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# Emergency Appeal Operations Update

## Italy: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency appeal n° MDRIT002</b>	<b>GLIDE n° OT-2015-000050-ITA</b>
<b>Operations Update n° 6</b>	<b>Timeframe covered by this update: 1 August 2017 - 31 October 2017</b>
<b>Date of issue: 29 November 2017</b>	<b>Date of disaster: Since January 2015</b>
<b>Operation start date: 18 May 2015</b>	<b>Operation end date: 31 December 2017</b>
<b>Operation budget: CHF 8,370,768</b> <b>DREF allocation: CHF 283,305</b>	<b>Appeal coverage: 92%</b>
<b>Number of people being assisted: 300,000</b>	
<b>Host National Society's presence (n° of volunteers, staff, branches):</b> Almost 5,000 staff and volunteers of the Italian Red Cross have been involved in the migration response operation to date across the country.	
<b>Red Cross Red Crescent Movement partners involved in the operation:</b> IFRC (Regional Office for Europe in Budapest), International Committee of the Red Cross (ICRC), and several partner National Societies have been actively involved supporting Italian Red Cross, including British Red Cross, Netherlands Red Cross, and Malta Red Cross in the search and rescue team.	
<b>Other partners actively involved in the operation:</b> <ul style="list-style-type: none"> <li>• Government agencies of the Italian Republic: Ministry of Health, Ministry of Interior and other Italian authorities</li> <li>• International organizations: IOM, UNHCR</li> <li>• Local and international NGOs (Save the Children, Médecins Sans Frontiers (MSF) and Médecins du Monde) and private donors</li> </ul>	
<b>Contributions to the Emergency Appeal:</b> On behalf of Italian Red Cross, the IFRC would like to thank all partners for their contributions to the Emergency Appeal: American Red Cross, Austrian Red Cross, British Red Cross and British Government, Canadian Red Cross, Finnish Red Cross, Icelandic Red Cross and Icelandic Government, Japanese Red Cross, Monaco Red Cross, Netherlands Red Cross, Norwegian Red Cross, Swedish Red Cross, Swiss Red Cross and Swiss Government. In addition, the Supreme Master Ching Hai International Association, and corporate partners including: Coca Cola Foundation, Give Eur-Hope ASBL, King Digital Entertainment PLC and Metro AG.	



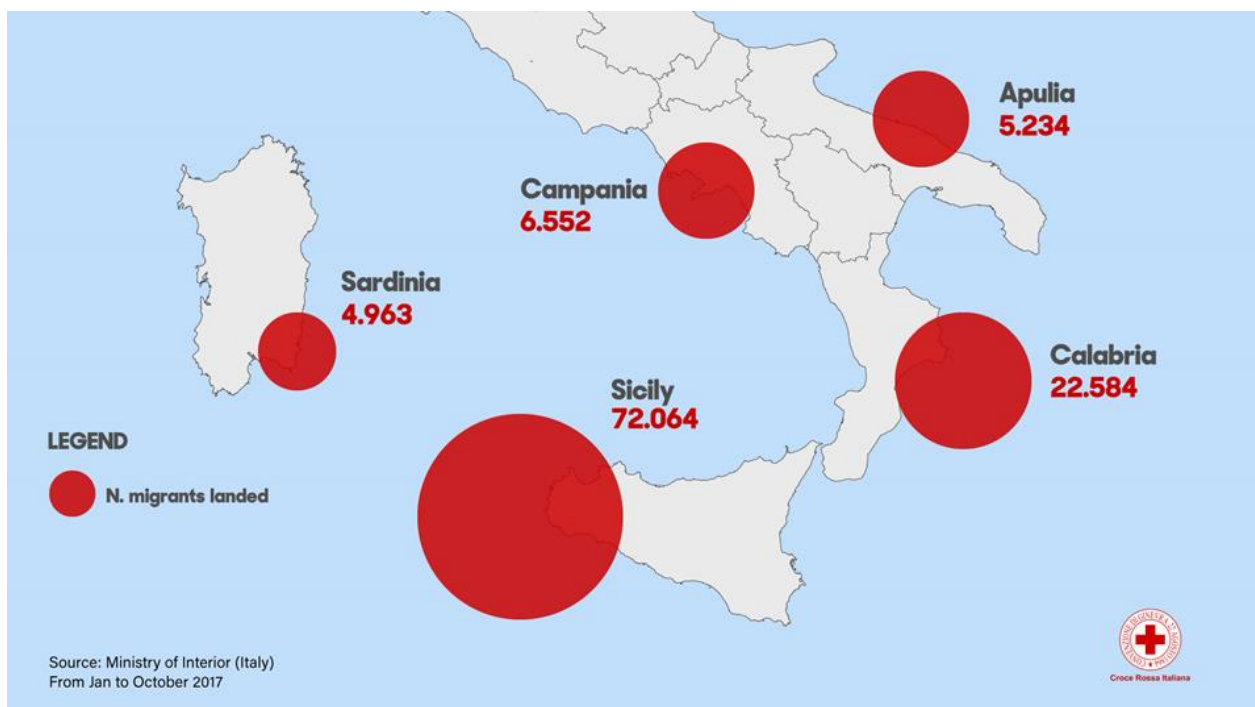
Italian Red Cross volunteer welcoming migrants arriving at the port, Taranto 2017  
Source: Italian Red Cross

## Summary of the appeal

- **25 April 2015:** DREF allocation was made of 283,305 Swiss francs.
- **8 May 2015:** Emergency Appeal was launched for 2,710,576 Swiss francs, to assist 85,000 people, with a timeframe up to end February 2016.
- **23 July 2015:** Operations Update n° 1 was issued to adjust the action to the emerging needs, with an increasing number of migrant people in transit throughout the entire Italian territory.
- **2 November 2015:** Emergency Appeal Revision n° 1 was issued to increase the number of beneficiaries to 105,000 migrants, and increasing the budget to 2,775,269 Swiss francs.
- **25 March 2016:** Operations Update n° 2 was published and extended the timeframe of the Appeal Plan of Action until 31 May 2016.
- **1 June 2016:** Operations Update n° 3 was published and extended the timeframe of the Appeal Plan of Action until 31 August 2016.
- **18 July 2016:** Revised Emergency Appeal n° 2 was issued, for 9,495,715 Swiss francs to provide support to 160,000 beneficiaries including search and rescue activities, with the Appeal timeframe extended until 31 July 2017.
- **21 October 2016:** Operations Update n° 4 was issued.
- **6 June 2017:** Revised Emergency Appeal n° 3 was issued, reducing the budget to 8,370,768 Swiss francs, to assist a total of 300,000 people (increased from 180,000), and extending the Appeal timeframe until 30 September 2017.
- **5 September 2017:** Operations Update n° 5 was issued and extended the Appeal timeframe until 31 December 2017, to enable the Italian Red Cross to meet ongoing humanitarian needs (111,397 migrants have arrived in Italy by boat so far this year), and to complete all the activities of the Emergency Appeal.

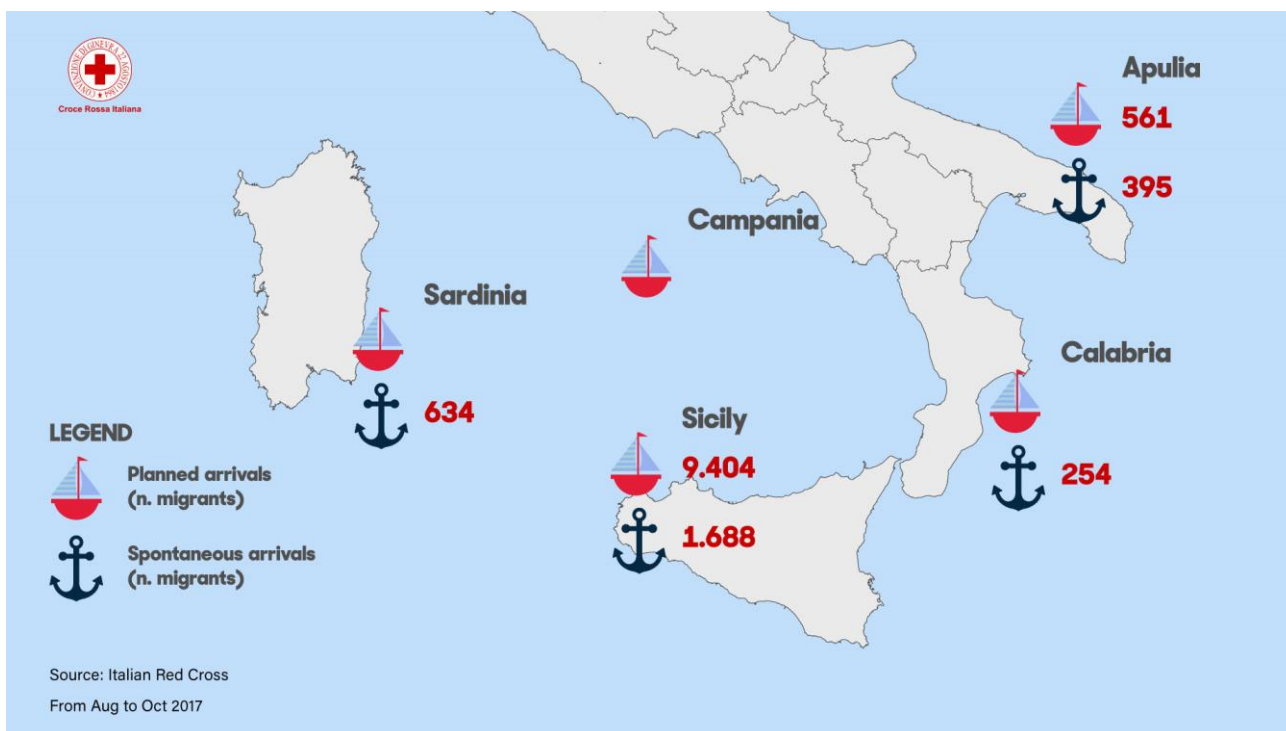
## Current Situation

From January 2017 to October 2017, a total of 111,397 migrants have arrived in Italy by sea. In 2015, there were a total of 153,842 arrivals, and in 2016, a total of 181,436 arrivals.



During the reporting period between 1 August and 31 October 2017, there were a total of 15,781 arrivals, according to the data of the Italian Ministry of Interior.

The Italian Red Cross intervened in more than 150 landings supporting 12,936 people (75% men, 11% women, 13% unaccompanied minors and 1% accompanied minors) who arrived on Italian shores after being rescued by search and rescue operations in the Mediterranean Sea.



The discrepancy between Italian Red Cross data and the data provided by the Ministry of the Interior of 2,845 is caused by the fact that there were a few unorganized/spontaneous disembarkations of people who arrived in Italy, often at night time without any notification, to whom Italian Red Cross could not give immediate assistance. However, in those cases, Italian Red Cross provides assistance at a second stage at the reception centres.

During the reporting period, an estimated 300 Italian Red Cross volunteers and staff members were engaged in providing humanitarian, psychosocial and medical assistance in different ports in the regions of Sicily, Apulia, Calabria, Campania and Sardinia.

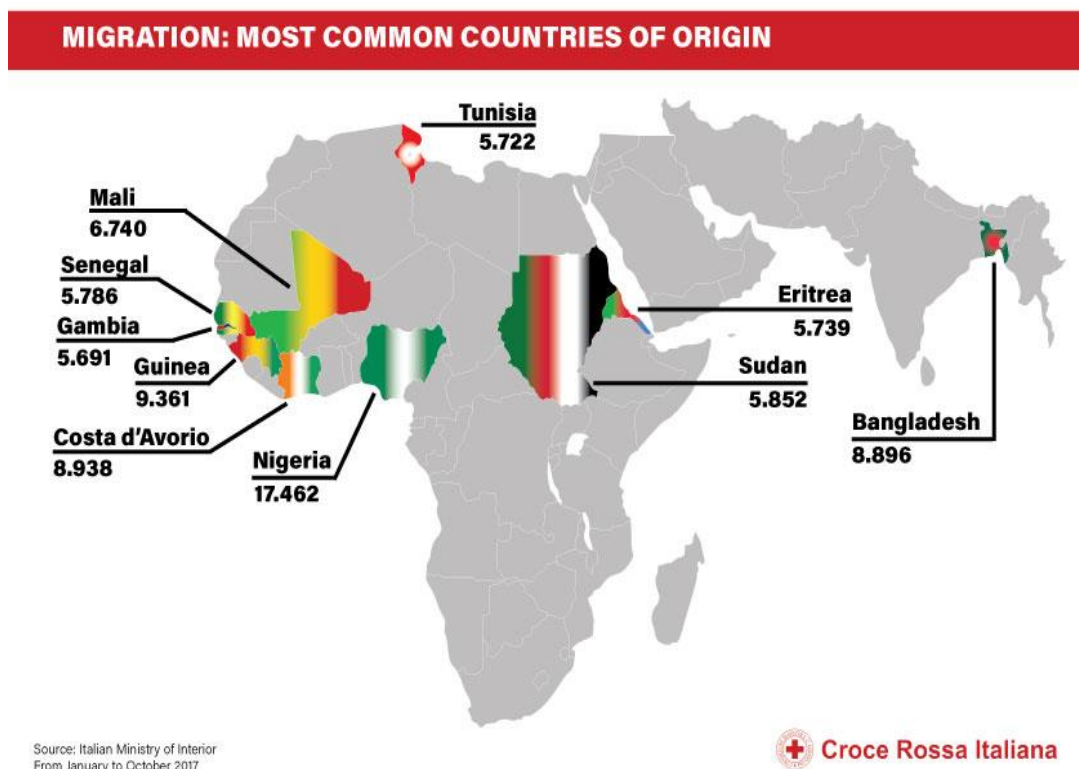
Italian Red Cross has continued to ensure support to migrants sheltered in 95 reception centres, with a total capacity of hosting 9,000 people, throughout the territory of Italy. In the different kinds of reception centres, Italian Red Cross manages first and second-line reception, providing access to services, material assistance, social inclusion and information on migration policies and procedures.

Besides the ordinary reception path from landings to reception centres, particular attention is given to those who do not have access to the reception system, through the newly established services of safe points.

The safe points play an important role in enhancing protection of migrants as they aim at increasing access to essential services, which include legal information, basic health care and orientation, psychosocial support and restoring family links. All migrants can access the service without discrimination and regardless of their status. In addition, Italian Red Cross has strengthened its capacity to respond to trafficking of human beings. The MMPAT project funded by the British Government (DFID), in cooperation with the British Red Cross, has coached the newly established Anti-Trafficking Unit within Italian Red Cross, and which has now started delivering trainings to volunteers also engaged in the safe points. A great achievement in terms of anti-trafficking has started to be made, also in the reception centres, both in terms of training of staff and volunteers about the topic, and provision of information to migrants.



Migrants continue to depart from Libya, where civil conflict and political instability have contributed to create an environment where human smuggling and criminal networks flourish. However, recent clampdowns on the Libya-Italy route have forced migrants to choose more dangerous routes, so the death toll in the Mediterranean has continued to rise despite a drop in the overall number of arrivals. According to recent data given by UNHCR, approximately 3,000 people have lost their lives in the Mediterranean Sea in 2017. UNHCR also estimates that over 1.3 million people are in dire need of humanitarian assistance inside Libya. Mostly coming from Sub-Saharan Africa, migrants travel in open trucks across a thousand or more miles of desert with little food or water, and once at the border they fall into the hands of people smugglers, who repeatedly abuse them. Migrants live in appalling conditions, held in detention centres and have no access to basic humanitarian aid nor international protection.



On 2 August, Italy's parliament approved the deployment of two of its naval vessels to Libyan waters in what it refers to as an operation to assist the Libyan coastguard and target people smugglers and traffickers. Several search and rescue NGOs have refused to sign the Italian government's 'Code of Conduct' for NGOs operating privately-owned ships in the Mediterranean which are engaged in search and rescue operations. Restrictions on the Mediterranean route has meant the number of arrivals in Italy has dramatically dropped, and during the reporting period, the number of new arrivals dropped substantially. There were 11,461 arrivals in July, 3,914 in August, 6,291 in September and 5,756 in October, compared to 23,524 in June<sup>1</sup>. Currently the situation is very fluid and unpredictable. Migrants are still coming in small numbers in rundown boats arriving at small harbours, where the provision of assistance is more challenging, as the arrivals are unexpected and at night. It is very difficult to know how the situation will unfold in the months ahead, which also has an important humanitarian impact as the number of migrants, arriving and remaining in Italy, still requires maintenance of a solid response mechanism to be in place.

<sup>1</sup> Italian Ministry of Interior

The below table shows the number of people and disembarkation operations supported by Italian Red Cross during the period covered by this interim report, from August to October 2017, and divided by months and regions:

Months	Region	People supported	N. of Operations
August	Sicily	3,100	31
September	Sicily	5,022	42
October	Sicily	2,970	31
<b>Total</b>		<b>11,092</b>	<b>104</b>

Months	Region	People supported	N. of Operations
August	Calabria	75	1
September	Calabria	100	3
October	Calabria	79	2
<b>Total</b>		<b>254</b>	<b>6</b>

Months	Region	People supported	N. of Operations
August	Apulia	204	3
September	Apulia	211	4
October	Apulia	541	5
<b>Total</b>		<b>956</b>	<b>12</b>

Months	Region	People supported	N. of Operations
August	Sardinia	132	11
September	Sardinia	378	17
October	Sardinia	124	6
<b>Total</b>		<b>634</b>	<b>34</b>

The sharp drop in the number of crossings, stringent new rescue rules imposed by Italy and the threatening behaviour of the Libyan coast guard, have convinced most of the private rescue organizations to leave the area, such as MSF and Save the Children. However, the decrease in numbers from Libya does not signal the end of Italy's migration crisis. Arrivals from Tunisia have tripled this year, while those from Algeria have doubled and those from Turkey increased by 63 percent. The country is struggling to absorb newcomers; while reception centres overflow, asylum applications jumped from 84,000 in 2015 to 123,000 in 2016, and with more than 111,000 so far this year.

### Red Cross response

The Italian Red Cross has continued to be at the frontline of the humanitarian response to the needs of migrants and refugees arriving in Italy, providing humanitarian, psychosocial and medical assistance to refugees and migrant populations.

Priority was given to vulnerable people who, by definition, have special needs and therefore need protection, such as unaccompanied minors, elderly people, pregnant women, single parents with younger children, and people for whom it was ascertained that they have suffered torture, rape or other forms of psychological, physical or sexual violence.

From August 2017 until October 2017, the main interventions of the Italian Red Cross have included: reception, relief assistance (food kits and hygiene kits), medical assistance, psychosocial support, family reunification and restoring family links services, and provision of information, during and after disembarkation, as well as support through safe points.

In addition, Italian Red Cross welcomes migrants in 95 reception centres, of which 12 are managed by the Red Cross headquarters and 83 by the local branches, with a total capacity of about 9,000 beds. Every facility provides food, accommodation, health and psychological support, periodical distribution of relief items, and restoring family links

services. Besides this first approach of covering basic needs, social inclusion is also ensured through school attendance, vocational courses, job/housing referral and accompaniment, and legal assistance.

The pilot project in cooperation with Ground Truth Solutions is progressing, with the involvement of 6 reception centres and 3 safe points. Italian Red Cross is collecting questionnaires in order to learn how the reception system is seen by migrants in terms of delivering services and to learn about their perceptions of the services. It is essential to better understand the role and effectiveness of Italian Red Cross services in migration in order to strengthen the approach “for” and with” migrants.

Through these regular surveys, it will be possible to receive direct and valuable feedback from migrants. A first phase of the community engagement and accountability pilot project was realized in December 2016. The data collection was supported by the IFRC and the NGO Ground Truth Solutions to ensure that people’s voices are listened to and responded to. The questionnaire was designed by Italian Red Cross staff, together with IFRC and Ground Truth Solutions. The purpose was to develop tools that can help the Italian Red Cross teams working in the main harbours and the reception centres to better understand the needs and vulnerabilities of newly arrived people. The approach consists of collecting the views of affected people on key aspects of a humanitarian programme, analysing what they say, making sense of the data together with affected communities and communicating the resulting insights back to them. Data collection is light-touch, with few questions, and that are scored by respondents on a scale. Data is presented in ways designed to foster dialogue among staff and with the affected people. The feedback cycle lies at the core of their methodology. The questions in the questionnaire sought to gauge migrants’ perceptions across a range of issues, including safety, whether their opinions are taken into account, general information provision and their understanding of the different kinds of information, including asylum procedures. The data is collected by Italian Red Cross volunteers through face-to-face interviews.

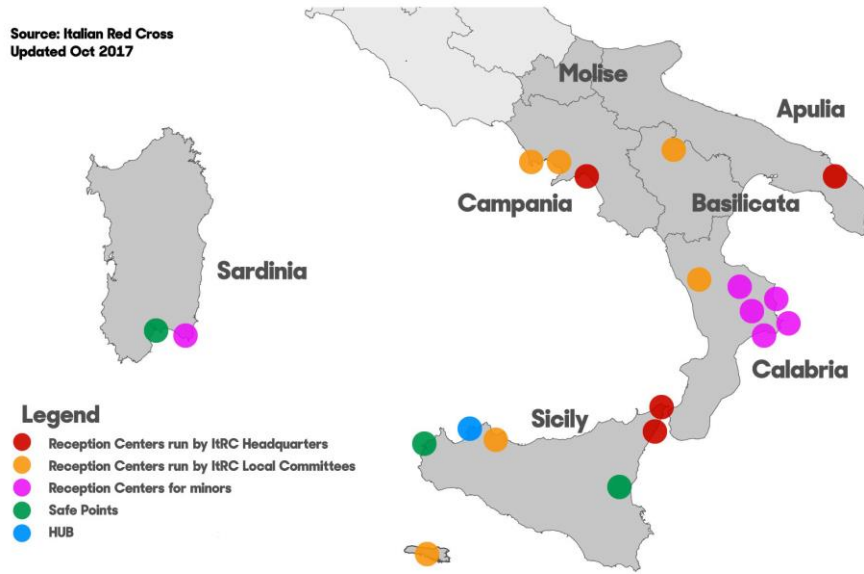
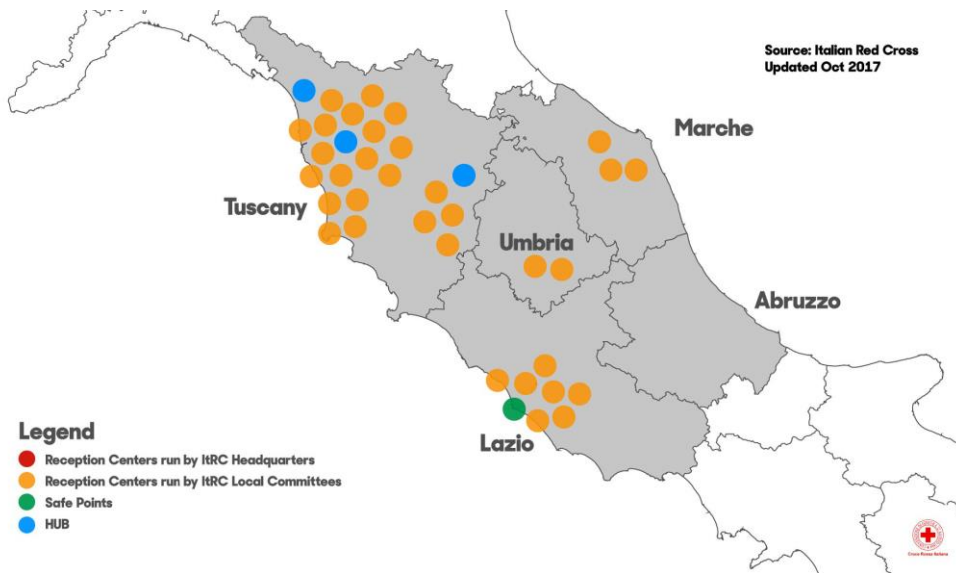
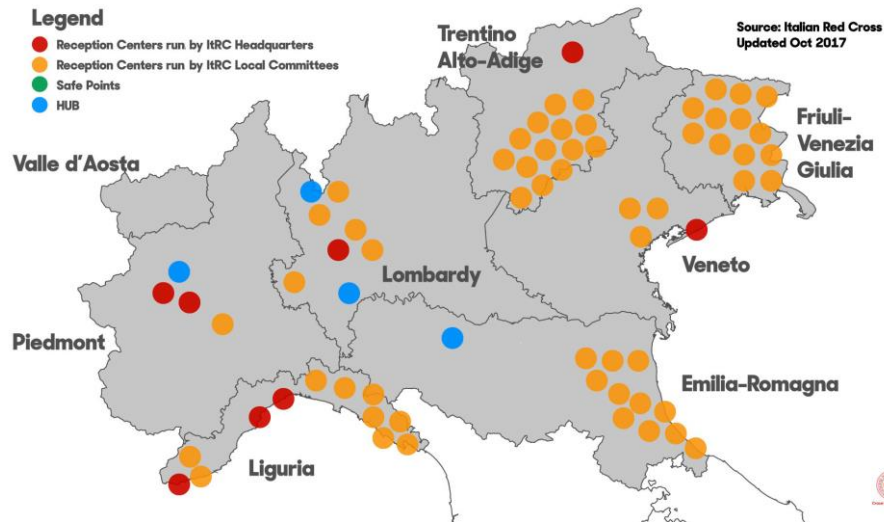
The restoring family links service is provided directly from the docks to the reception centers, at the Italian Red Cross headquarters and the transit areas, thanks also to the Tracing Bus: a four-wheeled telephone booth that travels throughout Italy allowing refugees, asylum seekers and migrants to re-establish links with their family members, using a three-minute phone call, supported by Italian Red Cross in cooperation with Netherland Red Cross and Netherlands Vodafone.

In 2016, the Safe Point project was launched with Catania and Trapani as the leads in establishing safe points, and in 2017, so far also in Palermo, Cagliari, Rosarno and Rome. Safe points are a help desk where Red Cross volunteers offer listening, assistance and information to all those who do not access the national reception system, and are at risk because they do not have any protection. Over the next few months, another six safe points will be opened, moving to northern areas and concentrating on border locations.

Thanks to the activities of the safe points operational so far, it was possible to give information and assistance to 729 people, many of whom do not have legal status in-country and are therefore particularly vulnerable. It is a safe place, where all migrants have the right to ask for information, without discrimination and regardless of their current status towards the hosting country. The volunteers provide legal information and orientation, hygiene kits and food if required, psychosocial support, information on anti-trafficking and restoring family links. Additionally, safe points have contributed through a solid network to play the role of a referral system to other available sources of services rendered by various organizations or national institutions.

**During this reporting period, from August until the end of October 2017, the Italian Red Cross has provided the following relief items and services to migrants:**

 <p><b>35,872</b> food and non-food items distributed (including hygiene items)</p>	 <p><b>9,000</b> persons assisted in the reception centres managed by the Italian Red Cross</p>	 <p><b>300</b> volunteers / staff involved in the landing operations</p>	 <p><b>222</b> people assisted by restoring family links / tracing activities</p>	 <p><b>12,936</b> people supported on arrival by boats</p>
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## Coordination and partnerships

The Italian Red Cross has continued to strengthen its existing cooperation with the different ministries/agencies involved in the migration response, such as the Ministry of Interior, Ministry of Health, the Italian Coast Guards, and USMAF – the Maritime, Aviation and Border Health Office of the Ministry of Interior. The collaboration with the governmental authorities has been fruitful and the role of the National Society is well understood. Whenever needed, humanitarian concerns have been brought to the attention of the authorities to ensure that adequate measures can be adopted to meet humanitarian needs.

The branches and the headquarters of the Italian Red Cross have continued to exchange information on a regular basis with other humanitarian actors, to coordinate work and define the best complementary services. Among those agencies are UNHCR, the International Organization for Migration (IOM), Médecins Sans Frontières (MSF), and Save the Children (SCF). Meetings with these organizations act as a coordination mechanism and information sharing platform among stakeholders and organizations involved in supporting and helping migrants during search and rescue and disembarkation activities. In addition, this coordination has ensured that roles and responsibilities are clear. For example, Save the Children is cluster leader on child protection (unaccompanied minors) so that Italian Red Cross easily refer to them and work is not duplicated; and in harbours where the local prefecture provides food and other items, Italian Red Cross does not distribute its own food kits. Furthermore, the relationship with the local authorities enables Italian Red Cross to carry out preventive restoring family links work at harbours and allows migrants to wait for their family members before being dispersed. A key part of the work undertaken to develop Italian Red Cross standard operating procedures in responding to risks of trafficking has involved developing relationships and coordinating with other actors in-country, to determine how Italian Red Cross could respond within the framework of the existing national referral mechanism.


In order to support the activities under the Emergency Appeal, continuous communication has also been maintained between Italian Red Cross and Red Cross Red Crescent Movement partners. Collaboration with other members of the Movement has strengthened the Italian Red Cross response, for example, working closely with the Maltese Red Cross and ICRC to address restoring family links cases of families separated during their journeys at sea, as well as identifying casualties in order to inform their families. This collaboration also aims to develop a strategy to promote the restoring family links service, as well as preventing secondary separations of migrants at a later stage in their journey. Support has been provided in particular by the ICRC, who have dedicated a delegate to work as a restoring family links advisor to the Italian Red Cross (from July-December 2017), to strengthen internal processes, procedures and capacities, particularly at disembarkation, including providing information to migrants on their right to family unity, prevention of second separations, collection of safe and well messages, and sharing information on separations with the wider restoring family links national and international networks. ICRC and Italian Red Cross have worked together to raise awareness among other humanitarian and search-and-rescue actors on the prevention of family separation, as well as promoting the Red Cross Red Crescent Movement restoring family links service through the distribution of posters and information cards. The cooperation with British Red Cross has been essential and important for the start-up of anti-trafficking activities, the training of the newly established Anti-Trafficking Unit and assistance provided to vulnerable migrants in Italy related to anti-trafficking.

Italian Red Cross participated in the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO) meeting which was held 25-27 October in Sofia, Bulgaria. The meeting started with a workshop on “EU migration policy in the Mediterranean: Assessing impact on aid and humanitarian actors”. The main topics of discussion during this workshop and during the meeting in general were the analysis of the current situation of migrants along the migratory trail to Europe, including in Libya, and what is the nature of current debate around external processing of asylum claims. Another issue which was discussed during the PERCO meeting was a re-evaluation of Red Cross Red Crescent action along the migratory trail and how the Red Cross Red Crescent Movement’s response could be improved. An important part of the agenda was dedicated to the communication strategy to raise awareness and combat xenophobia, and best-practices exchange related to the issue of integration of migrants and how these best practices could be applied within respective National Societies.

From 31 October to 1 November 2017, the Secretary General of Italian Red Cross and Regional Representative for Africa of Italian Red Cross participated in the IFRC Tunis Meeting on Migratory Routes, hosted by the Tunisian Red Crescent. Fifty representatives participated in the consultative discussions, representing 25 National Societies from West, East and North Africa and from Europe, and IFRC and ICRC regional and Geneva based staff. The purpose of the meeting was to identify and agree specific Red Cross Red Crescent actions for implementation across the region in response to the vulnerabilities of migrants along African migratory trails.

## Operational implementation

The following provides an update on implementation during the three-month period, 1 August 2017 to 31 October 2017, against the outcomes and outputs in the revised Emergency Appeal Plan of Action issued on 6 June 2017:

	<h3>Health</h3>																		
<p><b>Outcome 1: The beneficiaries and staff/volunteers are provided with Psychosocial Support Services</b></p>																			
<p><b>Output 1.1:</b> Psychosocial support is provided to people in need (migrants and Italian Red Cross volunteers and staff)</p>																			
<p>Activities planned:</p> <ul style="list-style-type: none"> <li>• Mobilization of psychosocial support specialist for the Italian Red Cross</li> <li>• Provision of psychosocial support training and daily psychosocial support for the Italian Red Cross staff and volunteers</li> <li>• Identification of people affected severely or at risk, provision of psychosocial support and referral for second-line counselling</li> </ul>																			
<p><b>Progress towards Outcome 1</b></p>																			
<p><b><u>Output 1.1: Psychosocial support is provided to people in need (migrants and Italian Red Cross volunteers and staff)</u></b></p>																			
<p>The psychosocial support activity during the reporting period was directed to psychosocial support to Italian Red Cross staff and volunteers in regions involved in provision of humanitarian assistance to migrants. 96 volunteers attended five psychosocial support meetings organized in Sicily. The meetings were aimed at providing volunteers with skills to overcome emotional distress to which volunteers may be exposed on a daily basis. Promoting well-being through psychosocial support meetings has also been important to improve the well-being of the volunteers who give their support not only at disembarkations but also at reception centres and at safe points.</p>																			
<p>The psychosocial support coordinator collaborated with the restoring family links (RFL) coordinator and the ICRC delegate to realize a psychosocial support module useful for the training of RFL operators and volunteers. This module identifies awareness of the emotional distress of beneficiaries and Italian Red Cross volunteers in those situations where the RFL service is provided. The module was used during the RFL trainings held in Calabria and Campania in September.</p>																			
<p>September was almost entirely dedicated to the organization of the workshop "The role of the psychologist at landings in psychosocial support for migrants and volunteers. Exchange of best practices". 14 psychologists from Sicily, Calabria, Campania, Sardinia and Apulia participated in the workshop. During the trainings, the role of the Italian Red Cross psychologists at landings, and their possible interventions in reducing the suffering and risks of trauma of migrants who have lost family or friends, were addressed.</p>																			
<p>Psychosocial support is provided at points of disembarkation and at safe points. 12 migrants, out of which 10 were at landings and 2 at safe points (with sparse or missing family members) were identified as severely affected or at risk, and were referred for second-line counselling, such as vulnerable people who are reported to the authorities for protection in protected structures, especially unaccompanied minors or women victims of violence. In addition, psychosocial support has been provided for those who lost a relative while crossing the sea.</p>																			
<table border="1"> <tr> <td>Number of psychosocial support officers' attendance at landings</td> <td style="text-align: center;"><b>2</b></td> </tr> <tr> <td>Number of vulnerable people receiving psychological support at landings</td> <td style="text-align: center;"><b>10</b></td> </tr> <tr> <td>Number of refresher trainings realized</td> <td style="text-align: center;"><b>3</b></td> </tr> <tr> <td>Number of participants in the refresher trainings</td> <td style="text-align: center;"><b>14</b></td> </tr> <tr> <td>Number of psychosocial support meetings organized for Italian Red Cross volunteers</td> <td style="text-align: center;"><b>5</b></td> </tr> <tr> <td>Number of volunteers attending the organized psychosocial support meetings</td> <td style="text-align: center;"><b>96</b></td> </tr> <tr> <td>Number of individual psychosocial support meetings for volunteers and staff</td> <td style="text-align: center;"><b>2</b></td> </tr> <tr> <td>Number of psychosocial support officers' attendance at safe points</td> <td style="text-align: center;"><b>2</b></td> </tr> <tr> <td>Number of vulnerable people who received psychological support at safe points</td> <td style="text-align: center;"><b>1</b></td> </tr> </table>		Number of psychosocial support officers' attendance at landings	<b>2</b>	Number of vulnerable people receiving psychological support at landings	<b>10</b>	Number of refresher trainings realized	<b>3</b>	Number of participants in the refresher trainings	<b>14</b>	Number of psychosocial support meetings organized for Italian Red Cross volunteers	<b>5</b>	Number of volunteers attending the organized psychosocial support meetings	<b>96</b>	Number of individual psychosocial support meetings for volunteers and staff	<b>2</b>	Number of psychosocial support officers' attendance at safe points	<b>2</b>	Number of vulnerable people who received psychological support at safe points	<b>1</b>
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Number of vulnerable people who received psychological support at safe points	<b>1</b>																		

The psychosocial support activity covered by funding from the Emergency Appeal was concluded at the end of September.

**Outcome 2: Beneficiaries are provided with first aid and basic health care**

**Output 2.1:** First aid and basic health care is provided to those who need them

Activities planned:

- Permanent presence of Italian Red Cross volunteers trained in first aid at the ports (upon migrants' arrival)
- Identification of migrants with severe health issues or at risk of deteriorating health, including referral and transportation to hospitals

**Progress towards Outcome 2**

**Output 2.1: First aid and basic health care is provided to those who need them**

An average of more than 300 Italian Red Cross volunteers have been on the front line of the humanitarian response to the needs of migrants and refugees. The Italian Red Cross in partnership with other humanitarian organizations provides first aid and medical assistance to refugees and migrants, adults as well as minors, who land in the Italian ports. During the disembarkation operations, volunteers and staff have prioritized the most vulnerable according to the following criteria: rescued people in need of urgent medical care, children, nursing mothers and pregnant women.

During the reporting period, 12,936 migrants were given basic medical screenings at disembarkations (75% men, 11% women, 1% unaccompanied minors and 13% accompanied minors). These screenings check for major injuries or health conditions, pregnancy, conditions such as scabies etc. Italian Red Cross doctors and nurses are on hand to treat scabies immediately, as well as provide any basic first aid and primary healthcare that can be administered on-site. Major medical cases which require additional treatment are referred to local hospitals. Red Cross volunteers and staff provide health care and logistical support, distribute basic medical supplies and transport unwell migrants to hospitals and clinics, on a daily basis. During the reporting period, 91 such referrals were made. Italian Red Cross also coordinates with USMAF (Maritime, Aviation and Border Health Office of the Ministry of Interior) whose own 30 doctors and 15 nurses are also present at disembarkations. As per Italian government requirements, USMAF holds responsibility for medical screenings and treatment of migrants, and as an auxiliary to the government, Italian Red Cross provides additional support and resources in this effort.



Italian Red Cross volunteer giving health assistance during disembarkation, Trapani, 2017. Source: Italian Red Cross



Italian Red Cross volunteer giving health assistance, Catania 2017. Source: Italian Red Cross

**Outcome 3: The health surveillance of migrants is ensured in the territory of Italy**

**Output 3.1:** A system to ensure the health surveillance of migrants is in place

Activities planned:

- Procurement of IT equipment (two tablets and 3,000 bracelets), followed by piloting and testing

### Progress towards outcome 3

#### **Output 3.1: A system to ensure the health surveillance of migrants is in place**

The activity was not realized due to long technical procedures, also because the project was still at an early stage and it was very difficult to establish the follow up in tracking patients, and the training of healthcare staff.



## Water; Sanitation; Hygiene

### **Outcome 4: The risk of sanitation-related diseases has been reduced through the distribution of basic hygiene kits**

**Output 4.1:** Up to 72,500 migrants receive basic hygiene kits upon arrival

Activities planned:

- Local procurement, transportation and distribution of hygiene kits

**Output 4.2:** Awareness of migrants is raised on health and hygiene-related issues

Activities planned:

- Preparation and dissemination of multi-lingual materials on health and hygiene promotion
- New methods and initiatives, such as the Red Noses Clown doctors, training of migrant volunteers and other forms of volunteer engagement

### Progress towards Outcome 4

#### **Output 4.1: Up to 72,500 migrants receive basic hygiene kits upon arrival**

The procurement and logistics procedures are in accordance with the national legislation in the country, the Italian Red Cross regulations, and also the procurement procedures of the IFRC. During the reporting period, migrants who arrived were provided with hygiene kits. Hygiene kits are provided in a zip-lock plastic bag, and include: body soap, toothbrush, toothpaste, bath towel (size 15x26cm), shampoo (30ml), 30 sticking plasters and 10 moist tissues. The male hygiene kits also include razors, and the female hygiene kits include sanitary towels. Providing assistance with hygiene kits to the migrants during disembarkations also gives Italian Red Cross the possibility to talk to the migrants, recognizing the indicators and signals of trafficking, and also informing them about the risks of trafficking and the protection provided by Italian legislation.

#### **Output 4.2: Awareness of migrants is raised on health and hygiene-related issues**

The hygiene promotion activity has been carried out face to face with migrants by the cultural mediators at the landings and in the reception centres, such as in Salerno and Messina, and the activity has also been implemented in other reception centres across Italy.



Migrants provided with food and hygiene kits, August 2017.  
Source Italian Red Cross



Italian Red Cross volunteers giving assistance during disembarkation at Taranto, 2017 Source: Italian Red Cross



## Livelihoods; Nutrition; Food security

**Outcome 5: The emergency food needs of the beneficiaries in the ports are met according to assessed needs**

**Output 5.1:** Food is provided by Italian Red Cross to up to 120,000 beneficiaries

Activities planned:

- Local procurement, transportation and distribution of food to migrants upon arrival

### Progress towards outcome 5

**Output 5.1: Food is provided by Italian RC to up to 120,000 beneficiaries**

During the reporting period from August to October, 12,936 migrants received food kits. The food kits include a half-litre bottle of water, and sweet and savoury biscuits. The food kits are designed to meet immediate hydration needs and provide basic sustenance during the journey between disembarkation and reaching a reception centre, where full cooked meals are provided. In addition, in a small number of harbours, the local Prefecture distributes food kits to migrants arriving, so Italian Red Cross has not distributed food items in those places (thus avoiding duplication), however, Italian Red Cross volunteers also helped with those distributions.

Providing assistance with food item kits to the migrants during disembarkation also gives Italian Red Cross the opportunity to talk with migrants, recognising the indicators and signals of trafficking, as well as informing them of the risks of trafficking and the protection provided under Italian legislation.



Distribution of clothing, Porto Empedocle 2017  
Source: Italian Red Cross



## Shelter (including non-food items)

**Outcome 6: Non-food assistance is provided to migrants**

**Output 6.1:** 10,000 migrants receive basic relief kits

Activities planned:

- Procurement, transportation and distribution of basic relief kits to local branches for prepositioning
- Distribution of kits upon arrival

### Progress towards outcome 6



Italian Red Cross distributing items to seasonal migrant workers, 2017 Campobello di Mazara,  
Source: Italian Red Cross

**Output 6.1: 10,000 migrants receive basic relief kits**

During the reporting period, the transportation and distribution to local branches of 10,000 bags, 10,000 blankets, 20,000 shoes (10,000 slippers and 10,000 crocs), 10,000 underwear, 10,000 socks, 10,000 T-shirts, 10,000 tracksuits, 100 first aid kits (including butterfly needles 18-22, Amoxicillin 1g 12cp, Amoxicillin Ac. Clav 12cp, Clarithromycin 500 12cp, Ciprofloxacin 500 6cp, Levofloxacin 500 5cp, Betamethasone 4mg 3fiale, scalpels, Gentamycin ointment 30g, infusion sets, stethoscopes, Sfigmo Aneroid, Iodopovidone Disf, saline, Ibuprofen 600 30cp, Paracetamol Scir Mylan Bb, Paracetamol 500 20cp, suture kits, tourniquets) was completed. They were purchased through the IFRC's Global Logistics Service and they will be delivered to migrants hosted in the reception

centres. In addition, 500 body bags, 56 gazebos, and 6,000 personal protection suits, were distributed in the principal points of disembarkations of Sicily and Calabria.

On 27 October, Italian Red Cross distributed sleeping bags, clothes and hygiene kits for more than 1,200 seasonal migrant workers in Campobello di Mazara (Trapani, Sicily). Those migrants, who travel from all over Italy to find a job, are involved in seasonal work, often living in very difficult situations, including spontaneous settlements and in very hard conditions in terms of hygiene and basic needs. Italian Red Cross supports this kind of activities in different areas (especially in Calabria and Sicily Regions), which represent a new challenge for the migration activities. The materials distributed supported the regular activity of the branches for this category of migrants outside the reception system.



## Restoring Family Links

**Outcome 7: Family links are restored wherever people are separated from or stay without news of their families**

**Output 7.1:** Family tracing, messaging services are provided to the evacuated people

Activities planned:

- Identification of families in need of restoring family links services, distribution of information and leaflets, handling of tracing requests and provision of family messaging service
- Technical and logistical support to collect and transfer information from family members of foreign shipwreck victims off the Italian coast for identification
- Restoring family links training and provision of equipment for the Italian Red Cross staff and volunteers
- Transnational workshops to exchange experiences and share capacities

**Progress towards outcome 7**

**Output 7.1: Family tracing, messaging services are provided to the evacuated people**

The Italian Red Cross has intensified its presence at landings, providing information to migrants on the restoring family links (RFL) service, distributing promotional material, and coordinating activities with other humanitarian actors. At the ports, migrants have the chance to report to Red Cross staff and volunteers about separation from their family members, and receive support and directions on how to benefit from the RFL service. Italian Red Cross staff report to the authorities the cases of separation in Italy, to facilitate the reunion of separated family members. "Safe and well messages" are also collected and transmitted; these are messages indicating that migrants have arrived safely and are well, and are transmitted by telephone to family members living in the countries of origin via the network of National Societies.

From August to October, 86 tracing requests were made to Italian Red Cross branches, and 48 requests were received by Italian Red Cross from other National Societies, all relating to migrants arriving in Europe. Tracing requests involve separations exceeding one month in duration. For separations of less than one month, and in this case usually related to separations during rescue operations in the Mediterranean, an "internal warning of separation" is recorded and followed up; these totalled 26 during the reporting period.

At every port and safe point, migrants continued to receive a business card-sized advertisement about the restoring family links service carried out by the Italian Red Cross, together with the International Committee of the Red Cross (ICRC), which includes information in some of the languages most commonly spoken by migrants, such as English, French, Arabic, Farsi and Pashto. Italian Red Cross volunteers also collect "Safe and Well" messages, indicating that migrants have arrived safely and are well, which are transmitted within a short time to family members living in the countries of origin/residence, via the international restoring family links network. Between August and October 2017, 62 "Safe and Well" messages were collected from migrants arriving in Italian ports and then transmitted.

Restoring family links caseworkers in the field have had an important role in preventing family separations at ports during disembarkations, as well as in ensuring the collection of information related to separations during rescue operations in the Mediterranean, with the aim to facilitate family reunifications at a later stage.

In addition, from the beginning of August, the Red Cross Tracing Bus started a new phase of activity. So far, the bus has made 24 trips across Italy to the following cities:

Place	Region	Total calls	Successful calls	Volunteers deployed
Brescia	Lombardia	19	8	18
Como	Lombardia	85	42	5
Milano	Lombardia	60	39	8
Milano	Lombardia	39	17	2
Milano	Lombardia	32	11	4
Bergamo	Lombardia	49	10	10
Lurisia	Piemonte	19	3	3
Entracque	Piemonte	6	2	2
Palermo	Sicilia	95	7	7
Palermo	Sicilia	37	5	5
Messina	Sicilia	69	7	7
Catania	Sicilia	7	2	2
Siracusa	Sicilia	132	6	6
Scicli	Sicilia	38	5	5
Trapani	Sicilia	14	2	2
Palermo	Sicilia	94	57	4
Asti	Piemonte	109	49	4
Torino	Piemonte	34	18	13
Vercelli	Piemonte	16	8	2
Vercelli	Piemonte	6	4	1
Roma	Lazio	27	11	3
Roma	Lazio	74	54	3
Latina	Lazio	19	12	5
Latina	Lazio	20	9	3
Total		1100	388	124

The Tracing Bus is a service offered by Italian Red Cross in cooperation with Netherlands Red Cross and Netherlands Vodaphone, to migrants to have a free three-minute call with their loved ones. Beneficiaries also receive information on the restoring family links service, and can have access to other services offered to them (opening a tracing request, sending a Red Cross Message etc.).

In September, four Italian Red Cross reception centres were equipped with trolley chat boxes, which are connectivity tools that the ICRC has made available to the Italian Red Cross for implementing restoring family links activities. The chat boxes contain a charger for the phone battery, telephones and tablets, connectivity and charging tools, suitable to be used both in internal and external spaces of the centres. Currently there are trolley chat boxes in Ventimiglia (transit centre), Lecce and Messina reception centres, and at the Lampedusa hotspot. This tool aims to provide migrants with the possibility to contact their loved ones in a very short time after their arrival in the centre, and before they are able to buy their own phones. The possibility to recharge their own phone (in case they have one) and to call using social networks or skype is also provided.

A manual for the use of the trolley chat box was made for the operators, containing instructions for proper use of the chat box, and a detailed explanation of the contents of the trolley chat box. Promotional material was produced (posters) in order to create a “3 minutes call corner” and to define the place where the calls take place as a real RFL point.

Two restoring family links training sessions took place in September in Calabria and Campania, two important regions in terms of disembarkation operations and RFL needs. The trainings were based on a holistic approach,



Italian Red Cross volunteer offering a three-minute call to family members back home, through the Tracing Bus activity, March 2017. Source: Italian Red Cross

including legal, psychological and anti-trafficking topics. They were led by representatives of the RFL national office, RFL regional network of volunteers and ICRC, supported by legal and psychologist specialists. The main goal was to build and strengthen the restoring family links network across the country and spread the service at all levels. The participants included volunteers and staff working in the Italian Red Cross reception centres. The total number of trained people in Campania was 53, while the total number of trained people in Calabria (two sessions) was 120.

From 11-15 September, the Italian Red Cross restoring family links staff participated in the Red Cross Red Crescent Mediterranean Exchange on Migration Programme organized by the Centre for Cooperation in the Mediterranean (CCM), with the aim of implementing and strengthening cooperation, coordination and partnership among National Societies operating in the Mediterranean. In addition, from 11-12 September, the restoring family links team participated in the working group meeting "Deceased migrants and information to their families" in Vienna, organized by the working group created by some National Societies and delegates of the ICRC, to discuss and strengthen knowledge and skills on deceased migrants and information for their families.



## National Society capacity-building

**Outcome 8: The capacity of the National Society to respond to the consequences of the crisis situation is strengthened**

**Output 8.1:** The Italian Red Cross has been strengthened to provide efficient response during disembarkation of the migrants

Activities planned:

- Procurement of five lighting balloons, defibrillator, field tents and equipment, and provision of computers and scanners
- Development of internal standard operating procedures

**Progress towards outcome 8**

**Output 8.1: The Italian Red Cross has been strengthened to provide efficient response during disembarkation of the migrants**

This activity has not been realized because local branches already had sufficient provisions/equipment for them to carry out needed response services, and Italian Red Cross therefore decided to use the funding in this budget line for higher priority activities.

**Outcome 9: The functionality of the Lampedusa branch is guaranteed**

**Output 9.1:** A temporary office is set up for the Lampedusa branch

Activities planned:

- Identification of location, establishment of the local branch and needs assessment
- Setting up and training of the team and volunteers, and recruitment of a reception services advisor
- Development of standardized reception procedures
- Procurement of logistics items and provision of hygiene and relief kits during disembarkations

**Progress towards outcome 9**

**Output 9.1: A temporary office is set up for the Lampedusa branch**

In October 2017, Italian Red Cross set up in the reception centre a Trolley Chat Box in order to allow people without other possibilities to contact their loved ones in a timely manner. In addition, in case they lack sources of power supply, the Trolley Chat Box also offers a stand-alone point for charging cell phones. The Trolley Chat Box is a rigid suitcase containing materials of various nature useful to equip a post to provide a service for the restoration and maintenance of family contacts. The objectives of the service are: to provide timely delivery of a generating source of energy which allows beneficiaries to recharge their mobile phones; to allow beneficiaries who do not have a phone to access this service; to allow beneficiaries to get in touch with their relatives in Italy and abroad through internet connection; and to promote the RFL service. The Trolley Chat Box is made up of 2 sim cards for mobile phones and 1 sim card for routers. The person responsible for the station undertakes to treat the recorded data in accordance with privacy guidelines and in compliance with the provisions of Italian law.

**In addition to the sectors above, the operation is underpinned by a commitment to quality programming that involves:**

- continuous and detailed assessments and analysis to inform the design and ongoing implementation of the programme;
- ongoing adjustments as required based on the findings of assessments;
- the establishment of mechanisms to facilitate two-way communication with, and ensure transparency and accountability to crisis-affected people;
- appropriate monitoring and evaluation informing programme management and delivery.

*The detailed plan of action under quality programming is as follows:*

<b>Quality programming</b>	
<b>Outcome 10: Migrants have access to updated information, provide feedback and are able to take informed decisions about their situation, health and well-being etc.<sup>2</sup></b>	
<b>Output 10.1: Access to up to 10 Safe Points is available to migrants in key locations</b>	
Activities planned:	
<ul style="list-style-type: none"> <li>• Baseline needs assessments and collection of continuous feedback from migrants including training of branches</li> <li>• Provision of information and materials about health, RFL and legal services for both migrants and host communities</li> <li>• Provision of basic assistance, healthcare and distribution of non-food items</li> <li>• Setup and operation of up to 10 Safe Points across key locations in Italy</li> <li>• Ten trainings on legal assistance, migration flows and principles of humanitarian assistance</li> </ul>	
<b>Progress towards outcome 10</b>	
<b>Output 10.1: Access to up to 10 safe points is available to migrants in key locations</b>	
<p>During the reporting period, Italian Red Cross continued to implement the activities of the safe point service, described above, and support was provided to local branches in their capacity to run the safe points. Safe points refer migrants to facilities, sources of assistance and services available in the cities - the basic essential services such as health care, legal services, food, dormitories/accommodation, psychological specialised support, and Italian language courses. From August to October, the Italian Red Cross safe point coordinator conducted evaluation and assessment missions to the Red Cross local branches in Lazio, Calabria, Veneto, Lombardia and Sicilia (Palermo) in order to collect data and information with the aim of replicating the successful examples of the two safe points in Trapani and Catania, and expanding the service in new regions.</p> <p>In September, in addition, two safe points were opened in Rome, involving the participation and involvement of more than 12 volunteers. Below the results reached from August to October at the safe points of Catania, Trapani, Cagliari and Rome:</p>	
<b>Indicator</b>	<b>Total</b>
No. Italian Red Cross volunteers at safe points	221
No. Italian Red Cross cultural mediators at safe points	25
No. of migrants approaching safe points for help	306
No. of migrants provided with food kits	286
No. of migrants provided with hygiene kits	194
No. of migrants provided with legal advice	24
No. of access to health local services facilitated	34
No. of migrants provided with information on Italian language course	17
No. of migrants provided with clothing	189
No. of migrants guided to vocational trainings	1
No. of homeless migrants identified	131
No. of homeless migrants accompanied to local services	17
No. of migrants provided with health assistance	37
No. of tracing requests collected (RFL)	1
No. of phone/Skype communications established (RFL)	14
No. of migrants-at-risk identified (via psychosocial support) and referred to local services	2

<sup>2</sup> Outcomes 10 and 11 and their listed activities refer to the section on Community Engagement and Accountability in the Detailed Operational Plan of the Emergency Appeal Plan of Action.

In October, the coordinator of safe points started new discussions with local authorities in Bolzano in order to open a new safe point for migrants outside the reception system. In addition, an on-the-job training, concerning legal information and presentation of the safe point service was realized, with the participation of 13 volunteers in Palermo.

Other training activities for volunteers are being planned. The guidelines on the basic activities of safe points have been expanded and are being evaluated. Reporting models have been disseminated among the volunteers to facilitate the communication of information not only within the Red Cross but also further afield, and are available to organizations who are rolling out – or intend to roll out – such a service. The training is also tailored to identified needs, and will include anti-trafficking prevention training.

The community engagement and accountability training, as part of the wider protection, community engagement and accountability and psychosocial support training carried out during the reporting period, has also ensured that protection ‘champions’ across the regions have knowledge and understanding of the importance of community engagement and accountability. Thanks to the work of Italian Red Cross volunteers who could collect feedback from the migrants about the existing clothing kits, Italian Red Cross adapted and amended its approach to better respond to the needs of migrants. At disembarkations, most migrants land nearly naked or with a few, wet and dirty clothes. The earlier relief kits did not contain adequate clothing in terms of quantity and dignity. The new kit has therefore been amended to include a full change of clothes including disposable underpants, T-shirt, trousers, small blanket and towel. This way, migrants will feel safe and treated with dignity, no matter how long they have to wait to be transferred to a reception centre.



Italian Red Cross staff providing services at the Safe Point in Cagliari, August 2017  
Source: Italian Red Cross

**Outcome 11: Awareness is raised among the Italian population for the humanitarian needs of the migrants**

**Output 11.1: Public sensitization campaign and activities are organized**

Activities planned:

- Public awareness campaign “#leparolevalgono”, in the framework of the IFRC awareness campaign “#Protect Humanity” via the Italian Red Cross website, social networks and newspapers
- RFL video promoting RFL activities in the field
- National press campaign
- Awareness-raising campaign on the added value migrants bring to host communities

**Progress towards outcome 11**

**Output 11.1: Public sensitization campaign and activities are organized**

In connection with the community engagement activities, the Italian Red Cross launched a campaign to promote the Virtual Volunteer Platform. In September, a spot video was recorded in Rome in order to promote the platform among migrants. The video lasts 30 seconds in which 4 linguistic mediators introduce the spot video in different languages (English, French, Arabic, Tigrinya, Bambarà, Farsi and Urdu), as a tool to assist migrants to receive support in Italy. The spot video was published on Italian Red Cross social channels, in particular

spreading the message among foreign communities, reception centres, associations and including some national media.

Here is the video link posted on the Italian Red Cross Facebook page: <https://goo.gl/Gni4sh>

Moreover, several videos and news items were presented during the reporting period, in order to promote the Red Cross's activities in the migration response work, both inside and outside the National Society:

- Data of Disembarkations, <https://goo.gl/rnyhDN>
- Migrants, the stories of welcome by Red Cross volunteers: "It is not the sea that kills, but men" <https://goo.gl/TxWXzJ>
- Tracks, sharing best practices in Rome, <https://goo.gl/aML9UD>
- "August rain", the Italian Red Cross video for National Day in memory of the victims of immigration, <https://goo.gl/dwB2Cf>
- Migrants – Red Cross, Rocca: "Call for EU Governments, Immediate European Reception Plan and Humanitarian Access to Libya", <https://goo.gl/fBUKwW>
- Taranto, a torchlight at sea in memory of migrant victims of shipwrecks, <https://goo.gl/5rDYfr>
- Migrants, Cagliari opens the third safe point in Italy, <https://goo.gl/Bqn1CC>
- The tracing bus <https://goo.gl/ty7Zdm>
- Refugee Day: Red Cross launches Virtual Volunteer, an online GPS guide for migrants, <https://goo.gl/KXU99e>

**Outcome 12: Protection services are provided to migrants<sup>3</sup>**

**Output 12.1:** Italian Red Cross staff and volunteers are trained to identify victims and potential victims of trafficking and refer them to appropriate services

Activities planned:

- Recruitment of a protection and an anti-trafficking officer
- Development and distribution of pocket guides and e-module software
- Delivery of training of trainers in community engagement and accountability, psychosocial support and protection

**Output 12.2:** Migrants in Italy are provided with information on trafficking

Activities planned:

- Development and distribution of information and marketing materials and roll-out of the Virtual Volunteer application
- Meetings for asylum-seekers

**Progress towards outcome 12**

**Output 12.1: Italian Red Cross staff and volunteers are trained to identify victims and potential victims of trafficking and refer them to appropriate services**

During the reporting period, the team worked on the PROTECT e-module with the final aim to train 500 Italian Red Cross volunteers on the identification of a victim or potential victim of trafficking during Italian Red Cross activities. Since the end of the reporting period, the team has finished developing and adapting the e-module to the Italian context and laws, including translation into Italian and proofreading, and the addition of Italian Red Cross photos relevant to the context.

On 10 August, the e-module "MMPAT- Riconoscere le vittime di tratta e offrire una risposta" was launched, which trains Italian Red Cross staff and volunteers to identify indicators and signals of trafficking in individuals, how to speak with and support people who are or may have been trafficked, how to respond according to National Society standard operating procedures, and guidance on the international definition of trafficking and related national legislation.

The format is composed of 8 parts: Introduction quiz, Introduction, Definitions and Statistics, Human context, Response of the Italian Red Cross, Legislation and referral mechanism, Results of the final test, Summary. So far, 471 staff and volunteers have started the Emodule MMPAT and 323 have completed the training with proficiency. Further staff and volunteers will undertake this training in November and December. The e-module is available on the IFRC Learning Platform at the following link: [www.ifrc.org/learning-platform](http://www.ifrc.org/learning-platform)

In addition, the Italian Red Cross designed internal standard operating procedures on how to refer individuals trafficked or at risk of trafficking internally, but also how to refer individuals to the inter-agency referral system

<sup>3</sup> Outcome 12 and its listed activities refer to the section on Protection in the Detailed Operational Plan in the Emergency Appeal Plan of Action.

for the protection of trafficked people. Italian Red Cross also created a standard form "Modulo di salvaguardia" to use for the internal referral of a case to the Italian Red Cross anti-trafficking coordinator.

1,000 pocket guides on anti-trafficking were printed for Italian Red Cross volunteers in Italian. The content of the guides is divided into 10 sections: What trafficking in human beings is; What are the data available on trafficking at global level; What is the difference between trafficking and smuggling; The informed consent of the victim; Signals of sexual exploitation; Signals of labour exploitation; Signals of domestic servitude; Other signs of exploitation; Internal referral mechanism; and Self-help for volunteers.

300 pocket guides have been distributed so far to operators in the reception centres, also to staff and volunteers engaged in disembarkations, restoring family links staff and volunteers, and staff working in post-rape centres. The rest of the pocket guides will be distributed at the safe points, reception centres and post-rape centres by the end of November.

9-11 October 2017, the anti-trafficking officer of Italian Red Cross participated in the "IFRC Gender and Diversity Network Training of Trainers in Sexual and Gender-based Violence in Emergencies (SGBViE)" in Kuala Lumpur- Malaysia.

The pilot training was developed with inputs from the Global Gender and Diversity Network, after the adoption of the 3rd Resolution of the 32nd International Conference (Joint Action for Prevention and Response to Sexual and Gender-based Violence") and following on from a meeting of the Network and Red Cross Red Crescent Movement Partners in October 2016 in Beirut.

This training of trainers sensitized global gender and diversity staff and experts on the new SGBViE package, enabling participants to offer the training as a regular training in their support to National Societies. This training aims to ensure that all technical advisors provide a common approach to SGBV mitigation and response (in line with the Minimum Standard Commitments to Gender and Diversity in Emergency Programming) to align all National Societies to the key messages of the Red Cross Red Crescent role in this field of protection work.

It was important for the Italian Red Cross to take part in the SGBV training in order to recognise vulnerable migrants, in particular survivors of violence and deal with the gender-based violence issue linked to the migration flows, but also as a domestic problem in Italy.

Another important occasion of growth and sharing best practices among Red Cross National Societies, was the Action for Trafficked Persons Network (ATN) Annual Meeting held in Barcelona from 16-18 October 2017.

The anti-trafficking topic, together with social inclusion and advocacy, was also discussed during the Red Cross Red Crescent Mediterranean Platform on Migration (17–18 October 2017). This year's title was "One voice for a stronger Mediterranean action" aimed to move forward in a shared commitment regarding migration topics, facilitating a positive exchange among National Societies.

The Italian Red Cross Protection Unit, during its first months of operation, has aimed to create a map of migrant centres across the Italian territory, to identify the new safe points, to meet volunteers and staff who provide support during disembarkations, in order to identify gaps that might delay the protection process and the migrants' sense of safety. The next step is the production of protection guidelines and to make them available to Red Cross staff and volunteers.

Italian Red Cross is working with the goal of raising awareness through face-to-face trainings for Red Cross staff and volunteers, and, at the same time, informing the migrant population through posters, videos and brochures, about Italian Red Cross activities.

The Protection Unit has started collecting material on protection issues, relevant to the Italian migration context, in order to begin a training and awareness course for all Italian Red Cross staff on Protection, Gender and Social Inclusion in the next months. At the end of August, the Italian Red Cross organized a focus group discussion with national staff aimed to collect information and needs on protection, especially from the staff who work in the reception centres. In particular, it is necessary to understand which concepts on protection to focus more on (respecting the dignity and rights of migrants, identifying vulnerabilities, protecting gender, violence prevention; child protection, facilitating access to services) and how to translate them into action. Next month, Italian Red Cross will continue to identify clear vulnerabilities on which to work in order to carry on an effective collaboration with the local branches and stakeholders.

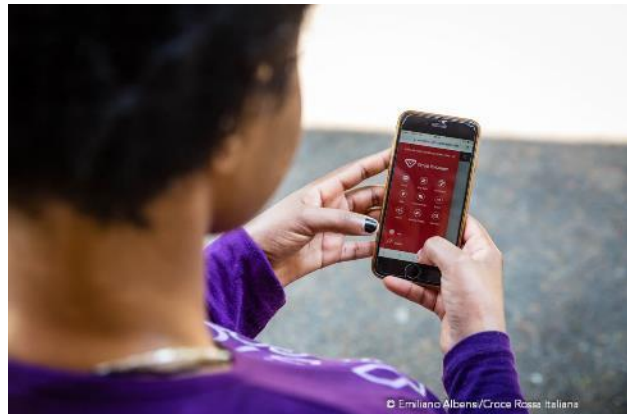
#### **Output 12.2: Migrants in Italy are provided with information on trafficking**

In August, the team finalized materials on trafficking for distribution to beneficiaries. So far, 300 posters have been printed, containing messages on anti-trafficking in seven key languages (Italian, English, French, Arabic, Tigrinya, Bengali and Urdu).

Italian Red Cross also produced 7,000 contact cards for migrants, to facilitate access to information on trafficking. The cards contain key messages in the same seven languages, such as: “Would you like to talk? Are you feeling scared? The Italian Red Cross is here to help you. We can provide confidential support. Speak to the Italian Red Cross or Call the National Anti-trafficking line”. Italian Red Cross has distributed these in several regions (Calabria, Lombardia and Lazio, and in the reception centres run at national level), and the rest will be distributed in November.

So far 55 posters have been distributed in Italian Red Cross reception centres and over 1,000 contact cards to beneficiaries in the reception centres. Italian Red Cross has also distributed the contact cards during 10 awareness sessions conducted in the reception centres to inform migrants about the different risks of trafficking and what to do when a person is identified as at risk or involved in exploitation. All the material produced will be distributed to the reception centres and safe points by the end of the Appeal timeframe.

The Virtual Volunteer platform was launched in conjunction with World Refugee Day, on 20 June 2017. The smartphone-friendly platform provides information about available services in the area where a person is connected, by both Red Cross Red Crescent Movement and non-Movement actors – from legal aid to psychological counselling, from health services to kitchens where migrants can access food, as well as providing information on the search for family members who have been separated. Through geolocation, the platform allows refugees, asylum seekers and people outside the reception and accommodation system to identify the various services provided by Italian Red Cross and other agencies. Users can find outpatient clinics, consultants, canteens, dormitories, places to receive free legal assistance and psychological support on the map, as well as the 5 Red Cross safe points, currently operating in Catania, Trapani, Cagliari and two in Rome. The platform also provides information on what trafficking is and how Italian Red Cross can protect people exposed to the different forms of exploitation in Italy.



Migrant using virtual volunteer, Rome, 2017  
Source: Italian Red Cross

During the reporting period, the platform had 1,105 users - and there were a total of 1,420 accesses (sessions). Qualitatively, this was still a good performance – with session duration 2m08 and a low bounce rate: 16.80%. Promotion, as per the description above, has been having a decisive effect.

**Outcome 13: The quality of this operation is ensured and continuous improvement is provided through monitoring**

**Output 13.1:** The Italian Red Cross branches are monitoring and deploying teams based on the situation

Activities planned:

- Mobilization of volunteers and transportation of relief items based on the needs
- Ongoing assessments and monitoring by Italian Red Cross and the IFRC

**Progress towards outcome 13**

**Output 13.1: The Italian Red Cross branches are monitoring and deploying teams based on the situation**

Monitoring visits have taken place to the disembarkation ports, safe points and reception centres by Italian Red Cross staff members. Monthly monitoring meetings have enabled all project stakeholders to be aware of the progress of the project, and to address any issues as and when they arose.

## Operational support services

### Communications

All communication activities directly support the Emergency Appeal and aim to raise awareness and sensitize the public, media and partners/donors on the emergency situation, humanitarian needs, and the Red Cross Red Crescent response. For more detailed communication products please visit the following links:

- **IFRC communications:** <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/italy/>
- **Italian Red Cross web site:** <https://www.cri.it/home>
- **Italian Red Cross Facebook:** <https://www.facebook.com/ItalianRedCross/>

In addition, links to various videos and stories within the reporting period are listed in section 11.1 above.

### Human resources

During the reporting period August-October 2017, the Emergency Appeal has covered the salaries of the following Italian Red Cross staff:

Linguistic mediators, providing support in the field	5	persons
Field officer	1	person
Migration officers	3	persons
Psychologist / psychosocial support coordinator	1	person
Safe point coordinator	1	person
Emergency Appeal coordinator	1	person
Communications officer	1	person
Protection officer	1	person
Anti-trafficking officer	1	person
Head of migration	1	person
Logistics officer	1	person
Monitoring evaluation accountability and learning officer	1	person

### Administration and Finance

The operation is carried out by the Italian Red Cross's local branches, which directly engage at the ports and in the reception centres, under the guidance of the national headquarters and in accordance with the administrative and financial procedures of the Italian Red Cross, that ensure the accountability of the whole National Society. The Italian Red Cross response is also supported by the IFRC Secretariat's Regional Office for Europe in Budapest, which includes support in finances, planning monitoring evaluation and reporting, information management, resource mobilization, as well as technical support in the area of protection/anti-trafficking, health and care, and community engagement and accountability.

### Logistics

The Italian Red Cross conducts in-country procurement for some items, and also continues to use the IFRC Secretariat's Global Logistic Service (GLS) for identified and agreed international procurement. If and when required, a procurement specialist from IFRC GLS is deployed to support the National Society's procurement capacities. The Global Logistics Service, through its capacity in the IFRC's Regional Office for Europe, also supports Italian Red Cross in the development of standard operating procedures for accessing and replenishing contingency stocks.

The supply of items is guaranteed both during the disembarkations, down to the southern parts and up to the northern borders of Italy, with the aim of assisting migrants in transit, at safe points and also in temporary settlements/reception centres. Logistics support is organized to ensure coverage of the entire national territory.

Six warehouses are used to store all the material needed: the logistic centre in Avezzano and the warehouses in Catania (Sicily), Cagliari (Sardinia), Salerno (Campania), Crotone (Calabria) and Brindisi (Apulia) function as central warehouses for receiving, storing and dispatching required items. The local branches maintain their own warehouses and organize the distributions, requesting materials from the five central warehouses. The Italian Red Cross fleet is

used for transportation between central warehouses and branch warehouses and field locations. At times and due to urgent needs, the Italian Red Cross also uses a shipping company to accelerate the distributions to the field.

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

The Italian Red Cross monitoring evaluation accountability and learning (MEAL) coordinator started in post in April 2017, and rapidly put into place a comprehensive two-page reporting form to collect monitoring information on each disembarkation, to be filled in and submitted by the migration and field officers at each location on a daily basis. This form is also used by the Italian Red Cross emergency coordination desks at national and regional levels, and in which information is collected on the number of arrivals, kit distributions, logistics, health services offered etc. The data collected serves to monitor performance at a local level, and can be aggregated to provide a national picture of results. It is also used to produce a monthly report, which allows Italian Red Cross to monitor migratory flow and figures.

Collection of data is ongoing. Italian Red Cross continues to collect data through its two-page reporting forms, which are filled in and submitted by the migration and field officers for each disembarkation. In addition, the monitoring evaluation accountability and learning (MEAL) coordinator put the format with the same information on the Kobo Toolbox platform, to collect data online. In this way, staff and volunteers at disembarkations can use a mobile device e.g. smartphones to collect and send data. Volunteers can use Kobo also without an internet connection; they can save and send the collected data when an internet connection is available. This tool has led the Italian Red Cross monitoring and evaluation team to capitalise on technology to improve data accuracy. In August, the monitoring and evaluation field teams had the opportunity to trial this platform, and even though the improvement in data quality and processing times is significant, staff and volunteers need time to familiarize themselves with the platform.

From 23-24 October, the MEAL coordinator participated in the workshop “Regional Data skills” held at the IFRC’s Regional Office for Europe in Budapest. The main objectives of the workshop were to: introduce concepts of working and communicating with data in the humanitarian context; share key regional experiences and lessons learned from the European migration response, where collection, analysis and coordination of information have been vital; discuss best-practices for responsible sharing and protection of humanitarian data; explain core tools and skills which support the development of data-driven operations; and highlight existing resources and ongoing efforts in the IFRC to assist in measuring the effectiveness and reach of programmes/operations to improve accountability.

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**Click here**

1. Click [here](#) to see the interim financial report
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 (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



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



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



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

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## Disaster Response Financial Report

## MDRIT002 - Italy - Population Movement

Timeframe: 24 Apr 15 to 31 Dec 17

Appeal Launch Date: 08 May 15

## Interim Report

## Selected Parameters

Reporting Timeframe	2015/4-2017/10	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>			<b>8,370,768</b>			<b>8,370,768</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
American Red Cross			115,284			115,284	
Austrian Red Cross			31,086			31,086	
Bloomberg			144			144	
British Red Cross			998,671			998,671	
British Red Cross (from British Government*)			2,674,584			2,674,584	
Coca Cola Foundation			99,674			99,674	
Finnish Red Cross			84,851			84,851	
Give Eur-Hope ASBL			21,865			21,865	
Icelandic Red Cross			193,130			193,130	
Icelandic Red Cross (from Icelandic Government*)			176,409			176,409	
IFRC at the UN Inc			43,462			43,462	
Irish Red Cross Society			107,135			107,135	
Italy - Private Donors			11,644			11,644	
Japanese Red Cross Society			78,065			78,065	
King Digital Entertainment PLC, King.com			68,722			68,722	
Metro AG			10,903			10,903	
Mohammed Issam Khouy			3,850			3,850	
Nestle			280			280	
Nielsen			25			25	
Norwegian Red Cross			651,115			651,115	
On Line donations (from Australia - Private Donors*)			798			798	
On Line donations (from Austria - Private Donors*)			3			3	
On Line donations (from Bahrain - Private Donors*)			30			30	
On Line donations (from Botswana - Private donors*)			4			4	
On Line donations (from Brazil - Private Donors*)			9			9	
On Line donations (from Canada - Private Donors*)			524			524	
On Line donations (from Chile Private Donors*)			16			16	
On Line donations (from China - Private Donors*)			318			318	
On Line donations (from Costa Rica - Private Donors*)			1			1	
On Line donations (from Denmark - Private Donors*)			3			3	
On Line donations (from Egypt - Private Donors*)			1			1	
On Line donations (from France - Private Donors*)			165			165	
On Line donations (from Germany - Private Donors*)			45			45	
On Line donations (from Great Britain - Private Donors*)			1,650			1,650	
On Line donations (from Greece - Private Donors*)			2			2	
On Line donations (from Hong Kong - Private Donors*)			37			37	
On Line donations (from India - Private Donors*)			6			6	
On Line donations (from Indonesia - Private Donors*)			44			44	
On Line donations (from Ireland - Private Donors*)			31			31	
On Line donations (from Italy - Private Donors*)			23			23	
On Line donations (from Japan - Private Donors*)			57			57	
On Line donations (from Kazakhstan - Private Donors*)			2			2	
On Line donations (from Kuwait - Private Donors*)			158			158	
On Line donations (from Lebanese - Private Donors*)			31			31	
On Line donations (from Malaysia - Private Donors*)			58			58	
On Line donations (from Mexico - Private Donors*)			4			4	
On Line donations (from Morocco Private Donors*)			15			15	

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<i>On Line donations (from Netherlands - Private Donors*)</i>	29	29
<i>On Line donations (from New Zealand - Private Donors*)</i>	31	31
<i>On Line donations (from Nigeria private donors*)</i>	1	1
<i>On Line donations (from Norway - Private Donors*)</i>	44	44
<i>On Line donations (from Oman - Private Donors*)</i>	9	9
<i>On Line donations (from Panama Private donors*)</i>	3	3
<i>On Line donations (from Poland - Private Donors*)</i>	12	12
<i>On Line donations (from Republic of Korea - Private Donors*)</i>	9	9
<i>On Line donations (from Romania Private Donors*)</i>	4	4
<i>On Line donations (from Russia - Private Donors*)</i>	22	22
<i>On Line donations (from Saudi Arabia - Private Donors*)</i>	495	495
<i>On Line donations (from Seychelles private donors*)</i>	11	11
<i>On Line donations (from Singapore - Private Donors*)</i>	218	218
<i>On Line donations (from Slovakia Private Donors*)</i>	5	5
<i>On Line donations (from South Africa - Private Donors*)</i>	98	98
<i>On Line donations (from Spain - Private Donors*)</i>	77	77
<i>On Line donations (from Swedish - Private Donors*)</i>	22	22
<i>On Line donations (from Switzerland - Private Donors*)</i>	173	173
<i>On Line donations (from Taiwan - Private Donors*)</i>	64	64
<i>On Line donations (from Thailand - Private Donors*)</i>	4	4
<i>On Line donations (from Trinidad &amp; Tobago - Private Donors*)</i>	47	47
<i>On Line donations (from Turkey - Private Donors*)</i>	22	22
<i>On Line donations (from Unidentified donor*)</i>	123	123
<i>On Line donations (from United Arab Emirates - Private Donors*)</i>	1,487	1,487
<i>On Line donations (from United States - Private Donors*)</i>	4,772	4,772
<i>On Line donations (from Vietnam - Private Donors*)</i>	6	6
<i>Other</i>	2	2
<i>Red Cross of Monaco</i>	15,639	15,639
<i>supreme master ching hai international association</i>	87,805	87,805
<i>Swedish Red Cross</i>	703,445	703,445
<i>Swiss Government</i>	700,000	700,000
<i>Swiss Red Cross</i>	610,000	610,000
<i>Switzerland - Private Donors</i>	300	300
<i>Taiwan - Private Donors</i>	28,939	28,939
<i>TeliaSonera</i>	43	43
<i>The Canadian Red Cross Society</i>	54,821	54,821
<i>The Netherlands Red Cross</i>	106,197	106,197
<b>C1. Cash contributions</b>	<b>7,689,916</b>	<b>7,689,916</b>
<b>Other Income</b>		
<i>Fundraising Fees</i>	-4,935	-4,935
<b>C4. Other Income</b>	<b>-4,935</b>	<b>-4,935</b>
<b>C. Total Income = SUM(C1..C4)</b>	<b>7,684,981</b>	<b>7,684,981</b>
<b>D. Total Funding = B +C</b>	<b>7,684,981</b>	<b>7,684,981</b>

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

**Disaster Response Financial Report****MDRIT002 - Italy - Population Movement**

Timeframe: 24 Apr 15 to 31 Dec 17

Appeal Launch Date: 08 May 15

Interim Report

**Selected Parameters**

Reporting Timeframe	2015/4-2017/10	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	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			7,684,981			7,684,981	
E. Expenditure			-6,421,556			-6,421,556	
F. Closing Balance = (B + C + E)			1,263,425			1,263,425	

## Disaster Response Financial Report

## MDRIT002 - Italy - Population Movement

Timeframe: 24 Apr 15 to 31 Dec 17

Appeal Launch Date: 08 May 15

## Interim Report

## Selected Parameters

Reporting Timeframe	2015/4-2017/10	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Expenditure						TOTAL	Variance
	Budget	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>8,370,768</b>		<b>8,370,768</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	247,532			81,329		81,329	166,203	
Shelter - Transitional				2,634		2,634	-2,634	
Clothing & Textiles	1,240,237			609,890		609,890	630,347	
Food	202,736			158,824		158,824	43,912	
Water, Sanitation & Hygiene	1,061,114			1,116,477		1,116,477	-55,362	
Medical & First Aid	302,508			122,836		122,836	179,673	
Teaching Materials	41,441						41,441	
Utensils & Tools	60,983						60,983	
Other Supplies & Services	1,591,072			1,576,074		1,576,074	14,998	
<b>Total Relief items, Construction, Sup</b>	<b>4,747,624</b>			<b>3,668,063</b>		<b>3,668,063</b>	<b>1,079,561</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	80,000			118,990		118,990	-38,990	
Computers & Telecom	42,733			15,279		15,279	27,454	
Others Machinery & Equipment				389		389	-389	
<b>Total Land, vehicles &amp; equipment</b>	<b>122,733</b>			<b>134,657</b>		<b>134,657</b>	<b>-11,924</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	218,444			14,624		14,624	203,820	
Distribution & Monitoring	66,912			72,682		72,682	-5,770	
Transport & Vehicles Costs	491,683			350,597		350,597	141,086	
Logistics Services	128,550			67,340		67,340	61,210	
<b>Total Logistics, Transport &amp; Storage</b>	<b>905,589</b>			<b>505,244</b>		<b>505,244</b>	<b>400,346</b>	
<b>Personnel</b>								
International Staff	112,000			28,429		28,429	83,571	
National Staff				8,598		8,598	-8,598	
National Society Staff	1,468,824			1,107,318		1,107,318	361,505	
Volunteers	8,559			6,689		6,689	1,870	
Other Staff Benefits				18,018		18,018	-18,018	
<b>Total Personnel</b>	<b>1,589,383</b>			<b>1,169,052</b>		<b>1,169,052</b>	<b>420,331</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	29,400			49,712		49,712	-20,312	
Professional Fees	40,457			11,000		11,000	29,457	
<b>Total Consultants &amp; Professional Fees</b>	<b>69,857</b>			<b>60,712</b>		<b>60,712</b>	<b>9,145</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	105,819			26,372		26,372	79,447	
<b>Total Workshops &amp; Training</b>	<b>105,819</b>			<b>26,372</b>		<b>26,372</b>	<b>79,447</b>	
<b>General Expenditure</b>								
Travel	86,301			84,056		84,056	2,245	
Information & Public Relations	81,384			29,257		29,257	52,126	
Office Costs	38,408			7,803		7,803	30,605	
Communications	68,707			33,573		33,573	35,134	
Financial Charges				13,594		13,594	-13,594	
Other General Expenses	38,156			137,741		137,741	-99,585	
Shared Office and Services Costs				700		700	-700	
<b>Total General Expenditure</b>	<b>312,955</b>			<b>306,724</b>		<b>306,724</b>	<b>6,232</b>	
<b>Operational Provisions</b>								
Operational Provisions				95,589		95,589	-95,589	

## Disaster Response Financial Report

## MDRIT002 - Italy - Population Movement

Timeframe: 24 Apr 15 to 31 Dec 17

Appeal Launch Date: 08 May 15

Interim Report

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Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>				<b>8,370,768</b>			<b>8,370,768</b>	
<b>Total Operational Provisions</b>				95,589			<b>95,589</b>	<b>-95,589</b>
<b>Indirect Costs</b>								
Programme & Services Support Recov	510,507			387,817			<b>387,817</b>	<b>122,691</b>
<b>Total Indirect Costs</b>	510,507			387,817			<b>387,817</b>	<b>122,691</b>
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee				56,717			<b>56,717</b>	<b>-56,717</b>
Pledge Reporting Fees	6,300			10,609			<b>10,609</b>	<b>-4,309</b>
<b>Total Pledge Specific Costs</b>	6,300			67,326			<b>67,326</b>	<b>-61,026</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>8,370,768</b>			<b>6,421,556</b>			<b>6,421,556</b>	<b>1,949,212</b>
<b>VARIANCE (C - D)</b>				<b>1,949,212</b>			<b>1,949,212</b>	

**Disaster Response Financial Report****MDRIT002 - Italy - Population Movement**

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Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL3 - Strengthen RC/RC contribution to development</b>							
Migration	8,370,768		7,684,981	7,684,981	6,421,556	1,263,425	
Subtotal BL3	8,370,768		7,684,981	7,684,981	6,421,556	1,263,425	
<b>GRAND TOTAL</b>	<b>8,370,768</b>		<b>7,684,981</b>	<b>7,684,981</b>	<b>6,421,556</b>	<b>1,263,425</b>	