

www.ifrc.org
Saving lives,
changing minds.

Emergency appeal operations update

Croatia: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRHR002	GLIDE n° OT-2015-000069-HRV
Operations update n° 3	Timeframe covered by this update: August to September 2016
Date of issue: 28 October 2016	Date of disaster: since September 2015
Operation manager responsible for this EPoA: Henriett Koos, Disaster and Crisis Response IFRC Regional Office for Europe email: henriett.koos@ifrc.org	Point of contact at the Red Cross: Anna-Maria Radić, Head of Department for EU Funds and Education Croatian Red Cross email: anna-maria.radic@hck.hr
Operation start date: 9 February 2016	Operation end date: 31 December 2016 (extended by 2 months from 31 October 2016)
Operation budget: 1,315,022 CHF	Appeal's coverage: 67%
Number of people being assisted: 41,500 (40,000 persons in transit, 500 persons in Croatia and 1,000 persons for contingency planning)	
Host National Society's presence (n° of volunteers, staff, branches): 180 staff and volunteers involved in the operation in Slavonski Brod transit reception centre by April 2016. At the moment, 34 Croatian RC staff plus 12 volunteers with additional assistance of at least 12 HQ staff providing logistics for field work on assisting refugees and migrants at the moment	
Other partners actively involved in the operation: Ministry of Interior as the main state body responsible for migrants and asylum seekers (previous state institutions active during the huge influx of migrants are providing back up assistance at the moment) International organisations: UNHCR, UNICEF, and the International Organization for Migration (IOM), as well as a few other Croatian stationed non-governmental organizations (NGOs) providing some assistance to migrants and refugees in asylum seekers and migrants facilities	

Summary of the appeal

This Operations Update no. 3 is to report on the implementation progress of activities from August by the end of September 2016. A [revised Emergency Appeal](#) was published on 22 June 2016 with the focus on providing assistance to the migrants stranded and remain in or returned meanwhile to Croatia from Western European countries, as well as on supporting the Croatian Red Cross's contingency planning to provide assistance to an additional 1,000 migrants.

With this Operations Update no. 3, the timeframe of the Emergency Appeal is extended by two months, i.e. until 31 December 2016 in order to support and strengthen the efforts of the Croatian Red Cross to conduct all the response activities within this Emergency Plan of Action due to the continued increasing number of migrants arriving to Croatia as well as the increased need for shelter upgrading in order to meet the migrants' needs.



Marking Red Cross week in Kutina open asylum seeker facility.
Photo: Croatian Red Cross

Description of the situation

Since the launch of the Emergency Appeal on 9 February 2016, there has been a significant change in the migratory situation in Croatia. After the EU Summit announcing the closure of the Balkan trail and introducing the European Union (EU) - Turkey agreement, the Croatian Government closed the borders and since then, there have been no new organised arrivals of migrants to Slavonski Brod Camp.

Upon the closure of Balkan trail on 8 March 2016, Slavonski Brod Transit Winter Reception Camp was closed mid-April. Some 500 migrants accommodated in the camp were moved to migrants and asylum seekers solid facilities – majority of them to Zagreb and Kutina shelter facilities and a smaller portion of them to the Ježevo detention facility close to Zagreb. While the detention facility is managed solely by the Ministry of Interior (MoI) with occasional visits of Croatian Red Cross (CRC) personnel on need basis, the two open facilities are managed by the MoI with assistance of the CRC who is in charge of providing and organising accommodation for migrants, provide them with relief distribution and to organise their daily life.

As of 2 October 2016, there were **647 migrants and refugees** in Croatia accommodated in the above mentioned facilities – most of them have applied for asylum in the country:

- In **Kutina open asylum seeker facility** there were **83 vulnerable asylum seekers including families with children** – among them 4 accompanied minors, 14 families with 32 children and 4 single women. Within 10 days in the second half of September the number of persons in the facility increased by 30.
- In **Zagreb open asylum seeker and migrants' facility**, **537 asylum seekers were accommodated**. Majority of them were single man – 392 persons who were intercepted while crossing Croatia illegally or were returned from Western European countries. Beside them, there were 10 unaccompanied minors, 33 women and 62 children accommodated in the facility.
- **Ježevo detention centre** near Zagreb (Dugo Selo) held **27 persons** (including 1 woman and 2 unaccompanied minors).

Since July 2016, an increasing tendency has been experienced in the number of arrivals of asylum seekers and irregular migrants with an average of 3 to 10 new arrivals daily. The increment has been significantly high since mid-August with a total of approximately 270 persons, out of which 104 arrived within 3 days. After the interrogation carried out by the Croatian police the majority of irregular migrants apply for asylum and are temporary accommodated at the Zagreb facility. Families with children and unaccompanied minors are moved to Kutina facility as soon as suitable rooms are available.

The trend of new arrivals is foreseen to continue based on the information from the Croatian Ministry of Interior. In the period of 1 January and 26 September 2016, under the Dublin decree, Croatia received **3,493 requests** from different EU member states for takeover migrants and responsibility to examine their applications for international protection. So far **232 migrants** have been transferred back to Croatia from Austria, Switzerland, Germany and Sweden. This number is expected to further increase in the coming months. The composition of the returned migrants is Afghanis, Syrians, Algerians, Turkish and Iraqis. Majority of them have applied for international protection upon their arrival to Croatia, which indicates a longer term stay within the Croatian territory.

In addition to the above, there have been 14 refugees relocated under the EU relocation programme. As per the quota a total of 1,600 migrants/refugees are expected to be relocated to Croatia till the end of 2017. These refugees will be accommodated in the Zagreb and Kutina facilities while their claim for international protection is under process.





Given the increasing number of the refugees and migrants and the stretching capacity of the existing facilities the opening of new facilities and detention centre is being considered by the MoI.

With the increased influx of migrants and refugees especially in September, both Zagreb and Kutina facilities have reached their maximum capacity. As a result, the main challenge for the Croatian Red Cross has been to provide additional room for the new arrivals. Given the current situation and the above indicated forecast of new arrivals further shelter upgrading is required in both facilities. The CRC being the main humanitarian partner of the MoI has been requested by them to assist in the process of arranging new rooms or sleeping possibilities in the two facilities as well as in setting up potentially new facilities that might be opened for migrants and asylum seekers in case of a rising demand.

The increasing number of migrants/refugees demands increased need for humanitarian aid, especially clothes (clothes for men, women and children including winter clothes), hygiene items, including small hygiene sets to be provided immediately upon their arrival, as well as bed linen. The CRC team in the reception centres carries out needs assessment on a daily basis and provides assistance accordingly.

On 22 June 2016, a Revised Emergency Appeal for 1,315,022 Swiss francs was launched to maintain support for migrants who have transited or remain in Croatia and to support contingency planning for an additional 1,000 migrants.

Red Cross response

			
<p>1,197,269 kg of food and 259,575 non-food items distributed (including hygiene items)</p>	<p>94,205 people reached with PSS services (counselling and child friendly spaces)</p>	<p>195,694 hours of volunteer service</p>	<p>1,714 people assisted by RFL / tracing activities</p>

The Croatian Red Cross is providing regular daily services to the migrants in Zagreb and Kutina asylum seekers and migrants' facilities as well as occasionally services to migrants in Ježevo detention facility through CRC teams' visits. On a daily basis 20 permanent CRC staff and 7 volunteers are providing the refugees and migrants with assistance along with 10 volunteers who are assisting the CRC on monthly basis including some asylum seekers who become volunteers themselves.

The Croatian Red Cross's primary fields of work in the reception centers of **Kutina** and **Zagreb** are the following:

1. Organization of daily life of refugees and migrants in cooperation with the MoI employees that includes:
 - organization of accommodation (preparation of accommodation capacity, schedule organization, room switch procedure),
 - audit of room conditions at the Reception centers (audit of hygiene conditions, inventory, notification of damage and failure, twice a month),
 - coordination with the technical services within the reception centers (cleaning staff, superintendent, laundry),
 - procurement and distribution of hygiene supplies (twice a month),
 - distribution of clothes and footwear as needed, organization of replacement of used linens.
2. Daily provision of psychosocial support, organization of social, creative, educative and sport activities for refugees and migrants.
3. Assessment and meeting the needs of vulnerable groups on a daily basis to: children, minors without escort, single women, persons with medical difficulties and mental health difficulties, persons with torture and trauma experience.
4. Based on experience, CRC employees are maintaining advocacy toward the Ministry of the Interior with the goal of improving the practice of reception and care of seekers of international protection, especially to vulnerable groups.



Sport activities in Kutina. Photo: Croatian Red Cross

An important development of tailor-made psychosocial support has been achieved by adapting the service to the new situation of the refugees and migrants, who are no longer on the move, but spend a longer period of time in the reception facilities. The CRC teams are working every day in the reception centres providing different psychosocial activities and protection services such as:

"Job centre"	two times a week - 2 hours	all asylum seekers
Individual interviews- social worker	daily - 6 hours	all asylum seekers
Creative workshop	daily – 3 hours	10-20 asylum seekers
Croatian language school	four times a week - 90 min.	8 asylum seekers
English language school- CRC volunteer	two times a week - 90 min.	
Hair cutting salon	daily - 8 hours	all asylum seekers
Library	three times a week - 2 hours	all asylum seekers

Sports activities: gym, table tennis, table soccer, darts	daily - 4 hours	all asylum seekers
Creative workshop for men – making furniture and other objects out of wood	three times a week - 2 hours	6 asylum seekers

In addition to the above, **19** children and 9 adult guardians spent 6 days at the Red Cross sea side resort in Novi Vinodolski run by the Croatian Red Cross Branch Zagreb. Each person received cash assistance (HRK 500 pocket money per person for sun cream and beach equipment) while travel costs and full board accommodation were covered by the Croatian Red Cross Branch Zagreb.

A **training of trainers on “Psychosocial support in crisis situation”** was held in September 2016. The training was facilitated by Ferdinand Garoff, master trainer of the IFRC Reference Centre for Psychosocial Support Roster, Jeyathesan Kulasingam, IFRC Health Delegate, and Lisa Akero, IFRC Protection Delegate, together with the CRC HQ staff from the Asylum and Migration Department. The **28 participants** were staff and volunteers of local Red Cross branches (county, municipality and city branches) were trained how to implement basic and advanced educations in the area of psychosocial support for CRC staff, volunteers and Emergency Teams.

Besides the aforementioned regular daily activities, the CRC continues its activities in upgrading both accommodation facilities as the main demand at the moment. The following has been achieved so far:

- upgraded the shelter facilities with adequate equipment and furniture including some refurbishment of the both facilities;
- purchased 6 washing machines and installed them in facilities;
- purchased 3 tennis tables and other sports equipment, such as 30 rackets and 200 balls;
- set up an outdoor fitness park with 8 exercise devices;
- indoor children's playground equipped with toys and educational playing materials for learning in Zagreb facility;
- upgrading two handy craft workshops are being established in Zagreb and Kutina facilities.

In line with the Government's announcement on additional number of migrants and asylum seekers that are expected in Croatia in the next few months, the CRC is in the process of developing a contingency plan of material and human resources to respond to needs of the new arrivals.

Coordination and partnerships

CRC maintains close communication with the IFRC Regional Office for Europe in Budapest and the Regional Office of the ICRC in Belgrade. The CRC Tracing Service has been working with the ICRC Delegation in Belgrade for the “Restoring Family Links” service for migrants and has received ICRC support in the form of equipment and RFL kits in order to better respond to RFL needs.

Since the launch of the Emergency Appeal, the CRC has received contributions from or through the network of the Red Cross Movement in order to enhance its response to the migrants needs:



Regular environment cleaning as a part of “Job Center”, there is also a “Job Center” organised for children. *Photo: Croatian Red Cross*



Workshops for women and children. *Photo: Croatian Red Cross*

- The Spanish Red Cross contributed a total of EUR 110,000 in 2016 with the aim to assist the CRC in provision of psychosocial support and protection to migrants and logistics of the migratory crisis response operation' for one year from 1 February 2016. Prior to this, the Spanish Red Cross contributed a total of EUR 24,000 targeting the RFL service for the migrants in need whose implementation was finished at the end of 2015.
- In February 2016, the Department for International Development (DfID) through the British Red Cross donated an electric forklift for the CRC warehouses as well as 20,000 blankets (CHF 90,000), a 240 m² tent (EUR 40,000) and 400 sleeping bags with inflatable mats (CHF 48,000). Together with the three diesel forklifts received in December 2015 and January 2016, a total value of all four forklifts is GBP 87,994.33 (CHF 134,000).

Prior to the launch of the Emergency Appeal, the CRC received contributions from IFRC and Red Cross Movement as follows:

- On 2 October 2015, CHF 361,559 was released from the Disaster Relief Emergency Fund (DREF) to meet the immediate emergency needs of 70,700 beneficiaries by providing food and non-food items, hygiene kits and restoring family links services. The DREF emergency plan of action was updated on 1 December 2015 to extend the operation's timeframe until 30 January 2016. The operating budget was revised in line with the winterisation needs and in response to the relocation of the main reception camp in Slavonski Brod.
- At the end of 2015, EUR 40,000 has been contributed by the Supreme Master Ching Hai's International Association for protection and PSS teams working in the reception camp.
- As mentioned above, the UK Department for International Development (DfID) donated three diesel forklifts for the CRC warehouses that significantly increased the CRC's capacity to deal with the logistics demands of the crisis especially in Slavonski Brod Transit Camp.

In addition, the National Society works in close cooperation and coordination with national authorities in the first place the Ministry of Interior who currently manages the reception facilities for asylum seekers and migrants in Zagreb (former Hotel Porin) and in Kutina as well as detention centre Ježevo.

The CRC is also cooperating with the international organisations in the first place with UNHCR as well as with a few locally stationed NGOs that are still assisting refugees and migrants. Majority of NGOs and international organizations that had been engaged previously in emergency response moved out or cut their presence in Croatia.

Operational implementation

Food security, nutrition, and livelihoods			
Outcome 1: The immediate food needs of migrants arriving to Croatia are met			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
Output 1.1 Distribution of food to meet the needs of 41,500 migrants during this response			
Procurement of paper napkins and plastic bags	X		Plastic bags procured.

Progress towards outcomes

The plastic bags were procured and used for packing of the food parcels distributed to migrants.

Shelter including non-food items			
Outcome 2: Immediate non-food needs of the most vulnerable migrants are met			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	

Output 2.1: Up to 500 migrants in reception centres are provided with raincoats, foil blankets, warm clothing and other NFIs			
Procurement of 500 sets of bed linen, 500 sets of underwear, 500 sets of seasonal clothing and footwear	X		Complementary distribution of items procured from other sources.
Supplementary distribution of 500 sets of bed linen	X		Complementary distribution of items procured from other sources but the available stock is at the end at the moment.
Supplementary distribution of 500 sets of underwear		X	To be procured dependent to EA funds available.
Supplementary distribution of 500 seasonal clothing and footwear sets through clothing voucher system	X		Complementary distribution of items procured from other sources.
Cash assistance for non-food items in facilities	X		Provided from EA funding for asylum seekers children summer vacation needs.
Output 2.2: The non-food items stock of the CRC is replenished			
Procurement of replenishment stock 500 sets of bed linen		X	To be procured dependent to EA funds available.
Outcome 3: The migrants and refugees have temporary shelter and settlement that will remain adequate until durable solutions are achieved			
Output 3.1: Facilities for communal use and performance of services have been upgraded and made available to migrants			
Procurement of motorised snow blower and snow shovels		X	To be procured dependent to EA funds available.
Procurement of tools, supplies for facilities maintenance and small inventory consumables	X		Procured in line with EA procurement plan. Some of it is still to be procured in line with beneficiaries' needs.
Output 3.2: The National Society's capacity to host migrants is increased through contingency planning			
Procurement of 2 Alaska tents 6 x 13 x 3 m for RFL service and for protection and PSS teams	X		Procured by GLS and delivered to CRC warehouse.
Procurement of 2 inflatable tents for distribution spots	X		Procured.
Procurement of generators (2kW and 5kW)	X		Procured.
Output 3.3: The shelter items stock of the CRC is replenished			
Procurement of 3 tents of 240 m2 for (10x24x3,35 m)	X		Procured.
Procurement of 10 tents (6x5m) for 8 to 10 persons	X		Procured.
Procurement of other material such as tent floor and field beds	X		Procured.
Procurement of aluminium folding field beds	X		Procured.
Outcome 4: The longer term shelter needs of the migrants and refugees are met in solid shelter facilities in Kutina and Zagreb			
Output 4.1: Assistance is provided in communal facilities to the migrants and refugees if needed			
Procurement of refrigerators, TVs and sofas for living rooms, as well as equipment of kitchenette	X		TVs and refrigerators procured; the procurement of sofas is in process as the tender procedure is under way. Procurement of furniture for 2 kitchenettes in Zagreb facility is ongoing (1 st tender is finished and the 2 nd is opened).
Refurbishment and equipment of 2 indoor fitness studio gyms	X		Equipment for Zagreb facility is procured; gym refurbishment is ongoing with the beneficiaries involvement. For Kutina gym equipment will be procured if EA

			funds available.
Small construction works and equipment for outdoor children playground in Zagreb facility	X		Outdoor children playground equipment has been procured and works on their set up are carried out.
Small construction works and equipment for outdoor sports playground in Kutina		X	To be procured dependent to EA funds available.
Small construction works and equipment of handy craft workshop corners in Zagreb and Kutina	X		Equipment procured and small refurbishment works are carried out.
Furniture for Kutina and Zagreb facility – for accommodation of beneficiaries	X		The procurement of furniture - chairs and tables for Kutina facility is finished. The rest of furniture will be procured dependent to EA funds available.

Progress towards outcomes

In the period covered by this Operations Update, the Croatian Red Cross procured **2 Alaska tents** 6 x 13 x 3 m for RFL services and for protection and PSS teams, **8 tents** (6x5m) for 8 to 10 persons, spare parts for tents, **120 aluminium folding field beds**, tools and supplies for Zagreb and Kutina facilities maintenance. Some small construction works were carried out in solid shelter facilities in Zagreb and Kutina. As the funding is limited, some clothing and bedding items are provided from CRC limited stocks or other donations.

Challenges

Procurement of some shelter upgrading items and non-food items (such as equipment of outdoor sports playground, additional furniture and equipment for shelter facilities, hygiene items, bedding) are dependent upon the overall funds raised by the Emergency Appeal.

Water, sanitation and hygiene			
Outcome 5: The risk of hygiene-related diseases has been reduced through the distribution of monthly hygiene packages to the most vulnerable migrants			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
Output 5.1: Up to 500 migrants receive hygiene kits in Zagreb and Kutina			
Procurement of 100 family, 150 single and 50 small children's hygiene monthly parcels	X		Complementary distribution of items procured from other sources.
Supplementary distribution of 100 family hygiene monthly parcels	X		Complementary distribution of items procured from other sources.
Supplementary distribution of 150 single hygiene monthly parcels	X		Complementary distribution of items procured from other sources.
Supplementary distribution of 50 children's hygiene monthly parcels	X		Complementary distribution of items procured from other sources.

Progress towards outcomes

In the period covered by this Operations Update, the Croatian Red Cross distributed **358 hygiene items** (hygiene sets) to the migrants mainly from the CRC stock donated mainly by UNHCR or procured by the Croatian Ministry of Interior.

Challenges

The stock procured by the MoI is not sufficient and the CRC stock, especially the male hygiene items, is being exhausted as a result of the above described increased arrival of migrants. Procurement of additional hygiene items are dependent upon the overall funds raised by Emergency Appeal.

Health			
Outcome 6: The migrants are protected and provided with psychosocial and practical support, including providing recreational activities to adults and children in the camps and shelters			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
Output 6.1: The most vulnerable migrants and refugees are identified and assisted according to their needs			
Initial assessment and identification of vulnerabilities of migrants	X		Provided regularly.
Providing protection to groups at risk	X		Provided regularly.
Providing basic PSS support to people in distress	X		Provided regularly.
Output 6.2: Equipment and other supplies needed to support these activities are purchased to facilitate the work of the Croatian Red Cross teams in the protection of migrants and the provision of psychosocial support previously in the Slavonski Brod Camp, and currently in shelters in Zagreb and Kutina			
Procurement of equipment for indoors children corner in Kutina		X	To be procured dependent to EA funds available.
Procurement of furniture and equipment for educational workshops in Zagreb and Kutina	X		Some of it procured and in use in Zagreb facility; other still to be procured.
Procurement of sewing machines and basic furniture for creative workshops in Zagreb and Kutina	X		Procured for Zagreb and in Kutina.
Organization and implementation of educational and creative workshops for migrants	X		Provided regularly by CRC staff and volunteers.
Procurement of indoors table tennis and sports equipment	X		Some of equipment procured from complementary funds made available to CRC.
Technical and skilled support in CRC Job Centre as well as creative workshops in both facilities		X	To be implemented dependent to EA funds available.
Procurement of sanitizing material and first aid kits for CRC staff and volunteers	X		Complementary supply from CRC stock procured from other sources.
Capacity building for the new programme - PSS, Lay counsellors, PFA	X		ToT training carried out at mid-September. Others to be procured dependent to EA funds available.
Developing & preparation & printing of IEC materials	X		Under preparation at the moment.

Progress towards outcomes

In the period covered by this Operations Update, the Croatian Red Cross carried out initial assessment, identified vulnerabilities of migrants and provided psychosocial support and protection to groups at risk at solid shelter facilities in Zagreb and Kutina to **778 migrants**. The CRC personnel shifts working in Zagreb facility have been doubled and extended to cover their presence in the facility during the whole day. CRC has engaged additional volunteers to cover all the work needed. For some simple works in the facility, the beneficiaries themselves have been engaged as volunteers (for example to set up additional beds, etc.).



Clown show for kids in Zagreb reception centre.
Photo: Croatian Red Cross

Challenges

Procurement of some services and additional items are dependent upon the overall funds raised by the Emergency Appeal. Hiring of additional personnel and volunteers will be needed if the influx of migrants and refugees continues with current dynamics, especially in light of additional facilities to be engaged for their accommodation as planned by the Croatian Ministry of Interior.

Restoring Family Links (RFL)			
Outcome 7: Family links are restored wherever people are separated from or without news of their families.			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 7.1: Family tracing services are provided to the migrants and when needed, referrals are made to the psychosocial support services			
Procurement of RFL leaflets, posters and brochures	X		Complementary procurement from other sources at the moment. In procurement plan.
Distribution of RFL leaflets, posters and brochures at the reception camp and at shelter facilities	X		Complementary procurement from other sources at the moment. In procurement plan.
Providing the migrants with basic information and RFL assistance	X		Provided regularly.
Output 7.2: Successful measures are taken to re-establish and maintain contacts between vulnerable individuals and their families and to reunite them			
Procurement of mobile communication set with chargers and scanner	X		Procured.
Providing migrants with assistance to maintain contact with their relatives by phone or other communication means (internet)	X		Provided regularly.
Providing migrants with assistance to reunify with their relatives.	X		Provided regularly.

Progress towards outcomes

In the period covered by this Operations Update, the Tracing Service Mobile Teams regularly visited shelters in Kutina and Zagreb providing migrants with RFL services. During this reporting period, one family was assisted in reunification and **75 tracing cases** were registered for active tracing (in September 28 and in August 47) and **37 people had access to phone service** of the RFL contacting their families in their countries of origin. The basic mobile communication equipment has been procured.

Challenges:

Procurement of lower number of items due to the limited funding raised by the Emergency Appeal.

Community engagement and accountability (CEA)			
Outcome 8: The immediate information needs of migrants are met and their awareness of the situation raised			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 8.1: Migrants have access to basic information on available shelter relief and services as well as protection file			
Set up the field Info spots in in Slavonski Brod camp	X		Set up and dismantled upon camp closure in April.

Set up and operating of the Information spot in 2 asylum seekers and migrants facilities	X		Tender is in preparation to be launched at the beginning of October.
Procurement of LCD screen display and audio	X		Outdoor audio system procured. LCD to be procured dependent to EA funds available.
Preparation and distribution of information material for migrants	X		Some of it is procured and being distributed.
Output 8.2: Our response, support and services are adapted and delivered in accordance with the feedback received through two-way dialogue with migrants			
Conduct of focus groups meeting with migrants	X		Provided regularly.

Progress towards outcomes

In the period covered by the Operations Update **683 migrants received information** from the Croatian Red Cross at the Kutina and Zagreb facilities. 683 migrants had access to communication devices including recharging their mobile devices.

1,000 picture books for children in Arabic and Farsi have been designed, printed and delivered. The children books printed also provides children with basic information on the Red Cross Red Crescent Movement in the way suitable for children.

Challenges

Procurement of lower number of items due to the limited funding raised by the Emergency Appeal. The procurement of LCD screen is dependent upon the overall funds raised by the Emergency Appeal.

National Society capacity building			
Outcome 9: The operational capacities of the Croatian Red Cross are enhanced.			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 9.1: Specific workshop, training sessions and awareness raising campaigns on protection of refugees and migrants, psychosocial support, disaster management in the migrant crisis, restoring family links and stress management are organized.			
Conduct trainings and workshops for CRC staff and volunteers – basic training in asylum, migration, RFL, protecting and DM	X		Regularly provided and funded from other funds.
Conduct stress management workshops for staff		X	Service provided by other NGO providing PSS. To be procured dependent to EA funds available.
Capacity building for the new programme – PSS, Lay counsellors, PFA	X		Training held on 15-18 September.
Output 9.2: Equipment purchased to support the National Society			
Procurement of 4W vehicle		X	To be procured dependent to EA funds available.
Temporary lease of 4 vehicles		X	Covered from other funds.
Procurement of IT and telecommunication equipment	X		Multifunctional devices and handy radios procured; Procurement of telephone equipment including the switchboard has been just finished; the minutes and contract under preparation.
Output 9.3: The IT and data management capacities of the Croatian Red Cross are strengthened.			
Development of IT portal and database on Emergency Response Management		X	To be procured from other funding. Some of it will be procured from

			other funding as planned.
Revision of accounting IT program for administration of Emergency Appeal and other donations	X		Some of it already procured. Others to be implemented dependent to EA funds available.

Challenges

Procurement of some items and services is dependent upon the overall funds raised by the Emergency Appeal.

Quality programming/ Areas common to all sectors			
Outcome 10: The quality of this operation is ensured and continuous improvement is provided.			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 10.1: The Croatian Red Cross is monitoring the situation and mobilizes its assets based on current needs.			
Negotiations and coordination with partner organisations	X		Regularly implemented.
On-site assessment and monitoring	X		Regularly implemented.
Mobilisation and coordination of volunteers and staff involved	X		Regularly implemented.
Weekly reports on the assistance provided	X		Regularly implemented.

Progress towards outcomes

The Croatian Red Cross is constantly assessing and monitoring the situation through regular meeting with staff and volunteers working in the field as well as meetings with international organizations and NGO partner organizations including on-site monitoring by headquarters coordinators and operations coordinator.

Operational support services

Communications

All communication activities directly support the Emergency Appeal and aim to raise awareness and sensitize the public, media and donors on the emergency situation, humanitarian needs and Red Cross Red Crescent response.

Continuous communication activities include:

- Web stories on the Croatian Red Cross <http://www.hck.hr/>
- Posts on the Croatian Red Cross [Facebook page](#).

Human Resources

The Croatian Red Cross mobilized its staff and volunteers for the Slavonski Brod Temporary Reception Camp with a daily average of 180 CRC staff, volunteers and emergency response team members and the CRC volunteers who were active on 24/7 basis in Slavonski Brod Transit Camp. A total of 454 CRC staff and volunteers were engaged in the camp. 200 of them were based in Slavonski Brod and the 254 were deployed in weekly shifts from other areas of Croatia. By 3 March, due to a decrease in the number of arrivals, 180 staff and volunteers remained in the camp until its closure.

Currently, 34 staff and 12 volunteers are covering all three migrant and asylum seeker facilities:

- 22 PSS field employees stationed in Kutina and Zagreb on a daily basis;
- 4 HQ PSS and protection staff coordinating the field teams and providing mobile team support to migrants in Ježevo detention centre;
- 3 warehouse logistics – 1 field coordinator and 2 drivers;

- 5 HQ staff providing logistics support to the operation including one disaster management staff assisting the operation.
- 4 permanent volunteers working on daily basis in Zagreb facility.
- At least additional 8 to 10 volunteers are working 3 to 4 days in the week in Kutina and Zagreb facilities. Due to the increased number of migrants additional 6 volunteers have been recently engaged to assist the CRC staff and regular volunteers. Those temporary volunteers are migrants and asylum seekers themselves residing in shelter facilities.

Additional 12 HQ staff provides regular support for field teams working with refugees and migrants.

The services provided by the staff include translation, organisation of different creative workshops, language courses and activities with children.

Administration and Finance

The administration and finance of the project is provided by the Croatian Red Cross permanent staff and is not covered through this Emergency Appeal.

Logistics

All procurement for the operation complies with the procedures of the Croatian Red Cross in accordance to IFRC logistics standards, processes and procedures ensuring full audit trail requirements. Processes are implemented in close cooperation and support by IFRC Secretariat and with IFRC Global Logistic Service (GLS).

Most of the items are procured locally by the National Society, except for the “Alaska” type tents which are procured through the IFRC GLS services. The EA budget covers the logistic costs such as fuel costs for the CRC vehicles as well as maintenance.

In addition, from October 2015 to the end of 2016, the UNHCR is supporting the CRC logistics and warehouses. The warehouse operational costs are included into the Emergency Appeal budget, but have been downsized due to the agreement with UNHCR.

Planning, monitoring, evaluation and reporting (PMER)

Regular monitoring visits have been taking place throughout the implementation of the operation. An internal final evaluation/lessons learned will be conducted with the technical support from the IFRC Secretariat and the involvement of the National Society’s staff and volunteers, with special emphasis on the personnel in the branches to allow the building-up of this capacity as widely as possible.

Contact information

For further information specifically related to this operation please contact:

In the Croatian Red Cross

- **Robert Markt**, Secretary General
phone: +385 1 4655 814 (ext. 106); email: robert.markt@hck.hr
- **Anna-Maria Radić**, Head of Department for EU Funds and Education
phone: +385 1 4655 814 (ext. 141); email: anna-maria.radic@hck.hr

In the IFRC Regional Office for Europe

- **Leonardo Carmenati**, Head of Europe Migration Operations Manager for Regional Migration Response
phone: +36 1 888 4500; email: Leonardo.carmenati@ifrc.org
- **Henriett Koos**, Disaster and Crisis Response Senior Officer
phone: +36 1 888 4500; email: henriett.koos@ifrc.org
- **Olga Dzhumaeva**, Partnerships and Resource Development Coordinator
phone: +36 1 888 4500, email: olga.dzhumaeva@ifrc.org
- **Dorottya Patko**, Planning, Monitoring, Evaluation and Reporting Manager
phone: +36 1 888 4526, email: dorottya.patko@ifrc.org

In IFRC Geneva

Programme and Operations focal point:

Susil Perera, Senior Officer, Response and Recovery

phone: +41 (0)22 730 4947, email: susil.perera@ifrc.org



[Click here](#)

1. Click [here](#) to see the interim financial report
2. Click [here](#) to return to the title page

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

MDRHR002 - Croatia - Population Movement

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/9	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	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			1,315,022			1,315,022	
B. Opening Balance							
Income							
Cash contributions							
<i>British Red Cross (from British Government*)</i>			375,327			375,327	
<i>Japanese Red Cross Society</i>			43,830			43,830	
<i>King Digital Entertainment PLC, King.com</i>			137,526			137,526	
<i>Norwegian Red Cross</i>			202,734			202,734	
<i>Red Cross of Monaco</i>			16,380			16,380	
<i>The Netherlands Red Cross</i>			70,961			70,961	
<i>UL LLC -Underwriters Laboratories,LLC</i>			23,564			23,564	
C1. Cash contributions			870,322			870,322	
C. Total Income = SUM(C1..C4)			870,322			870,322	
D. Total Funding = B +C			870,322			870,322	

* 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			870,322			870,322	
E. Expenditure			-712,593			-712,593	
F. Closing Balance = (B + C + E)			157,729			157,729	

Disaster Response Financial Report

MDRHR002 - Croatia - Population Movement

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/9	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

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)				1,315,022		1,315,022		
Relief items, Construction, Supplies								
Shelter - Relief	269,877			153,156		153,156	116,721	
Construction - Facilities	39,000						39,000	
Clothing & Textiles	83,000			220		220	82,780	
Food	2,610			499		499	2,110	
Water, Sanitation & Hygiene	58,494						58,494	
Medical & First Aid	4,430						4,430	
Teaching Materials	22,940			1,707		1,707	21,233	
Utensils & Tools	38,995			3,207		3,207	35,788	
Other Supplies & Services	157,364			56,489		56,489	100,876	
Cash Disbursement	14,000						14,000	
Total Relief items, Construction, Sup	690,710			215,277		215,277	475,433	
Land, vehicles & equipment								
Vehicles	44,000						44,000	
Computers & Telecom	26,000			6,129		6,129	19,871	
Office & Household Equipment	8,000			20,297		20,297	-12,297	
Total Land, vehicles & equipment	78,000			26,426		26,426	51,574	
Logistics, Transport & Storage								
Storage	7,500			2,005		2,005	5,495	
Distribution & Monitoring				8,597		8,597	-8,597	
Transport & Vehicles Costs	35,880			10,153		10,153	25,727	
Logistics Services	20,000			5,344		5,344	14,656	
Total Logistics, Transport & Storage	63,380			26,098		26,098	37,282	
Personnel								
National Society Staff	143,925			68,925		68,925	75,000	
Volunteers	97,112			18,662		18,662	78,450	
Total Personnel	241,037			87,587		87,587	153,450	
Consultants & Professional Fees								
Consultants	1,200						1,200	
Professional Fees	35,000						35,000	
Total Consultants & Professional Fees	36,200						36,200	
Workshops & Training								
Workshops & Training	20,400						20,400	
Total Workshops & Training	20,400						20,400	
General Expenditure								
Travel	21,200			4,107		4,107	17,093	
Information & Public Relations	11,915			582		582	11,333	
Office Costs	50,633			1,845		1,845	48,789	
Communications	18,000			5,220		5,220	12,780	
Financial Charges				7,058		7,058	-7,058	
Other General Expenses				8,843		8,843	-8,843	
Total General Expenditure	101,748			27,655		27,655	74,094	
Operational Provisions								
Operational Provisions				280,447		280,447	-280,447	
Total Operational Provisions				280,447		280,447	-280,447	
Indirect Costs								
Programme & Services Support Recover	80,046			43,127		43,127	36,919	

Disaster Response Financial Report

MDRHR002 - Croatia - Population Movement

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/9	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

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)				1,315,022			1,315,022	
Total Indirect Costs	80,046			43,127			43,127	36,919
Pledge Specific Costs								
Pledge Earmarking Fee				5,277			5,277	-5,277
Pledge Reporting Fees	3,500			700			700	2,800
Total Pledge Specific Costs	3,500			5,977			5,977	-2,477
TOTAL EXPENDITURE (D)	1,315,022			712,593			712,593	602,429
VARIANCE (C - D)				602,429			602,429	

Disaster Response Financial Report**MDRHR002 - Croatia - Population Movement**

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/9	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL3 - Strengthen RC/RC contribution to development							
Migration	1,315,022		870,322	870,322	712,593	157,729	
Subtotal BL3	1,315,022		870,322	870,322	712,593	157,729	
GRAND TOTAL	1,315,022		870,322	870,322	712,593	157,729	