

# Emergency Appeal Final Report

## Europe Migration: Coordination, Response and Preparedness

<b>Emergency Appeal n° MDR65001 Final Report</b>	<b>Glide n° OT-2015-000069</b>
<b>Date of issue: 30 June 2017</b>	<b>Operational Timeframe: 20 November 2015 – 31 March 2017</b>
<b>Operational Budget: CHF 4,655,612</b>	<b>Appeal coverage: 74%</b>
<b>Number of people assisted: approximately one million people supported indirectly through National Societies</b>	
<b>Red Cross Red Crescent Movement partners actively involved in the operation: The National Societies of Albania, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxemburg, the former Yugoslav Republic of Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom, and IFRC and the International Committee of the Red Cross (ICRC)</b>	
<b>Other partner organizations actively involved in the operation: Governments of the affected countries, UNHCR, UNICEF, IOM and many international and local NGOs operational in the affected countries</b>	
<b>The IFRC would like to thank all those partners which have made financial contributions to this Emergency Appeal: American Red Cross, Andorran Red Cross, Australian Red Cross, British Red Cross and British Government, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, Hungarian Government, Irish Red Cross, Japanese Red Cross, Luxemburg Red Cross, Monaco Red Cross, Montenegro Red Cross, Netherlands Red Cross, Norwegian Red Cross and Norwegian Government, Spanish Red Cross, Swedish Red Cross and Swiss Red Cross; and corporate partners including Apple iTunes, FedEx Services, King Digital Entertainment and Western Union Foundation.</b>	

### Appeal history

**January 2015 to March 2017:** An unprecedented number of migrants arrived in Europe; it is estimated that more than 1.4 million arrived by sea and 60,000 by land during this period. For those travelling by boat, most arrived in Greece and Italy, with at least 1.03 million arriving in Greece and 360,000 in Italy.<sup>1</sup> It is estimated that more than 10,000 people have lost their lives crossing the Mediterranean from North Africa and Turkey.<sup>2</sup> Turkey continues to host more than 3.2 million refugees, with approximately 3 million being from Syria.<sup>3</sup>

**The International Federation of Red Cross and Red Crescent Societies (IFRC) launched country Emergency Appeals** for Greece, Italy, former Yugoslav Republic of Macedonia, Serbia, Croatia and Hungary to assist the National Societies affected by the migration crisis. The International Appeal for Turkey was launched in November 2012.



Vulnerable migrants in Gevgelija, FYR Macedonia, rush to catch the train, which takes them to the northern border with Serbia. On 6 October around 5,000 migrants crossed the country, most of them with only a few possessions. (Image: Caroline Haga / IFRC)

<sup>1</sup> Source: <http://data.unhcr.org/mediterranean/regional.php>; <http://migration.iom.int/europe/>

<sup>2</sup> Source: <http://missingmigrants.iom.int/>

<sup>3</sup> Source: <http://data.unhcr.org/syrianrefugees/regional.php>

**20 November 2015: Regional Emergency Appeal for Europe Migration: Coordination, Response and Preparedness** was launched seeking CHF 2.2 million, to provide regional coordination of support and an IFRC migration surge team to support National Societies in their response to the migration crisis.

**18 April 2016:** The Emergency Appeal was revised to seek CHF 4.65 million with a timeframe extension up to 31 December 2016, to be able to scale up resources to provide a more comprehensive and flexible framework to respond to the ongoing migration crisis. On 4 August 2016, in Operations Update No. 5, the timeframe was further extended to 31 March 2017.

**Future support:** With the closing of this Appeal, future support will be provided through IFRC's Regional Operational Plan for Europe for 2017 and annual plans thereafter. At present, it is planned that the country appeal for Greece will run until June 2018, for Turkey until the end of 2017, and the appeals for Italy until end September. The country appeals for Croatia, Hungary and Serbia are now closed. However, funds are still needed to implement the ongoing and planned activities.

## A. Situation analysis

### Description of the situation

Since the beginning of the migration crisis in early 2015 and up to March 2017, it is estimated that a total of 1.46 million people have arrived in Europe.<sup>4</sup> At the height of the crisis, in September 2015, more than 5,400 people a day were arriving in Europe, with the average increasing to more than 7,100 daily during October 2015.

Country of first arrival	Jan-Dec 2015	Jan-Dec 2016	Jan-Mar 2017
Italy	153,842	181,436	24,292
Greece	857,363	176,906	4,407
Spain	3,845	13,246	1,510
Bulgaria	31,174	15,962	256

During this journey, it has been estimated that more than 10,350 people have perished or gone missing, with most incidents occurring in the Central Mediterranean Sea.<sup>5</sup>

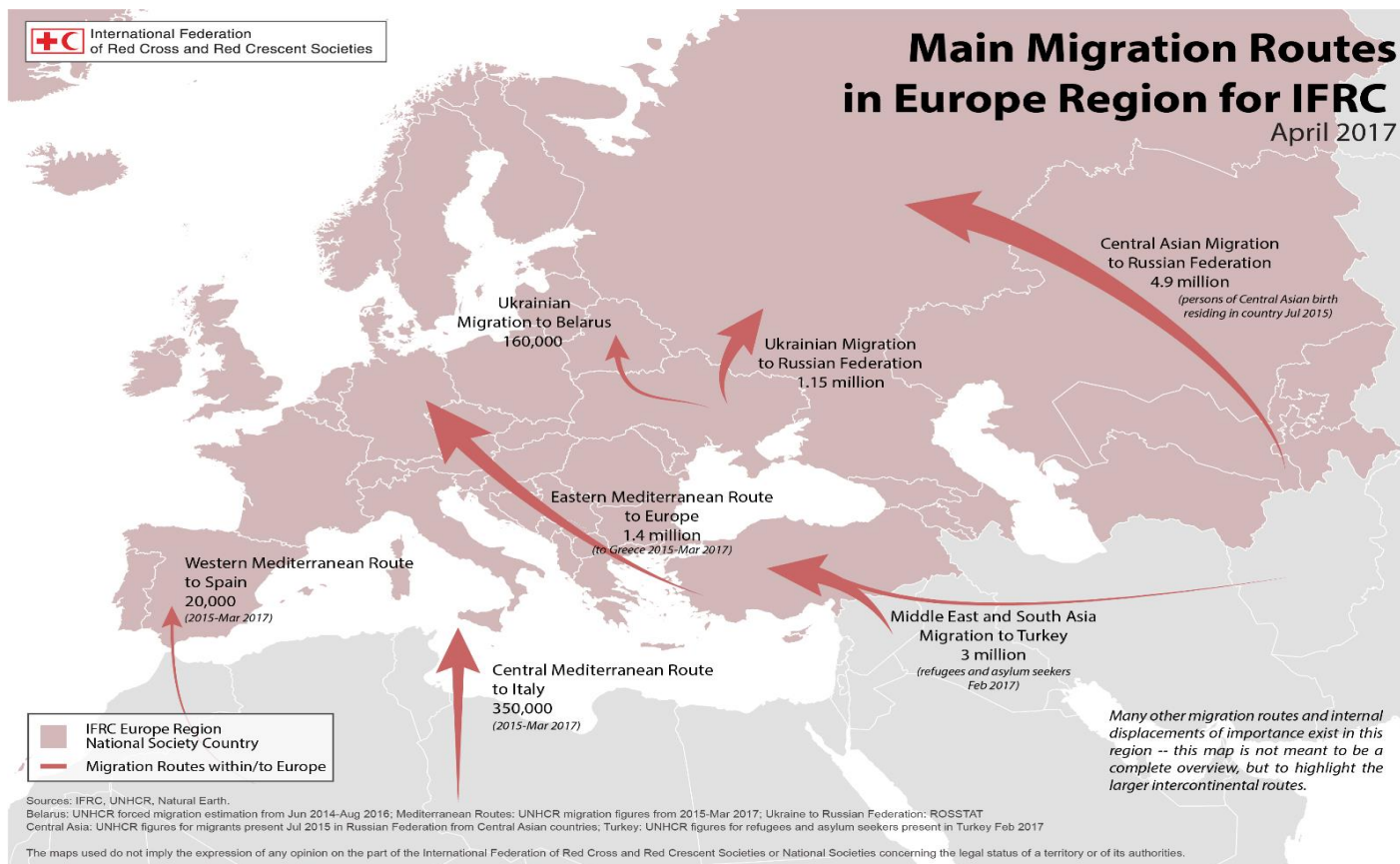
Migration route	Jan-Dec 2015	Jan-Dec 2016	Jan-May 2017
Eastern Mediterranean	806	434	37
Central Mediterranean	2,876	4,581	1,252
Western Mediterranean	102	83	51
Mainland Europe	60	57	14

The majority of these people have come from Syria. The conflict in Syria, now in its sixth year, has caused the world's largest humanitarian crisis since the Second World War, with more than 5.05 million Syrian refugees now in neighbouring countries (1.01 million in Lebanon, 650,000 in Jordan, and 2.99 million in Turkey).<sup>6</sup> Apart from Syria, the most common countries of origin are Afghanistan, Iraq, Nigeria, Eritrea, and Guinea. The map below shows the main migration routes through Europe, updated as of April 2017:

<sup>4</sup> Source: <http://data.unhcr.org/mediterranean/regional.php>; <http://migration.iom.int/europe/>

<sup>5</sup> Source <http://missingmigrants.iom.int/>

<sup>6</sup> Source <http://data.unhcr.org/syrianrefugees/regional.php>



From the beginning of 2016, border control measures were progressively tightened in many European states, and in mid-March the Balkan route was officially closed to migrants. The EU-Turkey agreement of 18 March 2016 resulted in thousands of vulnerable migrants being stranded in different countries, often waiting in camps with substandard conditions.

The closure of the Western Balkan route since February 2016 continued to impact migratory movements in the region during Q3-Q4 2016. The total number of migrants and refugees stranded in Greece and in the Western Balkans was est. 74,909 during Q1 2017, with the number of stranded migrants in Greece at est. 62,000 people.

Strengthened border procedures were carried out in the region increasingly during Q3-Q4 2016. UNHCR and others reported precedents of denial of entry and violent expulsions. As a result of strengthened border procedures in the region, irregular movements, often with the support of smugglers reportedly continued.

Cumulative asylum-applications in EU+ lowered 8 per cent compared to 2015 in 2016 (was 1,234,558 at the end of the year). 56 per cent of cases were pending for longer than six months in the EU by the end of 2016. The number of first time asylum applicants in the EU-28 decreased by -47% in the first quarter of 2017 compared with the same quarter of 2016 and by -21% compared with the fourth quarter of 2016.

## Summary of the response

The IFRC launched seven country Emergency Appeals<sup>7</sup> to support National Societies to respond to the migration crisis in Europe besides the Europe Migration: Coordination, response and preparedness Emergency Appeal (MDR65001). The overall objective of the appeals has been to respond to the needs of migrants through the provision of basic food, including hot meals, and non-food items (blankets, clothing, sleeping bags); provision of health care particularly first aid and psychosocial support, hygiene promotion activities, contingency stocks for National Societies, "restoring family links" (RFL) services, National Society capacity building as well as community engagement and accountability activities. The table below provides information on the seven Appeals. For additional information, please click on the title of each appeal for the latest reports on the operations.



The volunteer rescue team from the Hellenic Red Cross works every day to help migrants arrive safely on Lesbos. Photo: Caroline Haga/IFRC

<sup>7</sup> The International Appeal for Turkey was launched in 2012.

Population Movement Emergency Appeals in Europe	Operation timeframe	Main areas of intervention	Budget and Appeal Coverage (as of June 2017)	Status as of June 2017
<a href="#">MDRTR003: Turkey Population Movement</a>	9 November 2012 to 31 December 2017	Emergency Relief, Contingency stock of emergency food and NFIs, community services and outreach promoting Social Inclusion, Protection, Health Education, Restoring Family Links and National Society Capacity-Building	CHF 65.8 million 62% covered <sup>8</sup>	Ongoing – funds needed
<a href="#">MDRGR001: Greece Population Movement</a>	2 September 2015 to 30 June 2018	Accommodation/reception centres, The Urban Approach, Building Bridges, Basic Assistance, National Society development, Disaster Management Capacity Development and Restoring Family Links (RFL)	CHF 46.9 million 82% covered	Ongoing – funds needed
<a href="#">MDRIT002: Italy Population Movement</a>	24 April 2015 to 30 September 2017	Basic food and non-food items, first aid, basic health care, psychosocial support, protection and anti-trafficking activities, RFL services, facilitation of two-way communication with communities and strengthened response capacities of the National Society.	CHF 8.37 million 96% covered	Ongoing – funds needed
<a href="#">MDRMK005: former Yugoslav Republic of Macedonia Population Movement</a>	22 June 2015 to 31 January 2017	Provision of basic food and non-food items, hygiene promotion, health care including First Aid, Restoring Family Links (RFL) services, and community engagement, as well as building the response capacities of the National Society through contingency stocks.	CHF 6.1 million 92% covered	Ongoing discussions on the Appeal's future.
<a href="#">MDRRS011: Serbia Population Movement</a>	18 August 2015 to 30 September 2017	Provision of basic food and non-food items; hygiene promotion activities; Restoring Family Links services; prepositioning of contingency stocks; preparedness to deliver health care, First Aid and PSS, and the building-up the response capacity of the National Society, programs to prevent human trafficking	CHF 3.3 million 99% covered	Ongoing
<a href="#">MDRHU004: Hungary Population Movement</a>	6 August 2015 to 31 December 2016	Food, non-food items, health & care including First Aid and psychosocial support, water/sanitation/hygiene, restoring family links, public awareness raising	CHF 1.1 million 97% covered	Appeal closed – final report issued 30 April 2017
<a href="#">MDRHR002: Croatia Population Movement</a>	5 February 2016 to 31 December 2016	Non-food items, water / sanitation/hygiene, psychosocial support, restoring family links, public awareness raising	CHF 1.3 million 66% covered	Appeal closed – final report issued 31 March 2017

The Emergency Appeals for Greece will run until the end of June 2018, the Appeal for Turkey until the end of December 2017, the Appeal for Italy until the end of September 2017 and the Appeal for Serbia until the end of September 2017. The Appeals for Hungary and Croatia are now closed, and final reports have been issued.

With the launch of the Regional Emergency Appeal, a migration surge capacity response team was established and integrated into the IFRC's Regional Office for Europe structure, to ensure an effective implementation of the population movement operations. The surge team is comprised of members with experience in operations management and disaster response, health, water and sanitation and hygiene promotion, information management, emergency communications, community engagement and accountability, protection, logistics, resource mobilization, finance and planning, monitoring, evaluation and reporting.

The migration surge team has been supporting National Societies responding to the migration crisis through workshops, trainings, monitoring visits and technical support and guidance, especially in the areas of disaster management, health and care, protection, community engagement and accountability, and psychosocial support among others. The following map summarizes the team's activities in the region:

<sup>8</sup> The MDRTR003 International Appeal's operational budget stands at CHF 65.8 million, with a current coverage of 62%. However, funds are being registered in the amount of CHF 9.4 million, which will bring the coverage to 75%.



In February 2016, a Movement European Migration Conference was held in London agreeing on the way forward to support migrants in 2016 and beyond, balancing an operational response with advocacy. The National Societies of Europe, participating in the European Migration Conference, agreed to ensure that all migrants arriving in Europe who seek assistance, irrespective of their legal status, are able to access four core services: health (including first aid, psychosocial support, referrals); emergency relief aid; restoring family links; practical information support. Related to advocacy it was agreed to adapt and strengthen the “Protect Humanity” campaign in the European context as part of i) a coordinated European effort to counter xenophobia and to ii) make National Societies a national and international trusted information source on migration.

In addition to the support provided to National Societies by the IFRC migration surge team, substantial progress has been achieved against the commitment stipulated in the London Plan of Action as shown below:

Progress against the London Plan of Action and the 1 <sup>st</sup> Reference Group Meeting		
	Main achievements	Work in progress
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Access to all four core service areas (health, relief, RFL, information)</li> <li>• CB in all four core service areas</li> <li>• Regional roster of migration experts</li> <li>• Early warning system and IM Portal</li> <li>• Ops Coordination Meetings</li> <li>• SAR Operation (over 6,000 people saved)</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Contingency Plan</li> <li>• Further capacity building in four core service areas</li> </ul>
<b>Programmes</b>	<ul style="list-style-type: none"> <li>• Mainstreaming protection, CEA and social inclusion into the support provided through four core service areas</li> </ul>	<ul style="list-style-type: none"> <li>• Further development and incorporation of these elements into our response</li> </ul>

**Enabling the plan of action**

- Bi-annual meetings of Reference Group
- Draft European Migration Strategy
- European Migration Framework
- Operational Plan and Budget for 2017
- Head of Migration recruited
- Getting regions/ countries of origin on board
- Global Migration Strategy
- Position on return and resettlement
- Transition EAs to national plans when timely or feasible
- Reflect Western and Nordic NSs' activities into the overall migration response in the region

## Overview of Red Cross Red Crescent Movement

More than thirty National Societies have been involved in the response to the migration crisis – in countries of arrival, transit countries and destination countries. They include the following: Albanian Red Cross, Austrian Red Cross, Belgian Red Cross, British Red Cross, Bulgarian Red Cross, Croatian Red Cross, Cyprus Red Cross, Czech Republic Red Cross, Danish Red Cross, Estonian Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hellenic Red Cross, Hungarian Red Cross, Icelandic Red Cross, Irish Red Cross, Italian Red Cross, Latvian Red Cross, Lithuanian Red Cross, Luxemburg Red Cross, Red Cross of the former Yugoslav Republic of Macedonia, Malta Red Cross, Monaco Red Cross, Montenegro Red Cross, Netherlands Red Cross, Norwegian Red Cross, Polish Red Cross, Portuguese Red Cross, Romanian Red Cross, Serbian Red Cross, Slovenia Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross and Turkish Red Crescent.

Through this Emergency Appeal, the IFRC Regional Office for Europe in Budapest has been providing coordination and support to all the National Societies affected, especially those for which Emergency Appeals were launched (Turkey, Greece, Italy, Serbia, Croatia, former Yugoslav Republic of Macedonia and Hungary), but also to other National Societies involved in response to the migration crisis. The IFRC Secretariat has maintained contact with all the National Societies involved.

Upon the invitation of the IFRC Regional Office for Europe, the International Committee of the Red Cross (ICRC) opened a representation in Budapest in January 2016. The ICRC representation is located within the IFRC Regional Office for Europe. This setup has ensured daily interaction between the IFRC and the ICRC and enhanced coordination of the regional migration activities and strategic directions.

The International Committee of the Red Cross (ICRC), through its regional offices in Belgrade and Paris and its mission in Athens, has coordinated its response with the IFRC, and has been providing support to National Societies in its areas of expertise and experience, along migratory routes, in particular to strengthen the response to Restoring Family Links (RFL) needs and addressing missing migrants' issues, protecting unaccompanied and separated migrant children and assessing circumstances that expose migrants to risks to their physical integrity and well-being. ICRC discusses specific concrete issues with National Societies visiting or wishing to conduct activities with detained migrants, and supports National Societies with guidance and training, through the global working group on immigration detention, through regional workshops on RFL and on immigration detention, and through bilateral communication between ICRC delegations and National Societies on a variety of protection issues.

Through the Trace the Face campaign run by 28 European National Societies with ICRC support, migrants sought to reconnect with their families by having photos of themselves or their relatives published on a dedicated website ([www.tracetheface.org](http://www.tracetheface.org)). In support to National Societies, the ICRC worked at promoting Trace the Face directly to migrants and their families through the creation of a multilingual Trace the Face Facebook page in May 2016. From 05-07 April 2017, the ICRC organized the annual RFL European Conference in which 35 RFL services of National Societies, the Red Cross EU Office and the IFRC Regional Office of Budapest participated. The main focus was on the integration of RFL services' provision in Disaster Management (DM) mechanisms, in close coordination with IFRC, with a view of enhancing the cooperation between RFL and DM colleagues in times of crisis and emergencies, particularly in preparation of potential massive influx of migrants in Europe in 2017. The other focus was on the implementation of the RFL Code of Conduct (CoC) to allow NSs to put in place Data Protection safeguards in their daily work, ahead of the entry into force of the new EU General Data Protection Regulation in May 2018. To facilitate quicker collection of information about missing migrants, the ICRC organized several trainings for Natio-Your data has been truncated.

The International Red Cross and Red Crescent Movement has a longstanding commitment to work with governments, host populations and migrant communities to meet the humanitarian needs of vulnerable migrants. This commitment is rooted in the Fundamental Principles and was formally elaborated in the IFRC's Policy on Migration in 2009 and recalled by States in Resolution 3 on *Migration: Ensuring Access, Dignity, Respect for Diversity and Social Inclusion*, adopted at the 31<sup>st</sup> Conference of the Red Cross and Red Crescent Movement in 2011. In May 2015, with the dramatic increase in the number of migrants arriving in Europe, the IFRC established a Migration Coordination Cell at the IFRC Secretariat in Geneva, to boost Red Cross and Red Crescent capacity as a Movement to respond to the plight of people fleeing across the Mediterranean Sea. A Red Cross Red Crescent Movement-wide *Response Plan to address the humanitarian needs of migrants in the Mediterranean and neighbouring regions*, was developed and presented at a Partnership Meeting held in Tunis in September 2015. It aimed to deliver on principles and objectives set out in the IFRC's Migration

policy and the 31<sup>st</sup> International Conference Resolution, and to scale up effective activities by focusing the Movement's work along three main lines of response: assistance, protection, and public awareness.

## **Overview of non-Red Cross Red Crescent actors**

As auxiliaries to the public authorities, National Societies have been supporting the migration response operations led by their own government coordination bodies. National authorities have also been coordinating closely with UN agencies, international organizations and international and national non-governmental organizations. Many National Societies have been receiving support from the UNHCR for their response activities and have been coordinating with UNICEF on child-friendly spaces. The IFRC's Regional Office for Europe in Budapest has coordinated with the regional offices for UNHCR and IOM.

UNHCR is present in Budapest with a Regional Office for Central Europe and operates many country offices in Greece, Italy and in countries of South East Europe.

IOM is present with a regional office in Vienna and operates several country offices in Central and South-East Europe, including in Budapest. IOM Budapest is supporting several projects in Hungary as well as regional projects on data collection, child protection, anti-trafficking, social inclusion, family reunion and Assisted Voluntary Return. IOM's Displacement Tracking Matrix and UNHCR Migration emergency website for the Mediterranean is regularly monitored for regional analysis and assessment purposes.

UNHCR and IOM and other partner agencies have also participated at the scenario building on migratory movements for Q2-Q3 2017 that has been jointly initiated by ACAPS and IFRC in early 2017.

RC / RC National Societies in the region are regularly cooperating with UNHCR/IOM at the national level, which includes sharing operational data, assessments, funding modalities and joint projects.

## **Needs analysis and scenario planning**

The factors affecting the migrants' vulnerabilities along migratory routes are numerous: absence of legal status, family separation, impoverishment and socio-economic hardship, unsafe journeys through hostile environments (areas of conflict, desert, open sea), violence and torture as well as the increasing use of detention to manage migration flows. Gender, as well as other indicators of diversity (i.e., age, nationality and disability), play a crucial role, in many cases exacerbating these vulnerabilities.

This emergency of a "protection-based nature" requires efforts in joint messaging, technical guidance and support from different actors. Addressing the protection needs of unaccompanied and separated minors and other children at risk, including children victims of trafficking, protection and distinct needs of women and young men requires careful attention and actions that are standardized in quality and approach along the migratory trails.

In 2017, the response to the influx of refugees and migrants required by Red Cross Movement is likely to involve a longer-term approach, still focused on ensuring immediate assistance and protection, psychosocial-support and social inclusion of new arrivals, but also increasingly on cash based interventions and ensuring that accommodation conditions are adequate and safe, at the same time, the Red Cross Red Crescent Movement needs to anticipate and prepared for future escalation of the situation with the aim to continue supporting National Societies.

Under the circumstances described above, scenarios and planning figures continue to evolve. The IFRC initiated together with ACAPS a regional scenario analysis to which many National Societies contributed. The scenarios were focusing on the stranded population, and a massive increase of the numbers in Greece and in Mediterranean route and defined possible triggers and assumptions, potential impact and actions for response. More information on this is available in Section C of the report.

The Contingency Plan as an exercise was initiated after the closure of borders and agreement between EU-Turkey in March 2016, and revised in March 2017. The exercise is designed to support the National Societies in the regions to response to the immediate humanitarian needs of the new influx of migrants and not for the current ongoing operations. Further details on this can be found in Section C of this document.

## **Looking ahead**

The migration situation is changing. New arrivals to Greece decreased dramatically in the second half of 2016, while there has been sustained pressure in new arrivals to Italy. These changes are closely linked with the closure of the Western Balkan route and to the EU-Turkey agreement in March 2016. More recently, the significant increase of arrivals from Africa to Italy continues – up 20 per cent from March to April, 2017. In total, more than 50,000 people have arrived in Italy so far in 2017; almost 40 per cent more than in the same period in 2016. Spain is also experiencing an increase in arrivals in the first quarter of 2017 – more than 2,400 people compared to 650 people in the same period in 2016.

At the moment, the migration situation in Greece is far from being resolved. As of 25 January 2017, the United Nations High Commissioner for Refugees (UNHCR) reports that more than 62,000 migrants are currently stranded in Greece. Of these, more than 14,000 people are located on the Greek Islands, predominantly in reception and identification centres (RICs) and more than 47,000 on the mainland. Most of these people arrived after the EU-Turkey agreement,

and are awaiting decisions on whether, according to the agreement, they will be repatriated. In the meantime, living conditions in some of the sites continues to be difficult and need of provision of humanitarian assistance continues to be present.

Furthermore, Bulgarian authorities report a significant decrease in migrants intercepted at its borders – almost 80 per cent fewer at the Turkish border (294 people) and 30 per cent less at the border with Serbia (1,420 people) – compared to the same time in 2016. And UNHCR reports new migratory routes from Serbia with people trying to move forward through Croatia and Romania.

Turkey is currently hosting more than three million refugees, almost half of whom are children. The Turkish Red Crescent Society (TRCS) is currently assisting 1,862,000 people displaced by the Syrian and other conflicts (such as in Iraq and Afghanistan) in Turkey. Since the launch of the first Population Movement appeal in November 2012, the TRCS has supported a total of 500,000 displaced people in protection camps and urban areas under this appeal.

Recent reports continue to raise concerns about the situation of children in Europe, including tens of thousands at risk of psychological harm because of continuous uncertainty and insufficient access to family reunification. UNICEF reports a five-fold increase in the number of unaccompanied minors since 2010.

Yet, it needs to be stressed that migration in Europe is a long-term phenomenon, and the IFRC is committed to supporting the National Societies in Europe in their response, as and when needed.

There are implications for the design of the migration response, due to the changes in trends which include the diversification of nationalities arriving in countries, changes to the migrants' routes with some staying for longer periods of time in-country and the implications of the Turkey-EU agreement and Dublin Agreement. The response now needs to adopt a longer-term approach acknowledging both that migration in Europe will continue to be a long-term phenomenon and that, while the migration routes and time in country is variable, the current trend is for longer-term stays in countries than was seen in 2015-16. There is a wide range of types of migrants arriving in countries now which vary, according to national commitments under the relocation process, resettlement process, implementation of the Dublin III returns policy, closure of borders, family reunification as well as the continued movements of irregular movements of migrants, sometimes numbering higher numbers than those officially in country. Each of these groups has some distinct needs. At the same time, potential sudden changes in migration flows remains a possibility. There is a need to be prepared for sudden changes.

In addition, the political response to the migration trends is complex and remains unresolved across Europe. Public opinion in Europe shows increased tension in some places with reports of rising rates of xenophobia. But there remain also positive responses to migrants. Red Cross initiatives and approaches must take account of these trends and respond accordingly. Furthermore, the geographical scope of the migrant is likely to change as social inclusion and integration becomes an increasing focus in EU countries including in the Balkans as well as the countries which have been destination countries for migrants throughout the migration response.

The European Migration Framework, completed in 2016 provides the longer-term strategy for support. For more details, please refer to Section C of the report.

The main areas for longer term support are health (including PSS), disaster management, protection, community engagement and accountability, social inclusion, advocacy and communications. With the closing of this Regional Emergency Appeal, support will be provided through the IFRC's Regional Europe Operational Plan for 2017, and annual operational plans thereafter. For more information on the 2017 regional migration plan, please click [here](#).

The Red Cross Red Crescent Movement needs to continuously be ready to respond to situations that put at risk lives of those more vulnerable. Developing contingency plans facilitates planning ahead for emergency management anticipating scenarios and formulating response options to meet potential humanitarian needs. The migration surge team elaborated, with participation of different NS at the forefront of this humanitarian crisis, the scenarios in which might be required for operational scale up.



Northern Greece, 2-8 June 2016. Over 50,000 migrants are stranded in camps across Greece for an indefinite amount of time. The Hellenic Red Cross, supported by IFRC, is working for better living conditions in the camps, including health care, psychosocial support, adequate hygiene and sanitation, and basic necessities. Posing here is the Red Cross medical team at the Nea Kavala camp. Austrian Red Cross/Markus Hechenberger

## B. OPERATIONAL STRATEGY AND PLAN

### Overall objective

*The objective of the Regional Coordination, Response and Preparedness Emergency Appeal was to provide appropriate, timely and flexible support and resources to effectively and efficiently manage the response to the migration operation.*

The Regional Appeal was launched as there was a need for a robust regional coordination, regional surge and operation capacity, support for the various country responses and preparedness measures, to ensure a coherent, effective and consistent approach, and a more flexible, more informed and more scaled up Red Cross Red Crescent response.

The purpose was to ensure that respective Red Cross and Red Crescent National Societies and the IFRC Regional Office for Europe could provide effective holistic and timely support in this complex situation, and scale-up the response in a flexible manner. The IFRC's population movement response operations have been based on providing operational support and management closest to the point of delivery of operations and in the areas experiencing the main peaks of population movement.

With the increasing magnitude and complexity and unpredictable nature of the migration crisis, the Regional Appeal was revised on 18 April 2016, to be more comprehensive, with a longer timeframe and increased budget, and aiming to reflect the overall support provided by the IFRC migration surge team to all National Societies affected by the humanitarian crisis, as well as an increase in activities to address the growing needs of the migrants.

### Implemented strategy

The revised Appeal focused on the following three main implementation strategies:

#### 1. Response management and coordination

- To respond (effectiveness): creating the structure to respond, providing technical support and ensuring the visibility of Red Cross Red Crescent response;
- To coordinate (efficiency): facilitating technical coordination, partnership and resource development;
- To do it better (quality) by continuous learning and sharing.

#### 2. Disaster response preparedness, early warning and risk reduction

- To anticipate: early warning, forecasting scenarios and reinforcing networks and planning and allocating prepositioned resources accordingly;
- To be prepared: to enhance regional disaster response teams, facilitate peer-to-peer support across European National Societies and establish a contingency stock capacity.

#### 3. National Society capacity building

- To strengthen National Societies capacities in core services (such as health and community engagement and accountability) as well as other key areas (volunteer management, planning monitoring evaluation and reporting, communications and resource mobilization etc.).

Details of all the activities implemented in each area of the Revised Appeal as listed above are provided in Section C below.

## C. DETAILED OPERATIONAL PLAN

### Response management and coordination

<b>Outcome 1. Provide appropriate, timely and flexible support to effectively and efficiently manage the response to the migration operation</b>
<b>Output 1.1. Set up a migration response unit including operations and support service key roles</b>
<b>Output 1.2. Scale-up provision of technical support to National Societies (including advocacy and sensitization)</b>
<b>Output 1.3. Make visible and highlight the Red Cross work within and outside the Movement</b>
<b>Achievements</b>
<b>Activity 1.1.1 Establish and sustain a Migration surge capacity team to support the National Societies involved in the Operation in key sectors of the response (coordination, health, logistics, PMER, information management, resource mobilization, community engagement among others)</b>
A migration surge capacity team was established and has been supporting the National Societies involved in the migration response in key sectors. The following positions have been operating within the migration surge team:

- Head of Migration
- Operation and Programme Coordination Manager
- Two Disaster and Crisis Response Delegates
- Health Delegate
- WASH Delegate (until from September 2015 until March 2016)
- Regional Logistics Coordinator
- Emergency Communications Delegate (2 positions)
- Information Management Delegate (2 positions)
- Community Engagement and Accountability Delegate
- Resource Development Delegate
- Finance Delegate
- Protection, Gender and Diversity Delegate
- Planning, Monitoring, Evaluation and Reporting Delegate
- Senior Migration Officer
- Migration Framework Coordinator (3 months 2016)
- Support Officer

It is planned that these positions will remain in place in the foreseeable future, after the closing of the Emergency Appeal, will progressively integrate the regional structures, and will be funded through the Europe Regional Operational Plan for 2017.

#### **Activity 1.1.2 Design of the “Consolidated European Strategic Migration Response Framework”**

The [European Migration Framework](#) established by the IFRC in 2016 provides a comprehensive analysis of the situation and the planning for various scenarios. The European Framework was developed with the view to assert the strategic intent of the Red Cross Red Crescent with respect to migration to Europe from Africa and Middle East across the Mediterranean.

Building on the Response Plan to meet the humanitarian needs of vulnerable migrants: A Movement coordinated approach focusing on the Mediterranean and neighbouring regions, the European Framework shows the collective action of the European-wide Red Cross Red Crescent in assisting migrants from their entry into Europe to their arrival in final destination countries, and highlights how individual National Societies contribute to that collective action.

The European Framework serves to demonstrate adherence to Red Cross Red Crescent policies and commitments using case studies and stories that evidence success and good practice. The European Framework also highlights the unique offer of the International Red Cross and Red Crescent Movement: it assists national government and local authorities in an auxiliary role while maintaining its independence and putting the rights and needs of migrants at the centre of its humanitarian mandate.

#### **Activity 1.1.3 Deploy basic equipment for ROE delegates to provide flexible support to National Societies in the country of operation**

All IFRC delegates deployed to the countries affected by the migration crisis were provided with IT and telecom materials – laptops, phones etc.

#### **Activity 1.2.1 Provide longer-term technical assistance in both operational (relief and cash transfer programmes, health, information management, community engagement) and support services (logistics, communication, etc.)**

The migration surge capacity team (listed above in 1.1.1) has provided longer-term support in operational and support services for National Societies in their ongoing response to the migration crisis. Details of the “sectoral” support can be found in other sections of this report.

Disaster Management delegates have been the main focal point for NSs for operations coordination (technical backstop) and accessing resources whether those are human, financial or material. Technical support provided by DM delegates included participation in assessment and coordination in support to NSs.

For the summary of support provided in the area of health, please refer to the table in Annex 2.

#### **Activity 1.2.2 Develop and implement a logistics strategy to provide regional support to National Societies in logistics and set up a logistical support cell, as well as identifying strategic storage points**

From October 2015 to the present time, the Migration Operation Logistics Coordinator has been providing support to National Societies in their response, supporting processes of procurements of various products under the country and regional Emergency Appeals. Coordination covered follow up on local procurements and procurements through Geneva Logistics Management Department. Support has been provided to several National Societies for procurement

and logistical planning and execution (Hungarian Red Cross, Serbian Red Cross, Croatian Red Cross, Italian Red Cross, Hellenic Red Cross and Red Cross of former Yugoslav Republic of Macedonia).

During the period, intensive action was taken as opportunities arose to work on further development of the emergency response supply chain coordination group (ERSCCG) and enhancement of its capacity and capability. Initially, support has been provided to Hellenic Red Cross operations ERSCCG, in the organization of warehousing, procurement processes and supply chain activities. In later stages, activities were coordinated between Hellenic Red Cross, Geneva Logistics Management Department and Swiss Red Cross, resulting in a warehousing training conducted in February 2017. Going forward, activities have been initiated for additional trainings to be organised for ERSCCG.

Strategic storage was established in the Italian Red Cross Logistics Centre in Avezzano and stocks were repositioned there. Support was provided in management of stocks in accordance with IFRC standard requirements, financial management (invoicing) as well as in final transferring of regionally prepositioned stocks to the Italian Red Cross migration operations.

Contingency stocks were also procured through the Regional Appeal for Albania. 600 First Aid kits were procured through Geneva GLS and were transported to the National Society's warehouse in Tirana.

### **Activity 1.2.3 Support National Societies to develop communication plans and community engagement and accountability (CEA) strategies and plans for the response and ongoing support to migrants and host communities (including through the creation of a digital platform)**

Since the onset of the migration crisis, the IFRC communications team in Budapest has supported National Society communications efforts by providing them with communications plans and packs on various country operations and ongoing issues related to the overall migration response. Throughout the response, IFRC regional communications staff responded to requests by National Society counterparts providing them with additional information, communications materials and joint messaging. In addition, three regional workshops were organised to support National Society capacity building and information sharing in communication and advocacy. The team also supported the organization of the London Conference on Migration which brought together all European National Societies, in terms of the discussions on advocacy priorities and promoting media visibility.

Support has been provided to National Societies in developing community engagement and accountability strategies, with technical support visits to National Societies, and on 9-10 March 2017, the first regional community engagement and accountability workshop focusing on community engagement and accountability in migration response was held, and included National Societies involved in all stages of the response and migrants' journeys including arrival, transit, social inclusion and integration. The regional workshop included sessions highlighting how data gathered in feedback mechanisms can contribute to evidence-based advocacy of National Societies. Local, community-based advocacy was also discussed, when activities developed by many National Societies bring together host and migrant communities, and such increased contact can support both social inclusion through development of community networks for migrants and also be a means for local advocacy.

As an outcome of the workshop, work began in March 2017 in collaboration with information management, to build up an online repository to share informational materials that have been developed within the Red Cross and Red Crescent Movement in the area of migration. National Societies have been contacted, with materials having been submitted. The online repository is currently being developed further, based upon the initial submissions and will be shared with National Societies.

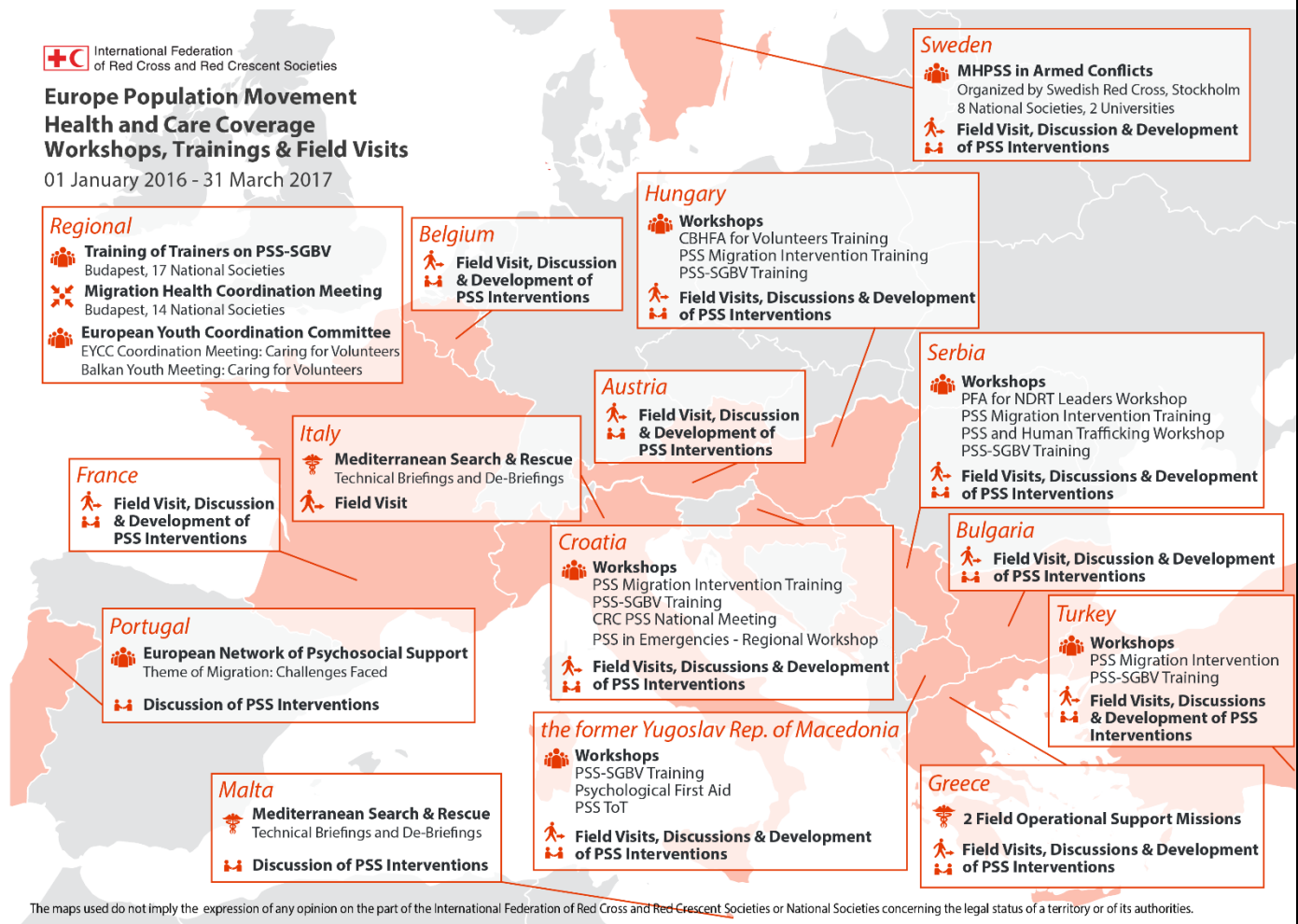
### **Activity 1.2.4 Facilitate a two-way communication to receive feedback and inputs on services, information needs and communication preferences of migrants to inform the development and improvement of community engagement strategies**

The piloting of an innovative two-way feedback mechanism has begun with a partnership between the Regional Office for Europe, Italian Red Cross and the NGO Ground Truth Solutions. Following a participatory workshop in November 2016, the first round of data gathering was completed in three locations (Catania, Rome and Settimo). Ground Truth Solutions analysed the data to produce an accessible report useful to Italian Red Cross programme managers for discussion in migration operational teams and with migrants. The teams reported the usefulness of the process to identify areas of high satisfaction among the beneficiaries as well as areas to develop. The customization of the process to the priorities of the Italian Red Cross and the flexibility of the process was also appreciated. Capacity building to be able to sustain the process beyond the Ground Truth Solutions partnership is underway. Lessons will be shared with National Societies in the region. A second pilot was agreed with Austrian Red Cross which will focus on the restoring family links programme.

A partnership with NGO Translation without Borders has been very important, as they have provided translation facilities for information materials for migrants in several languages.

### **Activity 1.2.5 Develop a regional approach to address issues of health, including psychosocial trauma and hygiene promotion**

The infographic below shows all the support provided in Health and Care to National Societies in the migration response.

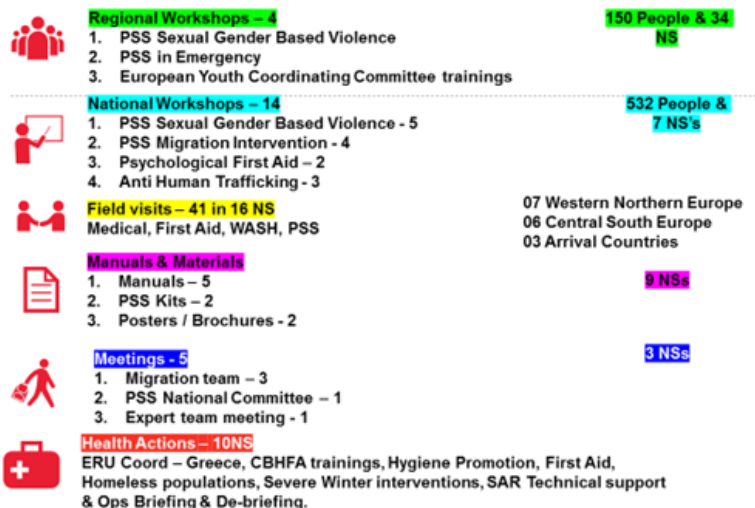


A Psychosocial Support and Sexual and Gender Based Violence (SGBV) Training of Trainers was conducted from 10-12 June 2016 in Budapest with the participation of 20 people from National Societies in the region. This training was timely, as sexual gender based violence was an identified concern among the National Societies responding to the migrant crisis. The need to have the appropriate knowledge and skills to manage this case was clearly identified as a need. This includes the need to develop a clearer understanding of and operational approach to protection, gender and inclusion and within ROE, these efforts have been made parallel to the integration of a “protection-lense” for staff and volunteers providing psychosocial support.

As a separate process, developing and building a stronger foundation for the IFRC approach to Protection, Gender and Inclusion (PGI) in the region has been done in collaboration with the PS reference centre, the Inclusion, Protection and Engagement unit in IFRC Geneva and to some extent with the ICRC, but most importantly through continuous dialogue with the National Societies in the region. Their experiences, identified gaps and needs in relation to violations of migrant’s safety and dignity, and their requests for support are guiding the ongoing development and clarification of IFRC added value and role in ensuring protection of both migrants and host communities. Trainings and tools, as well as technical support to specific programming and plans have been provided on the topics of SGBV, Child Protection, Human Trafficking, Self-directed violence, prevention from sexual exploitation and abuse and xenophobic violence, under the umbrella

### Health and Care: Accomplishments

International Federation of Red Cross and Red Crescent Societies



of PGI, but also integrated with PSS as complimentary expertise to ensure appropriate support and information from responders.

#### **Activity 1.2.6 Support National Societies to design gender and culturally sensitive tools and approaches or to utilize the existing IFRC tools**

All programs and support provided by ROE must include considerations to gender and diversity and thus all colleagues share a responsibility in encouraging and promoting design to be appropriated in such regard.

ROE has contributed to the further development of various tools that are created to strengthen National Societies and the Movement as a whole in ensuring an appropriate response, such as: the Minimum Standard Commitments to Gender and Diversity in Emergency Programming (MSCs) and the Gender and Diversity Organizational Assessment Toolkit, and IFRC SGBV guidelines. The MSCs have been incorporated in all PGI activities such as trainings and mainstreamed into the various activities that are reported on for the PGI file. The framework developed in the process of the establishment of the minimum standards have been further promoted and integrated into protection programs in the region such as for the Turkish Red Crescents comprehensive protection program. The framework outlines Dignity, Access, Participation and Safety as the main principles for protection and is referred to as the DAPS framework.

Specifically, gender and diversity sensitivity and inclusion has been a valued support provided to the planning process for the EPoA revision for Greece and for Italy as well as for cash programming in Greece and for various other National Society plans for their migration response.

#### **Activity 1.2.7 Strengthen technical support through dissemination, adaptation and/or technical guidance in key areas including the promotion of youth and child protection/inclusion, dealing with protection issues, minimum standards for working in/with reception centres, delivering health services and humanitarian assistance`**

The IFRC Surge Team assisted the National Societies affected by the population movement in all technical fields. Given the nature of the response in the first phase of the operation the focus was on addressing the immediate needs of the migrants and refugees in the form of provision of food and non-items and basic health assistance. In order to enable the National Societies to respond timely and effectively, the IFRC surge disaster management staff supported the National Societies in both the development and the management of DREFs and then Emergency Appeals funded operations. DM staff paid regular monitoring visits to the countries affected during which technical support was also given to National Society staff and volunteers.

In the second phase of the response, after the closure of the borders along the Balkan Route, when migrants became stranded, focus was shifted to longer term solutions. While provision of basic assistance continued, more attention was given to the promotion of youth and child protection, inclusion, etc.

By establishing a longer term PGI delegate position, IFRC ROE has ensured the National Societies` access to support on these crucial topics and that they are better fit to tailor their response, do no harm and prevent violations of individuals safety. The support has been provided ongoing in terms of advice and guidance on specific cases, volatile situations or risks, but also through trainings and meetings as detailed below. Field visits for monitoring and assessment has been made by the PGI delegate to several locations in Greece, Croatia, Turkey, Serbia, Italy and Hungary. As measures to ensure that both the national societies in the region and the IFRC raise their internal awareness and capacity in this regard, presentations and sensitization sessions have been provided in various meetings and events such as PERCO, ATN annual meeting, lessons learned for Croatian emergency appeal, lesson learned for the Search and Rescue Operation in the Mediterranean, South Eastern European Leadership meeting, the Regional Cooperation meeting, Regional CEA workshop and internally at ROE staff events. These efforts and representations have contributed to the joint initiatives in the movement to further scale PGI efforts up and to thoroughly clarify and establish the file to become more operational by translating policy into tools and action. Cross-cutting core competency frameworks for surge are being developed and fed into from ROE, a mapping of complementarity on Protection between ICRC and IFRC is ongoing and new roles to further this work has been established. On a context-specific level, a protection officer and an anti-trafficking officer has been established within the Italian Red Cross, a PGI delegate in Greece successfully ended her mission and a new one is now in place. The ROE PGI delegate has directly contributed to the establishment of these roles with trainings, recruitment-processes, briefings and developing job descriptions, as well as continuous support in their ongoing work.

The health and care coordinator provided support to the European Youth Coordination Committee (EYCC) at two of their regional meetings on Psychosocial Support – Caring for Volunteers and Staff – in Sofia, Bulgaria & Montenegro. An article was contributed for the [Youth handbook](#) on migration that addressed long term care and support for youth volunteers. There was a regional training on PSS SGBV in July 2016, and this was followed up by 5 national level trainings and translation of PSS SGBV manual into 3 languages.

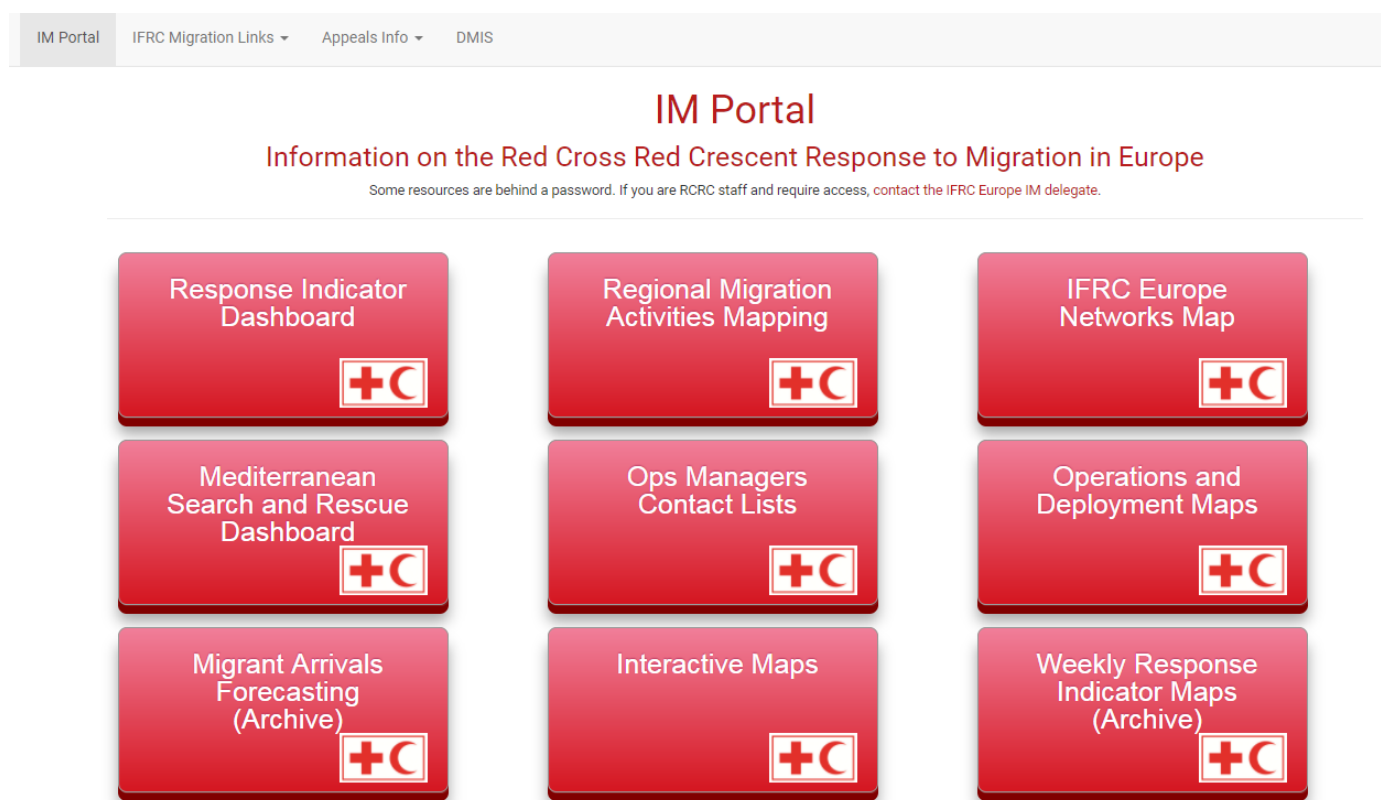
#### **Activity 1.3.1 Develop information management products to gather in a graphic way the indicators reached, actions and scope of the Red Cross work (maps and infographics):**

Operational response maps were produced for all Emergency Appeals and regularly updated alongside operations updates and revisions. These products were shared via the information management portal and published in all IFRC

reports. Interactive maps were developed to graphically represent the Red Cross Red Crescent Movement's European networks, as well as to visualize the variety and scope of migration-related activities across the entire region. During the Mediterranean Sea operation, an interactive dashboard which shared live communications from the Responder ship and published daily operations figures, was deployed through the information management portal. Additionally, infographics were produced regularly on demand to graphically represent the migration activities being carried out by the IFRC Regional Office for Europe.

### Activity 1.3.2 Establish a Migration web portal to spread data regarding situation on Migration and Red Cross response

An online information management portal was developed and launched, consolidating data on the response activities on migration in Europe region. A search and rescue portal was developed with information on the rescue activities the Italian Red Cross carried out in the Mediterranean Sea between July and December 2016 with the Responder and Phoenix vessels. A contact list for National Societies' operations managers was published internally, and connections were made with the IFRC Go Platform and other IFRC migration initiatives to integrate the information management portal into the wider IFRC platforms and sharing mechanisms. *Click on the image below to view the IM portal.*



### Activity 1.3.3 Highlight the work of the National Societies and the IFRC through regular news stories and through fresh and updated information and communications materials to support advocacy and resource mobilization

Since the beginning of the migration crisis, the communications team in Budapest has promoted the work of National Societies and the IFRC with a range of communications materials across a variety of communications platforms. All communications materials including news stories and communications content, communications plans and packs for National Societies on various operations and ongoing issues, as well as audio-visual materials, can be found on the [IFRC website](#), [Image Library](#), [YouTube channel](#) and [IFRC's extranet](#) (restricted use).

From early 2015 to March 2017 [25 press releases and news stories](#) and a host of [audio-visual materials](#) about the migration response across Europe were published on IFRC channels in addition to the communications content regularly published by National Societies on their own channels. These materials formed part of the overall communications content on European migration which has also included extensive coverage from individual country operations in Greece, Italy, Turkey, Croatia, the former Yugoslav Republic of Macedonia, Serbia and Hungary.

News reporters regularly contacted IFRC and National Societies for expert and humanitarian points of view for their news stories, particularly when major events occurred, for example, border changes and policy summits. Working in partnership with National Societies, the IFRC communications team responded to media enquiries and proactively promoted Red Cross Red Crescent positioning on migration (access, protection, dignity, safety, etc.), to draw attention

to humanitarian needs, support Red Cross Red Crescent Movement fundraising for emergency response and profile the response of arrival, transit and destination countries.

Throughout the response, IFRC regional communications staff responded to requests by National Society counterparts providing them with additional information, communications materials and joint messaging. In terms of advocacy on migration and protecting humanity, the communications team organized two advocacy workshops for National Societies to jointly discuss and share information on advocacy initiatives. The team also supported the organization of the London Conference on Migration which brought together all European National Societies in terms of the discussions on advocacy priorities and promoting media visibility.

#### **Activity 1.3.4 Work with the National Societies to generate content for public relations/multimedia along the length of the migratory trail in Europe**

Since the beginning of the migration crisis, the IFRC regional communications team has worked with National Societies to generate a range of compelling communications content for use across a variety of IFRC and National Society communications platforms. Communications materials have included among others press releases, news stories and audio-visual material.

#### **Challenges**

In general, there has been excellent and active communications cooperation, and exchange of information and communications materials with National Societies throughout the response. Challenges faced were primarily caused by external factors such as sudden, unpredictable developments during the emergency phase requiring changes to priorities and resourcing. A particular challenge, in terms of joint communications and advocacy messages, has been the politicized nature of the migration crisis. Every effort was made to jointly overcome these challenges and produce high-quality and timely communications content to be used by all parties.

#### **Lessons Learned**

The response highlighted the importance of clear IFRC and National Society communications focal points, regular information sharing and open lines of communication.

### **Outcome 2. Strengthen the coordination mechanisms and resources available to improve the effectiveness and efficiency of the response**

#### **Output 2.1 Coordination and sectoral meetings take place on regular basis**

#### **Output 2.2 Support partnerships and resource mobilization**

#### **Achievements**

##### **Activity 2.1.1 Conduct at least two high level meetings with National Societies**

High level meetings have taken place including the Migration Conference held in London and meetings with the Migration Reference groups held in Rome and Geneva.

A Red Cross Europe Migration Conference was held in London 14-15 February 2016 organised by British Red Cross, with the participation of 33 National Societies from Europe. The principle aim of the conference was to reflect on the operational successes and challenges of 2015, to consider the likely scenarios and operational requirements for 2016 and jointly develop an operational plan to better support the humanitarian needs of vulnerable migrants across Europe. At the end of the conference, a plan of action was drafted where the Red Cross and Red Crescent Societies of Europe agreed on actions in support of migrants in Europe in 2016. The main actions agreed on were to ensure that all migrants arriving in Europe who seek assistance, irrespective of their legal status, are able to access four core services: health (including first aid, psychosocial support, referrals); emergency relief aid; restoring family links and receive practical information. These four services would constitute a consistent core offer from the National Societies in Europe. Other actions were agreed upon, among others, to develop guidelines for each of the four core services, to build and resource a 2016 contingency plan for the European migration crisis and develop an early warning system along the migratory trails to support the National Societies' preparedness.

On 4 September 2016, the Europe Migration Reference Group met in Rome, Italy. The following issues were highlighted and it was agreed to further develop actions under a common approach:

- Targeted, evidence-based advocacy to address the critical and evolving migration issues across Europe
- Xenophobia is one of the major challenges – a regional campaign for anti-xenophobia will be considered
- Protection, integration and social inclusion should drive our long term strategic approach and practical actions regarding migration in Europe.

On 8 February 2017, the Europe Migration Reference Group met in Geneva, Switzerland. The issues of migration operations and programmes updates; trends, analysis, scenarios, forecasts; link to the global migration work; priorities for 2017; positions on resettlement/return; advocacy, social inclusion, and resources required were discussed.

These activities and action points have been included in the IFRC's Europe Regional Operational Plan for 2017.

## **2.1.2 Ensure proper coordination within the Movement components (National Societies, IFRC and ICRC) through regular operational coordination meetings**

The IFRC Regional Office for Europe has been ensuring effective Red Cross Red Crescent Movement coordination between Movement components to meet the needs of the affected countries through the National Society in each country.

Daily interaction has been maintained with the ICRC representation in Budapest, ensuring enhanced coordination of the regional migration activities and strategic directions.

It has organized regular conference calls to ensure an exchange of information across the Movement. National Societies, as well as ICRC and the Red Cross Red Crescent EU Office in Brussels also participated. The calls were welcomed by the participants as an effective way for sharing updates on operational progress and strategic directions of the IFRC response. There has been regular liaison with and visits of IFRC Regional Office for Europe staff to National Societies providing support as needed, and, also, with/to the Red Cross Red Crescent EU Office in Brussels. There have also been regular exchanges of information and meetings. Throughout the operations, the Regional Office has coordinated closely with the ICRC's regional offices in Belgrade and Paris, and at Geneva headquarters level there have been regular coordination meetings to share information, jointly analyse the situation and develop complementary approaches.

On 31 March 2016, there was a meeting in Vienna, jointly hosted with Austrian Red Cross, for National Society operations managers, with the participation of 17 National Societies, and with the objective of exchanging experiences on the provision of core longer term services and to learn from achievements and challenges. The meeting also supported networking and operational coordination among National Societies, and guidelines for the core services were developed as agreed in the London Plan of Action.

On 25-26 August 2016, a Coordination/Cooperation Meeting was held with partner National Societies in Budapest. Points discussed included:

- Migration as a long-term phenomenon, and the need to move from emergency to a wider focus across Europe;
- The need for contingency planning, a focus on host communities and advocacy, policy, integration and protection;
- Information collection and sharing and the use of appropriate tools to document best practice.

### **Activity 2.1.3 Build partnerships and maintain exchange with external actors, including regional UN Agencies like the regional UNHCR office in Budapest and other relevant stakeholders**

A diplomatic briefing was held in Budapest on 4 February 2016 and was attended by over 50 people. The event provided an opportunity for the IFRC, ICRC and Hungarian Red Cross to brief the diplomatic community on the latest national, regional and global challenges and trends in migration. A panel of specialists shared the latest updates on the response in the fields of disaster management, integration, restoring family links and the situation in Greece.

The IFRC Europe Regional Office has frequently collaborated with the UNHCR Regional Representation for Central and Eastern Europe (Budapest), including:

- Regular representation at UNHCR coordination meetings in Budapest (28 November 2015, 4 December 2015, 3 March 2016, 10 June 2016) and
- Exchange of operational and statistical data on and ad-hoc and regular basis.

Academic partnerships continued. A research project was initiated with Central European University at the end of 2016, focusing on volunteering and social inclusion. As final outcome of this project a report will be finalized, highlighting best practices and lessons learned for migration integration projects through volunteerism programming.

### **Activity 2.1.4 Hold a health coordination meeting to strengthen information gathering / sharing and to harmonise processes and share country-specific best practices (in early autumn to capture experience over the summer and prepare for winter)**

A Migration Health Coordination Meeting took place in Budapest 6-8 September 2016, with the participation of health staff from 14 National Societies. The objectives of the coordination meeting were to discuss and share health and care services that have been carried out as part of the migration response, facilitate cooperation and exchange of best practices in service provision, provide capacity building and technical training, peer-to-peer sharing of experience and skills gained in the migration response, share common approaches and solutions to the many challenges faced, and establish a network of network of health and care professionals within the National Societies of the migration responding countries. The National Societies participating in the meeting identified key areas for development and attention:

- Development of psychosocial support programmes integrated with crosscutting issues such as sexual and gender based violence, gender based violence, child protection, violence prevention and psychological first aid;

- Development of a psychosocial support programme for volunteers and staff;
- Identifying the methodology to address xenophobia using psychosocial support;
- Development of a social inclusion programme with well-developed psychosocial support interventions;
- Development of social inclusion programmes for minors and women;
- Development of health programmes to address any future crisis;
- Development of health programmes that can support the health network in the region.

An important outcome of the meeting was that a migration health and care network was established with 14 National Societies, which will provide an ongoing coordination platform and ensure ongoing sharing of experiences/information.

**Activity 2.2.1 Coordinate with National Societies the development of “consortium” type approaches and proposals to donors to ensure all Red Cross actors benefit from funding opportunities in a collaborative and non-competitive environment**

A total of CHF 60 million was mobilized towards seven emergency appeals (Italy, Greece, Serbia, former Yugoslav Republic of Macedonia, Hungary, Croatia, Europe Regional Appeal). Additionally, during the timeframe of the regional emergency appeal, a further CHF 16 million was mobilized towards the Turkey International Appeal.

Funding opportunities were identified and coordinated, with the Regional Office for Europe partnerships and resource development team leading on the development of a proposal for integration work in collaboration with Bulgarian Red Cross, Croatian Red Cross and German Red Cross, as well as participating in a British Red Cross-led proposal along with the Irish Red Cross, Italian Red Cross and Latvian Red Cross. The Regional Office for Europe partnerships and resource development team worked closely with British Red Cross to support a successful global proposal to DFID’s Women and Girl’s Protection Fund which provided significant funding to support the emergency response in Italy, strengthen the Italian Red Cross’ protection and anti-trafficking work, deliver regional and global activities, and support an anti-trafficking project in Sudan.

Strong relations with DG ECHO in Western Balkans, Greece and Turkey were established and maintained leading to effective dialogue, good information exchange and efficient decision-making. This resulted in securing a total income of CHF2.8 million for the Western Balkans migration plans. In Greece, the IFRC coordinated with partner National Societies Austrian Red Cross, Danish Red Cross, Finnish Red Cross, Luxembourg Red Cross, Spanish Red Cross, German Red Cross and British Red Cross to access ECHO funding and deliver programmes supporting vulnerable migrants across the country for a total of CHF 25 million.

The partnerships and resource development team liaised closely with the Red Cross Red Crescent EU Office, participating in coordination calls and attending the Red Cross EU Workshop on Funding Opportunities for Migration, hosted by the Slovenian Red Cross.

**Activity 2.2.2 Develop effective marketing tools for fundraising**

While there was a continuous flow of migrants along the Balkan route before the borders closed in March 2016, infographics showing the scope of the response were produced and disseminated weekly to National Societies to support their fundraising and communications.

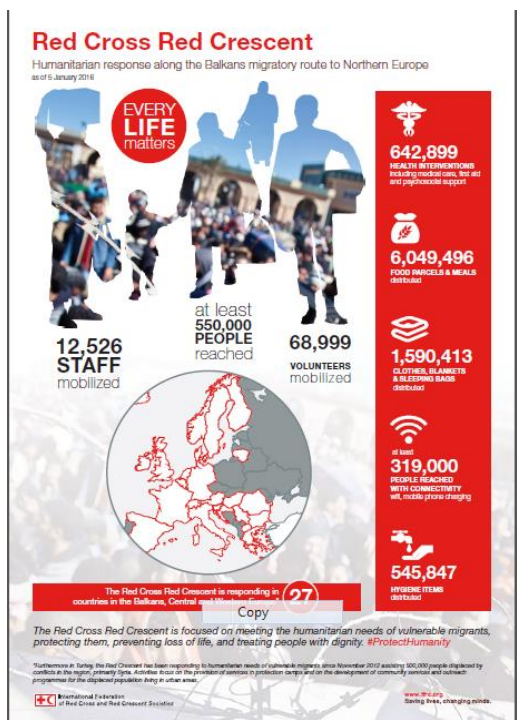
Regular stories, images and videos were produced and disseminated through the newswire, on the website, through social media and other channels.

During the search and rescue operation in the framework of the Italian Emergency Appeal, many National Societies launched specific campaigns and the communications delegates on board produced tailor-made materials to support National Society fundraising and awareness-raising.

**Activity 2.2.3 Hold regular monthly – or extraordinary if the situation requires – WebEx meetings with partners**

Initially the IFRC Regional Office for Europe held bi-weekly conference calls with partners to provide operational updates of a fast-changing context when countries were under tremendous strain of coping with large numbers of migrants.

Following a changed pattern of migration after the EU–Turkey statement of 20 March 2016, the number of conference calls reduced to one every four-six week. In June 2016, there was a renewed focus and intensity of such virtual meetings, to update on the regional activities as well as on the revised Italian Emergency Appeal and to mobilize a



high level of support towards the search and rescue operation. Ten conference calls were held during the timeframe of the Regional Emergency Appeal to update partners on the latest situation, trends, achievements, challenges, gaps and needs in the migration operation. Specific topics included Greece, Italy, the former Yugoslav Republic of Macedonia, Serbia, information management, search and rescue and the Regional Appeal.

**Activity 2.2.4 The Resource Development Team will provide weekly updates to all partners, including developments, evolving needs, stories and other relevant information that might emerge on a weekly basis**

The partnerships and resource development team shared regular updates on emerging trends with partners throughout the timeframe of the Appeal. As the operation progressed, weekly updates were replaced with monthly 'snapshot' publications developed by the planning, monitoring, evaluation, reporting and communications teams, and the senior migration officer.

**Activity 2.2.5 Coordinate information and analysis on the level of resource mobilisation by National Societies across the migratory trail and provide information sharing to fundraising National Societies**

Data on National Society resource mobilization for the migration response was collected, collated and shared, indicating that CHF 189.2 million was raised by 21 National Societies up until June 2016.

**Challenges**

It was challenging to collect National Society fundraising data in a consistent way, as some National Societies were fundraising for their domestic migration response, while others had expanded existing Syria appeals or had generic refugee crisis appeals not earmarked to Europe. In addition, not all National Societies reported, and therefore the overall funding total was incomplete.

**Outcome 3: Sharing of Knowledge across the Movement to improve IFRC emergency migration operations and assure quality and accountability of the response**

**Output 3.1: Tools for continuous learning and regular sharing are put in place**

**Achievements**

**Activity 3.1.1 To conduct a Real-Time Evaluation (RTE) share the final report and IFRC management response with relevant stakeholders:**

A Real-Time Evaluation (RTE) of the European Migration Response 2015-2016 was commissioned by the IFRC Secretariat to: "assess and provide lessons to inform the IFRC response to the ongoing migration crisis affecting Europe, as well as its response to migrants' needs beyond Europe." The RTE field visits and interviews were conducted over a six-week period in June-July 2016. Key findings and recommendations were highlighted in preparedness and planning, assistance and relief, protection, social integration and inclusion, advocacy and the auxiliary role, and volunteer management. The final report was published and can be reached via the following link: <http://adore.ifrc.org/Download.aspx?FileId=156934&.zip>

**Activity 3.1.2 Disseminate findings of evaluations, operational research, case studies and experiences to promote learning and positioning of National Societies**

During various sectoral and country/regional level workshops/meetings, lessons learned were discussed. The Operations Coordination meeting held in Vienna (mentioned earlier) was also an opportunity for sharing of experiences and lessons learned.

**Activity 3.1.3 Organize a lessons learned workshop:**

In February 2017, a lessons learned exercise was conducted by the Croatian Red Cross and IFRC surge migration team in Budapest. The aim of this exercise was to examine the success of the population movement Emergency Appeal in terms of relevance, effectiveness, efficiency, impact and sustainability. The data collection and their analysis focussed on: 1) the plan and accomplishments against it; 2) the challenges per sector; 3) the practical recommendations that could diminish the challenges for future operations. The findings of the exercise were taken into consideration at the time of defining the concrete support that the IFRC Regional Office for Europe will provide to the Croatian Red Cross in 2017, and they will also serve as the base for the development of standard operating procedures and of the contingency plan.

The Red Cross of the former Yugoslav Republic of Macedonia held three internal mid-term reviews and a final review of its operations, and looked at lessons learned, in relation to strengthening capacities of branches.

The IFRC and the Hungarian Red Cross has jointly launched an online questionnaire on the lesson learnt of the Population Movement Emergency Appeal with the relevant HRC staff and volunteers, data collection is currently in progress.

The Regional Coordination/Cooperation Meeting held in Budapest in August 2016 included discussions on lessons learned in the migration response.

**Activity 3.1.4 Draft and publish monthly operation updates and Activity 3.1.5 Draft situation reports on a regular basis based on the evolving situation:**

A total of seven [Operations Updates](#) have been published for the Regional Emergency Appeal, since it was launched in November 2015: on 7 March, 22 April, 7 June, 23 June, 4 August, 1 December 2016, and 27 February 2017. All Operations Updates were in fact situation reports. The communications team issued facts and figures, and this year a monthly snapshot has been issued to give an overview of trends, challenges and emerging issues about migration.



Slavonski Brod, Croatia, 2015. Badi Hadad (r) moved to Croatia from Syria in 2004 to study. Now, he works for the Croatian Red Cross as a translator and Restoring Family Links coordinator. Badi has been an integral part of the Red Cross team at Slavonski Brod transit centre, which closed on 15 April 2016.

The communications team issued facts and figures, and this year a monthly snapshot has been issued to give an overview of trends, challenges and emerging issues about migration.

**Challenges**

The fact that in most National Societies there are no PMER staff, and operations managers have been doing the reports, has meant that it has been difficult to get information for IFRC reports (except for Greece where there has been an IFRC PMER delegate).

**Lessons Learned**

For the future, to be better prepared in case of disasters, it is important that PMER capacities of National Societies are strengthened.

**Disaster response preparedness, early warning, risk reduction**

**Outcome 4: Support response preparedness based on cross-border cooperation, information sharing and contingency planning**

**Output 4.1: Develop capacity to anticipate changing critical scenarios and respond accordingly**

**Output 4.2: Prepare basic planning and stock pre-positioning to meet sudden increased needs from National Societies responding to the crisis**

**Achievements**

**Activity 4.1.1 Development and put in place an Early Warning System (EWS) and test it on a regular basis:**

An EWS was designed and launched with the aim of displaying forecasts for arrival numbers into countries along the Western Balkan route. Since the migrant flow drastically decreased with the closure of the borders along the Balkan route, the need of maintaining an updated model decreased. Nevertheless, the model can be seen by clicking the image below.

**Forecasting Migrant Arrivals through the Balkans**

International Federation of Red Cross and Red Crescent Societies  
Produced by SIMS

[Need an Explanation?](#)

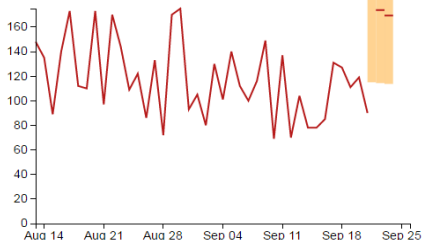
[Return to IM Portal](#)

This page displays forecasts for arrival numbers into countries along the Western Balkans route. It offers a 1, 2 and 3 day forecast for arrivals based upon past data.

Current Forecast

**Austria**

High Importance Events  
(in the last 2 weeks)



The system – which used information from border agencies and UN agencies and external sources (media), as well as Red Cross information, was very useful at the height of the crisis (October 2015-March 2016) to give information to National Societies on the migration route on numbers of people on the move, so National Societies prepare accordingly for those arriving especially when peaks would require major mobilization of human resources and assets. Initially it was set up to provide a forecast of three days, enough time for NSs to initiate preparedness actions. The system was mainly used by the National Societies of the countries of destination, who had dedicated staff in their respective operational teams to analyse and utilise the information. National Societies in the Balkans also found the system useful.

**Activity 4.1.2 Strengthen and promote the "responders" structure at regional level via the reinforcement of the Regional Disaster Response Team (RDRT) tool and support for appropriate deployments in response to the migration and 4.1.3 Set up of peer to peer support initiatives for cross border surge capacity provision**

During the migration humanitarian response, the IFRC deployed a wide range of tools in support to NSs, with special focus on Greece given the logistic complexities and major needs for health and relief distributions.

Among others, in Greece, 2 FACT teams were deployed, followed by 2 BHC ERU (mobile) that were deployed after the preliminary assessment. Logistics and Relief ERU staff was deployed also to strengthen the delivery of essential non-food items to population on the move. In the peak of the emergency, in October 2015, IFRC deployed a HEOPS to ensure strategic positioning and scale up of the operation. Further global tools such as DHEOPS have also been deployed and technical assistance for Cash, Shelter and Child Protection. Federation ERU, especially those to health care, had to adapt to the situation with modular set for ensuring wider coverage in multiple small camps and continue interventions for several months.

In Italy, IFRC deployed 2 HEOPS during the last quarter of 2016 to provide coverage and support for sea rescue operation. Partner NSs contributed to the sea rescue operation deploying mainly related to health (nurses and paramedics) and communications.

With regards to capacity building, and linked to the IFRC initiative for revitalizing RDRT system, in July 2016 the IFRC organized an RDRT refresher training in Bulgaria with the aim to enhance the regional response capacities and focused on migration response. The refresher course included a simulation exercise which took place in an administrative detention centre where the RDRT, in close collaboration with the NS, conducted an assessment for enhancing the coverage of humanitarian needs of migrants including psychosocial support as one of the main elements. 22 participants from 10 NSs were trained in this workshop.

Four RDRT team members were deployed during the migration response - from Bulgarian Red Cross, Serbian Red Cross and Austrian Red Cross - to Greece and Slovenia.

**Activity 4.1.4 Support preparedness and training of staff / volunteers in surge capacity and systems for immediate response to population movement, including in countries not yet affected but under high risk of being affected by opening of new routes:**

In addition to the RDRT deployments mentioned above, it is worth to mention that through the Regional Emergency Appeal, funding was provided for an internal training for Albanian Red Cross staff and volunteers.

**Activity 4.2.1 Draw up a regional contingency plan with different scenarios with the involvement of key partners responding in the migration crisis**

A regional contingency plan for the European migration situation in 2017 is underway and will: i) identify potential scenarios for humanitarian interventions, ii) inform preparedness capacity building on the basis of identified scenarios as well as prioritization of assistance and protection activities, and iii) enable, in the event of a peak, the immediate deployment of IFRC global and regional tools (including migration expertise) and assistance to anywhere in Europe within 48 hours of a request for emergency support. Particular focus will be on Turkey, Greece and Italy as the front-line National Societies in this crisis, and inclusive of psychosocial support, community engagement and accountability, and protection capacities.

This work will be carried out in collaboration with 1) the National Society in Greece to develop a contingency plan for the country, 2) receiving National Societies' such as Turkey, Italy and Spain to gather information on their national contingency plans, and 3) other National Societies in the region to identify the availability of Red Cross Red Crescent Movement resources to address assistance and protection needs as per developed scenarios. The contingency plan is expected to be completed by end of March 2017.

Under the circumstances described within the general migration context, scenarios and planning figures continue to evolve. The following scenarios have been highly inspired from the scenario exercise done by ACAPS (one for [Middle East - EU migration: scenarios](#) and one for Refugee/migrant crisis in Europe) and to which the Secretariat and many National Societies contributed. Nevertheless, in order to be less focused on Greece/Italy and having more regional perspective and to match better with the regional response, a few adaptations have been incorporated.

The two first scenarios are focusing on the stranded population, and a massive increase of the numbers in Greece and in Mediterranean route. The last one, less likely, is foreseeing a massive moving of so-called "Dublin returnees".

- *Scenario 1:* Stabilization of the numbers of stranded people in Greece, Italy and Bulgaria without massive increase or decrease of migrant arrivals
- *Scenario 2:* Contemporary large increase in migration via North Africa and Turkey to EU (including new route – i.e. via Bulgaria)
- *Scenario 3:* Massive moving of so-called “Dublin returnees”

Based on the analysis done, the response plan for Scenario 1 is fully covered by the current emergencies plans of action. The document will review the Strategy and response mechanisms only for Scenario 2 (worst case scenario). The Contingency Plan is designed to support the National Societies in the regions to response to the immediate humanitarian needs of the new influx of migrants and not for the current ongoing operations.

#### **Activity 4.2.2 Hold contingency planning meetings**

It is essential to have regularly updated contingency plans as per procedures to enable National Societies and the IFRC to plan ahead in case of deterioration of the situation. Contingency plans are participatory processes where the involvement of NSs for their own response to critical situations must be developed.

#### **Activity 4.2.3 Put in place regional repositioned contingency stocks, including funds for food procurement**

As part of the Emergency Appeal for Italy (MDRIT002), and in response to the needs for services related to the contingency stock planning of this Regional Emergency Appeal (MDR65001), the IFRC and the Italian Red Cross agreed that Italian Red Cross will enable access to its own contingency stock in its warehouse for other National Societies affected by the migration crisis through a borrow-replenishment mechanism and managed by the IFRC contingency stock on a cost recovery mechanism. Simultaneously, under the same agreement, the Italian Red Cross has access to IFRC’s regional contingency stock kept in the Italian Red Cross’s warehouse in Avezzano. This modality is increasing the contingency response capacities of both IFRC and Italian Red Cross.

The following items were procured as part of the regional contingency stock:

No.	Item (description)	Quantity
1	Blanket, woven, 50% wool, 1.5x2m, medium thermal resistance (synthetic)	15,400 pieces
2	Hygiene kit, male, individual	9,000 kits
3	Hygiene kit, female, individual	7,000 kits
4	Sleeping bags	9,000 pieces
5	Aluminium blankets	15,000 pieces
	Transport	3 trucks

Ultimately and due to the change of operational requirements, regionally repositioned stocks were transferred to Italian Red Cross migration operation, as that operation at the time had the highest demand.

Contingency stocks for Albania were funded through the Emergency Appeal as mentioned earlier.

#### **Challenges**

- Constantly adapting to changing situation and border policies that affected the population on the move with access restrictions, stranded situations and lack of predictability of humanitarian aid to be organized. Even the forecast system would not help as unforeseen situation (ferry strike, sudden closure of borders, etc.) would affect the whole trail.
- Standard specification of the humanitarian supplies. People on the move has needs on “light supplies” as they are on the move fast so the kit needs to be adjusted. People stranded or in camps require different set up or specifications.
- Mobility of items among countries was not always possible given the earmarking for different contexts.
- The humanitarian crisis had severe impact and caught authorities, but also humanitarian stakeholders, with limited capacity to address changing needs. Volunteer management was a clear example since many NS did not have enough volunteers or systems in place to enable adequate support in an operation that required constant presence and sudden scale up in times of peaks.

#### **Lessons Learned**

- IFRC deployed mostly global tools. Regional surge capacity was not in place and this situation highlighted the need of revitalizing the RDRT system and enabling a faster mechanism for peer to peer support.
- Volunteer management is an area where we needed to improve. This include identifying fast track for enrolment of volunteers and provided minimum package training and background.
- Linked with the previous, the PSS support needs also to be provided to RCRC volunteers and staff involved in the operation.
- Whilst the relief and RFL phases are normally well known by NSs, the necessary engagement of community and provision of information to affected population needs also improvement (CEA)

## National Society capacity building

**Outcome 5: Strengthen National Society capacities to deliver operational response, programming and services**

**Output 5.1 National Societies reinforce their technical skills to provide assistance, through trainings and the provision of equipment and specialized support coordinated at a regional level**

### **Achievements**

As stated in the first objective, Response, Management and Coordination, the technical members of the surge migration team have been providing technical support to the National Societies responding to the migration crisis through workshops, trainings and technical expertise.

#### **Activity 5.1.1 Provide IEC materials and tailored support for National Societies to help them in designing tools or managing existing ones**

Among others, support was provided to Hellenic Red Cross in psychosocial support IEC material for staff and volunteer support, as well as support for production of migrant self-care posters. Support was provided for the adaptation of first aid materials for use in migration centres in Croatia, Hungary and Serbia.

#### **Activity 5.1.2 Support trainings at national and regional level on in core services such as health in emergencies, (e.g.: psychosocial support, sexual reproductive health, non-communicable diseases and health care in emergencies) and community engagement and accountability, as well as other services including communications, advocacy and PMER**

During the timeframe of this Emergency Appeal (November 2015 – March 2017), the following trainings/workshops have been held to strengthen the capacities of National Societies in their ongoing response to the migration crisis:

#### **Trainings & workshops jointly conducted**

1. Psychosocial Support workshop for 27 volunteers & staff from Croatian RC, Bosnia & Herzegovina RC and Montenegro RC graduated from this training;
2. Psychosocial Support & Sexual Gender Based Violence workshop in Belgrade, Serbia for 33 staff and volunteers from the branches having migration operations;
3. Psychological First Aid trainings for 164 National Disaster Response team (NDRT) members from Serbian RC;
4. Psychosocial Support & Sexual Gender Based Violence workshop in Ankara, Turkey for 32 staff and volunteers working in TRC Community Centres participated in this workshop. The IFRC manual was translated into Turkish language with inclusion of Turkish case studies was used in this workshop.
5. Mental Health & Psychosocial Support in Armed conflict and Violence workshop organised by Swedish RC by Program Managers global experts,
6. 10-12 June 2016 PSP workshop with 21 NSs – included protection, SGBV, child protection (violence prevention)

**Health in Emergencies:** The IFRC Health Delegate provided support to strengthen National Society capacities to deliver operational response, programming and services. This reinforced the NS technical capacity, skills to provide humanitarian assistance by delivering higher standards of operational services. This was provided through trainings and the provision of equipment and specialized support

**Community Engagement and Accountability (CEA):** A CEA workshop on the Migration response was held 9-10 March 2017 in Budapest. 28 National Societies from the region were invited and the main objectives of this workshop were to share experiences and lessons learned in CEA approaches in the migration response, to build a network of CEA contacts and resources in the region for cooperation and future collaboration to scale up activities for 2017-18 and to identify shared priorities for CEA in the near future for peer to peer learning.

**Protection, Gender and Inclusion (PGI):** PGI elements and sessions have been integrated into PSS trainings and workshops such as PSS in Emergencies Regional ToT workshop, PSS support training for volunteers working with prevention of Human Trafficking in Serbia, and PSS training in Croatia. The added elements prioritized have been Child Protection, SGBV, Human Trafficking, and in addition support has been provided in this same regard to the Protection training developed in Greece, between the members of the Movement working group on Protection, the ICRC, the Hellenic RC, partner National Societies and the IFRC.

**Communications / Advocacy:** IFRC regional communications staff have provided capacity-building support to National Society communications teams as requested by them. On a regional level, two advocacy workshops and one communications workshop for National Societies were held to jointly discuss and share information on communications and advocacy initiatives. Communications sessions were also incorporated into regional trainings and workshops including disaster management, RDRT, psychosocial-support and community engagement and accountability.

**PMER:** No PMER trainings/workshops were held as such, however members of the Regional Office for Europe PMER team made technical support visits to several National Societies (Turkey, Greece, Italy, Bulgaria, Serbia, former Yugoslav Republic of Macedonia) and have been much involved in supporting National Societies in reporting on the appeals and appeal revisions.

### **Activity 5.1.3 Set up meetings/workshops on Protection**

The first of its kind regional workshop on Protection, Gender and Inclusion was held in Budapest with the representation of 21 National Societies and a total of 43 participants. The workshop was developed and facilitated by ROE, with support from the IPE unit in Geneva and the ICRC. One of the main outcomes of this event was the emphasized need for coordination and skill-share on protection efforts in the region. Also, in evaluating the event, most national societies responded that they needed more technical support, trainings and knowledge about how to prevent, identify and respond to inter-personal violence, both in their regular activities, but also as standalone targeted action, from the IFRC.

In relation to this workshop, a migration network meeting was held just prior, hosting PERCO, EYCC, European ATN, CMM, RC Global Gender and Diversity Network and the RCEU office to coordinate and share information on migration and protection related expertise and activities.

The first pilot for a basic introductory training on PGI in emergencies was conducted in Bresso, Italy, after carefully developing the program and sessions, including interlinked parts of PSS and CEA. The continuous development of this is ongoing as the training will be standardized and rolled out broadly.

A technical working group on PGI was initiated and established and a first meeting held in Copenhagen, leading to the beginning of several processes of developing tools such as competency frameworks for PGI delegates, Standard Operating Procedures for prevention and response to Inter-personal and self-directed violence.

### **Activity 5.1.4 Arrange meetings on volunteer management and support the set-up of volunteer mechanisms/management systems available to the National Societies**

In Greece, a [Virtual Volunteer](#) system was established. In addition to this, a volunteer management training was organized in Bulgaria in the framework of the Balkan youth meeting on 27-30 January 2016 in Sofia, coordinated by the former Youth and Volunteering Coordinator of the IFRC ROE and EYCC (European Youth Coordination Committee).

### **Activity 5.1.5 Coordinate support for the development of proposals for different donor audiences, developing case studies and supporting National Societies to build longer-term strategic relations with external partners**

During the entire framework of the Appeal, the Partnerships and Resource Development unit in the Regional Office for Europe coordinated the development of a development of proposals for different donor audiences, developing case studies and supporting National Societies to build longer-term strategic relations with external partners.

### **Activity 5.1.6 Coordinate and provide technical and financial support to National Societies to help them develop fundraising markets and launch fundraising campaigns**

Marketing materials and support was provided to National Societies across the region. Some National Societies launched highly successful fundraising campaigns.

Between 22-24 June 2016 in Budapest, the IFRC Regional Office for Europe organized a skillshare for fundraising and communication professionals from Red Cross Red and Crescent National Societies in Europe. The conference welcomed representatives from 19 National Societies from Eastern and Central Europe, Central Asia and South Caucasus, one corporate organization, a think tank, three NGOs and the IFRC. Several practical examples with immediate application were explored during the meeting. The National Societies of Bulgaria, Croatia, Hungary and Serbia took an active part in the meeting.

### **Activity 5.1.7 Strengthen National Societies' media capacity to launch the "Protect Humanity - Stop Indifference" global campaign at their local level to raise public awareness of migration issues**

IFRC communication teams in Budapest and Geneva have supported National Societies in promoting the campaign locally by providing key messages, press releases and communications packs related to key operations (e.g. search and rescue) and key events (e.g. World Refugee Day, World Migrant Day) to be tailored and translated for internal markets.

### **Activity 5.1.8 Provide data collection kits to National Societies to support information management needs at peak times during the response**

This activity was planned for during the peak of the response; the borders closed in March 2016 before the activity was implemented which reduced the need and urgency. The activity is included in the Regional Plan for Europe in 2017 and will be completed this year, with a probable modification to include mobile data collection trainings for National Societies instead of the devices alone, which will better suit the current needs in the migration response.

## Challenges

- Capacity within the partnerships and resource development team to support National Society fundraising, particularly for building longer-term strategic relations, was limited due to the high amount of funding mobilized for the response.
- In some countries, National Societies have faced challenges in recruitment and retention of volunteers for the migration response, in part due to negative attitudes towards migrants.

## D. FINAL FINANCIAL REPORT

The total budget was **CHF 4,655,612**, total income was **CHF 3,416,896 (appeal coverage 74%)**, and total expenditure was **CHF 3,406,101**. The remaining balance of CHF 10,796 will be transferred to the Europe Regional Operational Plan for 2017 to be used to support ongoing migration-related activities.

A snapshot on the financial situation of all seven country Emergency Appeals supporting response to the migration situation, with the latest information on budgets, income and expenditure, as of June 2017 can be found in Annex 2.



[Click here](#)

1. Click [here](#) to see the final financial report
2. Click [here](#) to see the Annex 1
3. Click [here](#) to see Annex 2
4. Click [here](#) to return to the title page

### Reference documents



**Click here for:**

[Previous Appeals and updates](#)

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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 – Summary of support in the area of health

HEALTH & CARE HEALTH & MENTAL HEALTH / PSYCHOSOCIAL SUPPORT			Capacity Building	National Society(s) and location of trainings	
Workshops / Trainings	10 - 12 June 2016	Regional	Psychosocial Support and Sexual Gender Based Violence	49 participants / 28 NSs	Budapest, Hungary
	21 - 24 March 2017		Psychosocial Support in Emergencies	22 participants / 14 NSs	Split, Croatia
	28 - 30 Jan 2016	European Youth Coordination Committee	Psychosocial Support - Volunteer Support & Care	28 participants / 12 NSs	Lozen, Bulgaria
	27 - 30 May 2016		Psychosocial Support - Volunteer Support & Care	73 participants / 32 NSs	Sutomore, Montenegro
	30 Oct - 5 Nov 2016	International	Psychosocial Support in Emergencies		Copenhagen, Denmark
	13 - 14 Dec 2016		Mental Health and Psychosocial Support - Effects of Armed Conflict and Violence		Stockholm, Sweden
	7-9 Sep, 9-14 Sep, 15-19 Sep, 15-18 Nov, 8-11 Dec 2016	National	Psychological Support / Sexual Gender Based Violence	110 participants	Hungary, former Yugoslav Republic of Macedonia, Croatia, Serbia, Turkey
	24 - 26 May 2016		Community Based Health and First Aid Training - Migration context	14 participants	Hungary
	10 - 12 Mar 2017		Psychological Support - Migration Intervention	68 participants	Hungary, Croatia, Bulgaria, Serbia
	25 - 29 Nov 2016, 1 - 5 Mar, 29 Mar - 1 Apr 2017		Psychological First Aid	180 participants	Serbia, former Yugoslav Republic of Macedonia
15 - 19 Aug 2016	Psychosocial Support - Anti Human Trafficking		120 participants	Serbia	
Meetings	23 - 24 Feb 2016		Support Health Care Coordination, Assessments, Planning, Access to Health Care and Capacity Building EU Migration Meeting	1 IFRC participant	Ghent, Belgium
	30 Mar - 1 Apr 2016		Migration Operation Coordinators Meeting	30 participants / 14 National Societies	Vienna, Austria
	6 - 8 Sep 2016		Migration Health Coordination meeting	14 National Societies	Budapest, Hungary
	6 - 8 Feb 2017		Psychosocial Support Expert team meeting	9 participants	Serbia
	17 - 19 March 2017		Migration team meeting	14 participants	Caring for volunteers session - Bulgaria
	6 March 2017		Croatia Red Cross Psychosocial Support Committee meeting	14 participants	Croatia
	30 - 31 March 2017		Health and Migration Workshop for Asylum Reception Centres staff and volunteers	33 participants	Caring for volunteers session - Croatia
	29 Mar 2017		Health and Migration Workshop for Local Croatian Red Cross Branches	33 participants	Caring for volunteers session - Croatia
Manuals / Materials			Psychosocial Support Manual (compilation of IFRC PSS / WHO mental health materials, adopted and localised)	2 National Societies	Serbia, Croatia
			Psychosocial Support Kits - equipment and materials for volunteers in emergencies (toys, materials and games to provide activities to conduct	2 National Societies	Bulgaria, Croatia

		PSS interventions in emergency settings)		
		Psychosocial Support Posters / Brochures (Take Care of Yourself & Self Care posters adopted and printed in local languages)	2 National Societies	Greece, Serbia
		Community Based Health & First Aid materials (adopted from IFRC CBHFA materials and from first aid manuals)	1 National Society	Croatia
		Psychosocial Support and Sexual Gender Based Violence (translated & adopted from IFRC PSS Reference Centre manuals)	3 National Societies	Hungary, former Yugoslav Republic of Macedonia, Turkey
		PSS Materials for creative and handicraft workshops in two reception centres (art materials, basket weaving materials, cloth, sewing kits)	1 National Society	Croatia
		IT equipment for psychosocial support team	1 National Society	former Yugoslav Republic of Macedonia
Field visits (Jan 2016 - March 2017)	41 field missions	Monitoring, Support in technical areas - disability, homeless. Community engagement - Roma population, severe winter interventions, summer Interventions, hygiene promotion, first aid trainings	16 National Societies	Austria, Belgium, Italy, France, Sweden, Hungary, Portugal, Cyprus, Montenegro, Turkey, Greece, Malta, Bulgaria, Croatia, former Yugoslav Republic of Macedonia, Serbia,
Operational Support	3 - 24 April 2016		Acting ERU Coordinator	Greece
	24 Jul - 7 Aug 2016		Acting Health Coordinator	Greece
	26-30 Jul, 8-10 Aug, 29 Aug-2 Sep, 14-17 Oct, 6-10 Nov 2016		Technical support / operations briefings & de-briefings	Italy / Malta – Search and Rescue Topaz Responder
		<b>41 field missions</b>	<b>767 participants /</b>	<b>32 National Societies</b>

## Annex 2 - Snapshot of financial situation of country appeals

### Emergency Appeals

Code	Appeal Name	Appeal Timeframe		Appeal Budget	Donor Response	Coverage	Gap	Income to date	DREF Allocation	Expenditure to date	Balance	Commitments	Exp/Bud
<b>MDR65001</b>	Europe - Migration Coordination, Response and Preparedness	20-Nov-2015	31-Mar-2017	4,655,612	3,452,439	74%	1,203,173	3,416,896		3,406,101	10,796	233	73%
<b>MDRGR001</b>	Greece - Population Movement	22-May-2015	30-Jun-2018	46,925,475	38,383,230	82%	8,542,245	37,289,594	0	27,094,311	10,195,282	924,296	58%
<b>MDRHR002</b>	Croatia - Population Movement	05-Feb-2016	31-Dec-2016	1,315,022	870,322	66%	444,700	870,322		857,136	13,186		65%
<b>MDRHU004</b>	Hungary - Population Movement	05-Aug-2015	31-Dec-2016	1,071,934	1,042,900	97%	29,034	1,042,900	0	900,965	141,935		84%
<b>MDRIT002</b>	Italy - Population Movement	24-Apr-2015	30-Sep-2017	8,370,768	8,043,781	96%	326,987	8,043,781	0	5,470,060	2,573,721	864,941	65%
<b>MDRMK005</b>	Macedonia (FYR) - Population Movement	19-Jun-2015	31-Jan-2017	6,138,068	5,620,686	92%	517,382	5,621,030	0	5,591,887	29,143	269	91%
<b>MDRRS011</b>	Serbia - Population Movement	17-Aug-2015	30-Jun-2017	3,303,742	3,273,469	99%	30,273	3,274,047	0	2,884,600	389,447	431	87%
<b>MDRTR003</b>	Turkey- Population movement	09-Nov-2012	31-Dec-2017	65,814,021	39,924,320	61%	25,889,701	39,924,320		36,214,139	3,710,181		55%
<b>Total</b>				<b>72,523,552</b>	<b>61,310,974</b>	<b>85%</b>	<b>11,212,578</b>	<b>60,182,716</b>	<b>0</b>	<b>46,783,922</b>	<b>13,398,794</b>	<b>1,790,170</b>	<b>65%</b>

## Disaster Response Financial Report

MDR65001 - Europe - Migration Coordination, Response and Pr

Timeframe: 20 Nov 15 to 31 Mar 17

Appeal Launch Date: 20 Nov 15

Final Report

## Selected Parameters

Reporting Timeframe	2015/11-2017/5	Programme	MDR65001
Budget Timeframe	2015/11-2017/3	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>4,655,612</b>			<b>4,655,612</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
American Red Cross			85,411			85,411	
Apple iTunes			145,488			145,488	
Australian Red Cross			18,672			18,672	
British Red Cross			395,152			395,152	
British Red Cross (from British Government*)			733,702			733,702	
FedEx Services			71,728			71,728	
Finnish Red Cross			99,587			99,587	
Hungarian Government			13,362			13,362	
IFRC at the UN Inc			21,731			21,731	
King Digital Entertainment PLC, King.com			273,952			273,952	
Luxembourg Red Cross			15,841			15,841	
Metro AG			9,813			9,813	
Norwegian Red Cross			199,748			199,748	
Norwegian Red Cross (from Norwegian Government*)			12,807			12,807	
Red Cross of Monaco			21,948			21,948	
Red Cross of Montenegro			2,352			2,352	
Red Cross of Montenegro (from Montenegro- Private Donors*)			2,259			2,259	
Swedish Red Cross			275,856			275,856	
Swiss Red Cross			50,000			50,000	
Switzerland - Private Donors			200			200	
The Canadian Red Cross Society			50,406			50,406	
The Netherlands Red Cross			247,570			247,570	
Western Union Foundation			14,531			14,531	
<b>C1. Cash contributions</b>			<b>2,762,116</b>			<b>2,762,116</b>	
<b>Inkind Personnel</b>							
Australian Red Cross			23,232			23,232	
British Red Cross			226,231			226,231	
Danish Red Cross			19,123			19,123	
Finnish Red Cross			84,360			84,360	
Luxembourg Red Cross			45,968			45,968	
Norwegian Red Cross			53,200			53,200	
Other			20,103			20,103	
Spanish Red Cross			27,335			27,335	
Swedish Red Cross			7,420			7,420	
The Netherlands Red Cross			155,081			155,081	
<b>C3. Inkind Personnel</b>			<b>662,054</b>			<b>662,054</b>	
<b>Other Income</b>							
Fundraising Fees			-7,274			-7,274	
<b>C4. Other Income</b>			<b>-7,274</b>			<b>-7,274</b>	
<b>C. Total Income = SUM(C1..C4)</b>			<b>3,416,896</b>			<b>3,416,896</b>	
<b>D. Total Funding = B +C</b>			<b>3,416,896</b>			<b>3,416,896</b>	

\* Funding source data based on information provided by the donor

**Disaster Response Financial Report**

MDR65001 - Europe - Migration Coordination, Response and Pr

Timeframe: 20 Nov 15 to 31 Mar 17

Appeal Launch Date: 20 Nov 15

Final Report

**Selected Parameters**

Reporting Timeframe	2015/11-2017/5	Programme	MDR65001
Budget Timeframe	2015/11-2017/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**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			3,416,896			3,416,896	
E. Expenditure			-3,406,101			-3,406,101	
F. Closing Balance = (B + C + E)			10,796			10,796	

## Disaster Response Financial Report

MDR65001 - Europe - Migration Coordination, Response and Pr

Timeframe: 20 Nov 15 to 31 Mar 17

Appeal Launch Date: 20 Nov 15

Final Report

## Selected Parameters

Reporting Timeframe	2015/11-2017/5	Programme	MDR65001
Budget Timeframe	2015/11-2017/3	Budget	APPROVED
Split by funding source	Y	Project	*
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>4,655,612</b>		<b>4,655,612</b>		
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles	274,524			250,349		250,349	24,175	
Food	45,000						45,000	
Water, Sanitation & Hygiene	50,269			48,140		48,140	2,130	
Medical & First Aid	600			28,708		28,708	-28,108	
Other Supplies & Services	10,000						10,000	
<b>Total Relief items, Construction, Sup</b>	<b>380,394</b>			<b>327,196</b>		<b>327,196</b>	<b>53,197</b>	
<b>Land, vehicles &amp; equipment</b>								
Computers & Telecom	28,800			19,502		19,502	9,298	
Office & Household Equipment				16,455		16,455	-16,455	
<b>Total Land, vehicles &amp; equipment</b>	<b>28,800</b>			<b>35,957</b>		<b>35,957</b>	<b>-7,157</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	29,169			15,139		15,139	14,030	
Distribution & Monitoring				10,242		10,242	-10,242	
Transport & Vehicles Costs	500			2,310		2,310	-1,810	
Logistics Services	18,328			22,736		22,736	-4,408	
<b>Total Logistics, Transport &amp; Storage</b>	<b>47,997</b>			<b>50,427</b>		<b>50,427</b>	<b>-2,430</b>	
<b>Personnel</b>								
International Staff	2,029,308			1,850,846		1,850,846	178,462	
National Staff	25,000			46,865		46,865	-21,865	
National Society Staff	9,000			22,304		22,304	-13,304	
Volunteers	20,000			5,464		5,464	14,536	
<b>Total Personnel</b>	<b>2,083,308</b>			<b>1,925,479</b>		<b>1,925,479</b>	<b>157,829</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	166,584			67,496		67,496	99,088	
Professional Fees	38,600			125,622		125,622	-87,022	
<b>Total Consultants &amp; Professional Fees</b>	<b>205,184</b>			<b>193,118</b>		<b>193,118</b>	<b>12,066</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	670,000			150,999		150,999	519,001	
<b>Total Workshops &amp; Training</b>	<b>670,000</b>			<b>150,999</b>		<b>150,999</b>	<b>519,001</b>	
<b>General Expenditure</b>								
Travel	316,730			150,361		150,361	166,369	
Information & Public Relations	322,315			30,224		30,224	292,091	
Office Costs	51,534			15,114		15,114	36,420	
Communications	27,250			30,679		30,679	-3,429	
Financial Charges	19,550			25,907		25,907	-6,357	
Other General Expenses	1,350			2,346		2,346	-996	
Shared Office and Services Costs	199,579			214,042		214,042	-14,463	
<b>Total General Expenditure</b>	<b>938,308</b>			<b>468,674</b>		<b>468,674</b>	<b>469,634</b>	
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies				58,708		58,708	-58,708	
<b>Total Contributions &amp; Transfers</b>				<b>58,708</b>		<b>58,708</b>	<b>-58,708</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	283,009			165,845		165,845	117,164	
<b>Total Indirect Costs</b>	<b>283,009</b>			<b>165,845</b>		<b>165,845</b>	<b>117,164</b>	
<b>Pledge Specific Costs</b>								

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Reporting Timeframe	2015/11-2017/5	Programme	MDR65001
Budget Timeframe	2015/11-2017/3	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	
<b>BUDGET (C)</b>				<b>4,655,612</b>			<b>4,655,612</b>	
Pledge Earmarking Fee	18,611			18,171			18,171	440
Pledge Reporting Fees				11,527			11,527	-11,527
<b>Total Pledge Specific Costs</b>	18,611			29,698			29,698	-11,086
<b>TOTAL EXPENDITURE (D)</b>	<b>4,655,612</b>			<b>3,406,101</b>			<b>3,406,101</b>	<b>1,249,511</b>
<b>VARIANCE (C - D)</b>				<b>1,249,511</b>			<b>1,249,511</b>	

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Budget Timeframe	2015/11-2017/3	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	4,655,612		3,416,896	3,416,896	3,406,101	10,796	
Subtotal BL3	4,655,612		3,416,896	3,416,896	3,406,101	10,796	
<b>GRAND TOTAL</b>	<b>4,655,612</b>		<b>3,416,896</b>	<b>3,416,896</b>	<b>3,406,101</b>	<b>10,796</b>	