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## Emergency Appeal Operations Update Serbia: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency Appeal n° MDRRS011</b>	<b>GLIDE n° OT-2015-000069-SRB</b>
<b>Operations update n° 4</b>	<b>Timeframe covered by this update: 7 March 2017 to 10 June 2017</b>
<b>Date of issue: 27 June 2017</b>	
<b>Operation manager responsible for this EPoA: Henriett Koos, Disaster and Crisis Response Senior Officer, IFRC Regional Office for Europe</b>	<b>Point of contact at the Red Cross: Ruza Petrovic, Restoring Family Links and Tracing Officer, The Red Cross of Serbia</b>
<b>Operation start date: 18 August 2015</b>	<b>Operation end date: extended until 30 September 2017</b>
<b>Revised operation budget: CHF 3,303,742 DREF allocation: 318,035 CHF</b>	<b>Appeal`s coverage: 98.74%</b>
<b>Number of people being assisted: 307,600 people</b>	
<b>Host National Society`s presence (n° of volunteers, staff, branches):</b> A total of 112 staff and 114 volunteers from ten branches of the Red Cross of Serbia (RCS) along with Headquarters, Vojvodina Province Organization and City Red Cross of Belgrade staff	
<b>Other partners actively involved in the operation:</b> Commissariat for Refugees and Migration of the Republic of Serbia (Serbian Commissariat); 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:

***This Operations Update no. 4 aims to report on the progress of the operation since the last Operations Update (published on 24 March 2017) for the period of 7 March and 10 June 2017, as well as to indicate the no-cost extension of the operation`s timeframe until 30 September 2017.***

#### ***The extension of timeframe was decided based on the following factors:***

DG ECHO has contributed to the Serbia: Population Movement Emergency Appeal an amount of EUR 1,750,000, out of which EUR 600,000 was made available at the beginning of 2017 with earmarking on food distribution in three centres of Pirot, Kikinda and Sombor. However, the Red Cross of Serbia (RCS) has been facing challenges in spending all the funds in the given timeframe that is 30 June 2017, due to the following reasons:

- Although it was planned from the beginning of the year, the reception centre in Kikinda was only opened at the beginning of April 2017, therefore the National Society could not carry out the planned food distribution as per its commitment.
- The number of target beneficiaries was planned based on the capacity of the respective centres (Kikinda: 300, Sombor: 300 and Pirot: 250), while the actual number of migrants accommodated in the centres has remained considerably below this figure in Pirot, Kikinda and Sombor. The initially planned figure was only reached and later increased in early June 2017.
- The funding scheme of the food distribution has changed in the meantime, according to which the financial support in Sombor and Kikinda was taken over by a German organization, called HELP from 1 April and is planned to continue until 31 August 2017.
- In this given period, it has only been Pirot, where food distribution has been fully covered from DG ECHO funds as per the original agreement. However, instead of the originally planned 250 people, 200 as average have been accommodated in the centre, thus reached from the action.

The combination of the above factors is foreseen to result in a substantial amount of unspent DG ECHO funds at the end of the current timeframe of the implementation (30 June 2017). Following the submission of a Modification

Request to DG ECHO, the no-cost extension of ECHO implementation timeframe was approved at the beginning of June 2017.

In order to ensure smooth continuation of the implementation under the DG ECHO action, which is the main activity under the EA currently, the harmonization of the timeframes have become essential.

**Parallel to the above Modification Request Process with DG ECHO, IFRC Regional Office for Europe (ROE) has initiated the planning process with the National Society in order to ensure smooth transition from the Emergency Appeal to the annual plan. While the only activity implemented under the appeal is the food distribution, the RCS will continue with the implementation of the other services, such as provision of Psychological Support (PSS), anti-trafficking and Restoring Family Links (RFL) under the framework of the annual migration operational plan for 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.
- On **24 March 2017**, an [Operations Update no. 3](#) was published to reflect the extension of the operation timeframe until 30 June 2017 and the amendment of budget increase of CHF 3,303,741.93.





## Situation

The number of new refugees, asylum-seekers and migrants in Serbia continued to slightly decrease with 6,618 counted on 4 June 2017, out of which 94 per cent were accommodated in 18 governmental shelters. A new Reception Centre (RC) in Vranje (South) was opened, which received the first 135 refugees on 30 May, while, on the following day, the last 200 residents of Transit Centre (TC) Sid were moved to other centres and the Transit Centre was closed down.

According to the latest available data<sup>1</sup>, at the end of May, some 80% of residents in governmental centres were from the following countries: Afghanistan (62%), Iraq (12%) and Syria (5%). 13% from Pakistan and 8% from other countries. 41% were children, 12% adult women and 47% adult men. In May 2017, 577 individuals registered intent to seek asylum in Serbia, out of which 41% were adult men, 2% adult women and 56% children. Most applications were made by citizens of Afghanistan (74%), Pakistan (12%), Iraq (4%), and Syria (4%). The Asylum Office has not issued any substantive first-instance decisions.

### Red Cross response

From 7 March to 10 June 2017, the Red Cross of Serbia provided the following relief items and services to migrants and refugees:

			
<p><b>9,638</b> food parcels<sup>2</sup>;  <b>1,299</b> non-food items  (including hygiene items);  <b>20,096</b> water bottles</p>	<p>PSS services for <b>265</b> people  through counselling and child-  friendly spaces  anti-trafficking sessions for <b>740</b>  people</p>	<p><b>180</b> hours of  Red Cross volunteer  service</p>	<p>Family tracing and  restoring family links for  <b>420</b> people</p>

<sup>1</sup> Source of information: <https://data2.unhcr.org/en/documents/details/57252> (UNHCR: Serbia update, 29 May-4 June 2017)

<sup>2</sup> 20,228 food items with tea. For more details on food distributions, please refer to Annex 1.

## **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 closely with the RCS to help coordinate this support. Several missions were conducted by disaster management staff from the IFRC Regional Office for Europe so as to support the National Society.

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

The project "Support of the Red Cross of Serbia concerning the provision of food for refugees in Subotica in 2017" is implemented from 1 April to 31 August 2017 from the generous financial support of the Federal Foreign Office (FFO) of Germany through the German Red Cross. The project is coordinated by RCS Headquarters while preparation and distribution of three hot meals per migrant per day is done by the local Red Cross Branch in Subotica.

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 seven National Society (NS) staff were involved in the operation and funded through the Emergency Appeal.

### **Logistics**

With the complementary funds of the German Red Cross (GRC), the Red Cross of Serbia purchased a vehicle for the purpose of food distribution to refugees and migrants placed in the reception centre in Subotica.

### **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. In the reporting period 344 news items were published on different TV stations about the activities of the Red Cross. In that period, different TV stations were broadcasting 16 TV news and stories (38 minutes on TV) about migrants in Serbia. Almost 50 per cent were published on public TV stations. At the same time, 15 articles (mainly in the daily press) were 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 photos taken by the RCS's Information Department in Sombor, Subotica, Bujanovac and Kikinda were sent to the IFRC ROE's Communications Department regularly during the reporting period.

### **Planning, monitoring, evaluation and reporting (PMER)**

With technical support from the IFRC, RCS staff and volunteers continuously monitored the situation as well as the implementation during the reporting period to ensure that operations were implemented according to plans and budget. Several missions were conducted by relevant IFRC 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 September 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**

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

<b>Health &amp; care</b>			
<b>Outcome 1: Beneficiaries are provided with first aid and supported with PSS</b>			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
<b>Output 1.1 First aid is provided for the arriving migrants.</b>			
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 is reallocated to the annual Migration Operational Plan for 2017.
<b>Output 1.2 PSS support is provided to migrants/staff</b>			
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 available in the centres and are being distributed to the migrants regularly.
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 1,000 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 about standardising activities will take place once the funds become available (within the AP)
<b>Progress towards outcomes</b>			
<b>Expert team:</b>			
<p>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.</p>			
<b>Manuals:</b>			
<p>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 the original plan to have it printed by May 2017 has been extended due to the lack of funds.</p>			

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 IFRC 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/](http://www.who.int/mental_health/publications/guide_field_workers/en/)) was translated and adapted (with additions of original content) and is prepared for printing. The printing process (tendering, selection of the vendor etc.) will be entered as soon as the funds are available and due to the legal stipulations related to registering printed publications the electronic version cannot be made publicly available before the printed version is published. Therefore, the electronic version will be provided to the public via the Red Cross of Serbia website as soon as the printed version enters distribution.

### **Psychosocial support activities with migrants in four municipalities**

After receiving training, the Red Cross volunteers and professionals in four branches with collective centres (Sid, Sombor, Subotica and Negotin) have organised regular psychosocial activities with migrants. Some of these activities are aimed only at adult migrants, while others are targeted psychosocial support activities and workshops with children.

In dedicated child-friendly spaces in the Red Cross or in the collective centres, the work with children combines educational activities (First Aid skills, Anti-trafficking) with creative workshops that engage children in drawing, structured play, colouring, telling stories and other similar activities. In a good example of combining knowledge transfer and psychosocial support, the Red Cross of Sombor has organised First Aid workshops where the parents were the ones acquiring knowledge on First Aid provision while their children acted out injuries and had great fun with their families. Another example illustrates an out-of-the box psychosocial support activity, where a pregnant woman was assisted with reaching the hospital, encouraged to stay and deliver the baby there. Following the delivery, the Red Cross coordinated with the hospital her reconnection with her husband and four other children, who were concerned whether they would be able to visit her as well as about the mother and the baby.

In the reporting period, the four municipal branches organised 19 psychosocial support workshops with the migrants, employing 26 trained volunteers and professionals. 265 migrants were directly reached through these sessions. In addition to these, 11 anti-trafficking sessions were organised with the participation of 740 migrants.

### **Regional project Psychological First Aid and Psychosocial Support in Complex Emergencies**

In April 2017, a new EU-supported project has started in the region. The project is coordinated by the Austrian Red Cross and encompasses Austria, Italy, Slovenia, Croatia, the former Yugoslav Republic of Macedonia and Serbia and their National Societies, while the Austrian University of Innsbruck is a partner on the project providing know-how. The first phase of the project is completed – compiling all the existing training, research etc. materials in the region on the two topics. The University of Innsbruck is now tasked to work with the partners and design a two-day training course for volunteers. During the kick-off meeting organised in Vienna on 3 and 4 April 2017, the partners discussed the project contents and the concrete activities, their expectations but also the actual value of a project like this in the context of the ongoing migrant crisis in Europe.

### **Challenges**

It is expected that the prolonged stay of migrants in the country may result in different and increased psychological pressure on the people affected, thus a more complex PSS approach is required in the long-term.

<b>Water, sanitation and hygiene</b>			
<b>Outcome 2: Reduction of the risks of sanitation related diseases for 196,000 people</b>			
<b>Activities</b>	<b>Is implementation on time?</b>		<b>Comments/Status</b>
	<b>Yes (x)</b>	<b>No (x)</b>	
<b><i>Output 2.1: 180,000 hygiene kits for adults and 16,000 baby hygiene kits are distributed</i></b>			
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.
<b>Progress towards outcomes</b>			

In the reporting period, 1,101 hygiene parcels and 23 baby hygiene kits were distributed in reception centres and at the points of gathering upon request. A total of 20,096 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.

### Challenges

Although there is a strong decision of the Serbian Commissariat that all migrants should be accommodated in governmental facilities there were still small groups outside the regular reception centres. Due to the changing and unknown numbers of migrants outside the governmental facilities, it was hard to predict hygiene and sanitation needs for a longer period of time. However, in the last few weeks, migrants mainly from Belgrade city centre have been moved to reception centres based on the latest decision of the Government. Although there is still fluctuation in the centres, the situation has become stabilized, more predictable and as such easier to respond to.

## 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	
<b>Output 4.1: Essential non-food items (NFI) are provided to the migrant population to better face changing weather conditions</b>			
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)	Cancelled
<b>Progress towards outcomes</b>			
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	
<b>Output 3.1: 180,000 daily lunch parcels for adults and 16,000 daily food portions for babies are distributed</b>			
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
<b>Progress towards outcomes</b>			
The RCS distributed food at two border crossing points – Horgos and Kelebija – including dried rations, soups and teas for approximately 70 migrants on a daily basis.			

### Cooked meals:

With the extension of the Emergency Appeal's implementation timeframe and the DG ECHO support, the RCS started the provision of cooked meals in December 2016.

The reception centre in Pirot is supplied with meals for up to 250 beneficiaries by the RCS under a contract between the IFRC and ECHO. In Sombor<sup>3</sup> and in Kikinda<sup>4</sup>, provision of food is funded by HELP and in Subotica by GRC.

Due to the fact that the centre in Kikinda was opened in April 2017, the funds was reallocated to Subotica (hosting 120-150 persons) to cover the needs till the end of March. The Red Cross of Serbia obtained the funds from GRC to continue with the food distribution in Subotica until the end of August or November 2017, depending on the number of migrants in the centre. The provision of meals in the reporting period in the different centres is summarised in the in [Annex 1](#).



Distribution of food parcels at Sombor reception centre. Photo: Red Cross of Serbia

### 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 the kitchen in Kikinda and some costs were co-funded from the Emergency Appeal funds. Logistical challenges were faced in Dimitrovgrad, Subotica and Pirot where the food is prepared in local RC branch soup kitchen and then transported to centres. Considering the fact that HELP covers the cost of food preparation and food items and that they accept the cost in the amount of EUR 1.2, which is not sufficient for 300 beneficiaries (real cost is EUR 1.6), the difference of EUR 0.4 per migrant per day will be covered from the EA unearmarked funds until the number of beneficiaries reaches 300 persons.

An overview of the food parcels and NFIs distributed from 7 March until 10 June 2017 can be seen in the below tables:

Item	Quantity
<b>Food parcels</b>	6 pieces
<b>Canned beef meat</b>	8,723 pieces
<b>Canned fish</b>	8,130 pieces
<b>Hygiene parcels</b>	1,101 pieces
<b>Water</b>	20,096 bottles of 0,5l
<b>Personal protection sets</b>	175 pieces
<b>Baby hygiene kits</b>	23 pieces
<b>Baby food parcels</b>	239 pieces
<b>Soup</b>	9,393 pieces
<b>Tea</b>	10,590 cups

Cooked meals	
By RC branch and donor	Number of beneficiaries
Pirot (ECHO)	21,201
Subotica (GRC)	14,320
Sombor (HELP)	19,177
Kikinda (HELP)	14,320
<b>Total</b>	<b>68,889</b>

### 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	
<b>Output 5.1: Family tracing services are provided to the migrants</b>			
Identification of families in need of RFL	(x)		Ongoing and regular activity

<sup>3</sup> Hosting in average 120-300 persons, as of 12 June 2017 there were 394 migrants.

<sup>4</sup> Hosting in average 300 persons.

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, RCS received 128 new tracing requests from Western European countries and for the search of 375 persons (family members) were registered for active tracing, out of which 18 new cases were initiated in Serbia. A total of 3,178 preventive RFL visit cards and leaflets and 564 prepaid SIM cards enabling free of charge three-minute calls for family members were distributed in centres in Serbia.

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.

Migrants and refugees stay 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 37,000 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.



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

### 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	
<b>Output 6.1: Awareness campaign is provided to the migrants and host community.</b>			
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

Activities of the project "Prevention of human trafficking among children and youth including migrants" supported by the Spanish Red Cross were implemented continuously in RC Local Branches, where centres are located in the county (Subotica, Kikinda, Sombor, Sid, Beograd, Negotin, Zajecar, Loznica and Tutin).

To protect children and youth from human trafficking, youth educators of the Red Cross of Serbia implemented information sessions about necessary precautionary measures for children and youth among migrants. In the reporting period, 32 interactive workshops were organized for approximately 500 participants. The Red Cross of Serbia regularly performs preventive activities and distributes informative leaflets containing useful information regarding the precautionary measures in relation to human trafficking. Migrants are interested in learning more about the human trafficking traps that can occur 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 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.



Info session 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

## 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	
<b>Output 7.1 NS staff and volunteers are trained in different areas.</b>			
DM refresher training for RCS staff and volunteers	(x)		Implemented
Communications training for RCS staff and volunteers	(x)		Till March 2017, 3 workshops for 75 participants were organized. It is planned to train 100 more persons from 20 branches (reallocated to annual migration plan)
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:

In the reporting period 344 news items were published on different TV stations about the activities of the Red Cross. In that period, different TV stations were broadcasting 16 TV news and stories (38 minutes on TV) about

migrants in Serbia. Almost 50 per cent were published on public TV stations. At the same time, 15 articles, (mainly in the daily press), 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 Sombor, Subotica, Bujanovac, Kikinda 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	
<b>Output 8.1: The Red Cross of Serbia is monitoring the situation and mobilizes its assets based on current needs.</b>			
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 budget of the emergency appeal is **3,303,742 Swiss francs** (with the last Operations Update, increased from 2,897,241 Swiss francs upon being awarded additional ECHO funds for the response).

## Contact information

For further information, specifically related to this operation please contact:

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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.

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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**.

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## Annex 1 – Provision of meals in the different centres 6 March – 10 June 2017

Red Cross of Serbia food distribution						
Red Cross organization	Average no. of beneficiaries	Breakfast	Lunch	Dinner	Donor	No. of hot meals/dried rations distributed
Bosilegrad	47			dried rations, soups, teas and bread	IFRC/ECHO	3,077
Pirot	225	three cooked meals prepared in RC Pirot kitchen			ECHO	21,201
Kikinda	280	three cooked meals prepared in RC Kikinda kitchen starting 5th of April			HELP/ECHO	14,191
Sombor	350	three cooked meals prepared in RC Sombor kitchen			HELP/ECHO	19,177
Subotica	150	three cooked meals prepared in RC Subotica kitchen			GRC	14,320
Negotin transit	70 per month	dried rations, soups, teas, bread			IFRC/ECHO	236
Dimitrovgrad transit	0 per month	dried rations, soups, teas, bread			IFRC/ECHO	6
Kanjiza/Horgos transit	40 per day	dried rations, soups, teas, bread			IFRC/ECHO	3,658
Subotica/Kelebija transit	30 per day	dried rations, soups, teas, bread			IFRC/ECHO	2,600

## Disaster Response Financial Report

## MDRRS011 - Serbia - Population Movement

Timeframe: 17 Aug 15 to 30 Jun 17

Appeal Launch Date: 09 Sep 15

## Interim Report

## Selected Parameters

Reporting Timeframe	2015/8-2017/5	Programme	MDRRS011
Budget Timeframe	2015/8-2017/6	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
<b>A. Budget</b>			<b>3,303,742</b>			<b>3,303,742</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
<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>			1,975,183			1,975,183	
<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	
<b>C1. Cash contributions</b>			<b>3,285,193</b>			<b>3,285,193</b>	
<b>Other Income</b>							
<i>Fundraising Fees</i>			-11,146			-11,146	
<b>C4. Other Income</b>			<b>-11,146</b>			<b>-11,146</b>	
<b>C. Total Income = SUM(C1..C4)</b>			<b>3,274,047</b>			<b>3,274,047</b>	
<b>D. Total Funding = B + C</b>			<b>3,274,047</b>			<b>3,274,047</b>	

\* 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>B. Opening Balance</b>							
<b>C. Income</b>			3,274,047			3,274,047	
<b>E. Expenditure</b>			-2,884,600			-2,884,600	
<b>F. Closing Balance = (B + C + E)</b>			<b>389,447</b>			<b>389,447</b>	

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Subsector:	*		

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## 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	
<b>BUDGET (C)</b>						<b>3,303,742</b>	<b>3,303,742</b>	
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	3,200							3,200
Construction - Facilities	39,000							39,000
Clothing & Textiles	12,457							12,457
Food	1,384,805							1,384,805
Water, Sanitation & Hygiene	339,779							339,779
Medical & First Aid	28,759							28,759
Utensils & Tools	39,000							39,000
Other Supplies & Services	21,830							21,830
<b>Total Relief items, Construction, Sup</b>	<b>1,868,830</b>							<b>1,868,830</b>
<b>Land, vehicles &amp; equipment</b>								
Land & Buildings	39,397							39,397
Vehicles	201,185							201,185
Office & Household Equipment	22,000							22,000
<b>Total Land, vehicles &amp; equipment</b>	<b>262,582</b>							<b>262,582</b>
<b>Logistics, Transport &amp; Storage</b>								
Storage	72,000							72,000
Distribution & Monitoring	47,693							47,693
Transport & Vehicles Costs	75,000			1,404		1,404		73,596
Logistics Services	5,000			5,000		5,000		0
<b>Total Logistics, Transport &amp; Storage</b>	<b>199,693</b>			<b>6,404</b>		<b>6,404</b>		<b>193,289</b>
<b>Personnel</b>								
International Staff	19,400							19,400
National Society Staff	437,444							437,444
Volunteers	32,748							32,748
<b>Total Personnel</b>	<b>489,592</b>							<b>489,592</b>
<b>Consultants &amp; Professional Fees</b>								
Consultants	10,000			9,293		9,293		707
Professional Fees	42,070			10,376		10,376		31,694
<b>Total Consultants &amp; Professional Fees</b>	<b>52,070</b>			<b>19,670</b>		<b>19,670</b>		<b>32,400</b>
<b>Workshops &amp; Training</b>								
Workshops & Training	73,553			485		485		73,068
<b>Total Workshops &amp; Training</b>	<b>73,553</b>			<b>485</b>		<b>485</b>		<b>73,068</b>
<b>General Expenditure</b>								
Travel	12,000			16,563		16,563		-4,563
Information & Public Relations	39,365							39,365
Office Costs	43,778							43,778
Communications	27,148			73		73		27,075
Financial Charges	200			264		264		-64
Other General Expenses	28,320			0		0		28,320
Shared Office and Services Costs	1,688							1,688
<b>Total General Expenditure</b>	<b>152,499</b>			<b>16,899</b>		<b>16,899</b>		<b>135,599</b>
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies				2,653,200		2,653,200		-2,653,200
<b>Total Contributions &amp; Transfers</b>				<b>2,653,200</b>		<b>2,653,200</b>		<b>-2,653,200</b>
<b>Indirect Costs</b>								
Programme & Services Support Recover	201,423			175,283		175,283		26,140

## Disaster Response Financial Report

### MDRRS011 - Serbia - Population Movement

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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	
<b>BUDGET (C)</b>				<b>3,303,742</b>			<b>3,303,742</b>	
<b>Total Indirect Costs</b>	201,423			175,283			175,283	26,140
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee				9,189			9,189	-9,189
Pledge Reporting Fees	3,500			3,470			3,470	30
<b>Total Pledge Specific Costs</b>	3,500			12,659			12,659	-9,159
<b>TOTAL EXPENDITURE (D)</b>	<b>3,303,742</b>			<b>2,884,600</b>			<b>2,884,600</b>	<b>419,142</b>
<b>VARIANCE (C - D)</b>				<b>419,142</b>			<b>419,142</b>	

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

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Budget Timeframe	2015/8-2017/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL3 - Strengthen RC/RC contribution to development</b>							
Migration	3,303,742		3,274,047	3,274,047	2,884,600	389,447	
Subtotal BL3	3,303,742		3,274,047	3,274,047	2,884,600	389,447	
<b>GRAND TOTAL</b>	<b>3,303,742</b>		<b>3,274,047</b>	<b>3,274,047</b>	<b>2,884,600</b>	<b>389,447</b>	