance for the Provision of Core Services”** has been developed for health, relief, RFL and community engagement & accountability. In addition, it was agreed to add the management of occasional volunteers after this was cited as a key challenge by national societies. The Guidance can be included as an annex to the Framework but will also be disseminated separately.

A **Real-Time Evaluation (RTE)** of the migration response operations in Europe is currently going on with the aim to learn from what has been done so far and what can be improved in future. The RTE will look into both transit and destination countries. Four countries will be visited, and additional ones will be targeted through interviews.

Strengthening the RDRT system and coordination of peer-to-peer support to National Societies is inevitable these days. As the specialised technical expertise is available and existing in the region, it has been realized that building on this support will reduce the reliance on global tools. In this framework, it is planned to develop procedures for deploying migration experts whenever it is needed. The revitalization of the RDRT system is a key element of the Regional Appeal's contingency plan, The RDRT curricula has been revised and a new version developed to fit in the migration context. Moreover, an **Early-Warning System** is being set up, which can forecast 3-day warning of expected migration flows. The system is flexible and adjustable to new migratory routes.

Contingency planning is a crucial part of the London Commitments and the Regional Emergency Appeal. Currently, a contingency stock is in place, which makes it possible to provide necessary assistance in case of immediately arising needs in the region. An analysis of scenarios and triggers have been developed, as well as an initial HR-related preparedness strategy, that includes the development of database of experts with different migration backgrounds. The lessons and recommendations coming as a result of the RTE will be taken into account and the contingency plans will be adjusted accordingly. In the near future, it is envisaged to focus on consultations and complete a workshops with key players related to contingency planning.

Information Management (IM) is also a key element of the current response operations. Useful information tools have been developed to respond to the Movement's need for reporting, to give an overview of the Movement humanitarian response for external audiences and internally. Not only through the design and permanent update of maps which show the Red Cross actions in the different settings, but also through the setting up of a portal¹ with the remote support of British Red Cross and American Red Cross which can be consulted for key information related to the operation as forecasting, indicators reached or situation overview among others. Data collection and reporting tools are being improved by revisiting the general indicators. A better visualization of the IM portal through interactive maps is also envisaged. Field support needs to be further extended to more National Societies in the region.

D. Communications & Cooperation

The international media continue to contact the IFRC and the National Societies for accurate information and for finding out their humanitarian points of view. Working in partnership with National Societies, the IFRC communications team will continue to prioritize media relations and proactively promote RCRC positioning on migration (access, protection, dignity, safety, etc.), in order to highlight humanitarian needs, support fundraising and profile the response of the European countries. Communications delegates will continue support National Societies in-country, particularly when there is international media on the ground and generate compelling content for use across the network. The communications team will also deliver capacity building for responding National Societies in anticipation of a summer surge in arrivals and an increase in media and stakeholder interest. Communications delegates will also support advocacy and policy colleagues to promote key advocacy areas including o protection, family reunification and inclusion.

An evaluation of the recent media coverage on migration is also being undertaken, with support from IFRC communications team in Geneva to help us inform and assess our media messaging and planning. All communications materials including Key Messages, Facts and Figures, and AV materials can be found on <https://fednet.ifrc.org/migrationineurope> and <https://av.ifrc.org/>.

On behalf of the National Societies affected by the influx of migrants, the IFRC Secretariat would like to thank the following Red Cross Societies: American Red Cross, Austrian Red Cross, Belgian Red Cross (Flanders), British Red Cross, Canadian Red Cross, Croatian Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, Icelandic Red Cross, Irish Red Cross, Japanese Red Cross, Netherlands Red Cross, Norwegian Red Cross, the Red Cross of Monaco, Spanish Red Cross and Swiss Red Cross for their generous contributions to the Population Movement Emergency Appeals. Additionally, the IFRC would like to thank the Governments of Italy, Japan and Luxembourg as well as the European Commission's Humanitarian Aid and Civil Protection Department (ECHO) and all private donors for their contributions to the Population Movement Emergency Appeals.

¹ http://brcmapsteam.github.io/Europe_response/

Contact information

For further information related to this document please contact:

IFRC Regional Office for Europe

- **Leonardo Carmenati**, Head of Migration
Phone: + 36 1 888 4500, email: leonardo.carmenati@ifrc.org
- **Lucia Lasso**, Operations manager for migration
Phone: + 36 1 888 4500, email: lucia.lasso@ifrc.org
- **Nichola Jones**, Emergency communications delegate
Phone: + 36 1 888 4500, email: nicholalyndsay.jones@ifrc.org
- **Olga Dzhumaeva**, Partnerships and Resource Development Coordinator
Phone: +36 1 888 4500; email: olga.dzhumaeva@ifrc.org
- **Imre Nagy**, Planning and Reporting Manager
Phone: +36 1 888 4500; email: imre.nagy@ifrc.org

IFRC Geneva

Cristina Estrada, Operations Support

phone: +41 22 7304260; email: cristina.estrada@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**.