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Emergency Appeal Operations Update

Serbia: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRRS011	GLIDE n° OT-2015-000069-SRB
Operations update n° 3	Timeframe covered by this update: 5 December 2016 to 6 March 2017
Date of issue: 24 March 2017	
Operation manager responsible for this EPoA: Henriett Koos, Disaster and Crisis Response Senior Officer, IFRC Regional Office for Europe	Point of contact at the Red Cross: Ruza Petrovic, Restoring Family Links and Tracing Officer, The Red Cross of Serbia
Operation start date: 18 August 2015	Operation end date: extended until 30 June 2017
Revised operation budget: CHF 3,303,742 DREF allocation: 318,035 CHF	Appeal's coverage: 98.74%
Number of people being assisted: 307,600 people	
Host National Society's presence (n° of volunteers, staff, branches): A total of 77 staff and 260 volunteers from ten branches of the Red Cross of Serbia (RCS) along with Headquarters, Vojvodina Province Organization and City Red Cross of Belgrade staff	
Other partners actively involved in the operation: Serbian Commissariat for Refugees and Migration of the Republic of Serbia; Ministry of Labour, Employment, Veterans and Social Policy; local Centres for Social Work; Ministry of Interior Border Police Directorate and Asylum Office; Ministry of Health; Network of Public Health Institutes; UNHCR; ICRC; local and international NGOs.	

Summary of major revisions made to emergency plan of action:

With this Operations Update no. 3, the **Red Cross of Serbia** is extending the timeframe of the operation until **30 June 2017**. It is also reflecting the additional contribution received from ECHO by which the **budget** has increased to **3,303,742 Swiss francs**. The number of target **beneficiaries** has been adapted to the current situation in country and increased from 196,000 to **307,600 people**. The additional ECHO funds enable the Red Cross of Serbia to continue the distribution of food and non-food items (NFIs) and provision of Psychological Support (PSS) and anti-trafficking services in the first half of 2017. In this Operations Update, the RCS is reporting on the operational progress from 5 December 2016 to 6 March 2017.

Appeal history:

- On **18 August 2015**, a DREF allocation was released in the sum of CHF 318,035.
- On **9 September 2015**, an Emergency Appeal was launched with a budget of CHF 2,064,735.
- On **28 October 2015**, the Revised Emergency Appeal no. 1 was issued, increasing the budget to CHF 3,233,828.
- On **16 February 2016**, the Revised Emergency Appeal no. 2 was issued, increasing the number of targeted beneficiaries to 380,580 and the budget to CHF 4,608,610.
- On **5 July 2016**, the Revised Emergency Appeal no. 3 was published to reflect the reduction of budget to CHF 2,775,648 and number of beneficiaries to 196,000 people.
- On **13 September 2016**, an [Operations Update no. 1](#) was published to report on the progress of the operation.
- On **19 December 2016**, an [Operations Update no. 2](#) was published to reflect the extension of the operation's timeframe until 30 April 2017 and amendment of budget increasing the amount to CHF 2,897,241.





Situation

Since 5 December 2016, the number of newly arrived refugees, migrants and asylum-seekers in Serbia has increased to some 7,800 people. According to the latest available data¹, some 43 per cent of them is children and 16 per cent of them are women while only 41 per cent are men. The great majority (80%) of them has arrived from so-called 'refugee-producing countries' including Afghanistan (54%), Iraq (18%) and Syria (8%). According to Eurostat data, they are very likely to be recognized as refugee through a quality refugee status determination procedure.

Severe weather conditions across the region during the reporting period particularly affected refugees and migrants not sheltered in government centres. In response, authorities invited all asylum-seekers to move to these centres such as the Transit Centre (TC) in Subotica and the Reception Centre (RC) in Preševo in the north, near the border with Hungary. The government also established additional facilities in Obrenovac and is working on the installation of the required infrastructure in preparation for the new arrivals from Belgrade.

Red Cross response

From 5 December 2016 to 6 March 2017, the Red Cross of Serbia provided the following relief items and services to migrants and refugees:

 <p>171,410 food parcels 762 non-food items (including hygiene items) 251,563 water bottles</p>	 <p>PSS services for approx. 500 people through counselling and child-friendly spaces</p>	 <p>180 hours of Red Cross volunteer service</p>	 <p>Family tracing and restoring family links for 1,171 people</p>
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Coordination and partnerships

The operational management team in the headquarters of RCS ensured continued support to the Red Cross branches and volunteers across the country. The IFRC Secretariat was working with the RCS to help coordinate this support. Several missions were conducted by disaster management, communications, PMER and health staff from the IFRC Regional Office for Europe (ROE) so as to support the National Society.

Among others, the Swiss Red Cross provided bilateral support to the RCS in the form of NFIs, the Spanish Red Cross in the field of protection and the Luxembourg Red Cross in shelter and fleet support.

The German Red Cross with the support of the German Government helped the Red Cross of Serbia during the winter months (from November 2016 up until mid-February 2017) for the implementation of the project "Support for Serbian Red Cross in order to procure food security for the stranded migrants." The main items distributed included kitchen equipment for field kitchens, food items, bread, ready-to-eat meals and canned food in the value of EUR 200,000.

The ICRC and the IFRC Secretariat were also working together with the RCS to coordinate their movement-level response to the needs of migrants and refugees, particularly in the field of protection, assistance, media coverage and humanitarian diplomacy.

Operational support services

Human Resources

Within the reporting period, a total of 24 National Society (NS) staff were involved in the operation and funded through the Emergency Appeal.

Logistics

In the reporting period, the NS completed tender procedures for the purchase of additional dried food including soups, tea, bottled water and ready-to-eat meals and of two Fiat vans for the distribution of cooked meals to migrants in Sombor and Kikinda. The procurement of items for the contingency stock of the RCS as well as additional hygiene parcels is currently in progress, and expected to close in the coming months.

¹ Source of information: <https://data2.unhcr.org/en/documents/download/54450> (UNHCR: Serbia update, 9-12 March 2017)

Communications

All communication activities directly supported the Emergency Appeal and aimed to raise awareness and sensitize the public, media and donors on the emergency situation, humanitarian needs and response of the Red Cross Red Crescent movement. As part of the RCS's psychosocial support activities, an art exhibition was organized featuring portraits drawn by a sixteen-year old Afghan refugee girl about which a short [article](#) was published on the RCS's website. With support of the IFRC communications team, two human interest stories were also published on the popular social media platform Medium, [one featuring personal stories](#) of people stranded in countries along the Western Balkans route, including Serbia, and [another one on Red Cross volunteer](#) family fathers caring for migrants.

Planning, monitoring, evaluation and reporting (PMER)

With technical support from the IFRC, ongoing monitoring took place by RCS staff and volunteers during the reporting period to ensure that operations were conducted according to plans and budget. Several missions were conducted by relevant IFRC technical staff to coordinate and support planning, project management and evaluations as well as the revision process of the appeal. A final evaluation is planned in the form of a lessons learnt exercise seeking feedback from the variety of stakeholders involved in the operation. This is foreseen to be implemented early June 2017. The evaluation will place a special emphasis on the Red Cross personnel working in the branches with the aim of building their capacities as much as possible.

Administration and Finance

In the reporting period, the RCS prepared six quarterly financial reports and a new funding plan and cash request. The administrative support and office costs of the RCS and IFRC were included in the operational budget. The IFRC supported and will continue to support the management of the emergency appeal to ensure transparency and quality administration.

Operational implementation

Health & care			
Outcome 1: Beneficiaries are provided with first aid and supported with PSS			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
Output 1.1 First aid is provided for the arriving migrants.			
First aid services of RCS are mobilized and support is provided to those in need.	(x)		Ongoing support is provided at border crossing points as needed.
Purchase of first aid kits		(x)	The procurement of first aid kits and AED backpack kits is pending.
Output 1.2 PSS support is provided to migrants/staff			
Review meeting of RCS PSS Specialists	(x)		Four review meetings were organised between September 2016 and February 2017 with RCS PSS specialists.
Translation and adaptation of the PSS materials	(x)		Completed. For more information, please refer to the descriptive section below.
Pilot testing of the materials – trainings & reviews	(x)		The materials were tested at workshops organised for volunteers in November and December 2016.
Implementation of PSS materials in the centres		(x)	The materials are currently being printed and will be available in the centres by early April 2017.
Review meeting for trafficking tools	(x)		Implemented.
Adaptation of materials to include PSS	n/a		This is a long-term strategic initiative of the RCS expanding beyond the scope of this intervention.

Production of materials	(x)	A total of 1000 posters were printed and distributed together with 30,000 supplementary leaflets.
Training for volunteers	(x)	Eight out of nine planned training workshops were held in November and December 2016. The ninth workshop will take place in March 2017.

Progress towards outcomes

Expert team:

The Red Cross of Serbia assembled a team of six experts with broad expertise in the field of PSS (psychologists, psychiatrists, psychotherapists, public health experts, medical doctor) who are also long-term Red Cross volunteers or professionals. This team was tasked with reviewing the materials for adaptation and translation as well as preparing the curriculum and materials for the training workshops for volunteers and staff. The team met four times between September 2016 and February 2017, the last time in February 2017 with the IFRC representative, reviewing the progress of activities and achievements so far.

Manuals:

The materials provided by the Psychosocial Centre were supplemented with inputs of the expert team members and with examples of good practices collected from active Red Cross of Serbia branches. All of this was compiled into a Psychosocial Support Manual to be used in trainings and as reference for all Red Cross staff and volunteers active in providing PSS in different situations. The manual is finalized content-wise and will be printed by May 2017.

The original plan to use this manual as resource material for developing and printing 5,000 copies of a Digest field manual was altered following a decision – in discussion with the federation representative – to translate and adapt a WHO manual instead to be used as a resource for field workers. The WHO Manual Psychological First Aid: Guide for Field Workers (http://www.who.int/mental_health/publications/guide_field_workers/en/) was translated and adapted (with additions of original content) and is at the moment awaiting approval of photographic material by WHO. As soon as it is greenlighted by WHO it will be prepared for printing, printed and distributed as planned.

Additional materials developed:

- Electronic manual for facilitators of PSS trainings based on the Psychosocial Support Manual.
- IFRC's Psychosocial Centre's manual for facilitators of training related to SGBV was also translated and made available to volunteers and professionals.

Trainings:

The Red Cross of Serbia organized eight training workshops covering 184 volunteers and staff members from Red Cross municipal branches. These workshops included:

- Training of 25 trainers to provide training to Red Cross staff working with victims of human trafficking with specific focus on SGBV.
- Psychological First Aid training for 100 participants out of which 25 are to be chosen to be trainers (including pilot training for the PSS manual for 25 participants). Out of 124 polled participants 28 answered that they had prior training related to PSS. Participants were also tested on burnout using the test provided by the Serbian Institute for Public Health. The test showed that more than 70 per cent of the participants had symptoms of burnout syndrome and needed to be trained in caring for volunteers.
- PSS Training for 59 National Disaster Response Team members.

One workshop is remaining which is planned by the end of March for 25 participants. This workshop will exclusively cover Red Cross volunteers and staff from the communities with collective centres for migrants and focus on support to this population.

Posters and leaflets:

The original plan to produce 7,500 posters was altered: the number of posters was reduced to 3,000 with 1,000 already printed and distributed. The ones already done provide concise, practical information for migrants in transit on how to preserve their health in harsh winter conditions. The remaining posters will focus on harsh weather conditions in warm seasons and will be printed by May.

The decision to decrease the number of posters was made after it was confirmed that migrants were more in need of assistance when speaking to medical professionals due to lack of translators. This resulted in spending time on trying to explain their condition, by which the efficiency of medical professionals in serving more patients, and as such in the provision of adequate care, considerably reduced. To address this recurring issue, it was decided with

IFRC approval to print 30,000 leaflets with translations of the most common conditions in ten languages including the ones in the region and the ones in the common countries of origin. The leaflets, inspired by the design previously used by the Austrian Red Cross include easy to understand phrases as well as graphical interpretations of the common conditions for easier communication. This leaflet was praised as a valuable tool in working with migrants at national coordination meetings organized by the Ministry of Health and WHO.

Challenges:

So far, the work with migrants has been challenging in the sense that they have been spending only a few days in Serbia in their attempts to get from one border to the other in the shortest possible time. However, with the gradually decreasing numbers of migrants who are allowed to cross the Serbian-Hungarian border and with the probability of this figure getting reduced to zero in the coming months, the nature of the work will change. The migrants will be spending more time in Serbia, which is expected to cause different and increased psychological pressures and thus will demand more complex PSS over a longer period of time.

Water, sanitation and hygiene

Outcome 2: Reduction of the risks of sanitation related diseases for 196,000 people

Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
Output 2.1: 180,000 hygiene kits for adults and 16,000 baby hygiene kits are distributed			
Procurement and distribution of basic hygiene kits and baby hygiene kits	(x)		Distribution is ongoing as per the needs at transit and border crossing points and points of gathering.

Progress towards outcomes

In the reporting period, 536 hygiene parcels and 35 baby hygiene kits were distributed in reception centres and at points of gathering upon request. A total of 251,563 water bottles (0,5l) were also distributed to beneficiaries.

The hygiene needs of the beneficiaries accommodated in governmental facilities are covered by the Serbian Commissariat in coordination with relevant NGOs.

Challenges:

Due to the changing and unknown numbers of migrants outside the governmental facilities, it is hard to predict hygiene and sanitation needs for a longer period of time.

Shelter

Outcome 4: The immediate settlement needs of migrants in transit centres and camps are met

Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 4.1: Essential non-food items (NFI) are provided to the migrant population to better face changing weather conditions			
Procurement of summer items		(x)	Cancelled
Distribution of summer items to migrants		(x)	Cancelled
Procurement of contingency items (separators, rain coats, thermal blankets, winterization items, field)	(x)		In progress

Progress towards outcomes

After reassessing the needs, the RCS decided not to acquire summer kits. The funds allocated for this activity were reallocated to the hot meal distribution activity.

Food security, nutrition and livelihoods

Outcome 3: The emergency food needs of the 196,000 affected adults and babies are met

Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 3.1: 180,000 daily lunch parcels for adults and 16,000 daily food portions for babies are distributed			
Procurement and packing of lunch parcels and food portions	(x)		Additional procurement of dried food (bread, soups, tea, ready-to-eat meals, water and food packages, cups, spoons and soup bowls)
Development of the distribution reports	(x)		Ongoing
Distribution of lunch parcels and food portions	(x)		Ongoing

Progress towards outcomes

The RCS distributed food at two border crossing points – Horgos and Kelebija – including dried rations, soups and teas for approximately 100 migrants on a daily basis.

Cooked meals:

With the extension of the Emergency Appeal's implementation time frame and the ECHO support, the RCS started the provision of cooked meals in December 2016. It is likely that food distribution will be needed for more than 7,000 people that are expecting to remain in Serbia during the first half of 2017. State authorities are now in the process of purchasing food items that will be delivered by the Commissariat for Refugees and Migration that is running all the centres.

A number of transit reception centres were supplied with meals by the RCS under a contract signed between the IFRC and ECHO in the reporting period. Under this agreement, funds were intended for Sombor (120 people), Pirot (250 people) and Kikinda (300 people). Due to the fact that the Centre in Kikinda was not opened, funds were redirected towards the transit centre in Subotica (hosting 120-150 persons), but to cover the needs only until 28 February 2017. The Red Cross is trying to obtain funds from the German Red Cross to continue with the food distribution in Subotica until the end of 2017.

The ECHO funds covered Dimitrovgrad until the 1 March 2017 when ASB took over the coverage of the centre. Bosilegrad is currently served with food (dinner) by the RCS. The NS offered the possibility of distributing breakfast (dry meals) as well as lunch (ready cooked meals) for a period of six months unless the situation changes and a better option becomes available.

The provision of meals in the different centres as of 6 March 2017 is summarized in the table at Annex 1.

Challenges:

Since there were no adequate capacities in local RC branches to prepare hot cooked meals to migrants, the RCS had to upgrade soup kitchen capacities in the respective branches. Funds from the German Red Cross were utilized for equipping kitchen in Kikinda and some costs were co-funded from the emergency appeal funds. Another current logistical challenge is in Dimitrovgrad, Subotica and Pirot where the food is prepared in local RC branch soup kitchen and then transported to centres.



Distribution of food parcels at the Kelebija border crossing by Red Cross staff and volunteers. Photo: Red Cross of Serbia

An overview of the food parcels and NFIs distributed from 5 December 2016 until 6 March 2017 can be seen in the below tables:

Item	Quantity
Food parcels	105 pieces
Canned beef meat	43,369 pieces
Canned fish	43,641 pieces
Hygiene parcels	536 pieces
Water	251,563 bottles of 0,5l
Personal protection sets	191 pieces
Baby hygiene kits	35 pieces
Baby food parcels	964 pieces
Soup	9,341 pieces
Tea	37,758 cups

Cooked meals provided from ECHO funds	
By RC branch:	Number of beneficiaries
Subotica	6,300
Sombor	10,198
Pirot	15,458
Dimitrovgrad (2 meals)	3,276
Total	35,232

Restoring Family Links (RFL)

Outcome 5: 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 5.1: Family tracing services are provided to the migrants			
Identification of families in need of RFL	(x)		Ongoing and regular activity
Printing of RFL leaflets and posters in different languages	(x)		TTF posters as well safety tips posters are placed in all centres and updated regularly
Distribution of 100,000 RFL leaflets and 500 posters at the reception centres	(x)		Complementary procurement of additional leaflets and posters from the Swiss Red Cross
Providing verbal information on RFL in reception centres to migrants	(x)		Ongoing and regular
Provision of technical support and mobile pre-paid vouchers to the beneficiaries	(x)		Ongoing and regular

Progress towards outcomes

In the reporting period, the Tracing Service of the Red Cross of Serbia visited the new centre in Sombor providing migrants with RFL services. In cooperation with the ICRC Belgrade team, the RCS performed a rapid assessment of the needs for RFL services which showed that there is a continuous need in assisting migrants to restore and maintain lost contact with their relatives as well as to clarify the fate of their family members of whom they have no news for months and are uncertain whether they survived the „sea route“. Between December 2016 and February 2017, 177 new tracing cases for the search of 559 persons (family members) were registered for active tracing. A total of 11,726 preventive RFL visit cards and leaflets and 1,171 prepaid SIM cards enabling free of charge three-minute calls for family members were distributed in all 17 centres in Serbia. People had access to phone services contacting their families in their countries of origin. Thanks to the continuous support of the ICRC Belgrade delegation, RCS RFL officers could regularly perform RFL monitoring visits and RFL services were offered to all persons who were without news of their family members.



A Red Cross information booth in the Krnjaca centre with posters and information on Restoring Family Links assistance.
Photo: Red Cross of Serbia

Migrants and refugees are in Serbia now for several months and are mostly interested in possibilities of swift family reunification as well as information regarding relatives and friends who are accommodated in other centres in Serbia. RFL focal points who regularly visit transit centres and asylum centres explain them the procedure for family

reunification apart from regular RFL activities (distribution of SIM prepaid phone cards). A priority in RFL, considering the current situation, is to provide safety and prevention of separation tips as well as explain the challenges that may arise on their further journey towards their destination countries.

In addition to the distribution of preventive leaflets and RFL visit cards, the RCS Tracing Service is regularly updating posters in all centres in Serbia. Since the beginning of the operation, the RCS printed 50,000 RFL leaflets, 500 posters and 100,000 RFL visit cards. To date, a total of 35,000 leaflets and 70,000 RFL visit cards were distributed. In addition, the RCS printed 30,000 leaflets and 10,000 posters with complementary funds from the Swiss Red Cross. The activity is ongoing in all accommodation and reception centres in country.

Challenges:

The biggest challenge in RFL work is the difficulty in defining the starting point to initiate a search (the unknown location of the person sought, especially if smuggling is involved as it is mostly the case).

Community engagement and accountability (CEA)

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

Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 6.1: Awareness campaign is provided to the migrants and host community.			
Assessment of information needs and the communications landscape	(x)		Implemented and ongoing
Volunteers training on human trafficking prevention	(x)		Implemented
Implementation of "Prevention of Human Trafficking" program	(x)		From the complementary funds of Spanish Red Cross

Progress towards outcomes

The assessment done during meetings with Red Cross local branch participants, showed the need to raise awareness among volunteers and professionals of the RCS who are working within the Disaster Management program and others who can come into contact with victims of human trafficking among migrants or those at the risk of becoming victims of trafficking. Based on this assessment, three trainings were conducted in August 2016 for 60 members of the National Teams for Disaster Management, volunteers and professionals that can come into contact with victims of human trafficking. During the trainings, participants had the opportunity to learn the indicators for identifying victims of human trafficking. Special emphasis was put on the protection of migrants of vulnerabilities for falling into the traps of human trafficking in their aim to reach their destinations and a better life, as well as on the role of professionals and volunteers that can protect them and help them, prevent or ease the suffering of the victims. In addition to RCS's anti-trafficking trainers, guest lecturers also participated in the seminar, including a professor from the Police Academy and a representative from the Centre for Protection of Victims of Trafficking. Through real-life examples, that especially interested the participants, actual cases and challenges were presented that victims experience. Participants also learned how to react in situations when they suspect that someone could be a potential victim of human trafficking. Also, participants were presented with precautionary measures and procedures in identifying and caring for victims of human trafficking.

The anti-trafficking program was implemented continuously in all 17 centres in Serbia to protect them through informing them about the problem of human trafficking and necessary precaution measures (more intensively since the leaflets and posters were printed and distributed). Whenever it was possible, interactive workshops were organized, or at least leaflets were distributed with the exchange of basic information



Awareness-raising on trafficking in human beings for children migrants in the Krnjaca Centre by a staff from the Belgrade Red Cross branch. Photo: Red Cross of Serbia

about their perceptions about the dangers of human trafficking.

The first reports revealed the following:

- Among the migrants there is no differentiation between smuggling and trafficking.
- Larger numbers are staying in Serbia due to lack of possibilities for further travelling. This makes them an easier target for traffickers.
- In their desire to carry on their journey, they are ready to accept every challenge (not understanding exploitation) and without information on the impossibility of leaving the human trafficking chain.
- Migrants are interested in learning more about the human trafficking traps that can come up along the migratory trail but also in the countries of destination.
- They are thankful for information that they receive and show great interest in cooperating with Red Cross volunteers.
- There is a lack of knowledge on whom they can approach and ask for help at times of hardships and exploitation.
- There are very positive experiences in working with children. Their parents are comfortable with their children participating in workshops with volunteers. Parents are also very interested in the topic and when met with materials show their children and emphasize the need to take care in these situations.
- In the coming period, the RCS will explore relevant messages to be delivered and according to that develop modules for working with refugees and migrants and adapt adequate already existing modules.

National Society capacity building

Outcome 7: The capacities of the staff and volunteers of the RCS are enhanced

Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 7.1 NS staff and volunteers are trained in different areas.			
DM refresher training for RCS staff and volunteers	(x)		Implemented
Communications training for RCS staff and volunteers	(x)		3 workshops for 75 participants from 24 local branches
PSS training for RCS staff and volunteers			Reported under health
Volunteer management training for RCS staff		(x)	Pending
Reconstruction of the National Society's website	(x)		Posting news on the NS website several times a month

Progress towards outcomes

At the beginning of December 2016, one DM training was organized for National Disaster Response Teams of the RCS. A total of 25 new members of the team successfully passed. The objective of this training was to empower human capacity with wider range of operational competences in DM. These trained volunteers and professionals of the RCS now have better skills and knowledge on how to support operational activities of local Red Cross branches in assistance provision to migrants and refugees.

Communication:

On the communication workshops, volunteers and the RCS staff enhanced their communications skills for their everyday work with migrants, journalists, partners and public. The communications trainings were conducted in Belgrade, Novi Sad and Nis in March, May and June 2016. In the period from 6 December 2016 to 6 March 2017, 364 news items were published on different TV stations about the activities of the Red Cross. In that period, different TV stations were broadcasting 32 TV news and stories (54 minutes on TV) about migrants in Serbia. Almost 80 per cent of them were published on public TV (the outlet Radio-Television Serbia). At the same time, 12 articles were also issued on the relief assistance migrants received from the Red Cross of Serbia. One of the stories was published on the web site of the Red Cross of Serbia. The RCS's Information Department sent photos from Belgrade/Krnjaca, Bogovadja/Sombor, Subotica and Sid to the IFRC ROE's Communications Department

several times during the reporting period.

Quality programming/ Areas common to all sectors

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

Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 8.1: The Red Cross of Serbia is monitoring the situation and mobilizes its assets based on current needs.			
Negotiations and coordination with partner organizations	(x)		RCS participating in regular thematic coordination meetings organised by government representatives, UNHCR, etc.
On-site assessment and monitoring	(x)		Continuous assessment by RCS branch staff and volunteers is ongoing in all sites where migrants stay
Mobilization and coordination of volunteers and staff involved	(x)		Ongoing
Producing weekly reports on the assistance provided	(x)		Continuously performed by the Red Cross branch which reports to the RCS HQ
Conducting final evaluation on the operation	(x)		Pending

Budget

The current revised budget of the emergency appeal is **3,303,742 Swiss francs**, increased from 2,897,241 Swiss francs upon being awarded additional ECHO funds for the response.

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

Annex 1 – Provision of meals in the different centres as of 6 March 2017

CENTRE currently accommodated/ planned capacities	Breakfast	Lunch	Dinner
PREŠEVO 824 / 1300+	CARITAS _ LIFE AID	CARITAS _ LIFE AID+SOS Children Villages, hot soup	COVEKOLJUBLJE
	Donor ECHO (General Directorate for Humanitarian Aid and Civil Protection), CRS and Caritas for 9 months starting 1/02 until 15 October, maybe longer		
BUJANOVAC 213 / 250+	CARITAS _ LIFE AID	CARITAS _ LIFE AID+SOS Children Villages, hot soup	COVEKOLJUBLJE
	Donor ECHO (General Directorate for Humanitarian Aid and Civil Protection), CRS and Caritas for 9 months starting 1/02 until 15 October +		
BOSILEGRAD 57 / 100+	SOS Decija sela	SOS Decija sela	SOS Decija sela
	Donation SOS Kinderdorf		DONOR RC Serbia /ECHO
DIMITROVGRAD 91 / 90+	RED CROSS	RED CROSS	RED CROSS
	Donor ECHO (through Regional office of the IFRC Budapest)		
	Until ASB starts- from 1 March until the end of the year		
	Donor of ASB is Geman Ministry of Foreign Affairs		
PIROT 247 / 450+	RED CROSS	RED CROSS	RED CROSS
	Donor ECHO (through Regional office of the IFRC Budapest)		
OBRENOVAC 794 / 1200+	CEB and TZU CHI	HF IDOMENI	CEB (cans) and TZU CHI (bread)
	donor CEB and TZU CHI	Donor ?	Donor CEB and TZU CHI
	from Saturday 11 February for 1-2 months	another 1-2 moths	from Saturday 11 February for 1-2 months
SID RAILWAY STATION 643/650+ ADASEVCI 900/ 1090+ PRINCIPOVAC 368 / 450+	CARE, through supplier is offering all 3 meals until central kitchen is established for all 3 Centres (Ecumenical Humanitarian Organization is finishing works in kitchen ,CARE has engaged a company to cook)		
	Donor ECHO (Directorate General) until 31 March, extension possible		
SOMBOR 105 / 300+	Red Cross	Red Cross	Red Cross
	Donor ECHO (through Regional office of the IFRC Budapest) until 30 June		
SUBOTICA 138 / 240+	Red Cross	Red Cross	Red Cross
	Donor ECHO (through Regional office of the IFRC Budapest) until 28 February; trying to obtain funds form the German Red Cross untill the end of the year		
KRNJACA 1108 / 1200+	3 meals per day for asylum seekers (611) - BUDGET ; urgent reception (497) - CARITAS + CEB; MADAD - MADAD is planned to cover the food for urgent reception		
	Caritas (600 brekfasts - pastry, bun)	Caritas (600 soups)	until 30 June, maybe longer
SIENICA 428 / 450+	3 meals per day for asylum seekers - BUDGET ; emergency admission - CARITAS + CEB; MADAD - MADAD is planned to cover the food for urgent reception		
TUTIN 124 / 200+	3 meals per day for asylum seekers - BUDGET		
BOGOVADJA 245 / 260+	3 meals per day for asylum seekers - BUDGET		
BANJA KOVILJACA 109 / 120	3 meals per day for asylum seekers - BUDGET		
DIVLJANA 187 / 300+	3 meals per day for asylum seekers - BUDGET		

EMERGENCY APPEAL

17/03/2017

MDRRS011 Serbia: Population Movement

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	3,200			3,200
Shelter - Transitional				0
Construction - Housing				0
Construction - Facilities	39,000			39,000
Construction - Materials				0
Clothing & Textiles	12,457			12,457
Food	1,384,805			1,384,805
Seeds & Plants				0
Water, Sanitation & Hygiene	339,779			339,779
Medical & First Aid	28,759			28,759
Teaching Materials				0
Utensils & Tools	39,000			39,000
Other Supplies & Services	21,830			21,830
Emergency Response Units				0
Cash Disbursements				0
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	1,868,830	0	0	1,868,830
Land & Buildings	39,397			39,397
Vehicles	201,185			201,185
Computer & Telecom Equipment				0
Office/Household Furniture & Equipment	22,000			22,000
Medical Equipment				0
Other Machinery & Equipment				0
Total LAND, VEHICLES AND EQUIPMENT	262,582	0	0	262,582
Storage, Warehousing	72,000			72,000
Distribution & Monitoring	47,693			47,693
Transport & Vehicle Costs	75,000			75,000
Logistics Services	5,000			5,000
Total LOGISTICS, TRANSPORT AND STORAGE	199,693	0	0	199,693
International Staff	19,400			19,400
National Staff				0
National Society Staff	437,444			437,444
Volunteers	32,748			32,748
Total PERSONNEL	489,592	0	0	489,592
Consultants	10,000			10,000
Professional Fees	42,070			42,070
Total CONSULTANTS & PROFESSIONAL FEES	52,070	0	0	52,070
Workshops & Training	73,553			73,553
Total WORKSHOP & TRAINING	73,553	0	0	73,553
Travel	12,000			12,000
Information & Public Relations	39,365			39,365
Office Costs	43,778			43,778
Communications	27,148			27,148
Financial Charges	200			200
Other General Expenses	28,320			28,320
Shared Office and Services Costs	1,688			1,688
Total GENERAL EXPENDITURES	152,499	0	0	152,499
Partner National Societies				0
Other Partners (NGOs, UN, other)				0
Total TRANSFER TO PARTNERS	0	0	0	0
Programme and Supplementary Services Recovery	201,423	0		201,423
Total INDIRECT COSTS	201,423	0	0	201,423
Pledge Earmarking & Reporting Fees	3,500			3,500
Total PLEDGE SPECIFIC COSTS	3,500	0	0	3,500
TOTAL BUDGET	3,303,742	0	0	3,303,742
Available Resources				
Multilateral Contributions	3,262,170			3,262,170
Bilateral Contributions				0
TOTAL AVAILABLE RESOURCES	3,262,170	0	0	3,262,170
NET EMERGENCY APPEAL NEEDS	41,572	0	0	41,572

Disaster Response Financial Report

MDRRS011 - Serbia - Population Movement

Timeframe: 17 Aug 15 to 30 Apr 17

Appeal Launch Date: 09 Sep 15

Interim Report

Selected Parameters

Reporting Timeframe	2015/8-2017/2	Programme	MDRRS011
Budget Timeframe	2015/8-2017/4	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			2,897,241			2,897,241	
B. Opening Balance							
Income							
Cash contributions							
<i>British Red Cross</i>			37,749			37,749	
<i>British Red Cross (from British Government*)</i>			534,366			534,366	
<i>European Commission - DG ECHO</i>			1,963,306			1,963,306	
<i>Italian Government Bilateral Emergency Fund</i>			107,787			107,787	
<i>Japanese Government</i>			238,666			238,666	
<i>Luxembourg Government</i>			27,084			27,084	
<i>Mellon Bank</i>			15,185			15,185	
<i>Norwegian Red Cross (from Norwegian Government*)</i>			-14,317			-14,317	
<i>Red Cross of Monaco</i>			16,192			16,192	
<i>Swedish Red Cross</i>			218,014			218,014	
<i>Taiwan - Private Donors</i>			1,069			1,069	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>			61,600			61,600	
<i>The Netherlands Red Cross</i>			81,147			81,147	
<i>Western Union Foundation</i>			-14,531			-14,531	
C1. Cash contributions			3,273,317			3,273,317	
Other Income							
<i>Fundraising Fees</i>			-11,146			-11,146	
C4. Other Income			-11,146			-11,146	
C. Total Income = SUM(C1..C4)			3,262,170			3,262,170	
D. Total Funding = B + C			3,262,170			3,262,170	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income			3,262,170			3,262,170	
E. Expenditure			-2,344,102			-2,344,102	
F. Closing Balance = (B + C + E)			918,068			918,068	

Disaster Response Financial Report

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Budget Timeframe	2015/8-2017/4	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)						2,897,241	2,897,241	
Relief items, Construction, Supplies								
Shelter - Relief	12,500							12,500
Construction - Facilities	39,000							39,000
Clothing & Textiles	80,464							80,464
Food	687,562							687,562
Water, Sanitation & Hygiene	412,092							412,092
Medical & First Aid	80,968							80,968
Utensils & Tools	43,800							43,800
Other Supplies & Services	80,760							80,760
Total Relief items, Construction, Sup	1,437,147							1,437,147
Land, vehicles & equipment								
Vehicles	240,582							240,582
Office & Household Equipment	22,000							22,000
Total Land, vehicles & equipment	262,582							262,582
Logistics, Transport & Storage								
Storage	72,000							72,000
Distribution & Monitoring	61,494							61,494
Transport & Vehicles Costs	45,500			576		576		44,924
Logistics Services	50,000			5,000		5,000		45,000
Total Logistics, Transport & Storage	228,994			5,576		5,576		223,418
Personnel								
International Staff	19,400							19,400
National Society Staff	371,444							371,444
Volunteers	66,339							66,339
Total Personnel	457,183							457,183
Consultants & Professional Fees								
Consultants	10,000			9,293		9,293		707
Professional Fees	57,070			10,376		10,376		46,694
Total Consultants & Professional Fees	67,070			19,670		19,670		47,400
Workshops & Training								
Workshops & Training	129,623			485		485		129,138
Total Workshops & Training	129,623			485		485		129,138
General Expenditure								
Travel	12,000			14,990		14,990		-2,990
Information & Public Relations	49,715							49,715
Office Costs	43,778							43,778
Communications	27,148			73		73		27,075
Financial Charges	200			264		264		-64
Other General Expenses				0		0		0
Shared Office and Services Costs	1,688							1,688
Total General Expenditure	134,529			15,327		15,327		119,202
Contributions & Transfers								
Cash Transfers National Societies				2,148,091		2,148,091		-2,148,091
Total Contributions & Transfers				2,148,091		2,148,091		-2,148,091
Indirect Costs								
Programme & Services Support Recover	176,613			142,295		142,295		34,319
Total Indirect Costs	176,613			142,295		142,295		34,319

Disaster Response Financial Report

MDRRS011 - Serbia - Population Movement

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Selected Parameters

Reporting Timeframe	2015/8-2017/2	Programme	MDRRS011
Budget Timeframe	2015/8-2017/4	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)				2,897,241			2,897,241	
Pledge Specific Costs								
Pledge Earmarking Fee				9,189			9,189	-9,189
Pledge Reporting Fees	3,500			3,470			3,470	30
Total Pledge Specific Costs	3,500			12,659			12,659	-9,159
TOTAL EXPENDITURE (D)	2,897,241			2,344,102			2,344,102	553,139
VARIANCE (C - D)				553,139			553,139	

Disaster Response Financial Report**MDRRS011 - Serbia - Population Movement**

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Budget Timeframe	2015/8-2017/4	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	2,897,241		3,262,170	3,262,170	2,344,102	918,068	
Subtotal BL3	2,897,241		3,262,170	3,262,170	2,344,102	918,068	
GRAND TOTAL	2,897,241		3,262,170	3,262,170	2,344,102	918,068	