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Revised Emergency Appeal

Serbia: Population movement

 International Federation
of Red Cross and Red Crescent Societies

Appeal n° MDRRS011	196,000 people to be assisted	Appeal launched 9 September 2015
Glide no. OT-2015-000069-SRB	CHF 318,035 DREF allocated	Revision no. 3 issued 5 July 2016
	CHF 2,775,648 Revised Appeal budget	Appeal ends 31 December 2016 (extended by 3 months)
	0% Funding gap	

Given the developments after the EU-Turkey agreement and with the closure of the Western Balkans migratory route, this Revised Emergency Appeal reflects the current situation in Serbia. The **Red Cross of Serbia (RCS)**, in addition to assisting those people that are stranded in the country, is still assisting people in the move, although now in much smaller numbers - around 200 to 300 persons per day. The budget of this Revised Emergency Appeal has been decreased to **2,775,648 Swiss francs** to provide essential services to **196,000 people with an extended timeframe until 31 December 2016**. The RCS will keep focusing its support on the provision of basic food and non-food items; hygiene promotion activities; Restoring Family Links services; prepositioning of contingency stocks; preparedness to deliver health care and First Aid, and the building-up the response capacity of the National Society. In addition, the RCS is launching **new activities such as the distribution of summer kits** to face the hot weather, the implementation of **programs to prevent human trafficking and the development of a more comprehensive psychosocial support service** to the beneficiaries and the Red Cross staff and volunteers.

More details are available in the Revised Emergency Plan of Action (EPoA) [<click here>](#)

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

From January 2015 onwards: increasing numbers of people were coming in transit to destinations in western and northern Europe.

17 August 2015: CHF 318,035 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 registered migrants arrived in Serbia from the direction of the former Yugoslav Republic of Macedonia and the Republic of Bulgaria.

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

16 February 2016: The Revised Emergency Appeal n° 2 was issued with an increased budget of 4.6m Swiss francs for 380,580 beneficiaries extending the timeframe until September 2016.

5 July 2016: The Revised Emergency Appeal n° 3 for 2,775,648 Swiss francs is launched to provide support to 196,000 beneficiaries (either stranded or still on the move) with the Appeal's timeframe extended until 31 December 2016.



Relief distribution near Kelebija border crossing.
Photo: Red Cross of Serbia

Summary of the current response

From 1 March to 8 June 2016, 5,003 people have entered Serbia, out of whom some 1,700 people remain stranded due to the restrictions imposed on further travels to the Western European countries. After the closure of the borders for undocumented migrants, the flow has not stopped fully, and there is still an influx seen mostly through the Serbian-Bulgarian border and the uncontrolled woods around the border between Serbia and the former Yugoslav Republic of Macedonia. Some 300 migrants are moving towards Belgrade and Subotica on a daily basis, mostly families with children, waiting for the opportunity to cross the border on their way to the EU member states.

Another change of the situation is that the migration pattern has shifted, with an increased number of migrants now waiting near the border with Hungary. However, as a result of the limited daily admissions by the Hungarian authorities, the asylum seekers have to wait in difficult conditions outside the two “transit zones” near the Kelebija and Horgos border crossings. Their number surpassed 600 by mid-June 2016. Many international NGOs have left Serbia. Therefore, the Red Cross branches are still expected to distribute food and non-food items to the stranded migrants in the transit centres near Presevo for the remaining few people there.

In coordination with the national and local authorities, the Red Cross of Serbia continues to provide tailored assistance to migrants in transit, stalled and detained within the country in the following areas:

Hygiene: From the beginning of the operation, the Red Cross of Serbia has distributed over 50 metric tons (MT) of different hygiene items including standardised individual daily hygiene kits and baby hygiene kits for migrants transiting through Serbia.

Food distribution: The Red Cross of Serbia, in coordination with a couple international and local NGOs, is providing daily food and hygiene items. So as to organize the supply, the Red Cross of Serbia has set up six containers as mobile distribution points (supported through the Emergency Appeal) where hot tea and soup and also cold rations are distributed. Since the launch of tea and soup distribution points in three locations (Presevo, Belgrade and Sid), a total of 72,135 soup portions and 26,585 cups of tea have been served until 11 June 2016. In addition to that, in the same period 77,017 dried or cold food rations have been distributed.

Contingency plan for the National Society: According to the initial plans, the NS has finished the procurement of 75,000 ready-to-eat meals, while procurement of other NFIs (500 thermos bottle and 500 thermos bags, 1,000 underwear sets for children, 500 separators) is ongoing.

Tracing Service/ RFL: The Tracing Service of the Red Cross is working closely with the ICRC Delegation and the ICRC Coordinator in Belgrade for RFL issues and forensic services, and the “restoring family links” (RFL) component of this operation was planned in coordination with the ICRC Belgrade Office.

National Society capacity building: In the past months, the Red Cross of Serbia has conducted the following trainings and meetings in accordance with the Plan of Action, aimed at enhancing national and local human resource capacities involved in the implementation of activities for the migrant population: psychosocial support, disaster management, communications and volunteers’ management. Among others, containers, computers and vehicles have also been procured for the operation.

The operational strategy

The main objective of the response is to meet the needs of up to 196,000 migrants (180,000 adults and 16,000 babies) through the provision of basic food, including hot tea and soup, and non-food items; hygiene promotion activities, provision of health care particularly first aid, contingency stock for the National Society, Restoring Family Links (RFL) services, National Society capacity building as well as community engagement activities including the dissemination of information, the promotion of a dialogue and the collection of feedback. The adjustment of the number of the targeted beneficiaries has been done based on the data on newly arriving migrants as well as information sharing with other stakeholders.

The operation is focusing on the following places: the migration centres in Presevo near the border with the former Yugoslav Republic of Macedonia; Zajecar, Negotin and Dimitrovgrad near the border with Bulgaria; two municipalities in Vojvodina (Kanjiza and Subotica) near the border with Hungary, and Sid and Sombor near the Serbian-Croatian border, as well as in the city of Belgrade, with a special focus on nutrition and hygiene needs for women and infants.

Also, in coordination with ICRC, Restoring Family Links (RFL) services will be offered. In the prioritization of assistance, the needs of women, children, old people and people living with disabilities would be considered.

The operation aims to reach up to 196,000 beneficiaries, grouped into entry points (the border with the former Yugoslav Republic of Macedonia), transit facilities in the country and exit points on the border between Serbia and Croatia and with Hungary. The possible breakdown per location is estimated to be as follows:

- 90,000 beneficiaries assisted immediately upon arrival in Presevo and Dimitrovgrad (on the border with the former Yugoslav Republic of Macedonia and Bulgaria, respectively).
- 30,000 beneficiaries assisted in Belgrade during their journey.
- 76,000 beneficiaries assisted in Sid (border crossing between Serbia and Croatia), Subotica and Kanjiza (border crossing between Serbia and Hungary).

Under the Revised Emergency Appeal operation, the National Society will focus on the following actions:

1. Health care and PSS

The Ministry of Health is covering the health needs of the migrants via their service points operated by their staff in the registration/transit centres. The initial health assessment for migrants covers a range of health issues, including checking chronic conditions and assessing the risk of health outbreaks due to the migratory conditions. However, continuous assessments are being conducted and information is gathered on further needs to be addressed.

The Red Cross is planning to assist the local health authorities and the transit centres with First Aid backpacks and Automated External Defibrillation (AED) kits, and also with First Aid sets for RC distribution points. This equipment will allow the NS to be prepared in case there are changes in the current mandate of the NS.

In order to respond to the new challenges raised during this protracted crisis, the Red Cross of Serbia has decided to increase its activities related to Psychosocial Support (PSS) to beneficiaries. The Red Cross of Serbia will be able not only to provide tailor made PSS to diverse beneficiaries in a range of situations but also cover volunteers and professionals of the Red Cross, including employees with potential burnout syndrome issues, building their resilience and establishing healthy foundations for the future.

2. Non-food relief items (summer kits)

In addition to the relief distribution already carried out at the start of the emergency and during the winter months, the National Society is now helping the migrants to face the summer weather conditions. The Red Cross of Serbia will distribute 800 summer kits, containing a protective hat ("fisherman's cap") for shade from the sun/scarf for women; face towel; cotton long sleeved T-shirt to keep the migrants covered during the hot sunny days, plaster strips; anti-allergy lotion; oral rehydration salt (ORS) sachets to rehydrate themselves due to perspiration; and hand-held fans made of cardboard with printed information of Red Cross and health & hygiene promotion.

3. Hygiene promotion

The Red Cross of Serbia will continue the distribution of hygiene kits for adults (males and females), children and infants transiting and sheltered at the reception centres, mobile reception centres and transit camps.

The National Society also aims to improve the migrants access to sanitation with hygiene kits and hygiene promotion for men, women and children, taking into consideration the size of the family.

Volunteers / staff will carry out hygiene promotion activities among the beneficiaries regularly in order to prevent the spreading of infectious diseases.

4. Food distribution

The Red Cross of Serbia distributes supplementary daily lunch parcels along the migratory route in Serbia. The food distributions are for both adults and babies, and the parcels for babies include high protein biscuits to cover their potential additional nutrition needs.

The Red Cross of Serbia will also distribute bottled water as part of the lunch parcel, as well as the daily food portions for 117,300¹ beneficiaries for the 15 months of the operation. While waiting in transit centres and zones, migrants should receive hot tea and soup in order to preserve their balanced nutrition.

In addition, the upgrading of the soup kitchen at the Sid Red Cross branch will secure the increase of the current capacities and will allow tea-making and cooking as well as the distribution in three micro locations: Adasevci, Grey House and Principovac.

Finally, according to UN estimates for the current year, some 6,000 people might be stranded in the country for a longer period. In order to address their food needs, the RCS has included a food contingency stock enough to cover 2,500 people with two meals per day during one week² (as further explained in the contingency section below).

Mobile warehouses and field offices (containers) were set up for the distribution of food items. Six mobile containers have been used to implement the planned activities.

5. Contingency Plan for the National Society

Due to the large-scale winterisation efforts and combined reasons, as different NGOs and UNHCR provide similar items and the flow reduction, the Red Cross of Serbia decreased the initially planned procurements. Following IFRC procedures and utilising, if required, the IFRC's Global Logistics Services (GLS) and the existing regional arrangements, the Red Cross of Serbia will continue the procurement of the following items for up to 2,000 migrants (500 males, 500 females and 1,000 children) to increase their resilience towards harsh winter conditions: thermal underwear sets, thermos bottles, bags and thermal blankets.

The contingency plan will support the Government's activities in the transit centre(s) and enhance the overall hosting capacity of the country, especially in the southern and northern regions and in the city of Belgrade.

The contingency plan of the Red Cross of Serbia includes food and non-food items.

a) *Provision of ready-to-eat meals*

With this Appeal, the Red Cross of Serbia will create a contingency stock of ready-to-eat meals in the amount of 17,500 portions or sufficient quantities for 7 days for 2,500 migrants and/or asylum seekers on a daily basis, so as to provide food to the stranded people or eventual new arrivals.

b) *Household materials*

The National Society has considered the inclusion of the following contingency stock for household materials³:

- separators to divide families in case they are sheltered in a big hall to provide privacy – 500 pcs.

c) *Field kitchen provided by the Finnish Red Cross*

The Government of Serbia plans to establish 14 accommodation facilities in the country (currently ongoing). The RC of Serbia is in contact with the local authorities to coordinate their efforts and define the eventual needs. As part of the contingency stock, a field kitchen will be put in place. Details on the setup of the field kitchen will be defined later upon further needs assessments.

6. Tracing Service/Restoring Family Links (RFL)

The Red Cross of Serbia will continue providing restoring family links (RFL) services to the migrants in-country. With the support of the International Committee of the Red Cross (ICRC), the Red Cross of Serbia has set up two RFL offices in the transit centres in Presevo and Sid, and RFL services are available from 7:00 am to 10:00 pm in both centres. In the transit centre of Presevo and in Adasevci near Sid, there are RFL offices/ containers fully equipped with all necessary equipment needed for efficient performance of the RFL and tracing activities. The equipment has been donated by the ICRC Belgrade.

¹ Please note that bottled water was not provided in the DREF operation. This explains why the number of bottles of water and the number of food parcels are not the same.

² The additional 1,000 people until reaching the foreseen 6,000 would be covered by other organizations or the authorities in the country.

³ National Society has decreased the planned contingency stock considering the quantities existing from other agencies/organizations

7. National Society capacity building

This Revised Emergency Appeal wishes to increase the Red Cross of Serbia's capacities to respond to the current operation and to future emergencies. The capacity building approach is based on two main areas:

- Equipment: by the acquisition of mobile kitchen, vehicles and related equipment with which cover the food needs of vulnerable people.
- Training courses: for RCS staff and volunteers in different areas such as psychosocial support, disaster management, communications and volunteers' management.

8. Community Engagement and Accountability (CEA)

The Red Cross of Serbia is really concerned about the increasing risk of trafficking in human beings all around Europe impacting primarily children. In this purpose, a Prevention of Human Trafficking programme among children and youth including refugees and migrants project is planned, aiming at reinforcing prevention through interactive workshops with children and youth from socially disadvantaged groups, in centres, schools, soup kitchen points, Roma settlements and among children with disabilities as a high-risk group.

Also, raising awareness among people in the children's primary surroundings and raising the sensibility of relevant professionals will further aid in the prevention of this issue. The integration of the psychosocial support component into the anti-trafficking programme⁴ would increase the skills of the motivated volunteers and staff of the Red Cross of Serbia that implement information sessions with the above mentioned target group.

The training of volunteers and staff is also envisaged: three 3-day workshops for a total of 60 RC volunteers and staff (persons already included in AT program). Participants will be selected from the Local Branches in areas exposed to migration.



Coordination and partnerships



The operational management team at the Red Cross of Serbia headquarters has been ensuring support to the branches and volunteers.

The IFRC Secretariat is working with the Red Cross of Serbia to help coordinate this support. Several missions from different teams (DM, Communications, PMER, and Health) of the IFRC Regional Office for Europe have been conducted so far to support the National Society.

Among others, bilateral support has been provided to the National Society by the Swiss Red Cross (in the form of non-food items), the Spanish Red Cross (in the area of protection), the Luxembourg Red Cross (shelter and fleet support) and also the Finnish Red Cross.







The ICRC and the IFRC Secretariat are working together with the Red Cross of Serbia to coordinate their Movement-level response to the needs of migrants, particularly in the field of protection, assistance, media coverage and humanitarian diplomacy.

The Red Cross of Serbia is also providing restoring family links (RFL) services. The Tracing Service of the Red Cross is working closely with the ICRC Delegation and the ICRC coordinator in Belgrade for RFL issues and forensic services, and the RFL component of this operation was planned in coordination with the ICRC Belgrade Office.

In all the primarily affected municipalities, the Red Cross of Serbia maintains regular contacts with the relevant authorities (Ministry of Interior, Commissariat for Refugees and Migration), and works in coordination with other support channels for migration provided by UNHCR and local councils. This contact also includes the engagement with other actors, such as the International Orthodox Christian Charities (IOCC), Philanthropy (Čovekoljublje), Adventist Development and Relief Organisation (ADRA), Word Vision, SOS Children's Village, Help, Caritas, 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.

⁴ Some photos on the anti-trafficking activities could be found [here](#).

Proposed sectors of intervention

 Health and care		
Outcome 1 Beneficiaries are provided with first aid and supported with PSS.		
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 of first aid kits 		
Output 1.2 PSS support is provided to migrants/staff.		
Activities planned: <ul style="list-style-type: none"> • Review meeting of RCS PSS Specialists • Translation and adaptation of the PSS materials • Pilot testing of the materials – trainings & reviews • Implementation of PSS materials in the centres • Review meeting for trafficking tools • Adaptation of materials to include PSS • Production of materials • Training for volunteers 		
 Water, sanitation and hygiene		
Outcome 2: Reduction of the risks of sanitation related diseases for 196,000 people		
Output 2.1 180,000 hygiene kits for adults and 16,000 baby hygiene kits are distributed		
Activities planned: <ul style="list-style-type: none"> • Procurement and distribution of basic hygiene kits and baby hygiene sets 		
 Food security	 Nutrition	 Livelihoods
Outcome 3 The emergency food needs of the 196,000 affected adults and babies are met		
Output 3.1 180,000 daily lunch parcels for adults and 16,000 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 		
 Shelter		
Outcome 4 The immediate settlement needs of migrants in transit centres and camps are met		
Output 4.1 Essential non-food items (NFI) are provided to the migrant population to better face changing weather conditions		
Activities planned: <ul style="list-style-type: none"> • Procurement of summer items • Distribution of summer items to migrants • Procurement of contingency items (separators, rain coats, thermal blankets, winterization items, field kitchen) to distribute as needed 		



Restoring Family Links (RFL)

Outcome 5 Family links are restored wherever people are separated from, or stay without news of, their families.

Output 5.1 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 RFL leaflets and 500 posters at the reception centres
- Providing verbal information on RFL in reception centres to migrants
- Provision of technical support and mobile pre-paid vouchers to the beneficiaries



Community engagement

Outcome 6: Migrants and the host community are sensitized to human trafficking/smuggling risks.

Output 6.1: Awareness campaign are provided to the migrants and host community

Activities planned:

- Assessment of information needs and the communications landscape
- Volunteers training on human trafficking prevention
- Implementation of "Prevention of Human Trafficking" program



National Society capacity building

Outcome 7 The capacities of the staff and volunteers of RCS is enhanced

Output 7.1 NS staff and volunteers are trained in different areas

Activities planned:

- DM refresher training for RCS staff and volunteers
- Communications training for RCS staff and volunteers
- PSS training for RCS staff and volunteers
- Volunteer management training for RCS staff
- Reconstruction of the National Society's website



Quality programming / Areas common to all sectors

Outcome 8 The quality of this operation is ensured and continuous improvement is provided.

Output 8.1 The Red Cross of Serbia is monitoring the situation and mobilizing 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 demand for technical and coordination support required to implement the Revised Emergency Plan of Action, efficient support functions will be put in place to guarantee a smooth technical coordination by the Red Cross of Serbia: support for the NS's human resources function, as well as for logistics and supply chain services; information technology support (IT); and support for other services like communications; security; planning, monitoring, evaluation, and reporting (PMER); and administration and finance.

€ Budget

See attached IFRC Secretariat Revised budget for details.

Garry Conille
Under Secretary General
Programmes and Operations Division

Elhadj As Sy
Secretary General

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Revised Emergency Plan of Action \(EPoA\)](#)

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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**.

EMERGENCY APPEAL

22/06/2016

MDRRS011 Serbia: Population Movement

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	12,500			12,500
Shelter - Transitional				0
Construction - Housing				0
Construction - Facilities	141,212			141,212
Construction - Materials				0
Clothing & Textiles	98,264			98,264
Food	556,052			556,052
Seeds & Plants				0
Water, Sanitation & Hygiene	412,092			412,092
Medical & First Aid	80,968			80,968
Teaching Materials				0
Utensils & Tools	43,800			43,800
Other Supplies & Services	72,000			72,000
Emergency Response Units				0
Cash Disbursements				0
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	1,416,889	0	0	1,416,889
Land & Buildings				0
Vehicles	164,185			164,185
Computer & Telecom Equipment				0
Office/Household Furniture & Equipment	43,000			43,000
Medical Equipment				0
Other Machinery & Equipment				0
Total LAND, VEHICLES AND EQUIPMENT	207,185	0	0	207,185
Storage, Warehousing	88,400			88,400
Distribution & Monitoring	76,494			76,494
Transport & Vehicle Costs	30,500			30,500
Logistics Services	50,000			50,000
Total LOGISTICS, TRANSPORT AND STORAGE	245,394	0	0	245,394
International Staff	31,660			31,660
National Staff				0
National Society Staff	353,120			353,120
Volunteers	66,339			66,339
Total PERSONNEL	451,119	0	0	451,119
Consultants	10,000			10,000
Professional Fees	46,000			46,000
Total CONSULTANTS & PROFESSIONAL FEES	56,000	0	0	56,000
Workshops & Training	101,600			101,600
Total WORKSHOP & TRAINING	101,600	0	0	101,600
Travel	15,065			15,065
Information & Public Relations	36,890			36,890
Office Costs	43,778			43,778
Communications	27,148			27,148
Financial Charges	200			200
Other General Expenses				0
Shared Office and Services Costs	1,688			1,688
Total GENERAL EXPENDITURES	124,769	0	0	124,769
Partner National Societies				0
Other Partners (NGOs, UN, other)				0
Total TRANSFER TO PARTNERS	0	0	0	0
Programme and Supplementary Services Recovery	169,192			169,192
Total INDIRECT COSTS	169,192	0	0	169,192
Pledge Earmarking & Reporting Fees	3,500			3,500
Total PLEDGE SPECIFIC COSTS	3,500	0	0	3,500
TOTAL BUDGET	2,775,649	0	0	2,775,649
Available Resources				
Multilateral Contributions	4,576,902			4,576,902
Bilateral Contributions				0
TOTAL AVAILABLE RESOURCES	4,576,902	0	0	4,576,902
NET EMERGENCY APPEAL NEEDS	-1,801,253	0	0	-1,801,253