

www.ifrc.org
Saving lives,
changing minds.

Emergency appeal Operations Update

Belarus: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRBY006 Operations update n° 3		GLIDE n° OT-2014-000146-BLR	
Date of issue: 16 January 2017		Timeframe covered by this update: 28 July – 31 December 2016	
Emergency Appeal operation start date: 3 June 2015		Original timeframe of the Emergency Appeal: 3 June 2015 - 3 February 2016 Extension of the operation: until 30 June 2017	
Appeal budget: CHF 742,931	Appeal's coverage: 84%	Total estimated Red Cross and Red Crescent response to date: CHF 624,147	Funding gap: CHF 118,784
N° of people being assisted: 2,400 families (some 10,000 beneficiaries) identified as the most vulnerable among the displaced people arriving in Belarus from Ukraine			
Host National Society presence: Belarus Red Cross Society with 250 volunteers, 52 staff members, 6 regional branches and the Minsk City organisation			
Red Cross Red Crescent Movement partners actively involved in the operation: Since 2014, IFRC, ICRC and the Swiss Red Cross have been the major supporters of the Belarus Red Cross in addressing the acute humanitarian needs of the displaced population arriving in Belarus from Ukraine. A total of 10 donors, including seven Partner National Societies and DG ECHO, have contributed to the appeal in the value of CHF 624,147. The following Movement partners have supported this operation through the emergency appeal: Austrian Red Cross, Canadian Red Cross (from the Canadian Government), Icelandic Red Cross, Japanese Red Cross, Red Crescent Society of Azerbaijan, Red Cross of Monaco, Spanish Red Cross, Swiss Red Cross (from the Swiss Solidarity foundation). In addition, the ICRC and the Danish Red Cross have supported the operation bilaterally.			
Other partner organizations actively involved in Belarus in assisting the displaced population from Ukraine: Belarus state authorities including the Citizenship and Migration Office; Labour, Employment and Social Protection Committee; Ministry of Health; Ministry of Education; local authorities. Assistance has been also provided in Belarus to the displaced population from Ukraine by UNHCR, IOM, and the Orthodox Church of Belarus.			

Summary of major revisions made to emergency plan of action:

In the framework of the Belarus: Population Movement Emergency Appeal, it is still essential to meet the acute humanitarian needs of at least 1,600 families from Ukraine, who have been carefully selected by Belarus Red Cross according to National Society beneficiary criteria in coordination with IFRC and ICRC (older people without any source of income; people with disabilities who do not have access to health care services in Belarus and no employment prospects or disability allowance provision; pregnant women and mothers with small children without any social benefits or income; single parent families arriving to Belarus without males as breadwinners; families with several children (at least three minors); expectant and nursing mothers). The medical needs of those families remain uncovered, while Belarus Red Cross takes care of only life-saving cases. In addition, together with other Movement partners, IFRC will be working to support development of the Belarus Red Cross contingency plan to address a potential deterioration of the situation resulting in massive displacement from the eastern parts of Ukraine to Belarus.

Due to administrative challenges (funds` clearing procedure by the Belarusian authorities), the operation faced considerable delays. New rules for registration of funds have been introduced by the Belarusian authorities in 2016. As a result, vital Red Cross assistance for most vulnerable displaced families was resumed only in August 2016. Therefore, taking into account the current circumstances, **with this Operations Update the timeframe of the Emergency Appeal is being extended until 30 June 2017, in order to ensure the provision of humanitarian assistance to those people in need. The budget of the Emergency Appeal remains unchanged, however, as the Appeal's coverage is 84% at the moment, more funds (some 118,784 Swiss francs) are required to fill the current funding gap.**

Summary of the situation

The armed conflict in the southern-eastern regions of Ukraine, in Donetsk and Luhansk regions, has triggered a massive movement of the civilians in search of refuge and security to other parts of Ukraine and beyond, into neighbouring Belarus and the Russian Federation. According to UNHCR 148,549¹ forced migrants from the south-eastern regions of Ukraine affected by the armed conflict have come to Belarus since June 2014.

The OSCE Special Monitoring Mission to Ukraine (SMM) reported that the levels of ceasefire violations fluctuated but remained high, with hundreds of violations recorded on a daily basis. Civilians continued to be endangered as the sides placed positions close to residential buildings and civilian infrastructure, exposing them to shelling. Passing checkpoints along the contact line also remained dangerous for civilians who had to wait for lengthy periods in areas that often lack adequate shelter, water or sanitary resources, and occasionally come under fire. As of 4 January 2017, SMM recorded more ceasefire violations in Donetsk region compared with the previous reporting period (3 January 2017), including about 144 explosions (compared with 70 explosions). In Luhansk region the SMM recorded more ceasefire violations compared with the previous reporting period, including 48 explosions (compared with two explosions).

According to the Belarusian National Statistics Committee, between January and June 2016 Belarus welcomed 7,728 people newly arriving from CIS countries. 87.4 per cent of these new arrivals were from Ukraine, Russia and Kazakhstan. Since 2014, and as of 19 June 2016, the Citizenship and Migration Department of the Ministry of Interior of Belarus granted temporary or permanent resident permits to 38,205 citizens of Ukraine.

Many displaced people from eastern Ukraine who fled to safer areas in Belarus are in shock, traumatized and many are struggling to settle and integrate. In spite of the welcoming attitude and generosity shown by most local residents, some negative attitudes are being observed among host communities. These attitudes are rooted in the perception that displaced people receive more favourable treatment and conditions. Migrants from Ukraine are perceived as competitors for employment, accommodation, services, benefits and humanitarian assistance. Existing stigma affects the displaced people's ability to earn a living and integrate into the community. While there are some opportunities in the employment market in Belarus and in the area of integration – including housing, access to social welfare and health care – most vulnerable displaced people from Ukraine are struggling to get access to these opportunities as meaningful integration support and humanitarian aid networks are virtually non-existent. For many displaced people such as mothers with young children, expectant mothers, people with disabilities and older people it is especially difficult and not possible to find employment and/or acquire new skills and professions. It is these vulnerable people who require urgent help in meeting their daily and most essential subsistence needs.

Vulnerability and needs – and often life-threatening conditions – of migrants who have chronic health issues have increased significantly as the cost of medicines and non-emergency medical treatment is not provided by the State. People have to cover these costs themselves, putting this group of people at special risks. Due to a complete lack of resources, this becomes an extremely serious problem, especially in cases of diabetes, cardiac dysfunctions, cancers, surgery needs, obstetric aid, rehabilitation and prosthetics. Absence of timely support to address these needs and receive medical treatment already resulted in 26 deaths which could have been prevented (since 2014 and until Red Cross assistance started to be provided). The emergency medical care in Belarus is free under a Presidential Decree on displaced people.



Vouchers delivered to the family with three children in a small village of Mogilev region, Belarus. Photo: IFRC

¹ Source: UNHCR Operational Update, November 2016:

<http://unhcr.org.ua/attachments/article/1299/2016%2011%20UNHCR%20UKRAINE%20Operational%20Update%20FINAL.pdf>

In 2016, the number of migrants entering Belarus became less; however, a lot of migrants arriving earlier remained in Belarus, including people suffering from chronic needs. According to the Belarus Red Cross assessment, there are some 2,400 families – approximately 8,000 people – with severe vulnerabilities, mainly from earlier arrivals that require continuous, life-saving support. This group of migrants includes single parent families, older people, families with several children, people with disabilities and expectant and nursing mothers. As the time goes by, these families' chronic needs remain unchanged. In Belarus only holders of permanent resident permits are entitled to financial assistance from the state, while forced migrants with a temporary registration have to rely on their own resources.



Happy family from Kopyl, Minsk region, have received Red Cross vouchers.
Photo: Belarus Red Cross

In the reporting period, the Belarus Red Cross' emergency assistance operation for the displaced people has provided a lifeline for over 2,996 Ukrainians, but it is striving to do more and scale up its support with the help of IFRC and other partners. More funds are therefore required to meet the acute chronic needs of at least 1,600 families from Ukraine, who have been carefully selected by Belarus Red Cross through filters and criteria established in coordination with IFRC and ICRC. The medical needs are reported as not fully covered, while Belarus Red Cross takes care of only life-saving cases. The total number of the displaced people in need is about 10,000. The needs are not so high in Minsk but are becoming more acute in Gomel and Mogilev regions.

Coordination and partnerships

Overview of the Host National Society

The Belarus Red Cross has a clearly defined mandate and scope of activities, as well as substantial experience of handling multilaterally supported humanitarian activities and social services to address the needs of the most vulnerable. Present in all regions of the country, the Belarus RC is the biggest humanitarian organization in Belarus which plays an important role in communities. It consists of eight regional organizations (including those for Minsk City and the Railway Company), 160 district/town branches and more than 8,000 primary units (grass-root organizations). With a total of 360 paid staff and 22,000 volunteers, Belarus Red Cross is well prepared to effectively run this relief operation for displaced people from Ukraine.

As an auxiliary to the public authorities in the humanitarian field, the National Society provides high quality services within its core Red Cross mandate and plays an essential role in advocating humanitarian needs of the vulnerable people and the communities. Belarus Red Cross's programmes specifically focus on marginalized or excluded groups to reduce the existing discrimination and exclusion.

As an example, integration assistance to refugees, victims of trafficking and ex-offenders is ensured by Belarus Red Cross through referrals for health examinations, medical, legal and psychological treatment, counselling and assistance in vocational training. The help line "201", operated by Belarus Red Cross volunteers on weekdays from 7 PM to 9 PM receives calls from Ukrainian citizens in need of advice or emergency assistance. Trained Red Cross volunteers ensure counselling, support and referrals as needed.

Since the arrival of the first groups of forced migrants from Ukraine in June 2014, Belarus Red Cross has been responding to the needs of the most vulnerable displaced people by its emergency cash fund and distributing household items from its disaster preparedness stocks. The distribution of essential food and non-food items has been effected through the well-established voucher distribution system. In addition to one-off humanitarian assistance, Belarus Red Cross has provided referral, counselling and psychological support services, temporary accommodation, and subsistence to travel and medication.

Movement coordination

Coordination among Movement and other partners is ensured by the Belarus Red Cross with the support of the IFRC Regional Representation in Moscow and the IFRC Country Office in Minsk. Movement partners and other stakeholders cooperate closely on the provision of assistance to the displaced people from Ukraine. Through

regular email exchange, skype communication and face-to-face meetings, the partners jointly look for opportunities to provide adequate support to the displaced people.

Within the Red Cross Red Crescent Movement, close coordination is maintained with the ICRC on different levels in countries affected by the Ukrainian crisis. The IFRC Country Office in Belarus keeps contact with the ICRC Delegate and Swiss Red Cross Country Coordinator in Belarus, the IFRC Representatives in Ukraine cooperate with the ICRC Delegations in Kyiv and other cities in Ukraine, while the IFRC Regional Representation in Moscow coordinates with the ICRC Regional Office in Moscow. Movement partners provided technical advice to Belarus Red Cross for the establishment of a voucher-based humanitarian aid distribution system, psychosocial support training, and improvement of the monitoring and reporting systems. ICRC supported the Belarus Red Cross in developing a database for the electronic registration of beneficiaries taking into account the number of family members and their financial situation.

Overview of non-RCRC actors in country

The Belarus Red Cross continues collecting and sharing data on the situation and evolving needs, assisting the displaced people and seeking additional donor support in order to meet emergency needs of the displaced. Belarus Red Cross headquarters and branches are in close contact with the relevant state and non-state actors, who are providing the National Society with hands-on information on the evolving situation. Regular operational contacts are maintained with the Citizenship and Migration Office, the Labour, Employment and Social Protection Committees, the Education and Health Departments, and local authorities. This ensures good information sharing including live information on the evolving situation, complementarity of actions and reduced risks of overlap in service provision.

The Belarusian Government's attitude towards the displaced people is in general positive despite the existing legal and financial barriers. The State is helping, within its limits, with registration, employment, housing, medical and social assistance. The Ministry of Labour and Social Protection of Belarus and the respective Committees of Labour, Employment and Social Protection of the regional and city administrations are consulting and assisting the citizens of Ukraine in Belarus on the issues of employment and social benefits. The Ministry created a database on its website containing vacancies available for foreign citizens, including those jobs where housing is provided. It has to be mentioned that housing represents sharing a room in a flat, often a whole family lives only in one room. The Ministry of Health is providing emergency medical care to the citizens of Ukraine free of charge as well as medical check-ups and health certificates required for employment. The provision of vital medicines for the displaced with chronic diseases (e.g. insulin) remains a critical issue, and Belarus Red Cross is trying to address it on an individual basis with the support of the Ministry of Health and local authorities.

Operational implementation

The overall objective of the Emergency Appeal operation is to provide life-saving assistance in Belarus to 2,400 displaced families (some 10,000 beneficiaries) from Ukraine who clearly meet the criteria of acute vulnerability defined by the Belarus Red Cross and the IFRC.

Food security, nutrition and livelihoods			
Outcome 1 Emergency assistance is provided to 2,400 families of displaced people from Ukraine	Outputs		
	Output 1.1 The nutritional and health needs of 2,400 displaced families from Ukraine are met through the distribution of vouchers for food and household items and direct payments to medical service providers and vendors.		
Activities	Is implementation on time?		Comments
	Yes (x)	No (x)	
Rapid assessment of the beneficiaries' needs and lists in close coordination with local authorities	X		Completed.
Contracting a local supplier for the provision of emergency food and hygiene items through vouchers	X		Completed.
Distribution of vouchers	X		Completed.
Purchase of medical services (treatment and surgery) and medications	X		Completed.

Introductory workshop on working with voucher mechanism, reporting, monitoring and visibility	X		Completed.
BSS interviewers briefing meeting	X		Completed.
Beneficiary Satisfaction Survey	X		Completed.
BSS interviewers debriefing meeting	X		Completed.
2,400 target families are benefiting from the use of vouchers, medical services and medications			To be resumed with new donor contributions
Final evaluation	X		To be organized in May 2017
Lessons Learned Workshop	X		To be organized in June 2017
Monitoring and reporting	X		Continuously performed.

Progress towards the outcome

Cash assistance has been provided to the targeted beneficiaries in the form of (conditional) vouchers of a specific provider, to be able to cover their basic needs related to hygiene and food, while the health needs of the affected people related to medicine and health care were covered through direct payment to the service providers and vendors. The number of vouchers distributed to a family depended on the size of the family, providing higher amounts for the bigger families.

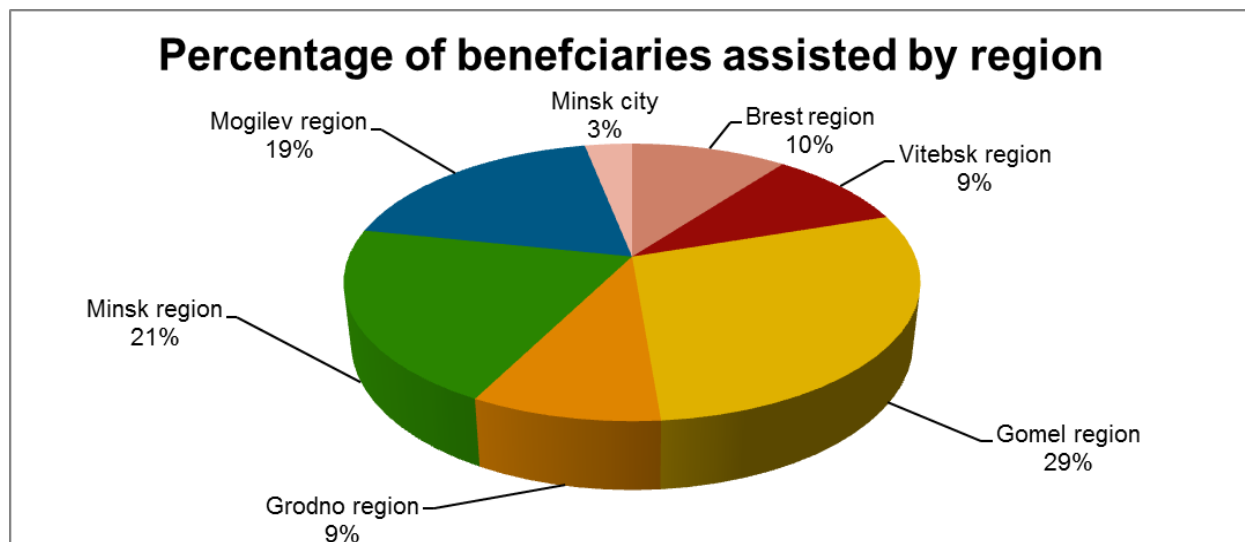
A total of 2,608 vouchers in an amount of CHF 50 each were procured in the reporting period with the Swiss Red Cross / Swiss Solidarity funds. According to the project design, each beneficiary was entitled to receive a voucher of CHF 50 (equalling to BYN 100) two times during the operation. To better satisfy beneficiary needs and allow using the voucher several times, each voucher BYN 100 was split into five equal parts of BYN 20. A total of 13,042 vouchers (BYN 20) were thus printed and distributed to the target families/households.

Within the IFRC appeal, it was foreseen that each family would benefit from at least three rounds of voucher distributions from the Belarus Red Cross. There were two distributions of vouchers (a total of 2,608 vouchers reaching some 991 families/households, 2,460 individuals) funded by Swiss Red Cross / Swiss Solidarity through the IFRC's emergency appeal.

The grant amount was set at CHF 50 per voucher. The number of vouchers per family/household was linked to the number of family/household members: a family/household of 1-2 persons was entitled to 1 voucher, 3-4 persons - 2 vouchers, 5 persons and more - 3 vouchers. The targeted families received vouchers from Belarus Red Cross regional branches. Where it was needed and possible, BRC arranged for transportation to support beneficiaries in reaching the branch and the supplier's shop, helping and delivering food and non-food items home. Additional financial filter was introduced in order to select the most vulnerable families and households. Belarus Red Cross branches reviewed the lists of beneficiaries from previous distributions as well as the newly arriving people applying for assistance. Only the families with monthly income per person of BYN 200 (approx. CHF 100) were made eligible for receiving voucher assistance.

In addition, a total of 551 vouchers, CHF 50 each, were procured and distributed in August among 212 families of forced migrants (525 individuals) in Gomel region, with other partner National Societies' support to the IFRC appeal.

The geographical distribution of project beneficiaries is as follows: the highest number of beneficiaries with chronic needs resides in Gomel region, while Minsk region ranks second. This distribution repeats the general pattern of location of the displaced Ukrainian citizens on the territory of Belarus as their main migration route first started via and through the Gomel region (where most of them remained) and later splitting between the routes to Minsk and Mogilev.



Since October and until the end of December 2016, voucher assistance was continued to be provided by Belarus Red Cross to the most vulnerable families with ICRC funds (1,600 vouchers per month). In 2017, ICRC will continue to provide 1,200 vouchers for four months. This is not covering all the needs in food, hygiene and medical assistance, therefore IFRC is exploring possibilities for additional funding to cover the gaps, in particular related to medical services and supplies. In 2017, ICRC is exploring possibilities of piloting distribution of small grants for displaced families who are seeking permanent residence in Belarus to start some income-generation activities (e.g. agricultural projects).

In the reporting period, Belarus Red Cross has also been running a programme addressing critical health needs. Medical assistance was provided to 42 people (out of these, 31 medical patients were included in the number of beneficiaries who also received multi-purpose vouchers in addition to medical procedures). Therefore, the total number of beneficiaries assisted in the reporting period through the Emergency Appeal is 2,996.

The target beneficiaries for medical services and medications were selected through questionnaires completed by those already registered with Belarus Red Cross as vulnerable in need of assistance and as well as upon direct application to Belarus Red Cross in case of urgent health needs. Special commissions at Belarus Red Cross headquarters and regional level were in charge of making decisions on each case upon presentation of supporting documents such as: beneficiaries' passport with registration in Luhansk or Donetsk regions, registration in Belarus, medical prescriptions or extracts from medical card, detailed written application proving vulnerability and the urgency of medical services. The commissions also included doctors who advised on urgency of medical interventions and possible consequences if the service is not provided. Furthermore, applicant's economic situation and status were taken into consideration in order to make final decision on provision of assistance for purchase of medical services.

Prior to providing financial assistance for medical services, Belarus Red Cross tried negotiating with medical institutions possibilities for cost reduction or free of charge service and in three cases (childbirth) these negotiations were successful. Purchase of medical services and medications was arranged through direct agreements between Belarus Red Cross and service providers/pharmacies based on individual needs of target beneficiaries and upon presentation of medical prescriptions. The majority of applications were treatments of cancer cases (48 per cent of all applications). 26 per cent of the applications were related to surgeries including removing tumours and replacement of joints. Access to medical services related to childbirth is another challenge for displaced Ukrainian families. In Belarus emergency obstetric aid in childbirth is provided free of charge for citizens of Ukraine, however, planned caesarean sections and care in hospital after childbirth has to be paid for (14 per cent of applications). Often BRC had to remind to hospital staff that emergency obstetric aid should be provided for free to citizens of Ukraine. Seven per cent of other applications included medical interventions in case of spinal fracture, hernia and adenoma. Five per cent of applications included diabetes medications.

As a result, 42 displaced people in need of surgeries, chemotherapy, radiological therapy and vital medications were reached by the operation in the second half of 2016.

National Society capacity building			
Outcome 1 The capacity of the Belarus Red Cross to respond to the target beneficiaries and wide public enquiries is strengthened	Outputs		
	Output 1.1 The National Society's hot line "201" is upgraded to provide efficient communication and information to the vulnerable people and the wider public.		
Activities	Is implementation on time?		Comments
	Yes (x)	No (x)	
Support for hot line IT capacity, through the provision of LCD screen, printer	X		Completed.
Procurement of basic furniture for hot line '201' service	X		Completed.
Printing information materials for hot line volunteer operators	X		Completed.

Progress towards the outcome

The Emergency Appeal includes measures to build the local capacities of the Belarus Red Cross to ensure efficient communication and provide information to the vulnerable and general public. The operation has been largely build up based on feedback from beneficiaries provided to branches directly, via the telephone help line "201" and through beneficiary satisfaction surveys.

The help line "201" operated by BRC volunteers on weekdays from 7 PM to 9 PM continues to take calls from Ukrainian citizens in need of advice or emergency assistance. Since the start of the operation in November 2014, help line operators have received a total of 4,300 calls, while volunteers operating social network (<https://vk.com/redcrossbyinfo>) processed more than 3,000 questions and requests both via timeline and private messages. In the reporting period the questions were mostly related to the possibility of obtaining new vouchers or clarifications on the reasons for being excluded from voucher programme. 10 per cent of calls were related to job and housing opportunities in Belarus.

In September 2016, a Beneficiary Satisfaction Survey (BSS) was carried out by a trained Belarus Red Cross volunteer on the basis of the help line "201" (for more details please refer to the BSS report as of September 2016). The survey resulted in the following recommendations:

- Assistance through voucher mechanism is considered more convenient for most of beneficiaries than the distribution of food and hygiene parcels. However, this mechanism can be improved by means of introduction of new services such:
 - possibility to use a voucher many times;
 - to issue vouchers in districts, under the places of residence of beneficiaries;
 - to provide with the transport or to compensate transport expenses for the travel to/from a shopping centre;
 - to arrange the SMS notification for beneficiaries about new voucher distributions;
 - to arrange the possibility to provide medical assistance through vouchers (rehabilitation for children, medical certificates, drugs and medicines);
 - to better inform the target group about the aid provided.



A volunteer operating the Red Cross help line "201"
Photo: Belarus Red Cross

2. To assess beneficiary satisfaction with medical services and supplies, it is recommended to carry out a separate survey targeting only those who have received such support. This survey will help evaluate the quality of the assistance provided and the outstanding needs in medical services.

By strengthening its help line capacity, the Belarus Red Cross aims to increase the outreach to the target audience in terms of informing about services and available support, strengthening the beneficiary communication component of the action by ensuring a platform for feedback.

Operational support services

Human resources

The number of professional Belarus Red Cross staff members engaged in the action is 52, while some 250 volunteers have been mobilized to support the operation.

Technical support, monitoring, reporting and adherence to standard IFRC procedures and financial management are ensured by the IFRC Country Office in Minsk with the support of the relevant structures of the IFRC Regional Office for Europe.

The challenge has been that the staff and volunteers of Belarus Red Cross district branches have been working under strain since the beginning of the operation in 2014. Assistance to displaced families, often related to dealing with those in anxiety and despair, has been added to their daily functions. Belarus Red Cross is planning to conduct a number of trainings to build up resilience stress and prevent emotional burn-out.

Logistics and supply chain

The local suppliers were contracted on a tender basis among Belarusian supermarket networks. Belarus Red Cross continued contractual relationships with the existing reliable suppliers who had provided vouchers in the previous phase of voucher distribution operation.

Information technologies (IT)

IT and telecommunications equipment such as computers and printers were provided by Belarus Red Cross. In this operation, Belarus Red Cross has also increased the capacity of its help line “201” established in 2014 and managed by 15 volunteers.

The help line “201” capacity has been strengthened with two additional soundproofed working cabins and comfortable chairs for operators. Moreover, a new colour multifunctional device (printer-scanner-copier-fax machine) will speed up the production of information materials. As a result, the help line can process about 10 calls and be on call with four callers at a time.

Communications

The work of Red Cross volunteers in response to the emergency needs of displaced people has been highlighted by Belarus Red Cross throughout the duration of this operation. Visual material and written contents are shared with the national media (electronic, printed, etc.), as well as through the National Society’s website and social media platforms. In addition, the leadership of the National Society informs the relevant authorities and the general public on the progress of the operation towards its objectives.

The IFRC has contributed to the visibility of the National Society and its partners’ work through its respective communication channels.

Regular operation updates were provided by IFRC Secretariat’s Country Office in Minsk to the IFRC Secretariat’s Regional Office for Europe, Disaster Management Unit.

Planning, monitoring, evaluation, & reporting (PMER)

Operational monitoring was done on a regular basis by the IFRC staff based in Minsk. In close cooperation with BRC and Movement partners on the ground, the IFRC monitored the progress, provided technical advice and ensured regular reporting on the progress of the assistance programme, challenges and changes in the course of implementation.

In the course of the preparation for the operation, monitoring visits were carried out by the National Society to all regions of the country so as to assess the current needs of the families who have arrived in Belarus since the beginning of the conflict in Ukraine.

The progress of the project implementation was regularly monitored by BRC headquarters` senior management and project team. The helpline "201" reporting documentation was used as an additional monitoring tool. The help line monitoring has showed that most callers are new-comers in contrast to displaced people who have stayed in Belarus for long time and have already been properly counselled and informed. Over 70 per cent of the questions were related to selection criteria, rules of voucher use as well as suggestions for improvement of voucher programme. In order to keep the help line operational, new volunteers were recruited and trained.

Administration and Finance

The operation relies on the existing management, financial and administration systems in Belarus Red Cross. The IFRC Country Office's financial staff in Minsk provides all required technical support and ensures that the use of the available financial resources is in line with the standard IFRC procedures.

Contact information

For further information specifically related to this operation please contact:

- **Belarus Red Cross:**

Viktor Kolbanov, Secretary General;

phone: +375 17 327 14 17, email: info@redcross.by

- **IFRC Country Representation in Minsk:**

Sergei Boltrushevich, Head of Office;

phone: +375 17 223 34 46 ; email: sergei.boltrushevich@ifrc.org

- **IFRC Regional Representation in Moscow:**

Davron Mukhamadiev, Head of Regional Representation;

phone: + 7 499 126 15 66, email: davron.mukhamadiev@ifrc.org

- **IFRC Regional Office for Europe:**

- Ruben Romero, Disaster Management Coordinator;

phone:+36 1 888 4500; email: ruben.romero@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 4529, email: dorottya.patko@ifrc.org

- **IFRC Geneva**

Susil Perera, Senior Officer Response and Recovery;

phone +41-22-730 4947, email susil.perera@ifrc.org



Click here

1. Click [here](#) to see the interim financial report
2. Click [here](#) to see the Annex of the Operations Update
3. 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

MDRBY006 - Belarus - Population Movement

Timeframe: 03 Jun 15 to 31 Dec 16

Appeal Launch Date: 03 Jun 15

Interim Report

Selected Parameters

Reporting Timeframe	2015/5-2016/11	Programme	MDRBY006
Budget Timeframe	2015/5-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget			742,931			742,931	
B. Opening Balance							
Income							
Cash contributions							
<i>Austrian Red Cross</i>			10,893			10,893	
<i>European Commission - DG ECHO</i>			326,794			326,794	
<i>Icelandic Red Cross</i>			15,000			15,000	
<i>Japanese Red Cross Society</i>			24,500			24,500	
<i>Red Crescent Society of Azerbaijan</i>			1,890			1,890	
<i>Red Cross of Monaco</i>			10,610			10,610	
<i>Spanish Red Cross</i>			21,760			21,760	
<i>Swiss Red Cross</i>			37,625			37,625	
<i>Swiss Red Cross (from Swiss Solidarity (SwS)*)</i>			150,500			150,500	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>			24,672			24,672	
C1. Cash contributions			624,242			624,242	
C. Total Income = SUM(C1..C4)			624,242			624,242	
D. Total Funding = B + C			624,242			624,242	

* 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			624,242			624,242	
E. Expenditure			-576,329			-576,329	
F. Closing Balance = (B + C + E)			47,913			47,913	

Disaster Response Financial Report

MDRBY006 - Belarus - Population Movement

Timeframe: 03 Jun 15 to 31 Dec 16

Appeal Launch Date: 03 Jun 15

Interim Report

Selected Parameters

Reporting Timeframe	2015/5-2016/11	Programme	MDRBY006
Budget Timeframe	2015/5-2016/12	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)				742,931		742,931		
Relief items, Construction, Supplies								
Cash Disbursement	576,000						576,000	
Total Relief items, Construction, Sup	576,000						576,000	
Land, vehicles & equipment								
Office & Household Equipment	4,000						4,000	
Total Land, vehicles & equipment	4,000						4,000	
Logistics, Transport & Storage								
Transport & Vehicles Costs	3,500						3,500	
Total Logistics, Transport & Storage	3,500						3,500	
Personnel								
National Staff	8,000			8,124		8,124	-124	
National Society Staff	14,214						14,214	
Volunteers	240			126		126	114	
Total Personnel	22,454			8,250		8,250	14,204	
Consultants & Professional Fees								
Professional Fees	25,000			6,000		6,000	19,000	
Total Consultants & Professional Fees	25,000			6,000		6,000	19,000	
Workshops & Training								
Workshops & Training	7,000						7,000	
Total Workshops & Training	7,000						7,000	
General Expenditure								
Travel	16,160			5,315		5,315	10,845	
Information & Public Relations	2,900						2,900	
Office Costs	400						400	
Communications	2,900			16		16	2,884	
Financial Charges	17,280			250		250	17,030	
Other General Expenses	2,880						2,880	
Shared Office and Services Costs	13,827			7,513		7,513	6,314	
Total General Expenditure	56,347			13,094		13,094	43,253	
Contributions & Transfers								
Cash Transfers National Societies				510,862		510,862	-510,862	
Total Contributions & Transfers				510,862		510,862	-510,862	
Indirect Costs								
Programme & Services Support Recover	45,130			34,983		34,983	10,146	
Total Indirect Costs	45,130			34,983		34,983	10,146	
Pledge Specific Costs								
Pledge Earmarking Fee				1,739		1,739	-1,739	
Pledge Reporting Fees	3,500			1,400		1,400	2,100	
Total Pledge Specific Costs	3,500			3,139		3,139	361	
TOTAL EXPENDITURE (D)	742,931			576,329		576,329	166,601	
VARIANCE (C - D)				166,601		166,601		

Disaster Response Financial Report**MDRBY006 - Belarus - Population Movement**

Timeframe: 03 Jun 15 to 31 Dec 16

Appeal Launch Date: 03 Jun 15

Interim Report

Selected Parameters

Reporting Timeframe	2015/5-2016/11	Programme	MDRBY006
Budget Timeframe	2015/5-2016/12	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	742,931		624,242	624,242	576,329	47,913	
Subtotal BL3	742,931		624,242	624,242	576,329	47,913	
GRAND TOTAL	742,931		624,242	624,242	576,329	47,913	

Beneficiary Satisfaction Survey report within the framework of the Emergency Plan of Action of the “Belarus: Population Movement” Emergency Appeal

Contents

1. Overall situation	2
2. Methodology of survey and analysis	2
3. Results of the survey	4
4. Conclusions and recommendations	13



1. Overall situation

Recently, population movement has become a large-scale international tendency that steadily influences global demographic processes as well as social and cultural development of almost all countries. The Republic of Belarus is situated at the crossroads of migration flows and actually faces the problem of their management. As of 1 January 2016, there are 59.1 thousand foreigners in the Republic of Belarus (in 2014 – 59.9 thousand) possessing temporary residence permit, and over 181.5 thousand (in 2014 – 173 thousand) having permanent residence permit. There are 38,205 citizens of Ukraine with the permanent residence permit and temporary registration (as of 19 June 2016), while in 2015 their number exceeded 48,000. In 2015, the tendency of increasing number of forced migrants coming into the Republic of Belarus, which started in 2014, continued. In 2014, more than 800 applications for the refugee status or additional protection were submitted, while in 2015 these were over 1,200. This year, the flow of forced migrants remains high. From the year start, about 300 foreigners addressed the authorities with applications for protection.

Since June 2014, the number of people who left the zones of conflict in Ukraine, increased in Belarus. By the end of 2014 and the beginning of 2015 the flow of migrants from Donetsk and Lugansk regions of Ukraine reached its peak. In 2015, Belarus remained an attractive place for Ukrainian citizens, which is a considerable burden for the public authorities, non-governmental entities and the Belarus Red Cross.

In 2016, the number of migrants entering Belarus became less; however, a lot of earlier migrants remained in Belarus, including people suffering from chronic needs. The Belarus Red Cross Society (BRCS) continued the operation of aid provision. Since 2014 and until 2016 and to date, more than 42,000 migrants addressed BRCS entities for aid. Using the already existing and newly raised funds from the population, 3,257 food parcels and 1,912 hygienic sets were purchased and distributed among Ukrainian families. Citizens of Belarus and regional Red Cross entities collected 31,860 items of second-hand clothes and 3,275 pairs of second-hand footwear, which were also distributed. Since the start of the operation, BYN 91,500 (915 million non-denominated roubles) were donated to the special account of BRCS. By autumn 2014, it became obvious that BRCS would be unable to manage the task on its own, and thus the project proposal for international sponsors and partners was prepared. In 2015-2016, within the framework of the joint operation for provision of aid to forced migrants from Ukraine, more than 2 million Euros were donated by sponsors. This money was used to restore stock of BRCS, train the staff and implement the voucher program under which more than 14,000 people with chronic need got 31,426 vouchers for essential goods. These vouchers are distributed among large families, disabled people, solitary pensioners, and pregnant and breastfeeding mothers. Since November 2014, BRCS has been running the hotline “201” at which specially trained volunteers work. The hotline is available from 7 to 9 p.m., and the answerphone records calls out of working hours. For the period of its operation, the hotline “201” that is intended for information and advisory aid to migrants was addressed by 1,820 people, and more than 2,000 questions were asked in the thematic group <https://vk.com/redcrossbyinfo> at the social network. Since the beginning of 2016, the number of calls has decreased, and more than 70% of callers ask questions about the rules of voucher distribution and use.

2. Methodology of survey and analysis

The **survey`s purpose** was to identify the degree of beneficiaries` satisfaction with the mechanism and scope of the aid provided in the course of implementation of the Belarus: Population Movement program.

The **following tasks** were set for the beneficiary satisfaction survey:

1. To determine the degree of beneficiaries` satisfaction with the mechanism and scope of the aid provided.
2. To determine the degree of involvement of the BRCS partners in implementation of the voucher program.
3. To lay down the suggestions for improvement and arrangement of new types of aid in accordance with the beneficiaries` needs.

4. To reveal deficiencies and consolidate the experience in the course of the survey and elaborate the recommendations for further operations of BRCS.
5. To strengthen the reputation and raise the population's awareness about the activity of the Belarus Red Cross and the International Federation of Red Cross and Red Crescent Societies;
6. To contribute to the final report on the Emergency Appeal "Belarus: Population Movement".

Methodological principles of the survey:

- Form: interview;
- Questionnaire (30 questions in the open and closed form);
- Sampling (in proportion to the number of vouchers issued).

Survey description and structure:

The beneficiary satisfaction survey was carried out in September 2016 among the persons who had benefited within the framework of the Emergency Plan of Action "Belarus: Population Movement". The survey covered the beneficiaries from all regions of Belarus and the city of Minsk. All questionnaire questions may be referred to the following categories:

- general situation;
- appropriateness of the operation;
- target group involvement;
- relevance/appropriateness;
- timeliness;
- awareness.

The categories will be detailed in accordance with the above division. The survey was held by a trained volunteer on the basis of BRCS hotline 201 in the course of a telephone talk with beneficiaries. A volunteer had been trained in accordance with the standards of the International Federation of Red Cross and Red Crescent Societies. In the course of training on arrangement and holding the research, the survey with usage of the interview method was mutually selected to determine the degree of satisfaction of the beneficiaries. The survey was not to be a series of questions but a talk aimed to understand what the respondent feels, whether the aid satisfied their needs or was received in time. The use of such method allowed the beneficiaries expressing their opinion in a more comfortable and open manner, without feeling disrespect. In total, 140 people participated in the survey, including 96 females and 42 males, which is 12% of the total number of the beneficiaries who received vouchers during the recent distribution. The beneficiaries were selected pro rata with the number of distributed vouchers for forced migrants from Ukraine who found themselves in a critical situation.

The regional sample were selected as follows:

1. Brest regional organization of BRCS	15 questionnaires
2. Vitebsk regional organization of BRCS	20 questionnaires
3. Gomel regional organization of BRCS	30 questionnaires
4. Grodno regional organization of BRCS	20 questionnaires
5. Minsk city organization of BRCS	20 questionnaires
6. Minsk regional organization of BRCS	20 questionnaires
7. Mogilyov regional organization of BRCS	15 questionnaires

Representativeness of sample was provided by pro rata participation of all target groups with different vulnerabilities. Thus, the survey covered **pensioners, disabled persons, pregnant and breastfeeding women, single mothers, large families.**

The distribution of the selected, socially vulnerable categories of the population is represented in the pie chart:

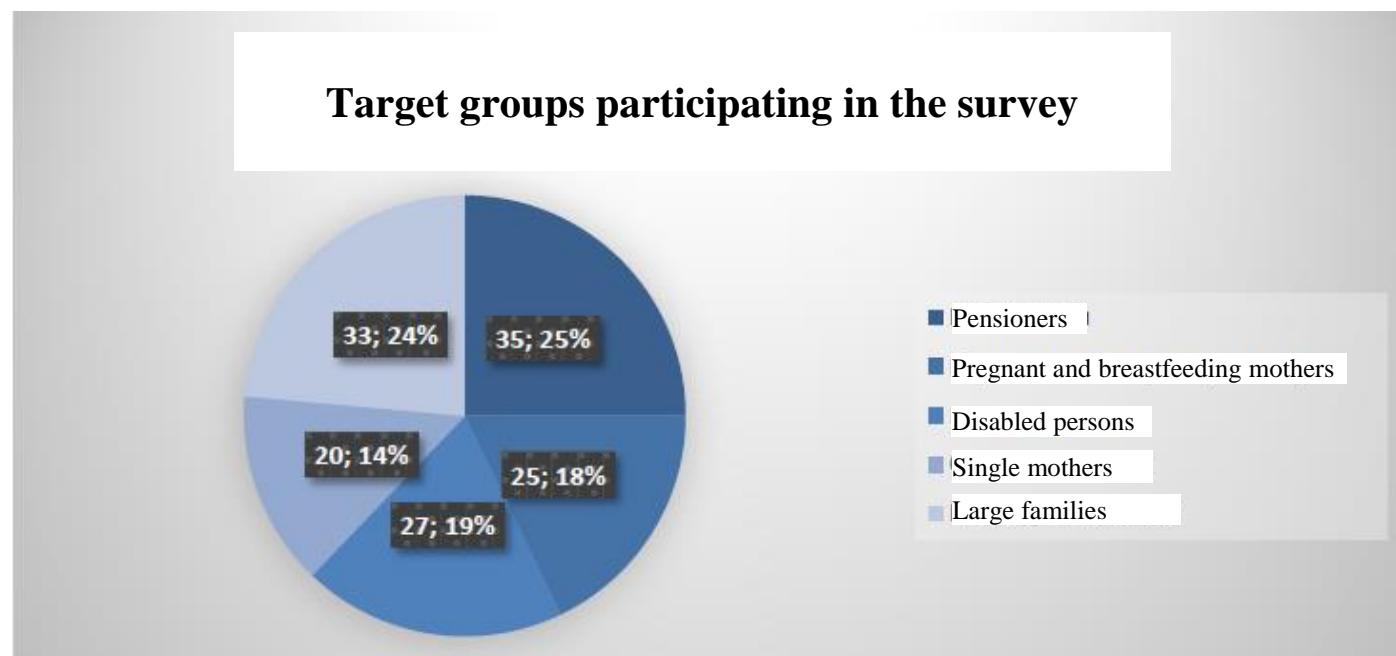


Fig. 1 The group of beneficiaries who participated in the survey

Since the survey was held among the beneficiaries forming a representative sample, the collected data give reliable and true information about the opinion of voucher aid beneficiaries. Interviewing was held in Russian language being comprehensible to all the respondents. Anonymity was guaranteed to the beneficiaries. Thus, it is ensured that the survey is not biased or subject to misrepresentation factors (fear, absence of motivation, lack of interest from the respondents).

3. Results of the survey

Appropriateness of the operation

As a result of the survey, it was noted that 33%, or 47 respondents stated the threat to their lives to be the reason of their migration from the Ukrainian territory, as well as anxiety over lives of their children and general instability in Ukraine (41%, or 57 respondents), predominately in large families. Some respondents (24%, or 34 respondents) stated that their property had been damaged. The following pie chart shows the main reasons of migration according to the respondents.

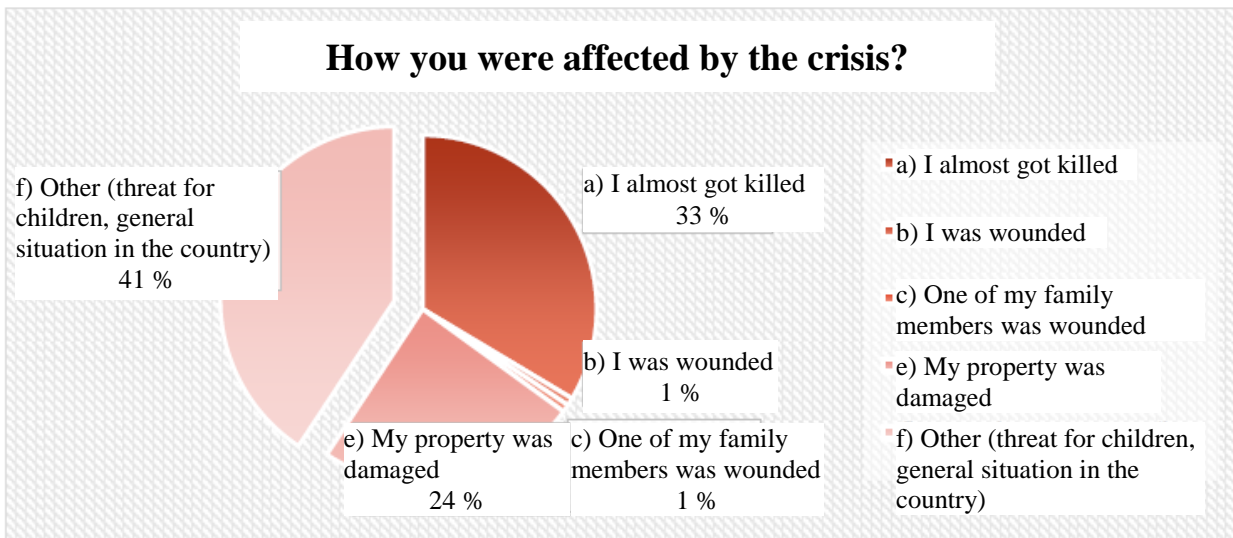


Fig. 2 The pie chart “How you were affected by the crisis?”

As on the arrival to our country most forced migrants were in need of almost everything, it was necessary to specify the spectrum of needs prevailing in this category of beneficiaries. As a result of the survey it was found that the beneficiaries needed not one specific type of aid but several types of aid at once (for example, food with clothes, as some families of beneficiaries arrived in out-of-season clothes).

In accordance with the survey findings, the basic needs of the forced migrants from Lugansk and Donetsk regions after arrival to the Republic of Belarus are:

- food, clothes, jobs (25 respondents);
- food, clothes (20 respondents);
- food, shelter, clothes (11 respondents);
- food, clothes, social payments (7 respondents);
- food, jobs (8 respondents);
- jobs (7 respondents);
- food, clothes, drugs (4 respondents).

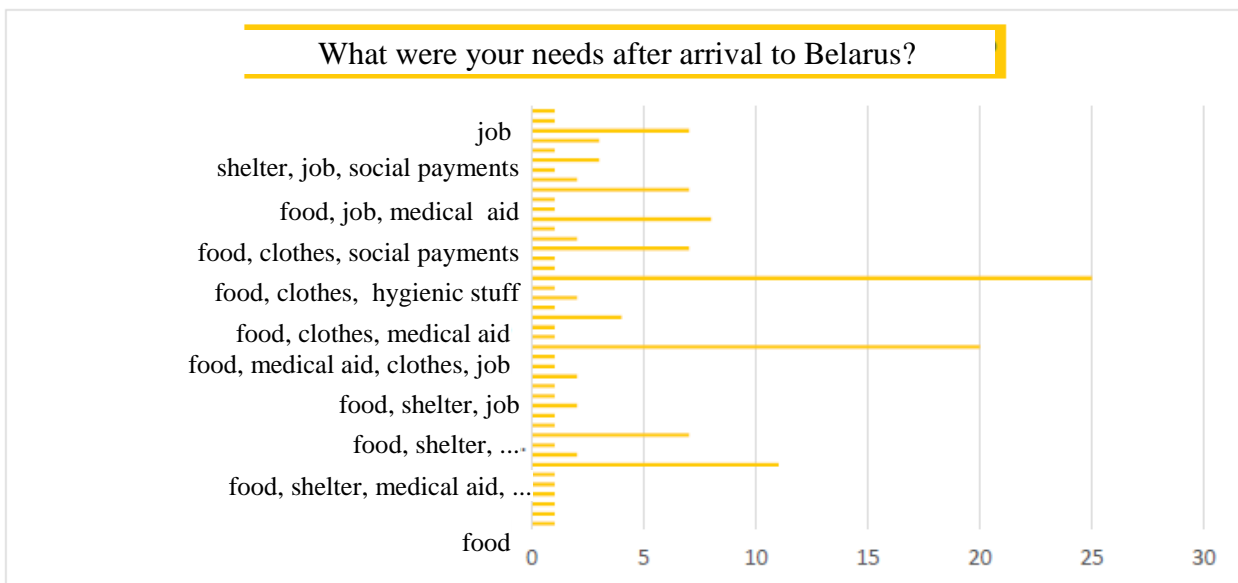


Fig. 3 Structure of needs of forced migrants immediately after arrival to the Republic of Belarus.

In the subsequent period, the structure of needs of beneficiaries changed and this is undoubtedly related to the aid received within the framework of the Emergency Plan of Action “Belarus: Population Movement”, as well as the aid provided by other involved parties, such as public authorities, employers, other NGOs, religious organisations, relatives/neighbours, volunteers. To date, some needs like needs in medical aid medications, accommodation and social payments are not satisfied fully. In the course of the program implementation, most persons in need got employed, but the need in job still exists, probably because of some dissatisfaction with the job itself, wages or labour conditions. The analysis of the questionnaire data shows that the number of the beneficiaries who needed food after arrival (116) is fewer than the number of the beneficiaries who received food parcels (130). Certainly, it cannot evidence that the forced migrants are provided with food, but it is indicative of appropriateness of the provided aid with the needs of beneficiaries. Almost all respondents who stated the need in clothes, received the mentioned aid (95%). This is mainly attributed to the fact that BRCS announced the “Help to Ukraine” campaign under which 31,860 units of second-hand clothes and 3,275 pairs of footwear were collected and distributed to Ukrainian citizens. Nevertheless, the respondents who initially needed clothes think that their need in this kind of aid has not been satisfied. This can be attributed to the fact that clothes and footwear collected from the population and distributed by BRCS are second-hand, which means that their range is short, and clothing for men and children, especially footwear, is scarce. The ratio between needs is represented graphically:

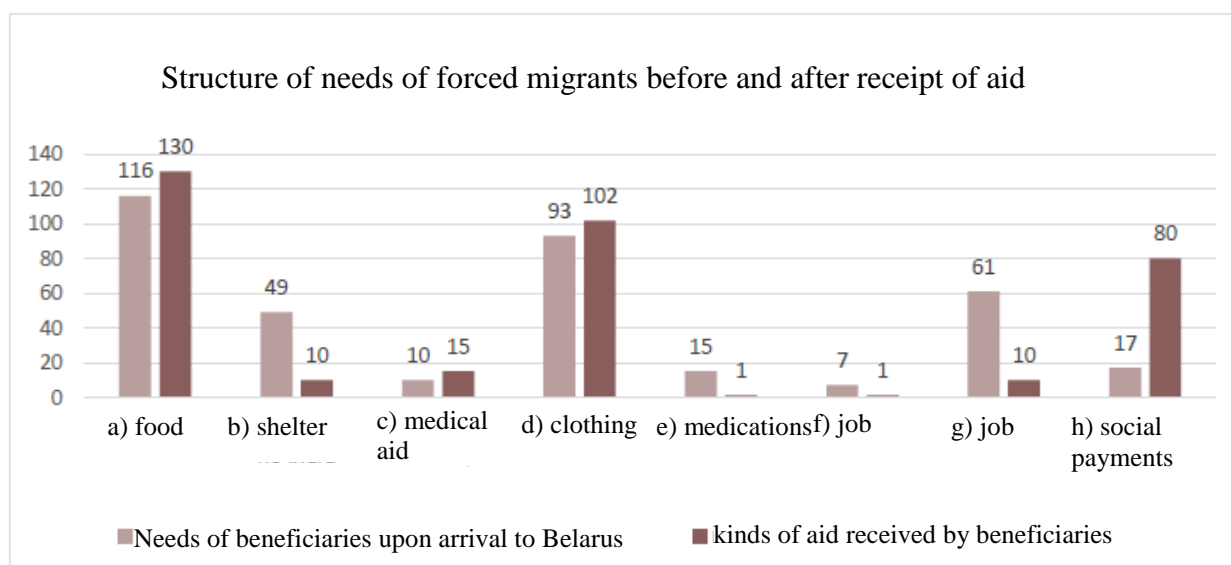


Fig. 4 Structure of needs of forced migrants before and after receipt of aid

The survey results show that the forced migrants received aid from public authorities as well, it was mainly restoration of rights of socially vulnerable categories of the population and payment of pensions and allowances. The aid structure – according to the survey – was as follows:

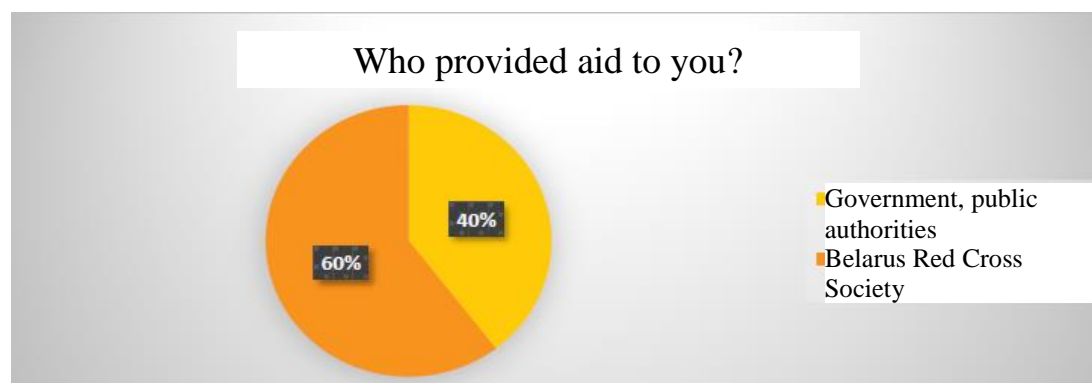


Fig. 5 The structure of organisations which provided aid to forced migrants, under the survey findings

According to the survey's results, the overwhelming majority of beneficiaries overcame the difficult life situation and state that their immediate needs have been fully satisfied (118), but some respondents are still in need of:

- clothing – 10 respondents (5 respondents – clothes for growing children);
- rehabilitation agents – 1 respondent;
- school stationery for children – 3 respondents;
- need in accommodation – 2 respondents;
- need in furniture – 2 respondents.

Thus, the existing situation shows that, in general, forced migrants overcame the initial crisis and are more adaptive for life in the Republic of Belarus.

Targeted group involvement

In the course of studying the interest in and attentiveness to the “forced migrants” as the category of beneficiaries it was found that 80% stated that they were asked about their needs by the Belarus Red Cross Society, 10% of the respondents stated that this information was asked from them by public authorities, 9% were asked about their needs by neighbours and friends, and only 1% stated that nobody inquired about their needs. The pie chart below represents these facts graphically:

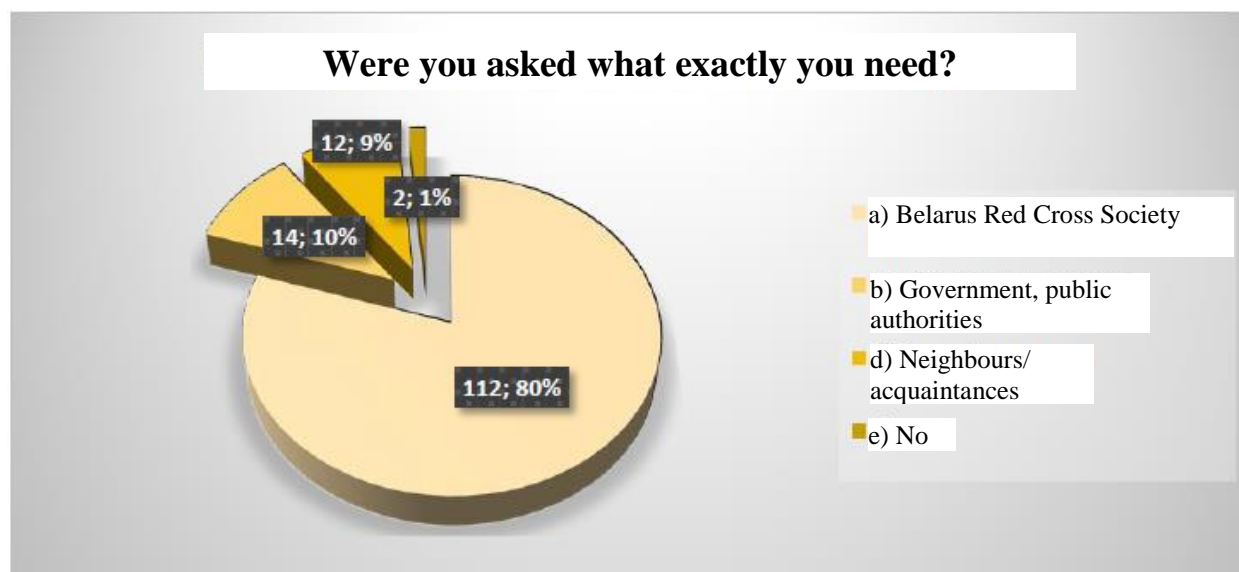


Fig. 6 Degree of attentiveness to forced migrants from non-government organisations and the government

According to the survey's results, 60% of the respondents have been acquainted with the procedure to make complaints of low-quality services, if appropriate, while 40% of the respondents did not know where one can file a complaint. The main comment of the respondents to this question stated that services are rendered with high quality and beneficiaries are not interested in such information. The pie chart represents these facts graphically:

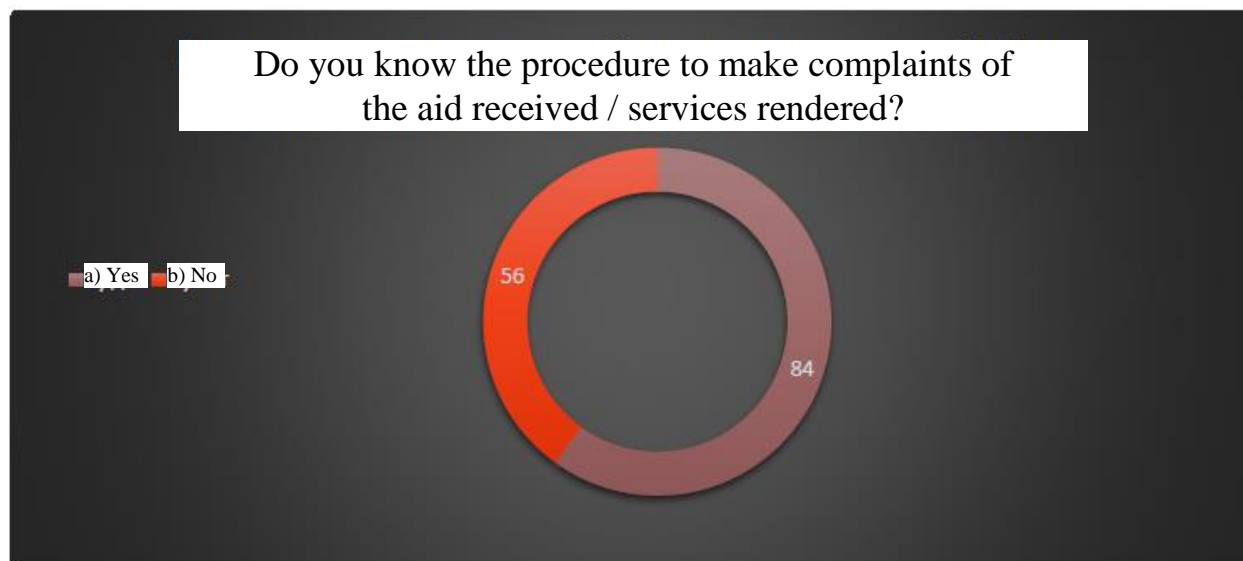


Fig. 7 Acquaintance with the procedure to make complaints

Answering the question “Do you have any suggestions on changes to be made to the Red Cross operation?”, most Ukrainian citizens who participated in the survey were satisfied with the type of the aid provided by the Belarus Red Cross Society – 89 respondents, but some suggestions were made for the operation improvement:

1. To include such medical services as drugs, medical certificates, improvement and rehabilitation of the children's health, in the voucher aid (27 respondents).
2. To issue vouchers not only in the regional centres, but also in districts of the Republic of Belarus, under the place of residence of beneficiaries (7 respondents).
3. If possible, to send SMSs about a new phase of the voucher program and issue of vouchers (4 respondents).
4. To help with preparation for the school year – clothes and stationery (3 respondents).
5. Possibility of temporary employment or volunteering for the Belarus Red Cross Society.

Relevance/Appropriateness

All 140 respondents received aid in the form of a voucher for purchase of food and hygiene items. All **140** persons said that they purchased food (100 %), and **130** beneficiaries also bought hygiene items (90 %). The majority of the respondents (**115** respondents) said that the voucher aid covered their initial needs, **18** respondents said that it almost covered their immediate needs and **7** respondents said that it did not cover their immediate needs at all. As to the percentage ratio, it looks like as follows:

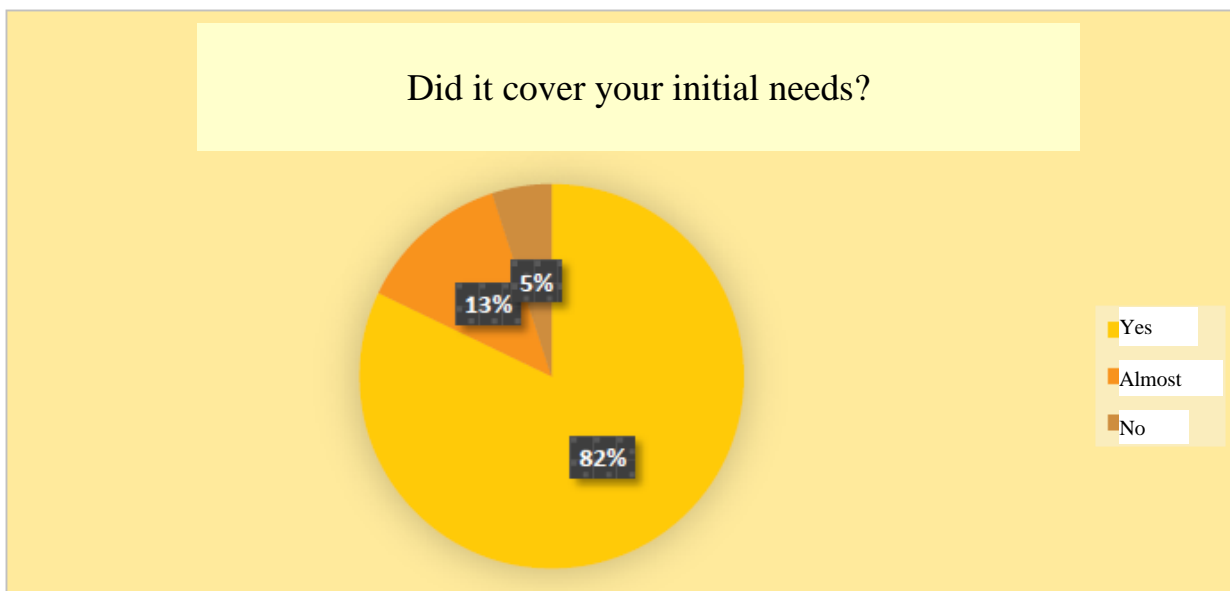


Fig. 8 The degree of satisfaction of initial need of beneficiaries.

The survey revealed that most beneficiaries (**93% of the respondents**) had no difficulties in finding the shopping centre where a voucher can be used, and only for **7% of the respondents** it was difficult to find the location of a shopping centre. It may be related to the fact that the beneficiaries live in a small settlement, and in order to use a voucher they need to go to a bigger city where forced migrants do not orient themselves well. The pie chart represents this information graphically:

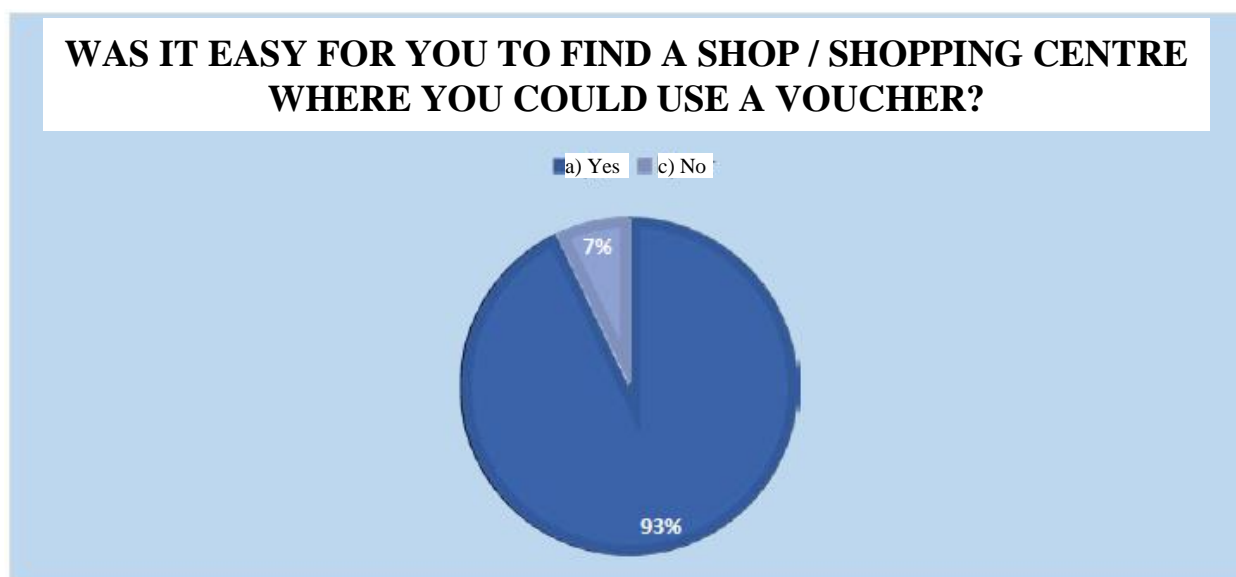


Fig. 9 The degree of availability of a shopping centre for beneficiaries

44% of the respondents needed transport to go to/from the shopping centre, this is indicative of rather high need in the aid for transfer of forced migrants to the place of voucher issue and delivery of food and hygienic items to the beneficiary's place of residence. **56%** of the respondents did not need the transport, this is indicative of the positive dynamics and general good organisation of the aid beneficiaries. Therefore, provision of transport was not urgent and the transport was provided to **16%** of the respondents, what is indicative of the right choice of points of voucher use and comfort use of the voucher aid by the beneficiaries. The BSS results show that **63%** of the respondents are very satisfied with the aid provided, **36%** of the respondents are in general satisfied with the aid provided and only **1%** is not fully satisfied with the aid provided.

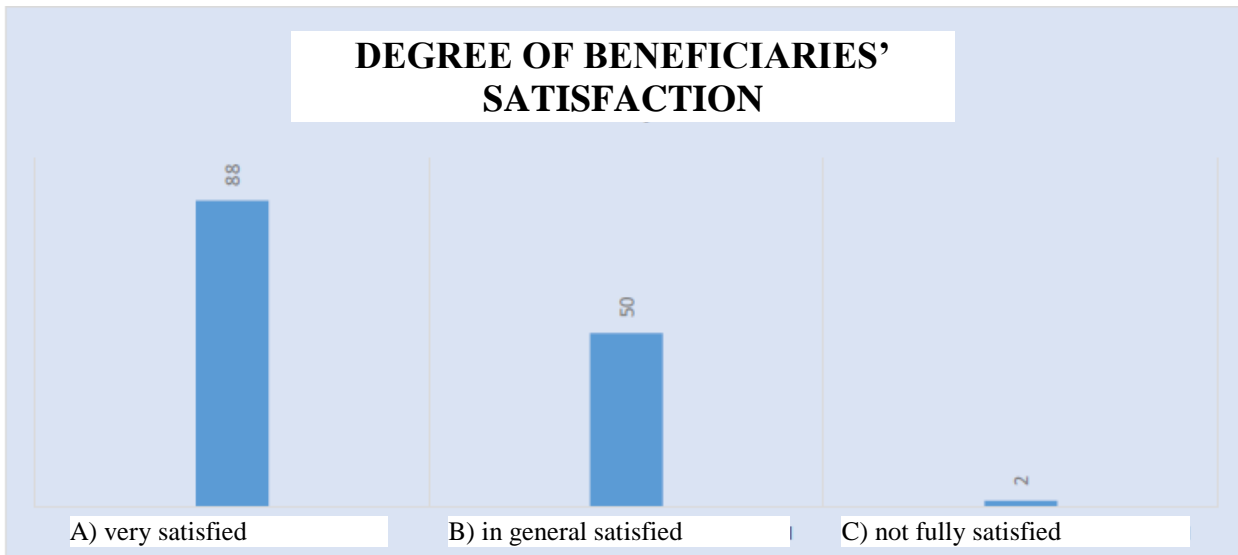


Fig. 10 Degree of beneficiaries' satisfaction with the aid provided

103 forced migrants from Lugansk and Donetsk regions who participated in the survey stated that it was very easy for them to use a voucher in the trading network, **31** respondents had no difficulties in using a voucher in the trading network, **5** respondent answered “normal” to the question whether it was easy to use a voucher in the trading network and only for **1** respondent it was difficult to use a voucher. It can be thus stated that the voucher usage scheme is well-structured and understandable for beneficiaries. The pie chart below shows these result graphically:

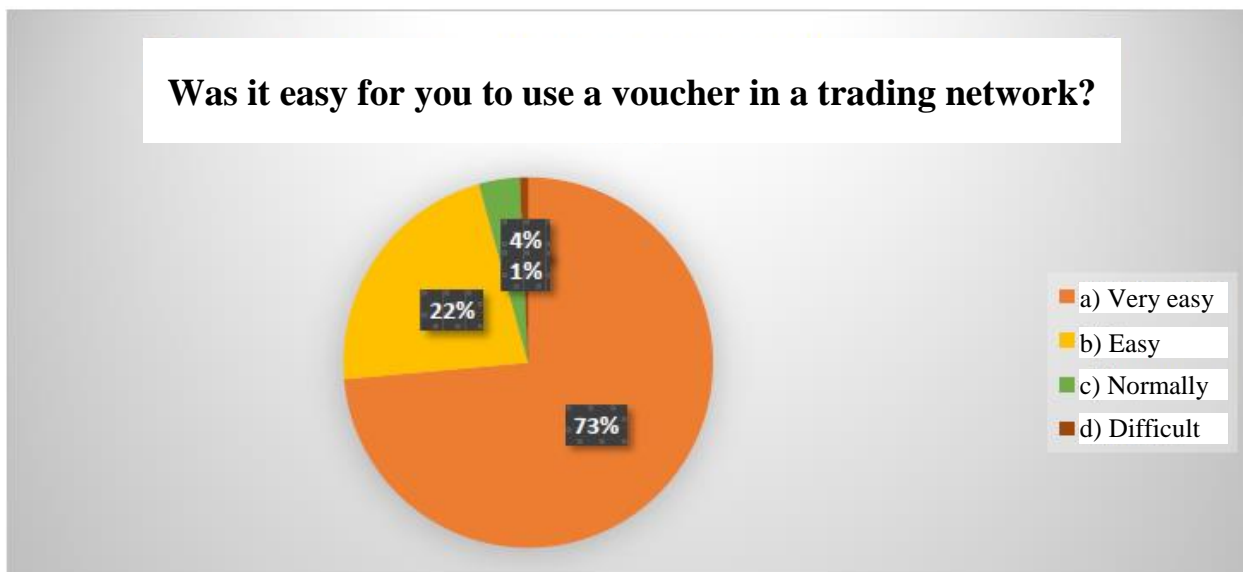


Fig. 11 Arrangement of use of a voucher in a trading network

Timeliness

To the question whether the aid was provided on time, all respondents (**100 %**) answered that the voucher aid was provided in time.

According to the survey`s results, the average time of waiting for a voucher was 2 weeks for **47** respondents (34%), **21** respondents (15%) received vouchers within a week after appeal to the Red Cross, **18** respondents (13%) received vouchers in one week after appeal, **30** respondents (21%) received the voucher aid in three weeks and **24** respondents (17%) waited for vouchers for over 3 weeks after appeal to the Red Cross. The diagram represents these data graphically:

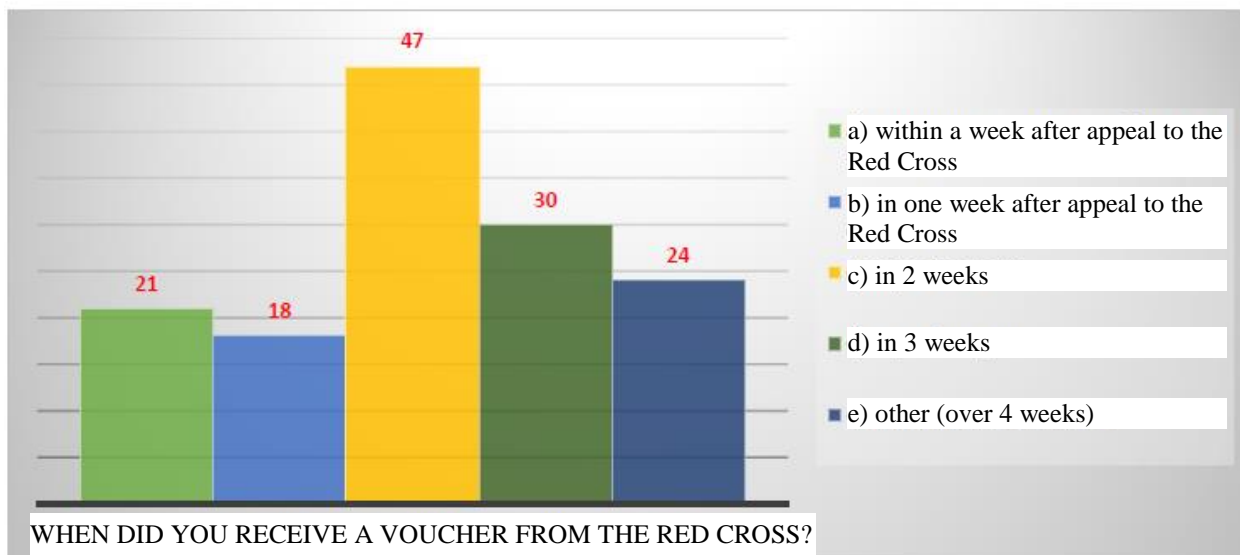


Fig. 12 When did you receive a voucher?

Awareness

The questions of this block are related mainly to the degree of awareness about distribution and necessary information about the aid provided by the Belarus Red Cross Society. The forced migrants learned from various information sources about the relief distribution; the sources which were the most popular ones among the respondents:

1. In the Belarus Red Cross Society (after a visit to the organisation) – 44% of the respondents;
2. From mass media – 20% of the total number of respondents;
3. From neighbours and friends – 18% of the total number of respondents;
4. Other sources (call of Red Cross volunteers and employees) – 16% of the total number of respondents.

The pie chart represents these data graphically:

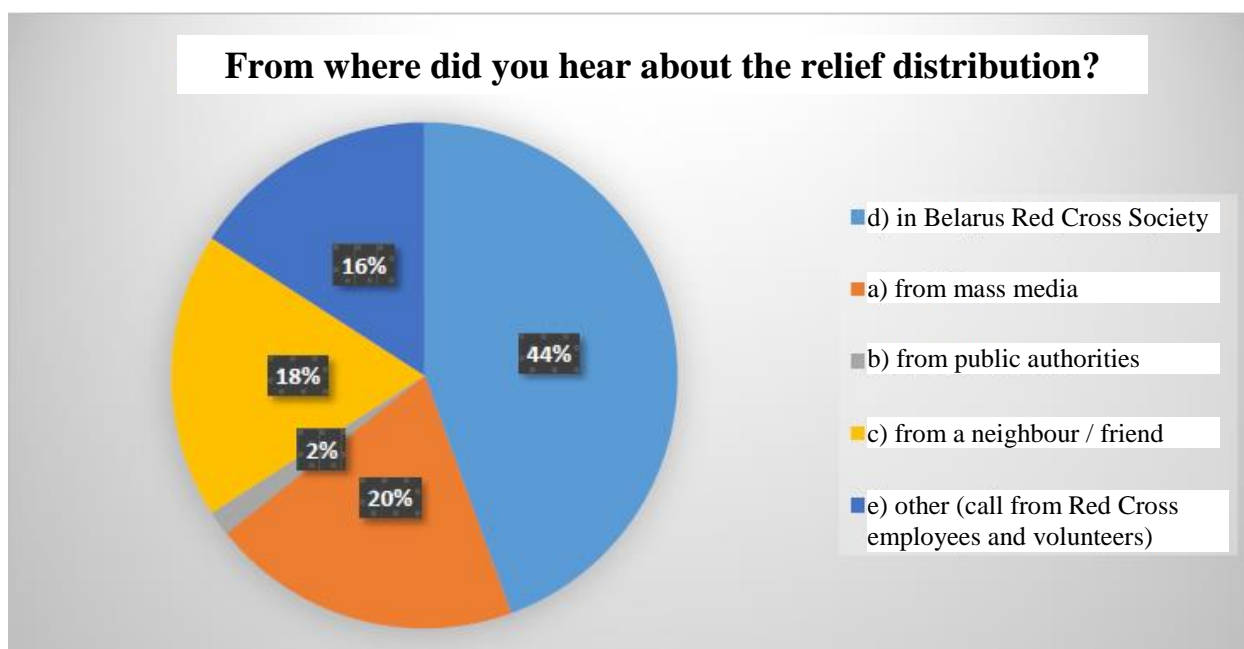


Fig. 13 From where did you hear about the relief distribution?

To the question about the most often used sources of information about the aid to be provided, the respondents answered as follows:

- from mass media – 20% of the respondents;
- through electronic sources of information – 42% of the respondents;
- other (a call or an SMS from the Red Cross) – 38% of the respondents.

Thus, one could note that it is necessary to pay attention to the information communication methods such as electronic sources and a call from employees and volunteers; in the opinion of forced migrants, announcement through mass information sources is effective as well.

The following pie chart represents these data graphically:

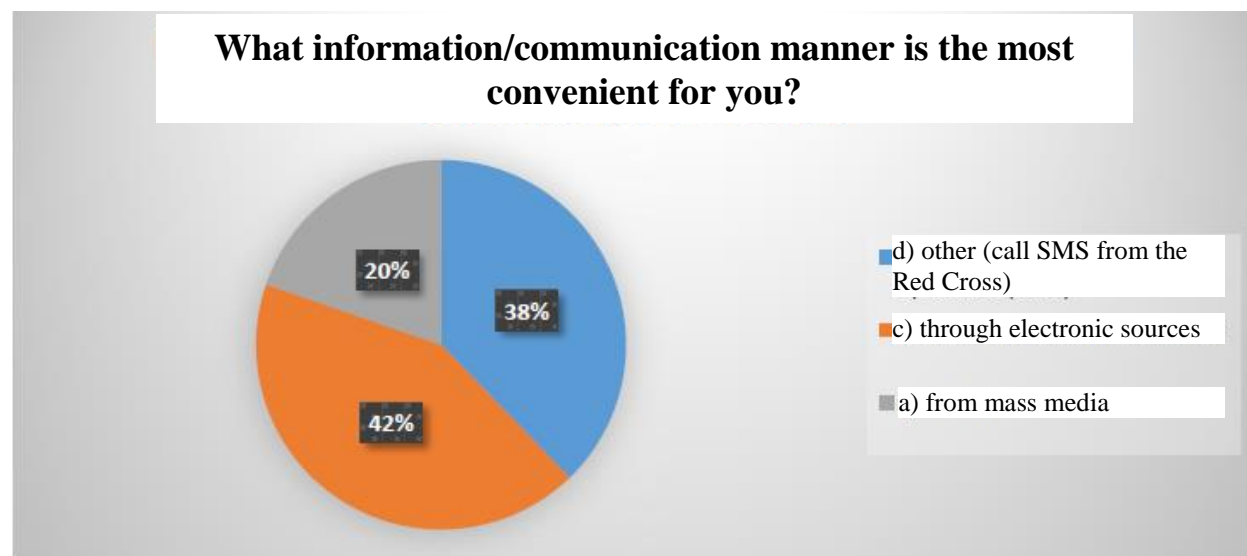


Fig. 14 What information/communication manner is the most convenient for you?

The beneficiaries stated that in all phases of aid provision they received all necessary information about the date and place of aid provision – 100% of the respondents. **30%** of the respondents knew exactly that they would receive the aid, before they appealed. **50%** of the respondents know about the hotline “201” of the Belarus Red Cross Society, so it is necessary to increase the information among beneficiaries about such services.

Visibility

100% of the beneficiaries noted that BRCS volunteers and staff wore the Red Cross visibility items during the work in shopping centres and this is a good indicator of visibility of the organisation among beneficiaries. **77%** of the beneficiaries noted that before arrival to the country they did not know about existence of such a social organisation and only 23 % of the respondents knew about existence of the Belarus Red Cross Society before arrival to Belarus.

Such ratio is related mainly to the fact that these persons have never faced difficult life situations and therefore they do not know about such social organisations.

4. Conclusions and recommendations

The main outcome of the performed work was acquisition of the organisational experience of such survey and development of specific recommendations for future operations. Organizing BSS gives important information about the general success and challenges of the operation.

Though this work may be effort-consuming and require additional financial resources, it is important not only to provide aid but to get feedback from the beneficiaries in order to search for new opportunities to improve aid, taking into account suggestions of the target group.

Conclusions and recommendations for survey methodology

- It is recommended to add the social vulnerable categories, such as large families and single fathers, to additional risk factors and to extend the list of vulnerable categories of the population in general.
- It is recommended to conduct tests survey questions with participation of interviewers themselves at the stage of the survey preparation, so that volunteers could study thoroughly the questionnaire questions and in order to avoid misinterpretation of questions, as well as to find errors, if any, in the questionnaire.
- In future surveys, it may be needed to simplify the questions as sometimes it is difficult for the beneficiaries to understand.
- To structure the questions so that the blocks of questions are in order.
- To set the minimal number of interviewers.
- It is recommended to conduct the survey orally, in the form of a conversation, putting questions in a free order with the possibility to put down any additional information for each question. The data are entered in the questionnaire in the written or electronic form on the base of the interview.
- To consider the possibility to adapt the questionnaire to the use in other operations.

Recommendations for future surveys

1. The aid provision through the voucher system is more convenient mechanism for most beneficiaries than distribution of relief items (food and hygiene items). However, this system may be improved by means of introduction of new services like the following:
 - ✓ possibility to use a voucher many times;
 - ✓ to issue vouchers in districts, under the places of residence of beneficiaries;
 - ✓ to provide with the transport or to compensate transport expenses for trip to/from a shopping centre;
 - ✓ to arrange the SMS notification about new phases of the voucher issue for beneficiaries;
 - ✓ to arrange the possibility to use the voucher aid for the medical aid (rehabilitation for children, medical certificates, drugs and medicines);
 - ✓ to inform the target group about the aid provided, to a wider extent.
2. To assess beneficiary satisfaction with the coverage of medical services and goods, it is necessary to carry out a separate survey among those who have received such support. This survey is meant to help evaluate the quality of the assistance provided and the needs in medical services that persist and need to be covered by the BRCS in the future.

