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Emergency Plan of Action Final Report Kosovo*: Flash Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation final report	DREF operation n° MDRXK001
Date of issue: 25 July 2017	Glide n° FL-2016-000122-SRB
Date of disaster: 7 November 2016	
Operation start date: 23 November 2016	Operation end date: 23 March 2017 (4 months)
Operation budget/DREF allocated: CHF 108,027	
Number of people affected: 1,421 people (as initially assessed) – increased to 1,655 people (as per second detailed assessment)	Number of people assisted: 1,655 people (313 families)
N° of volunteers and staff: 12 RCK structure staff and 100 volunteers.	
N° of other partner organizations involved in the operation: local authorities in the five flood-affected municipalities.	

A. Situation analysis

Description of the disaster

On 7 November 2016, several areas of Kosovo¹ were flooded as a result of heavy rainfalls. The rainfall's intensity was approximately between 20-25 mm per three hours or 60-75 mm per 24 hours. By 11 November 2016, its intensity reached a record level of 65-90 mm within 24 hours.

In the five municipalities of **Vushtrri, Gjakova, Rahovec, Podujeva and Malisheva**, the situation became critical. Affected families lost winter food reserves and livestock, home furniture and appliances. Many families had to be evacuated and accommodated in schools. Power and water supply stations were flooded cutting many areas from electricity and drinking water. Most of the evacuated families found shelter at relatives, helping prevent that family separation cases occur.



Many houses were completely flooded requiring rapid evacuation of the family. Photo: Red Cross of Kosova

Summary of the current response

Overview of Host National Society

The RCK structure provided relief to the families affected by the heavy flooding. Its local branches in the flooded areas immediately mobilized 40 trained disaster management volunteers to support the rapid initial assessment of the damages, needs and activities to be implemented in the most-affected villages. The first team deployed on 10 November 2016. The RCK structure Headquarters in Pristina, which closely coordinated with the government providing relief, highlighted the following **priority needs and areas for intervention**: 1) food items and drinking water; 2) non-food items (blankets, mattresses, boots); and 3) hygiene items (hygiene kits) and hygiene promotion.

Within the first days of the emergency, the RCK structure distributed **30 family packages** from its own stock located in Gjakova. As the RCK structure normally has limited reserves, it utilized its traditional activity of 'solidarity month' taking place in October and immediately distributed the collected donations including food, second-hand clothes and hygiene items in each municipality. The volunteers continuously followed up on the field situation and assisted affected people

¹ Reference to Kosovo should be interpreted in the context of the UN Security Council Resolution 1244 (1999).

* Reference to Kosovo should be interpreted in the context of the UN Security Council Resolution 1244 (1999).

in the disaster-hit areas recording their names and assessing their needs.

Throughout the disaster response phase, the RCK structure closely coordinated with the local and national authorities. Its relevant staff attended the meetings of the emergency management commission set up in each of the five most-affected areas. The rapid and efficient response of the RCK structure in this flood emergency was thanks to its **previous active capacity-strengthening efforts at local and national level focusing on community resilience**. Prior to this disaster, the RCK structure had conducted various simulation exercises and trained teams of staff and volunteers for local disaster interventions. Therefore, the volunteers could efficiently carry out risk and needs assessments, and provide shelter, first aid, search and rescue and Restoring Family Link services from the onset of the disaster.

Overview of Red Cross Red Crescent Movement in country

The RCK structure coordinated with the IFRC Regional Office for Europe throughout the operation and provided both operational updates as well as benefitted from technical guidance on disaster response, financial management, and monitoring and reporting.

Overview of non-RCRC actors in country

The RCK structure closely cooperated with all relevant local authorities in the disaster-affected areas during the delivery of relief assistance as well as with the Kosovo office of UNDP. The five affected municipalities provided shelter to the evacuated families.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Upon the onset of the disaster, the RCK structure teams conducted an **initial rapid assessment** (from 10 to 12 November 2016) together with the local authorities in the five most-affected municipalities of Vushtrri, Gjakova, Rahovec, Podujeva and Malisheva. This was followed by a **second, more detailed assessment** from 5 to 7 December 2017. This more detailed assessment established that the final **number of affected families** was **313**, comprising **1,655 people** (i.e. 234 people more than initially found). The **major humanitarian needs and priorities** were as follows:

- 1) Distribution of blankets and mattresses. /Accommodation was provided by the local authorities. A total of 21 families (including 89 members) were evacuated and accommodated with relatives or in schools./
- 2) Distribution of potable water. (As water supply and power stations were flooded, many of the affected areas remained without safe drinking water and power.)
- 3) Distribution of food and hygiene parcels to cover the needs of the 1,655 most-affected people.
- 4) Distribution of clothes and boots.

A summary of the flooded areas and number of affected people, including children can be found in the below table:

Village / Street	Number of families	Number of family members	Number of children
Municipality: Gjakove			
Pashko Vasa	19	64	43
Ahmet Korenica	26	103	72
FshBregoc	13	60	44
Subtotal	58	227	159
Municipality: Rahovec			
FshBellacerke	30	161	0
FshDabidol	9	52	7
FshDenje	12	118	7
FshGexhe	2	17	0
FshRatkoc	10	64	0
FshKrushe e Madhe	6	32	0
FshSopniq	4	32	0
Fsh Celina	7	45	0
FshRadoste	7	37	6
FshXerxe	7	45	2
Subtotal	94	603	22
Municipality: Vushtrri			
FshPestove	9	51	24
FshNadakovc	4	21	9
FshPrilluzhe	95	424	178
FshStanovciulet	15	86	41
Subtotal	123	582	252
Municipality: Podujeve			
Bellopoje	4	22	2
Konushevc	2	14	6
Bajqine	3	13	2
LupciPoshtem	2	10	2

Metehi	1	6	4
Pollate	6	41	22
Repe	5	41	13
Sibovc	4	30	10
Subtotal	27	177	61
Municipality: Kacanik			
Kacanik	1	5	
Subtotal	1	5	
Municipality: Malisheve			
Marali	1	5	3
Malisheve	2	11	3
Astrazub	2	11	4
Bellanice	3	20	8
Subtotal	8	47	18
Municipality: Peje			
Peje	2	14	6
Subtotal	2	14	6
GRAND TOTAL	313	1,655	518

Beneficiary selection

During beneficiary identification and selection, **priority attention** was ensured to:

- 1) families evacuated and accommodated with relatives;
- 2) families most affected by the flooding and landslides but not evacuated;
- 3) families of disadvantaged socio-economic background, such as elderly people and widowed women with young children.

The five branches, in cooperation with the local authorities and volunteers from the villages, drew up detailed beneficiary lists to facilitate the process of distribution.

B. Operational strategy and plan

Overall objective

The **operation's overall objective** was to meet the **immediate needs of 313 families (including 1,655 people)** in five flood-affected areas – Podujeva, Vushtrri, Gjakova, Rahovec, Malisheva – through **emergency distribution of food, non-food and hygiene items**.

Implemented strategy

To accomplish the overall objective, the staff and volunteers focused on the provision of emergency food and non-food items as well as provision water, and mattresses and blankets. Most items were directly distributed to beneficiaries.

All planned activities were successfully implemented as follows:

- Detailed **needs assessments** and preparation of **beneficiary lists** according to the above prioritization criteria and agreed with local authorities.
- Distribution of **313 food parcels** and **313 hygiene parcels**. As part of the response, 290 parcels were newly procured and distributed, while 23 parcels were replenished to the RCK structure stock. Each family received one-one parcel, sufficient for one month.



RCK staff distributing family packages directly after the disaster from the RCK's own emergency stock.

Photo: Red Cross of Kosovo

- Distribution of **1,421 blankets** and **1,421 mattresses**. As part of the response, 1,401 blankets and mattresses were newly procured and distributed, while 20 blankets and mattresses were replenished to the RCK structure stock. Some people managed to rescue their blanket and mattress during evacuation while others did not. Therefore, each person who did not have a blanket and mattress received one, with the total amount handed out being 1,421 from each type of item.
- Distribution of **626 pairs of boots**. As part of the response, 568 pairs were newly procured and distributed, while 58 pairs were replenished to the RCK structure stock. Families with (at least) two members received one pair of boots, while families with more than two members received two pairs.
- Distribution of **18,780 litres of water**. As part of the response, 17,400 litres were newly procured and distributed, while 1,380 litres were replenished to the RCK structure stock. Each family received 60 litres of water.
- **Trainings to enhance the coordination** with local municipality units involved in the disaster response.
- Continuous **monitoring and evaluation** of implementation as well as a **'lessons learned' workshop** at the end of the operation.

A summary of the newly procured and the replenished items can be seen in the table below:

Item	Newly procured	Replenished	Total distribution supported by this DREF
Food parcels	290	23	313
Hygiene parcels	290	23	313
Blankets	1,401	20	1,421
Mattresses	1,401	20	1,421
Pairs of boots	568	58	626
Water	17,400	1,380	18,780

All distributions took place based on the above-mentioned beneficiary selection criteria and in close coordination with the state emergency response units.

The detailed contents of the food parcels and hygiene parcels were as follows:

Food parcels	
White flour	50 kg
Rice	4 kg
Sugar	5 kg
Vegetable Oil	4 litres
White Beans	4 kg
Pasta	4 kg
Salt	1 kg
Milk for baby	12 litres

Hygiene parcels	
Washing powder	3 kg
Shampoo	1 litre
Soap	12 pieces
Toilet Paper	12 rolls
Tooth paste 75 ml	5 tube
Tooth brushes	5 units
Disposable razor	5 units
Hygiene Vata	4 packs
Nappies for babies	2 packs

The **three-day 'lessons learnt' workshop** took place on 3 to 5 March 2017 with the participation of 71 staff and volunteers from the HQ and branches. At the workshop, the participants presented their experience throughout the implementation of the response activities. The main conclusions of the workshop are detailed in the section *"General challenges and lessons learned"*.

Operational support services

Human resources

A total of 100 volunteers were mobilized to support the flood emergency response. They were supported and coordinated by seven permanent staff from the RCK structure Headquarters and five permanent staff from the RCK structure local branches with one staff from each branch.

Logistics and supply chain

The relief items supported by this DREF were procured locally with all procedures strictly following the administrative and procurement rules and standards of both the RCK structure and the IFRC. The quality of the relief items was constantly monitored and controlled by RCK structure HQ staff including the disaster management, the social welfare and the logistics coordinator.

Information technologies (IT)

The flooding caused no significant damages to the landline and mobile phone network. The communication could therefore be handled through mobile phones in most of the cases.

Communications

The RCK structure ensured appropriate visibility through a variety of means. Press releases were published in the national and local media. The food and hygiene parcels were placed in boxes that had the RCK structure emblem on them. The news and photos were disseminated through local and national newspapers, television channels, social media pages and the RCK structure website.

The IFRC Regional Office for Europe's (ROE) Communications team also published a webstory on the damages caused by the floods, which can be read at: [Torrential rain sees flooding ravage villages in Kosovo and Albania](#).

Security

The RCK structure Headquarters and local branches worked closely with the local authorities to have all latest information in a timely manner to assess existing and potential ongoing and new risks to the operation and staff. The health and well-being of staff and volunteers was of utmost priority. The RCK structure also actively mitigated security challenges through the involvement of village leaders during the distributions.

Planning, monitoring, evaluation, & reporting (PMER)

The RCK structure closely and continuously monitored the implementation of the activities with the Secretary of the local branch having the main responsibility for this task. Updated information regarding the progress of the implementation was submitted to the IFRC ROE on a regular basis. The ROE also supported the organization of the 'lessons learned' workshop at the end of the operation.

General challenges and lessons learned

The already trained disaster response volunteers of the five branches played a key role in the successful implementation of the planned activities.

The main conclusions of the 'lessons learnt' workshop were:

- The relief items were highly appreciated by the beneficiary families both in terms of quantity and quality.
- The main responsibility for the safety of volunteers lies with the branch secretaries.
- There should be a closer cooperation with the local media as well as with the village leaders by engaging the latter as volunteers.
- Often, reassessments and realignment has to take place during the course of the operation.
- There is a lack of warehouses at national and regional level which needs to be addressed through a main warehouse and ensuring material support for creating reserves.

The Kosovar authorities and public continue to demonstrate increasing trust and see the RCK structure as a dedicated and reliable relief assistance provider in emergency situations. This successfully implemented relief operation contributed to the improvement of the image of the Red Cross and Red Crescent Movement in the country and supported the mobilization of new volunteers for the organization.

C. DETAILED OPERATIONAL PLAN

Quality programming / Areas common to all sectors

Needs assessment
Outcome 1: Accurate assessment was conducted to design a relief operation
Output 1.1 Continuous needs assessment and preparedness for relief distribution are conducted following the updated information received from the field
Achievements
The RCK structure successfully conducted the assessments in the flooded areas. Regular monitoring visits during implementation also took place by volunteers under the guidance of branch secretaries. A total of 100 volunteers and 12 staff implemented these activities.
Challenges and lessons learned
During the first days of the disaster, many of the flood-affected areas were physically inaccessible. This caused major difficulties during the needs assessment process. There were also some challenges upon the receipt of beneficiary lists from the community leaders, which was later solved through additional verification of the list by the RCK structure. It was concluded that a stronger cooperation with the Emergency Management Commission and local authorities during non-disaster periods would be key to facilitate the needs assessment and beneficiary identification process when a disaster strikes.

Water, sanitation and hygiene promotion

Water provision
Outcome 1: Water is provided to target population
Output 1.1: Potable water is provided to 313 families affected
Achievements
Local branches assessed families' water needs as the water and power stations were flooded. The distribution of the planned quantity of 17,400 litres was conducted successfully.
Challenges and lessons learned
No specific challenges were encountered.
Hygiene promotion
Outcome 2: The risk of sanitation related diseases has been reduced through provision of hygiene parcels and health and hygiene promotion
Output 2.1: 313 Family hygiene parcels are distributed to flood-affected population
Output 2.2: Families are aware of and are able to counter hygiene related risks
Achievements
The hygiene parcels were procured, packed and distributed as planned. Health and hygiene awareness-raising and promotion activities were conducted as an accompanying activity during the distribution.
Challenges and lessons learned
No specific challenges were encountered.

Shelter and settlements (and household items)

Shelter and settlements
Outcome 1: Essential non-food items are provided to the affected population.
Output 1.1: 313 families will be provided with 1,421 blankets, 1,421 mattresses and 616 boots.
Achievements
Families in flooded houses were successfully evacuated and accommodated with their relatives or in schools. 1,421 blankets, 1,421 mattresses and 626 pairs of boots were distributed. Following the return of the families to their houses, staff and volunteers conducted follow-up visits to assess any remaining concerns and needs the families may still have.
Challenges and lessons learned
As the flooding affected vulnerable areas, the needs of the affected families kept increasing. Volunteers played a main role in identifying and addressing both the existing and new needs.

Food security, nutrition and livelihoods

Food
Outcome 1: Immediate food needs of the flood-affected population are met
Output 1.1: 313 families in the five most affected areas in Vushtrri, Podujeva, Rahovec, Gjakova and Malisheva are provided with food parcels
Achievements
The local branches assessed the food security, nutrition and livelihood needs during an initial and a second, more detailed assessment. The data was cross-checked with that of the local authorities for verification. The distribution of the food parcels was carried out as planned and in the same manner as that of the other relief items.
Challenges and lessons learned
No specific challenges encountered.

D. THE BUDGET

The RCK structure flood response received a **total allocation of CHF 108,027 from the IFRC's Disaster Relief Emergency Fund**. The European Commission's Directorate-General European Civil Protection and Humanitarian Aid Operations (ECHO) replenished a **total of CHF 58,335** while the **Netherlands Red Cross** replenished a **total of CHF 64,014** to the Fund.

After finalizing operations, there is a final balance of CHF 6,019 which will be returned to the DREF account.

Full details on the relief operation's expenditures and financial performance can be found in the accompanying final financial report.

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2. Click [here](#) to return to the title page

How we work

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

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



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



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



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

Disaster Response Financial Report

MDRXXK001 - Kosovo - Floods

Timeframe: 23 Nov 16 to 23 Mar 17

Appeal Launch Date: 23 Nov 16

Final Report

Selected Parameters

Reporting Timeframe	2016/11-2017/7	Programme	MDRXXK001
Budget Timeframe	2016/11-2017/3	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
A. Budget		108,028				108,028	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		108,027				108,027	
C4. Other Income		108,027				108,027	
C. Total Income = SUM(C1..C4)		108,027				108,027	
D. Total Funding = B +C		108,027				108,027	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		108,027				108,027	
E. Expenditure		-102,008				-102,008	
F. Closing Balance = (B + C + E)		6,019				6,019	

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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	
BUDGET (C)			108,028			108,028		
Relief items, Construction, Supplies								
Clothing & Textiles	39,116		37,944			37,944	1,172	
Food	19,139		22,236			22,236	-3,097	
Water, Sanitation & Hygiene	21,209		6,456			6,456	14,753	
Utensils & Tools	1,346						1,346	
Other Supplies & Services			14,358			14,358	-14,358	
Total Relief items, Construction, Sup	80,810		80,994			80,994	-184	
Logistics, Transport & Storage								
Distribution & Monitoring	537		874			874	-337	
Transport & Vehicles Costs	800						800	
Total Logistics, Transport & Storage	1,337		874			874	463	
Personnel								
National Society Staff	3,229						3,229	
Volunteers	4,550		3,167			3,167	1,383	
Total Personnel	7,779		3,167			3,167	4,612	
Workshops & Training								
Workshops & Training	3,215		3,366			3,366	-151	
Total Workshops & Training	3,215		3,366			3,366	-151	
General Expenditure								
Travel	4,000		3,012			3,012	988	
Information & Public Relations	1,073		1,073			1,073	1	
Office Costs	2,147		2,150			2,150	-3	
Communications	1,073		1,141			1,141	-67	
Financial Charges			5			5	-5	
Total General Expenditure	8,294		7,381			7,381	913	
Indirect Costs								
Programme & Services Support Recove	6,593		6,226			6,226	367	
Total Indirect Costs	6,593		6,226			6,226	367	
TOTAL EXPENDITURE (D)	108,028		102,008			102,008	6,020	
VARIANCE (C - D)			6,020			6,020		

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Budget Timeframe	2016/11-2017/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Food security	108,028		108,027	108,027	102,008	6,019	
Subtotal BL2	108,028		108,027	108,027	102,008	6,019	
GRAND TOTAL	108,028		108,027	108,027	102,008	6,019	