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# Emergency Appeal Operations Update

## Greece: Population movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency appeal n° MDRGR001</b> <b>Operations update n° 7</b>	<b>GLIDE n° OT-2015-000050-GRC</b>
<b>Date of issue: 20 December 2017</b>	<b>Timeframe covered by this update:</b> <b>1 May 2017 – 25 October 2017</b>
<b>Operations Manager responsible for this EPoA:</b> <b>Niklas Otto Saxen, Programme Coordinator</b>	<b>Point of contact at the Hellenic Red Cross:</b> <b>Zefi Thanasoula, Head of Operations</b>
<b>Operation start date: Ongoing since January 2015</b>	<b>Operation end date: 30 June 2018</b>
<b>Appeal budget: CHF 46,925,475 <sup>1</sup></b>	<b>Appeal coverage: 85%</b>
<b>N° of people being assisted: 34,673<sup>2</sup></b>	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Austrian Red Cross, British Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Spanish Red Cross, Luxembourg Red Cross	
<b>Other Movement Contributors:</b> American Red Cross, Belgian Red Cross, Canadian Red Cross, Croatian Red Cross, French Red Cross, Hungarian Red Cross, Icelandic Red Cross, Irish Red Cross, Japanese Red Cross Society, the Netherlands Red Cross, Norwegian Red Cross, Red Cross of Monaco, Swedish Red Cross, and Swiss Red Cross. Other donors to this appeal include the British, Icelandic, Luxembourg, Dutch, Norwegian and Swiss Governments as well as several private and corporate donors.	
<b>Other partner organizations actively involved in the operation:</b> Governments of the UK, Iceland, Luxembourg and Netherlands, the European Commission's Humanitarian Aid and Civil Protection department (ECHO), United States Government Bureau of Population, Refugees and Migration, the Greek government's Ministry of Internal Affairs, Ministry of Migration Policy (MoMP), Ministry of Health (MoH), Ministry of Defence and other Greek authorities, the ICRC, IOM, UN High Commissioner for Refugees (UNHCR), UNICEF, WHO, Médecins Sans Frontières (MSF), Médecins du Monde (MDM), International Rescue Committee (IRC), Samaritans Purse (SP), Save the Children, International Medical Corps, Mercy Corps, NRC, DRC, Oxfam, Catholic Relief Services (CRS), ASB, WAHA, Praxis, IsraAid as well as local associations and groups of volunteers.	

### Summary of major revisions made to emergency plan of action:

This operation update is to report on progress made from 1 May to 25 October 2017 against the programmes outlined in the revised [Emergency Plan of Action](#). During the reporting period, some programmes did not materialize for various reasons, while some additional interventions have been supported by the Appeal due to the needs identified. The move to transit from emergency relief to greater integration-focused and longer term (and more sustainable) programmes continues to be reinforced with the development of an Operational Plan for Greece (pending approval) in 2018. The Emergency Appeal will run alongside the Operational Plan for the first half of 2018, after which the EA will be closed.

<sup>1</sup> Does not include bilateral contributions.

<sup>2</sup> The estimated number of people to be assisted is based on the number of target population (migrant and host population) under the different approaches in the plan of action.

## A. Situation analysis

### Description of the disaster

Two years after the beginning of the migration crisis (in 2015), around 45,614 migrants remain on the mainland (32,158) and islands (13,456) of Greece, according to figures as of end of September by UNHCR.<sup>3</sup> Compared to previous years, arrivals to Greece in 2017 have significantly decreased. However, during August and September 2017 there was a significant increase which created a critical situation of overcrowding in the Reception and Identification Centres (RICs) of the islands.

In October 2017, UNHCR and other organisations in Greece have urged action on the islands to ease overcrowding, improve shelter, and stock and distribute appropriate and sufficient aid items. Nearly 5,000 refugees, mostly Syrian or Iraqi families, crossed from Turkey in September - a quarter of all arrivals this year.<sup>4</sup> While that is a fraction of the nearly 1 million who arrived in 2015 - due to a European Union statement with Turkey - four of the five island camps are hosting two or three times as many people as they were designed for. In the RIC of Lesbos, Moria, for example, 1,500 people are currently living in makeshift tents with no insulation which raises concerns over the approaching of winter.<sup>5</sup>

The 'Financial Plan 2017' agreed between Greek and EU representatives (DG Home and DG ECHO) in February 2017 established that, with the exception of ECHO's funding for alternative accommodation spaces and cash transfer programmes, provision of services in the island's RICs is a responsibility of the Greek government with the EU financial support to the national programmes.

While conditions on the camps in the mainland has improved as compared to the previous year, there continues to be a substantial number of protection challenges in Greece. Some, for example those linked to the lack of security and registration in camps, are longstanding and not able to be resolved in the absence of meaningful action by the Greek government. Other challenges are also emerging as populations transition into urban environments. Populations in camps, particularly in the islands, continue to experience overcrowding and inadequate standards of accommodation, ranging from tents to caravans shared with strangers and without adequate locks and other security mechanisms. There are frequent reports of both actual and apprehended violence from camp based populations, with rumours fuelling more fear, concern and community tensions. There is in general a lack of security in camps, and at many sites entry and egress are not controlled. Camp residents find that people come into the camp from outside completely unimpeded, often for the purpose of drugs, crime, sex work, and other problematic activities. People within camps, particularly women and children, are very afraid to move around at night as they do not know who is in the camp. There has been no MoMP registration in camps for many months (since May). People have continued to arrive in camps, resulting in large unregistered populations. These people cannot have access to cash, so are reliant on savings, generosity from friends and neighbours, or other sources of income in order to meet their basic needs. The lack of registration also means that people cannot be allocated a caravan officially, which is fuelling an exploitative black market whereby community leaders allocate caravans in return for payments amounting to hundreds of euros.

From January until September (included) 2017 a total of 42,495 applications for international protection have been submitted to the Greek Asylum Service. The main countries of origins of asylum-seekers who have submitted an asylum application in 2017 were from Syria, Pakistan, Afghanistan and Iraq.<sup>6</sup> **In September 2017 the government stated that 10 camps out of the 20 will be closed by the end of the year and that the government will be responsible for managing healthcare related services in the camps from January 2018, further decreasing the role of NGOs in this context.** Additionally, the aim is to move all migrants into rental accommodation schemes (by the end of 2018) instead of retaining the 'camp based accommodation' strategy. The UNHCR and its partners presented in July 2017 the



The Red Cross is actively providing much needed services to migrants among which include basic health, PSS, relief, etc. with a strong focus on community engagement in the accommodation centres as well as the urban areas in Greece. *Photo Credit: Spanish RC and IFRC*

<sup>3</sup> UNHCR data – September 2017 <https://data2.unhcr.org/en/documents/download/60346>

<sup>4</sup> Reuters <https://www.reuters.com/article/us-europe-migrants-greece/overcrowded-greek-refugee-camps-ill-prepared-for-winter-unhcr-idUSKBN1CB19F>

<sup>5</sup> Reuters <https://www.reuters.com/article/us-europe-migrants-greece/overcrowded-greek-refugee-camps-ill-prepared-for-winter-unhcr-idUSKBN1CB19F>

<sup>6</sup> Greek Asylum Service [http://asylo.gov.gr/en/wp-content/uploads/2017/10/Greek\\_Asylum\\_Service\\_Statistical\\_Data\\_EN.pdf](http://asylo.gov.gr/en/wp-content/uploads/2017/10/Greek_Asylum_Service_Statistical_Data_EN.pdf)

newly launched Emergency Support to Integration & Accommodation programme (ESTIA)<sup>7</sup> of the EU Humanitarian Civil Protection and Humanitarian Aid Directorate General, which aims to assist refugees and their families rent urban accommodation and provide them with cash assistance.

Therefore, the fact that **many people are now (or soon to be accommodated) in urban areas** and that the EU Relocation programme ended in September 2017, leaves most people in Greece bound to live in the country, thus **the need of integration services throughout the country is crucial**. Facilitation of migrants and refugees to access public hospitals or public services to receive health insurance and tax numbers, language courses and access to the local job market are only some of the most important integration actions that need to be further explored and acted on.

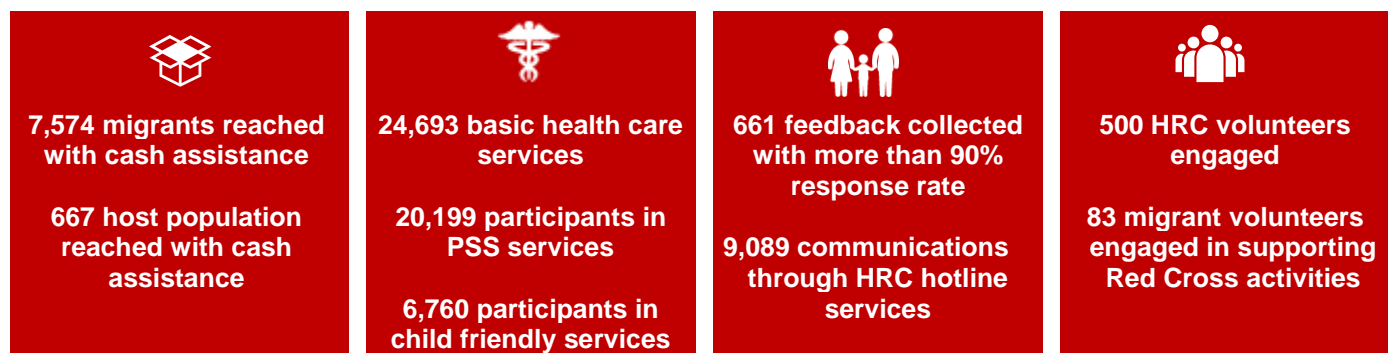
Therefore, while the urgency of meeting the basic needs for the new asylum seekers and migrants will continue, the more substantial question will be how to ensure that both basic needs of recognized refugees, as well as their inclusion and integration can be met by the services provided by, or through, the Greek government in the long run. This need will be most pronounced in the urban areas, which now host the majority of the migrant and refugee population.

In general terms, the Emergency Appeal will focus on meeting the basic needs of the migrants, while the Annual Plan will emphasize the longer-term needs of migrants, as well as vulnerable Greeks, and where these two populations meet. High and long-term unemployment, and risk of poverty continue to pervade the Greek society.

## Summary of current response

### Overview of Host National Society

From 1 May to 25 October 2017, the Hellenic Red Cross (HRC), with support of IFRC and Partner National Societies has provided the following services both to migrant and vulnerable host communities in both camp and urban setting.



### Overview of Red Cross Red Crescent Movement in country

The International Federation of the Red Cross Red Crescent Movement (IFRC) continues to provide assistance to migrants while at the same time moving towards sustaining long-term benefits through supporting integration of the migrant population into the Greek community and building on existing skills within the Hellenic Red Cross (HRC). As of October 2017, the IFRC staff are in place for head of office, programme coordinator, health, PSS, protection; logistics and procurement; administration and finance; community engagement and accountability (CEA); planning, monitoring, evaluation and reporting (PMER); humanitarian advisor, communications, human resources, and field staff. Together, the IFRC Regional Office for Europe in Budapest and the IFRC office in-country continue to support the HRC in this population movement operation through its global and regional response tools, technical assistance and appeal mechanism. IFRC also supports HRC to develop and maintain coordination mechanisms, as well as participate in forums involving partners funded by ECHO alongside other international organizations.

The **International Committee of the Red Cross (ICRC)** continues to work in its areas of expertise in Protection, RFL and Missing, Forensic (management of human remains), and Protection of civilian population. The support to the HRC on RFL activities is ongoing, through a cooperation agreement signed in February 2017 between the two institutions. The ICRC also continued its support to Greek forensic authorities and the Hellenic Coast Guard with a focus on appropriate identification procedures and the dignified management of deceased migrants, training for first responders, and provision of ad hoc material support. To this date more than 380 Hellenic Coast Guard officers have been trained. The ICRC assisted 2,500 migrants detained with summer kits in July and August and is currently distributing winter assistance to 3,600 migrants detained (from October to December). Finally, the ICRC is chairing the Movement Protection working group in Greece, which is a pilot context for this field in the whole Movement.

During the reporting period IFRC's overall country-wide operating framework was supported by the **Austrian Red Cross, British Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Luxembourg Red Cross**

<sup>7</sup> [http://europa.eu/rapid/press-release\\_IP-17-2121\\_en.htm](http://europa.eu/rapid/press-release_IP-17-2121_en.htm)

**and Spanish Red Cross**, contributing resources and staff in implementing activities under the framework of this Appeal as well as bilaterally with the Hellenic Red Cross

- Austrian, British, Finnish and German Red Cross were working in the north in the provision of BHC, PSS and WASH and discontinued their activities in August 2017
- British Red Cross continued to be engaged in northern Greece supporting the MFC in Thessaloniki
- Luxembourg Red Cross was providing support to HRC in the management of the Lavrio accommodation facility until August 2017
- Danish Red Cross continues to provide support in PSS programming and branch development in Lesvos as well as the MFC in Athens
- Spanish Red Cross is the key actor in BHC partnering with HRC for BHC, PSS, accompaniment and mobile health programme. The Spanish RC also continues to support the operations in Information Management.

### **Overview of non-RCRC actors in country**

The broader response to the migrant situation in Greece is led by the Government of Greece, which includes a diverserange of services including reception, registration, accommodation, asylum and basic relief services, health care, education, protection. These services are coordinated among various governmental bodies and ministries. Continuous engagement and coordination also take place with other humanitarian agencies involved in different service provision. Externally, the HRC and IFRC continued regular bilateral contacts with the Ministry of Migration Policy (MoMP), Ministry of Health (MoH) and other Greek authorities at site, local and national levels and through participation at the national-level technical working groups, Head of Agency meetings, ECHO partner meetings, a variety of ad-hoc coordination meetings, and working groups, etc. The later part of 2017 saw significant increased coordination and collaboration with the Government of Greece (GoG) and NGOs in preparation of handing over health-related services to the government starting 2018.

## **B. Operational strategy and plan**

### **Overall objective and strategy**

The overall objective of this revised Emergency Plan of Action is to continue providing immediate and subsequent support to the most vulnerable migrants and related host communities in alignment with Red Cross principles, procedures and commitments, under six integrated building blocks. Refer to the **Detailed Operational Plan** for the respective progress updates.

1. **Accommodation/reception centres**; where migrants have access to basic health care services, hygiene promotion and health education, first aid, psychosocial support (PSS) and restoring family links (RFL) services; emergency WASH interventions as well as rehabilitation and management of Red Cross run Lavrio centre is also under this approach.
2. **The Urban Approach**; where through Multi-Function Centres (MFCs), Educational Health Station (EHS), and mobile health outreach, migrants living outside accommodation sites receive information, advice, health services and PSS to assist transition and improve integration in urban environments.
3. **Building Bridges**; under which interventions such as communication campaigns, community engagement and accountability (CEA) actions, multi-cultural community events and public campaigns, focus on increasing acceptance of migrants and refugees within Greek communities;
4. **Basic Assistance – Relief and Cash Transfer Programming (CTP)**; which provide a selected number of eligible households in both the Greek and migrant communities<sup>18</sup> with unconditional/unrestricted cash grants to cover basic needs;
5. **National Society Development**; all interventions will aim at enhancing the HRC's capacity in volunteer management and support services (ICT, finance and logistics) to carry out its mandate and support the implementation of this response action at all levels;
6. **Other Key Programmes**, including **Disaster Management Development** and **Restoring Family Links (RFL)** which aim at building HRC's capacity in preparing for emergencies, together with enhancing its capacity to respond in times of crisis as needed.

## **Crosscutting**

### *Protection*

The conditions and risks of exposure in which migrants and refugees experience in this crisis continue to be cause for concern, ranging from unsafe environments, resorting to negative coping mechanisms due to unmet basic needs, being vulnerable to smuggling and trafficking and a host of other issues

In response to this growing concern, IFRC recruited a protection delegate in place, who was focused on establishing the terms and operations of the Movement joint protection working group, the first time the Red Cross Movement has trialled formal collaboration between all component parts on protection issues. During the reporting period the protection delegate actively worked to enhance the capacity of HRC, PNS and IFRC staff to recognise protection issues, to respond safely and ethically, to procure assistance and remedies for affected people, to mainstream protection where possible into existing programming, and to inform advocacy with duty bearers in cases of breach. Trainings were targeted to HRC, PNS and IFRC staff likely to have close contact with people at risk of protection issues, with particular focus on the health accompaniment interpreters, CEA, PSS, Health and MFCs. However, a range of people across HRC and the PNS presence in Greece have now attended, and are both generating protection data for analysis and use, and with support from the protection delegate, responding to protection risks and incidents where possible. Some of the protection risks being worked on are as follows:

- child protection, including gaps within HRC programming and external risks (including risks for children of physical and sexual violence, exploitation, trafficking, and exposure to physical hazards in sites);
- sexual and gender based violence risks, escalated within families as a result of stress, overcrowding etc, and exacerbated within sites as a result of poor physical infrastructure (locks, lighting etc.), as well as a lack of security presence;
- denial of access to essential services, often as a result of government failure to register people for assistance; denial of access to services was also documented in relation to the availability and competence of interpreters.

There was a small but measurable uptick in community tensions at several sites, manifesting itself in verbal and physical fights between groups, likely as a result of competition over available resources, exploitative and inappropriate community leadership models which had been allowed to flourish in the absence of formal leadership structures.

### *Community Engagement and Accountability*

Community engagement and accountability (CEA) is an approach to Red Cross Red Crescent programming and operations. It is supported by a set of activities that help put communities at the centre, by integrating communication and participation throughout the programme cycle or operation. Since the revision of the appeal, CEA has been integrated across all sectors in the operation. More is being elaborated in *Output 1.6* under the Accommodation and Reception Centres approach.

However, the CEA component for the urban migration programmes have had a slower start than in the camps partly due to the fact that there are no dedicated CEA staff in these programmes and partly due to the delay in adapting tools and methodologies for the more fluid target population of the urban setting. Despite this, the MFC in Athens is contributing to CEA objectives through its Hotline where migrants can ask virtually anything in 11 different languages strengthened with a Migration Advise Bureau service. Both staff and volunteers have been trained on CEA during the reporting period and have since introduced activities such as suggestion boxes for feedback and more systematized ways for keeping, sharing and updating key information. Other urban health related programmes (EHS, MHU and ACCREF) have also received training on CEA, but did not start implementing any CEA activities during the reporting period.

## **Operational support services**

### **Human resources**

The IFRC Country Office in Greece is currently led by a Head of Country Office with a Programme Coordinator, in addition to an international and national team specializing in the areas of Humanitarian Affairs, Cash transfer Programming, Health and Psychosocial Support, Logistics, Finance and Administration, Human Resources, Community Engagement and Accountability (CEA), Field Coordination, Communications, and Planning, Monitoring, Evaluation and Reporting (PMER).

IFRC Regional Office for Europe continued to support the operations team with policy, advocacy, grant management and a wide range of technical assistance as needed.

During the reporting period, in keeping with the changes of the operation (scale-down and transition to longer term programming) some international positions were nationalized and others were discontinued. IFRC HR supported Spanish Red Cross in the recruitment process of the accompaniment programme which was launched during this reporting period.

## Logistics and supply chain

The logistics department continued supporting the operation specifically in the areas of procurement, warehousing, and transportation.

In line with the scaling down of the operation, field warehouses have been closed accordingly during the reporting period. The field warehouse in Chios island was closed in May, and field warehouse in Kos was subsequently closed in June. IFRC was planning to close the warehouse in Lesvos by end of July, but upon the request from HRC, the Danish RC who is currently operational in the island has agreed to financially support the warehouse in Lesvos. In northern Greece, warehousing services ended in September 2017 and all leftover goods were transported back to Athens. The third-party vehicle rental contract was renewed in June for a period of another seven months to support the operation. To date, the total number of 11 vehicles are being rented for its different programmes and activities in the North and Attika Region.

In procurement, different service contracts (pre-fab containers, vehicles, goods transport services etc.) were renewed until the end of 2017 to support the operation.

## Communications

Communications activities during the reporting period addressed the following objectives:

- i. Increase acceptance of migrants and refugees living in Greece and across Europe
- ii. Position RC as a key humanitarian actor in the migration crisis in Greece, by providing real-time information/data about the changing situation in Greece and to disseminate the work of the RC and the emergency operation.

Activities carried out by IFRC and HRC have been illustrated through a variety of communication channels, including news stories, audio visual products (photographs, videos, B-roll footage, etc.), press releases, etc. Special attention has been paid to sensitizing efforts and outreach to host communities to increase acceptance of migrants and refugees. For this purpose, a short-video documentary was made and presented following a round group discussion in the end of May 2017. The documentary "[Landfall: From Lesvos to Idomeni](#)" presented stories of Greek local Red Cross volunteers that were helping refugees and migrants in 2015 when arrivals were up to 2,000 people a day in Lesvos and then in 2016 with the makeshift camp of Idomeni. The panel discussion composed of representative from the municipality of Athens, the president of Medecins du Monde (MDM) Greece, a local journalist and facilitated by HRC focused on ways forward on integration and social inclusion of refugees and migrants and refugees that will be staying in Greece. Communications materials produced by the IFRC communications team have been shared with all National Societies for use in resource mobilization and awareness raising efforts in their domestic markets, as well as media monitoring and sharing in Greece so as all to be informed on what is reported in regard with the migration crisis. In addition, materials have been published on IFRC online platforms in order to further raise the visibility of in-country activities.

The IFRC communications team managed both national and international media requests related to this operation, as well as actively pitched stories to the media, and the challenges and experiences faced by migrants in Greece. Increasing the communications capacity among the HRC staff and supporting advocacy outreach has been difficult to introduce with only limited capacity building activities taking place. As the operation moved away from an emergency mode, press releases and snapshots of the work of the Red Cross were widely shared with local media when the Red Cross ended its services in the islands and in the camp of Softex/Kordelio in the outskirts of Thessaloniki. Concurrently, more focus was given to activities of the Red Cross like cash and health in the urban centre.

The communications team also produced more in-depth stories on new programmes by the PNSs, for example, Spanish and Danish Red Cross's programmes (Accompaniment Referral Programme; and the Multifunctional Centre) focusing on migrants in the urban context and facilitating their social inclusion in Greece.

The IFRC was also engaged in the inter-agency advocacy working group and hosted bi weekly communication meetings with other organizations, collaborating on joint policies and the like regarding the situation in Greece.

## Security

Compared to the previous reporting period which was characterized by protests against NGOs in camps and recurrent evacuations, security issues from May to October have mainly been in the areas of theft, vandalism and threats against individuals who are often experiencing psychiatric problems. Nonetheless, the ending of various programmes and exiting from sites (Softex, Lavrio, Chios) did raise concerns. While there were no incidents related to staff security, there were threats in Lavrio. The continuing lack of policing in the camps, combined with lack of presence by the Ministry of Migration Policy (MoMP) to define official residents, continues to generate a feeling of lawlessness in camps.

## Planning, monitoring, evaluation, & reporting (PMER)

During the reporting period the existing planning, monitoring and evaluation and reporting (PMER) system of the operation continued to be supported with the presence of an IFRC PMER delegate in-country and technical support from the regional office as needed. As HRC is unable to make structural changes at the present time, capacity building efforts are conducted through the reinforcement of HRC's learning experience and adoption of PMER practices through: 1) building the capacity of one HRC staff as a HRC PMER resource focal point through formal and on the job coaching and training, and 2) continued PMER support and training to key HRC programme leads and field teams.

Together with the IM officer recruited by IFRC during the period March-September 2017, the PMER team continued to closely collaborate with the Spanish Red Cross IM team who has been instrumental in implementing a harmonized data management system using Open Data Kit (ODK) as well as other data collection tools in support of Red Cross' response to the migration crisis. During the reporting period this system continued to be further refined and adapted according to the activities and context of the evolving operation with new tools and features added as necessary. An updated version of ODK was also piloted through the Educational Health Station programme and subsequently implemented by all the teams in the operational sites; one of the key developments was the ability to track follow-up visits by the same patient, which is important especially for patients with chronic conditions. Moving forward, plans on transferring the ODK system and know-how to HRC are ongoing.

## C. Detailed Operational Plan

### Accommodation and reception centres

During the reporting period Red Cross was mainly present in accommodation sites (see Table 1 below) providing shelter (Lavrio and unaccompanied centres), basic health care, psychosocial support, WASH, and community engagement and accountability (CEA) services to the migrants. The services to meet the basic needs of migrants and refugees in accommodation centres have been largely provided by INGOs as well as Greek NGOs. However, 2018 will be the year when the remainder of the service provision in accommodation facilities will be transferred to the responsibility of the Government of Greece. In the coming months, Red Cross will be focused on scaling down activities in the sites in order to hand over to state actors and other respective NGOs.

Table 1. Camps with Red Cross operations during the reporting period

Region	Catchment Population No <sup>8</sup>	Sites	Status	National Societies
Northern Region	173	Kordelio	Closed in August 2017	Finnish-German RC, Austrian RC, Hellenic RC
	415	Nea Kavala	Ongoing	Finnish-German RC, Austrian RC, Hellenic RC. PNSs exited by 1 August
Athens/Attica	1800	Skaramagas	Ongoing	Spanish RC, Hellenic RC
	605	Ritsona	Ongoing	Spanish RC, Hellenic RC
	332	Lavrio	RC exited by the end of July 2017	Luxembourg RC, Hellenic RC
	30	Athens (UaM centre)	Ongoing since September 2017	Hellenic RC
	27	Kalavrita (UaM centre)	Ongoing since September 2017	Hellenic RC
Island	772	Chios	RC exited by the end of August 2017	Hellenic RC
	3,509	Olive Grove and Moria, Lesvos	Ongoing	Danish RC; Hellenic RC

## ACCOMMODATION AND RECEPTION CENTRES

**Outcome 1: Basic needs of migrants are met at accommodation reception centres through Red Cross' Health, PSS, RFL, WASH services and social inclusion activities**

### Health

Output 1.1 Migrant population are provided with basic healthcare, including health education, hygiene promotion

Indicators	1 May – 25 October
# of consultations	21,750
# of vaccinations	1,387

<sup>8</sup> Figures are based on latest RC field reports in October, and for camps no longer RC-operational, figures are from the month in which RC was last present.

# of referrals	2,399
# of migrants trained by RC in first aid	200
# participants in health education/hygiene promotion sessions	21,961

### Progress towards outcomes

In May 2017, Red Cross was providing basic health care (BHC) services in **Skaramagas, Ritsona, Nea Kavala, Lavrio, Kordelio and Chios**. In line with the decision for the government to start taking over health activities both on the mainland and islands; funding for various NGOs providing health services in the island was no longer extended after April-May this year by ECHO. This decision created significant gaps in provision of services in the islands at least until mid -August.

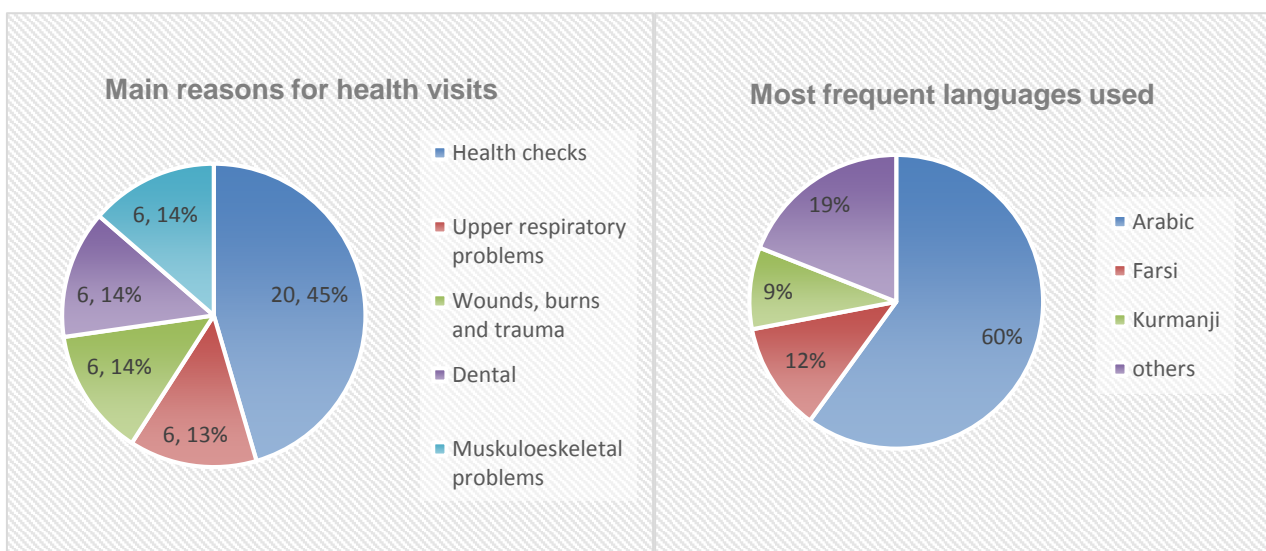
The MoH (KEELPNO<sup>9</sup>) requested the HRC to fill the gap until mid-August, and the HRC, with the support of IFRC started conducting medical and vulnerability screening of new arrivals on Chios, Kos, Leros, and Lesvos islands in the north until mid-August. During this time, a total of 3,383 people was screened by HRC. By the end of July Red Cross ceased operations in Lavrio (due to the buildings being structurally unsafe) and Kordelio (camp closed). The Red Cross also advocated for the closure of these locations. The Finnish and Austrian Red Cross exited Greece during the same period, handing over health services in Nea Kavala to the HRC. The IFRC continued supporting the HRC BHC in Chios until the end of August.



First Aid training in Skaramagas. Photo cred: HRC

Currently, **basic health care services** with some specialized services in some locations (e.g. general practitioner, gynaecologist, paediatrician, dentist), **hygiene promotion and health education, mass and regular vaccinations, student health examination, and medication provision and referrals** to other medical actors continue to be provided in **Skaramagas, Ritsona and Nea Kavala**. Also, **first aid training** is provided to migrants, being delivered in cooperation with the HRC nursing division with first aid kits and manuals (available in five languages) delivered to all of the participants. Furthermore, during July a collaboration with a **psychiatrist started in Skaramagas** based on the high need for this service. During the same month, **accompaniment services for referrals** were initiated in all three camps, covering needs of interpretation in Arabic, Farsi, Sorani, Kurmani, Turkish, English and Greek languages, as a response to the lack of interpreters at the hospitals and the social welfare structures, which has been one of the most significant barriers for accessing state services.

The diagrams below show the most common reasons patients visited the RC BHC in the camps, main demographics and the most frequent languages used.



The most common chronic disease with follow up visits concerned diabetes (323), hypertension (161), mental health (100) and cardiac issues (77). During the reporting period, 48 per cent of the overall patient visits visitors were female.

<sup>9</sup> Hellenic Centre for disease and control and prevention

Red Cross also conducted periodic vaccination surveys to ensure children in the camps are fully vaccinated according to their age group. A total of **1,387 doses of measles, mumps rubella (MMR), pneumococcal conjugate (PCV) and hexavalent (HEXA) vaccines** were administered to children in Skaramagas, Ritsona, Nea Kavala, Lavrio, Softex/Kordelio where HRC has been operating, as well as in Epanomi and Volvi where vaccination was not covered by any other organizations. Also, **215 individual student health cards**, which is a prerequisite for school enrolments, were provided to children aged 6-15 years old.

More than **22,000 participants<sup>10</sup> took part in over 6,400 health and hygiene education sessions** which were conducted through various methods: games, group and individual sessions as well as door to door messaging. **Around 40 per cent of participants were below 18 and 38 per cent were comprised of the female population.** Topics covered during these sessions were based on the needs of migrants on each site, which included antenatal and childbirth preparation, women's health, food handling, handwashing, diabetes, lice and scabies, female hygiene, to breastfeeding and nutrition. Pre- and post-tests were periodically conducted to assess increase of knowledge of these education sessions. Hygiene sets were distributed accordingly. In **Skaramagas**, the Red Cross took over **mother and baby activities** from Save the Children in August, thereafter more than **2,000 counselling sessions** were provided to mothers with the aim of promoting and supporting optimal feeding practices for children under two years old. Educational sessions were also provided related to postnatal and baby massages, antenatal and childbirth preparation, bathing children and women's health in general.



Mother baby activities in Skaramagas. Photo Cred: Spanish Red Cross

Household satisfaction surveys conducted by the Red Cross community engagement and accountability team on a monthly basis confirmed a high satisfaction level related to the RC BHC services provided and also indicated a high interest from migrants on being trained on basic first aid, health education and hygiene promotion.

The coming months will be focused on ensuring a smooth hand over of services to state or other actors as well as the attempt to support migrants in their integration. In addition to meeting the health needs of the vulnerable, one of the main achievements is the capacity building of HRC and lesson learned on the importance of coordinating and collaborating with other actors in the field. In this regard HRC has broadened its network and links to other actors in the field, leaving room for future collaborations in their longer-term programming.

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### **Psychosocial Support**

Output 1.2 Migrant population is provided with PSS services

Output 1.3 National staff and volunteers are equipped with skills and methods to facilitate relevant PSS activities for refugees and migrants

Output 1.4 National staff and volunteers have access to PSS, including peer support

<b>Indicators</b>	<b>1 May – 25 October</b>
# of direct focused non-specialized PSS services (case management, counselling and referrals)	6,106
# of community and family support services provided to migrants	14,093
# of child friendly services	6,760
# of national staff and volunteers who receive technical training to provide PSS support	4 staff, 45 volunteers
# of national staff and volunteers who attend PSS sessions to support their own well-being and apply self-care strategies	329 staff, 62 volunteers

### **Progress towards outcomes**

In May 2017, the PSS Red Cross teams in Greece were comprised of the following teams: HRC supported by IFRC, Danish RC, Finnish-German RC, Spanish RC, covering these locations – **Lesvos island; Lavrio, Skaramagas**, and **Ritsona** in Attica; and **Nea Kavala** and **Kordelio** in northern Greece. As of August, the teams ceased operations in Kordelio (camp was closed) and Lavrio (RC advocated for safety and subsequently exited).

Generally, on the mainland, the range of services included **direct focused PSS services (case management, counselling and referrals), child friendly services, and community and family support services** provided to migrants. The overall objective of the PSS programme is to provide migrants with **social support networks and activities, positively contributing to their overall well-being.** PSS activities aim to mobilize the beneficiaries, increase their socialization and offer various ways through which they can express themselves, increase their motivation and de-stress from their current situation. PSS activities can contribute as a preventive measure to counter manifestations of more serious mental health issues. The PSS services are adapted to covering different beneficiaries'

<sup>10</sup> A participant is counted each time (s)he attends any session hence this number includes double counting

needs in the respective camps focusing on women, children, men, teenagers and parent groups. Beneficiary participation and collaboration is an integral element in designing PSS activities. For example, door to door assessments are periodically conducted to obtain feedback and ideas on interest and needs of the beneficiaries and ensure participation. During this period, beneficiaries living in the camps of Ritsona and Nea Kavala received training and were engaged as collaborators in facilitating the implementation of PSS activities. Their assistance proved to be very important as they are able to communicate with beneficiaries in their own language, sharing a common cultural background. The impact of RC PSS services is assessed through satisfaction surveys in all the camps with above 90 per cent satisfaction levels reported by the beneficiaries. Collaborations with other RC and NGO services within the camp are also essential in designing the programmes, so as to complement each other and avoid overlapping of services. Referrals are made to specialized services when needed.

The **child friendly service, generally targeted to population below 18 years of age** aims to promote healthy behavior, self-expression, mental health and emotional growth, in addition to building their capacity through activities and educational sessions the camps. For this purpose, non-formal educational activities (English, German, Greek language classes, etc.), recreational and occupational activities (gardening, carpentry, board games, cinema, crafts, sewing and beauty workshops, etc.) were developed. All activities were also complemented with psychosocial discussions that favour stress and emotional management, in addition to working on self-esteem and emotional intelligence.

Regarding **community and family support services**, sessions were organized to promote the integration of the beneficiaries in the European and Greek culture, to reinforce their self-esteem, reduce stress levels, teach them new language skills, gain social skills and encourage empowerment, autonomy and independence. Furthermore, through focused group work, beneficiaries were able to have a safe space to express themselves, be creative, and interact with other people from the community through cooperation and team building activities.

In 2018, as services will be met by the Greek government, the Red Cross is focused on conducting a proper handover of the services to the government as well as to other actors in Nea Kavala, Skaramagas and Ritsona camps in the coming months. Red Cross will be organizing interagency workshops in order to collaborate and provide capacity building to the teams as part of the transition plan. The topics and themes will include: good practices and lessons learnt, stress management, teamwork and leadership).

In **Lesvos**, during the reporting period 8,316 people have arrived from Turkey and by the end of October, 7,783 migrants were residing there; with most being accommodated in Moria camp which has a maximum capacity of 2,000 people. With the support of the Danish RC, HRC continued providing PSS and recreational activities with a focus on young men in Moria Camp which included football games, cinema sessions, board games and training. A total of 11,170<sup>11</sup> participants were reached during the reporting period. Given the circumstances of Moria camp, the situation has deteriorated as agencies have phased out from Moria Camp, on top of the continued increase of new arrivals causing significant overcrowding. Because of this, there has been a significant increase of participants in the activities, however it has also challenged the local HRC branch's ability to accommodate bigger groups of participants. Therefore, there has been a growing need for increasing the capacity of the PSS team and being able to provide assistance to the new arrivals. Greek and community volunteers have been recruited and trained to support the implementation of the activities with good success. This has enabled the branch to reach more people and include migrant cultural mediators who could provide information in the various languages.



Cinema session as an activity on Lesvos. Photo cred: Danish Red Cross

Within the Red Cross, capacity building is constantly provided to staff and volunteers, which includes identification of SGBV cases, protection and PSS training. Additionally, to prevent staff from experiencing burn out psychologists have been available to provide stress counselling sessions as necessary.

**Output 1.5** Migrant population in Kordelio and Nea Kavala has access to emergency water and sanitation until permanent infrastructures are in place

Indicators	1 May – 25 October
Nea Kavala and Kordelio accommodation/reception centres and communities have access to at least 50 litres of water per person per day	100%

**Progress towards outcomes**

The Austrian Red Cross (AutRC) has been supporting HRC in **Kordelio** as the main WASH actor on site until 31 July when it was eventually closed. On 25 May, the containers were connected to water and sewage system of the camp, so every container had its own bathroom, which made the public facilities unnecessary for the camp population,

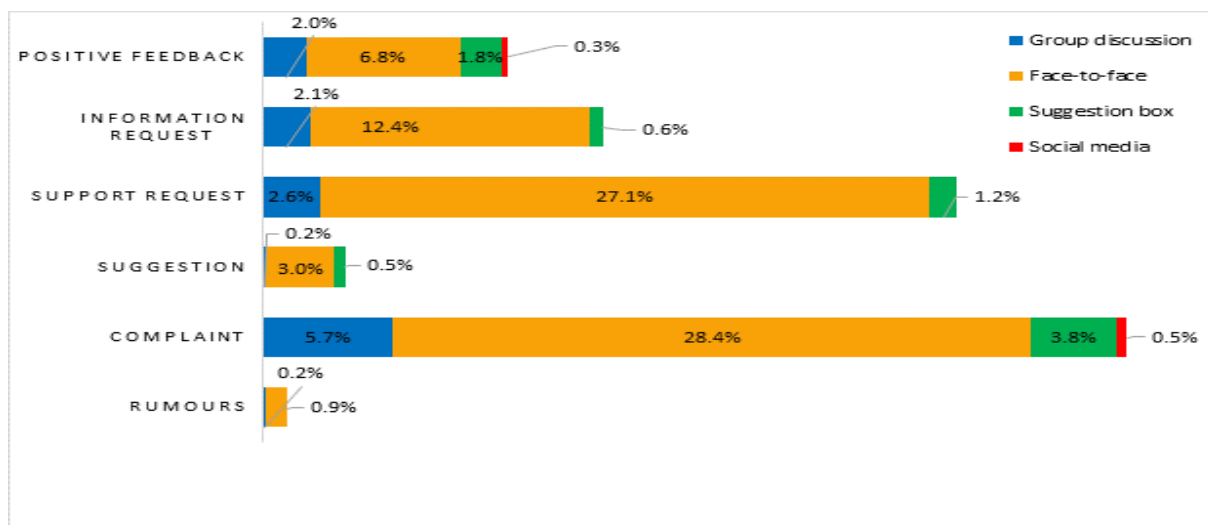
<sup>11</sup> This number includes double counting

although they were still used by the so called “train population” which lived outside the camp in old cargo wagons and used the camp infrastructure for their benefit. Therefore, four shower containers, which were maintained by the AustRC were handed back to the original owner - UNHCR. The public chemical toilets, paid by the RC, were removed by end of May. The public sinks and the water pumps remained.

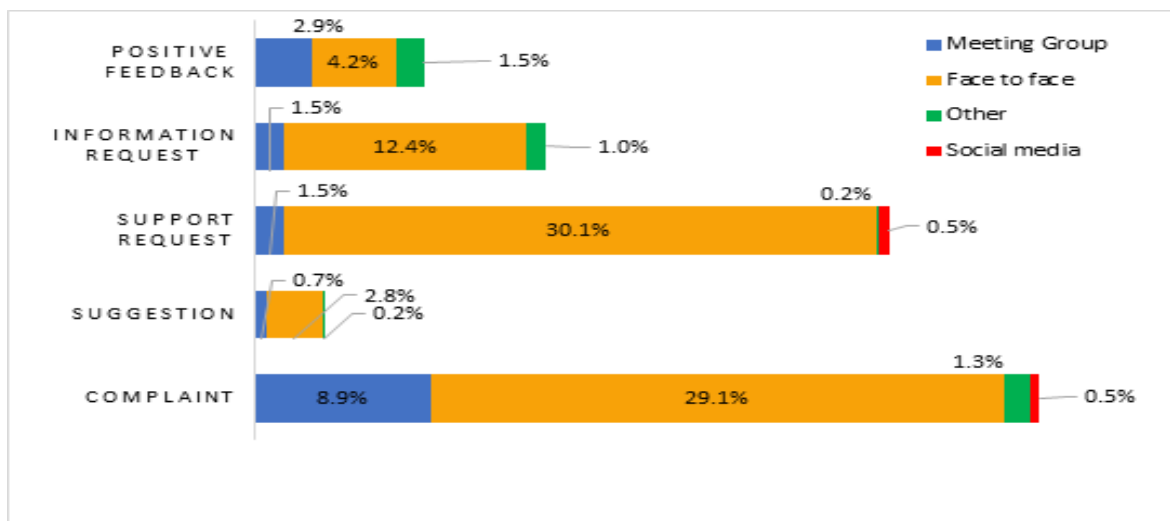
In **Nea Kavala**, currently HRC continues providing support in hygiene promotion activities. This will continue until the end of December 2017.

**Output 1.6** Implementation of Red Cross programming is improved by taking into account feedback and engage them actively in the implementation of Red Cross activities.

Since 1 May under the revised appeal, the facilitation of community engagement and accountability (CEA) is integrated across all activities and sectors to ensure that people have access to information and that the voice of migrant and host communities is considered. During the reporting period, **more than 600 feedback were collected** across the camps where RC has been working, mainly in Skaramagas, Ritsona, Nea Kavala, Softex and Lavrio. Subsequently, 93 per cent of the feedback collected was responded to through these channels:



**Fig 1. Different types of feedback collected through different channels of communication**



**Fig 2. Different types of channels through which feedback collected was responded to**

The regular feedback mechanisms combined with targeted surveys enables the Red Cross and the wider humanitarian community to better understand migrants’ perceptions, shape services, improve communication and advocate for change. Migrants not only know their needs best but also can highlight the gaps in information required and express the challenges they face.

A **household survey completed in July**, highlighted that the vast majority of site residents who needed medical assistance looked for, and received treatment at the Red Cross BHC. A third of the migrants considered the external

medical assistance not adequate due to various reasons and feel unsafe in the camps, with the majority being women expressing this sentiment.

Each month, new migrant volunteers have been recruited in the camps under the different sectors, but the population remains constantly fluid; volunteers join and leave so total numbers are difficult to collect. In Ritsona, the number of migrant volunteers increase each month, reaching 45 people in October, mainly from Syria, with more than half of them women, and working with health, PSS and hygiene promotion activities. In Nea Kavala, the number of migrant volunteers reached 35 people at the most, around 75 per cent of them being men, and with a background from a dozen different countries such as Syria, Palestine, Iraq, DR Congo, Burundi, Cameroon, Nepal.

In Skaramagas, the majority of volunteers are from Syria, Afghanistan and Iraq and many of them have very relevant backgrounds. For example, a 50-year-old male Syrian gynaecologist has joined the RC as a volunteer and participated with the midwife in a session about sexual health for married women. His experience and shared cultural background helped in obtaining acceptance and trust of the community. A 17-year old girl from Syria, who has been a RC volunteer in a hospital in Aleppo, has also been very useful for health education activities as she understands issues related to sexual health, especially for young people, and she also has practical experience in obstetrician issues. In Skaramagas, CEA also recruited **35 information representatives** who are responsible for disseminating important messages to their neighbours.

For the next reporting period, the primary focus will be to ensure a responsible exit from the camps. CEA will increase its activities towards the end to ensure a smooth process where community members receive relevant and timely information about the exit while also being involved in the process, and continue to be able to raise concerns and give feedback. CEA will also need to be increased in the urban programmes.

**Output 1.7 Residents of the Lavrio Reception Centre is provided with safe and healthy living conditions**

<b>Indicators</b>	<b>1 May – 31 July<sup>12</sup></b>
# of buildings provided with temporary propping systems until relocation happens	2
# of people enabled to meet their food needs	340
# of advocacy interventions to facilitate urgent relocation of residents living in the unsafe buildings in Lavrio	25

**Progress towards outcomes**

The timeline of support to Lavrio was initially until March 2018; however, when Lavrio was no longer considered a long-term site by the government, funding to support this centre was stopped. Therefore, it was not possible to rehabilitate the buildings to comply with safety standards. In view of this, the Red Cross also considered it was not feasible to continue supporting provision of other services in Lavrio. Red Cross began to strongly advocate for the relocation of residents in Lavrio and subsequently made a decision to exit the site by the end of July.

During the reporting period the Luxembourg Red Cross (LRC) continued providing support to improving the conditions of HRC-run Lavrio site (which hosted more than 300 residents) mainly in these areas: ensuring the buildings are temporarily safe until residents are relocated through propping; continued provision of food to residents; and advocating to the ministry to facilitate urgent relocation of residents in Lavrio.

Temporary propping installations were installed in all the rooms (sleeping rooms, bathrooms, hallways, services, etc.) of the two structurally unsafe (out of three) buildings. The installations were made by 15 June and removed on 29 July when Red Cross exited the centre. Meals were prepared and provided to all residents on the Lavrio site. During the implementation period, Red Cross strongly advocated for the prompt transfer of the Lavrio residents to a safe and dignified place; attending meetings and exchanging emails with the Ministry of Migration Policy (MoMP), UNHCR, local authorities, DG ECHO in order to achieve its goal.

Communication with MoMP, the body in charge of the placement of the migrants in Greece, has proved to be challenging and not leading to practical solutions in due time. At the end of the implementation period, the residents were still living in the unsafe buildings of the centre, without the support of the Red Cross and provision of services since 1 August 2017.

**Output 1.8 (NEW) Unaccompanied migrant children in Athens and Kalavrita are provided with basic needs**

<b>Indicators</b>	<b>1 August – 30 November</b>
# of unaccompanied minors are provided with basic needs	57 (cumulative during this reporting period)

**Progress towards outcomes**

The HRC during the last 20 years has been providing assistance in the form of reception, temporary accommodation and social integration to refugees, asylum seekers and unaccompanied migrant children. In July 2017, the HRC started

<sup>12</sup> Red Cross ceased operations in Lavrio by 1 August

operating in two **reception centers for unaccompanied migrant children in Athens and Kalavrita** (in southern Greece), in providing them shelter, as well as assisting them in their integration into the Greek society through the provision of specific services and activities (psychosocial support, counseling on legal issues, health care, educational and recreational activities).

Both centers were funded (until 31 July) within the framework of ECHO’s “Multi-sectoral assistance to and protection of migrants and refugees stranded in Greece” programme, through International Organization of Migration (IOM). When funding came to an end on 1 August, IFRC began supporting these two centres through the Emergency Appeal and will continue to do so until the end of December.

Social workers in these centres are in close collaboration with the asylum service and also the minors’ guardians from Metadrasí (NGO) regarding their welfare and legal status. Collaboration with other actors is also maintained to ensure the ongoing provision of services, particularly health and vaccinations to the unaccompanied minors. The IFRC protection delegate also visited the centre in Athens and facilitated a discussion group about protection issues that they were concerned about, eg trafficking and smuggling.

The hosting capacity of the centers is for **60** children, aged from 15 to 18 (**30** per center). As of November 2017, the two centers are providing hospitality to **22** migrant children in Athens and **11** in Kalavrita.

## URBAN APPROACH

**Outcome 2: Through provision of appropriate individual and community based interventions (health and PSS), and dissemination of relevant information, migrant’s vulnerability is reduced in urban environments**

### Multifunctional Centre

Output 2.1 Red Cross provides relevant, timely and reliable information connected to the main information needs of migrant communities

Output 2.2 Integration and resilience of migrants are enhanced through the provision of Greek and English languages classes

Output 2.3 Migrants are offered practical assistance (migrant advice bureau, administrative)

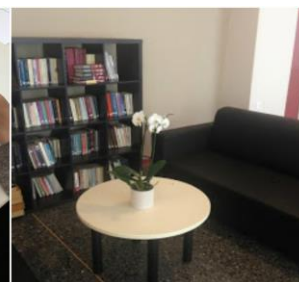
<b>Indicators</b>	<b>1 May – 25 October</b>
# of visits to the MFC	6,577
# of calls to the MFC hotline	9,089
# of people attending Greek and English language classes	106 registered*
# of casework interventions	589

### **Progress towards outcomes**

#### **Multifunctional Centre (MFC), Athens**

Implementation of services in the MFC is led by the Hellenic Red Cross (HRC) and supported by the Danish Red Cross (DRC). The aim of the centre is to provide a holistic approach of assistance to refugees residing in an urban setting, in provision of information, legal advice, language courses, as well as primary health care services in collaboration with the Spanish Red Cross (refer to the ‘[Educational Health Station](#)’ section) and multi-layered psychosocial support interventions.

The MFC in Athens has been a part of HRC Social Welfare Department for 18 years. In April 2017 the centre moved to bigger premises in central Athens. This has allowed the MFC team to better adapt its activities to meet the needs of the increased number of refugees living in Athens. Through assessments carried out by other actors, the need of learning languages was highlighted to enhance integration and resilience within the refugee community. The MFC team continued with the **language courses in Greek and English**, which turned out to be one of the most popular activities at MFC with a high rate of satisfaction.



The MFC’s social space where recreational activities occasionally take place. The bottom left picture shows interpreters manning the hotline service. *Photo cred: Hellenic RC*

During the reporting period, **after school teaching** for migrant children attending public school were taking place in the afternoon with assistance of HRC volunteers. The **psychosocial activities including case work** have been well received, however more structured psychological interventions have been organised to cover the increasing needs of improving people's wellbeing and coping mechanisms. The **Hotline service** has been ongoing, through which information is provided via various means of communication (landline and social media). It is considered one of the main activities of the MFC and can be accessed throughout Greece. With the addition of a paralegal employee the service is now able to assist and guide refugees on matter of rights and legal procedures. Furthermore, a comprehensive service directory is being continuously updated regarding relevant services provided in Athens. The calls to the hotline have generally been increasing. This shows that the centre is recognised as a relevant and accessible facility to obtain assistance and advice.

In the MFC's **social space**, there is access to internet, computers, printer and practical help in order to help refugees and migrants prepare for required meetings, consultations, interviews, applications as per their needs. The social space is being used by refugees and migrants before or after an appointment with one of the counsellors in the MFC or in connection with a language class or other activity, but they also come to the MFC solely to use the information search facilities or to meet up with their peers or play with their children in the designated play room. Within the social space, recreational activities for different groups are organised once a week.

Moving forward, in addition to adding and refining the services being offered at the MFC, existing collaborations and partnerships with selected organizations will continue to be built to ensure services in the MFC meet the needs of refugees. A [video](#) featuring the MFC was developed with the support of communications team.

### **Multifunctional Centre (MFC), Thessaloniki**

The British Red Cross (BRC) has committed to funding and supporting the HRC, in partnership with the IFRC, to establish and run an MFC in Thessaloniki for a period of two years. The MFC will deliver a range of key services to refugees and migrants who have made the transition from camps into urban accommodation in the city. The MFC will provide an access point for services delivered by the HRC to refugees and migrants as well as serve as a publicly accessible resource centre that will provide refugees and migrants with up to date information and guidance on existing service provision in Thessaloniki. Migrants will be able to receive direct support to integrate and address crisis needs through services and activities offered by trained staff and volunteers. Moreover, the MFC will further develop its effectiveness as a hub for migrant support by providing a base of operations for the IFRC cash programme team and the HRC Restoring Family Links service through provision of an effective working space for staff and volunteers as well as offering each services the benefit of a managed entry point for beneficiaries to access their services in a safe, welcoming and central location.

During the reporting period, the MFC has been in the process of setting up and will begin providing services after its official launch in November.

### **Educational Health Station & Mobile Health Unit**

Output 2.4 Healthcare services to meet the needs of vulnerable migrants are provided by the Red Cross

<b>Indicators</b>	<b>1 May – 25 October</b>
# of consultations registered at the EHS	2,719
# of vaccinations	839
# of referrals	85
# of accompanied referrals	939
# of participants in health promotion and hygiene promotion sessions	117 participants

### **Progress towards outcomes**

#### **Educational Health Station**

The presence of Spanish Red Cross (SpRC) in Greece dates back to late 2015 providing health services to migrants on the island and eventually working in cooperation with the HRC and the IFRC in two camps in Attika in 2016. Starting January 2017, the number of refugees in the camps diminished drastically with the population exiting Greece or relocating to urban areas. This urban population of refugees and migrants are further overwhelming an already dysfunctional and underfunded national health system of a country in economic crisis since 2008. Refugees are faced with difficulties in accessing public services due to lack of interpreters, cultural mediators, and complex bureaucratic processes. HRC has in the area of Ambelokipi an Education Health Station (EHS) providing services as a ministry-recognised vaccination centre and provider of health education in schools. SpRC is currently supporting the HRC to expand the services of providing primary paediatric health services, referrals and follow ups combined with the presence of two interpreters (Arabic and Farsi) since July 2017. To date, the programme has successfully provided vaccination and health services, reaching more than 650 people with 2,178 consultations.

#### **Mobile Unit**

From July 2017, the Red Cross Mobile Health Unit has been providing BHC, vaccinations, hygiene and health promotion education to migrants in the urban area of Attika and is working to facilitate access and improve integration

to Public Health System through accompanied referral services to public health services. The Mobile Health Unit is currently collaborating with more than 10 actors in the provision of health services through the mobile clinic set up. Moving forward the Mobile Health Unit is considering the possibility of supporting the PHILOS programme in vaccination and hygiene and health programmes in the camps once NGOs leave. During the reporting months, more than 200 people were reached, 700 consultations provided and 68 vaccination doses administered by the mobile health team.

### **Accompanied Referral Services**

The accompanied referrals (ACCREF) project was initially set up with the aim of improving access of migrants and refugees to health services in the camps in Athens and Thessaloniki, and is now managed as a centralized system based out of the EHS. In one of the assessment conducted by the RC, it was found that 80 per cent of patients referred to secondary health systems did not meet their appointments mainly due to language barriers and lack of understanding about their rights and procedures, and local context and culture. Therefore, the ACCREF offers interpreters and cultural mediators to accompany migrants and refugees to their health appointments and during emergencies. Languages available for this service are: Farsi, Arabic, Turkish, Pashtu, Urdu and French. During the reporting period, more than 900 accompaniments were provided and 120 services (information provision and translation services) through phone calls. During the past months of cooperation with many other actors and entities in the provision of these services, it has raised many other needs and gaps especially in protection issues. In response to this need, the project will be re-shaped accordingly.

## **BUILDING BRIDGES**

**Outcome 3:** Targeted Greek audiences have increased opportunity to access information, events and activities which promote greater understanding and acceptance of migrants and refugees

Output 3.1: Campaigns are delivered, targeting key external audiences resulting in the provision of communications and operational information and materials to promote acceptance and social inclusion

Output 3.2 Digital channels are established, including website upgrade and social media accounts, resulting in Greek audiences having increased access to information via these channels

Output 3.3 Internal communication for volunteer and branch engagement is established, resulting in volunteers, and branches having increased access to information via these channels

### **Indicators**

**1 May to 25 October**

150,000 people reached via public awareness campaigns

Positive feedback from inter agency event attendees

materials produced and delivered to stakeholders, small business owners x 80, landlords/estate agents x 80, municipalities x 6

Launch of new website

Launch of 2 social media channels

Sustained in growth in viewers/followers monthly

Volunteer feedback on print magazine

3 community outreach events by targeted branches using Building Bridges material

Refer to narrative

### **Progress towards outcomes**

The aim of the Building Bridges approach was to support HRC in effectively promoting increased understanding and acceptance of migrants and refugees through direct engagement with sectors of the community which influence critical aspects of integration including housing and accommodation, employment, education and access to services. This approach as designed within the framework of this Appeal was not accomplished due to lack of engagement, capacity and funding. This activity has been discontinued and has not been included in the Country Operation Plan for 2018.

## BASIC ASSISTANCE

### Outcome 4: The selected households have access to basic needs without adopting harmful strategies

#### Relief

#### Progress towards outcomes

During the reporting period relief activities were carried out on sites where migrants were receiving only partial cash assistance. In close coordination with UNHCR and MoMP, humanitarian agencies were allowed to continue relief distributions, provided that they were distributing items not covered by the minimum expenditure basket (MEB).

Between May and October 2017, the following five main categories of relief items reached beneficiaries in various locations, through either blanket distributions modalities or different activities, eg hygiene promotion. Activities were implemented by Red Cross in its operational locations (Ritsona, Skaramagkas, Lavrio, Diavata, Nea Kavala, Softex/Kordelio), while in some other locations, the items were donated to different NGOs acting as SMS agencies or Reception and Identification Centers authorities, within established parameters: official request from authorities, notifications to ECHO, MoMP and UNHCR, drafting and ratification of hand over/donation certificates bilaterally signed, and established reporting requirements. A total of 52,437 items (food to go kits, baby food kits and footwear) were also donated to the Italian Red Cross to be provided to migrants entering Italy.

Items category	Locations	Quantities
<b>Food items</b> (Bottled water, Syria parcel etc)	Kordelio, Nea Kavala, Skaramagkas, Lavrio, Diavata, Ritsona, Kos, Lesvos, MFC Athens, Athens and Thessaloniki urban area, Piraeus, Amaliada, Livadia, Thermopyles, Ioannina, Pieria, Veroia, Lagkadikia, Kavala, Trikala	21,700
<b>Household items</b> (Food container, trolleys, kitchen utensils, bedlinen etc)	Kordelio, Nea Kavala, Skaramagkas, Lavrio, Diavata, Ritsona, Kos, Lesvos, MFC Athens, Athens and Thessaloniki urban area, Piraeus, Amaliada, Livadia, Thermopyles, Ioannina, Malakasa, Thiva, Livadia, Kavala, Serres, Trikala	15,782
<b>Clothing and textiles</b> (Jacket, duffel bags, blankets, etc)	Nea Kavala, Kordelio, Diavata, Ritsona, Lavrio	3,200
<b>Baby items</b> (Baby kits, baby wipes, baby creams, etc)	Nea Kavala, Kordelio, Diavata, Ritsona, Skaramagkas, Ioannina, Lavrio, Lesvos	8,567
<b>Hygiene items</b> (Body soaps, sponges, sanitary pads, etc)	Nea Kavala, Kordelio, Diavata, Ritsona, Skaramagkas, Ioannina, Lavrio, Lesvos, Kos	58,885
<b>Shelter items</b> (Tarpaulins, pallets, etc)	Nea Kavala, Kordelio, Piraeus	2,020

During the reporting period, a total of **16,937** beneficiaries were reached with the distributed items. It should also be mentioned that activities decreased significantly from August onwards due to the fact that full cash assistance was implemented in almost all locations in Greece.

Majority of the items stored in HRC warehouse facility will be used mainly for HRC's contingency purposes, while the rest will continue to be made available to different NGOs or state authorities as needed.

#### Cash Programme for Host Population

##### Output 4.1 Vulnerable households received unconditional cash assistance through debit cards

Indicators	1 May to 25 October
# of households received cash assistance	284 <sup>13</sup>
# of people reached with cash assistance	667
% of households with negative coping mechanisms reduced	To be reported in the next ops update
% of households with who used money for heating	To be reported in the next ops update

<sup>13</sup> The cards (not yet loaded) were distributed during the reporting period

## Progress towards outcomes

In order to cope with the economic distress, it is common that a large number of households in Greece do not use heating at all during winter season, cut down on their electricity consumption, and/or have overdue electricity bills or power cuts due to lack of recourses and debts. Therefore, the winter HRC is implementing the Cash Transfer Programme to assist these vulnerable households by supplementing their heating and electricity bills and providing some additional cash assistance to enable them to have winter items to keep warm at night, such as electric blankets, warm quilts or warm clothing depending on the needs of each household. The amount of money transferred to the cards has been calculated on a basis of a Minimum Expenditure Basket (MEB) for the winter needs described above and is built according to the family size ranging from 120 – 330 EUR per month for three months (October, November and December).

The programme was successfully implemented last year in Athens and in Thessaloniki. This year the programme will be expanded to four different locations where the HRC has branches and where the local communities host refugees and migrants, also with the additional objective to build capacity at the selected branches and familiarise HRC staff and volunteers with the modality and procedures of this programme (selection process, distribution set up, verification process and post distribution monitoring via ODK).

During the reporting period, the programme distributed cards to **284 vulnerable households (667 beneficiaries)** to cover needs related to the heavy winter in four regions in Greece: **Kilkis, Ioannina, Chalkida, Piraeus**. In addition to supporting the general Greek society that is suffering from economic hardship further affected by the migration crisis, these locations were also selected due to the population of migrants currently being hosted there, in order to reduce the tension between these communities

Transfer of money to the beneficiaries' cards will take place in November. The selection of beneficiaries was made based on economic and social criteria which was set by the HRC Social Welfare Division:

- Elderly (couple) with annual income below EUR 6,500
- Families with 2 adults and 2 dependent children (with disability or chronic disease of the parent or the child) with annual income EUR 13,800
- One parent families with at least 1 dependent child (with disability or chronic disease of the parent or the child) with annual income EUR 8,000
- Families with 3 children and more (with disability or chronic disease of the parent or the child) with annual income EUR 13,800
- Long unemployed with unemployment card
- Priority has been given to beneficiaries who pay rent or pay a main residence bank loan.

At the same time, the HRC requested from all the beneficiaries to submit an official declaration, stating that the beneficiary does not receive the Social Solidarity Income, which is the national safety-net programme, implemented by the Hellenic Ministry of Labour, Social Security and Social Solidarity. This was requested in coordination with the Ministry in order to avoid duplications and ensure assistance are targeted to the more vulnerable households.

Post distribution monitoring and evaluation of the programme is expected to be conducted in January and February 2018.

### Cash Programme for Migrant Population

Output 4.2 Migrants received unconditional cash assistance through debit cards

<b>Indicators</b>	<b>1 May to 25 October</b>
# of households received cash assistance	3,401
# of debit cards distributed	3,401
# of people reached	7,574

## Progress towards outcomes

Since May 2017, the IFRC entered into a partnership agreement with UNCHR in provision of cash assistance to migrants, and further expanded its geographical scope to 14 operational sites in Northern Greece, with an initial caseload of 3,700 beneficiaries. This partnership is the newly established alliance of cash actors for the entire country, entitled the Greece Cash Alliance (GCA), comprising of the IFRC and HRC, Samaritan's Purse, Mercy Corps, Catholic Relief Services, and International Rescue Committee.

Refugees entering Greece on 1 January 2017 and holding government issued documents are eligible to receive cash assistance to meet their basic needs. The amount of cash assistance provided is based on the family size and whether or not the site of residency provided food support (catered versus non-catered).

No of people per household	Catered	Non-catered
1 person	90 EUR	150 EUR
2 persons	140 EUR	280 EUR
3 persons	190 EUR	340 EUR
4 persons	240 EUR	400 EUR
5 persons	310 EUR	450 EUR
6 persons	330 EUR	550 EUR

The assistance offered was based on the Cash Alliance expenditure basket analysis that had been conducted when each organization had their own cash programme which ended in April 2017. This amount is still being implemented at the time of reporting.

The initial handover required a switch to the new UNHCR model and database from RC's ODK database supported by the Spanish RC. Therefore, in the second quarter of 2017, there were substantial efforts in re-enrolling PoCs and replacing the previous IFRC cards with new cards utilizing the UNHCR data system in addition to distribution of cards to the beneficiaries in the newly acquired sites. In this regard RC had to closely collaborate with UNHCR staff on the field, the latter entering data and issuing the cards while IFRC staff focused on crowd control and community engagement. At the same time during the month of May, IFRC and HRC continued to support, through Help Desk and Hotline, the previous IFRC cardholders that were still active in the sites previously covered. In August a part of the urban settled beneficiaries in Thessaloniki were included in the IFRCs scope as part of the cash assistance.



The Cash team conducting certification process for the urban population receiving cash assistance in the MFC premises in Thessaloniki. *Photo cred: IFRC*

The **post distribution monitoring (PDM)** results from the October survey revealed that there is a high level of trust and acceptance by beneficiaries towards Red Cross cash team, as 97 per cent of respondents considered the RC cash team 'helpful' and 93 per cent reported being treated in a 'very respectful' manner during implementation of the cash programmes. The survey results also showed a drastic decrease in cash loading payment errors due to the increased role in IFRC IM function in ensuring checks. There has also been an observed decrease of people approaching the helpdesk. Over time, the information flow by GCAs was standardized and is now delivered in an effective and efficient way; 97 per cent of respondents report that they have received the necessary information related to the delivery of the cash assistance.

The overall aim of the project, which is to assist the beneficiaries to meet their basic needs which, if not met, can lead to the adoption of negative coping strategies, is achieved to a large extent; October PDM results found 92 per cent of respondents surveyed reported that cash assistance had reduced the financial burden of their households. In the coming months, a common GCA PDM questionnaire will be used by all agencies delivering cash based assistance which will result in more extensive findings representative of the GCA initiative.

Moving forward the RC team is in a well-placed position to continue the implementation with UNHCR, and further increase its role and tasks, and work towards a more sustainable implementation model based on a reduced frequency of field visits and a single point solution of delivery, such as the MFC in Thessaloniki in delivering cash to the urban settled beneficiaries.

The collaboration with other NGOs including stakeholders on the sites, has been gradually streamlined, with the efforts and procedures harmonised at the Cash Working Group in Thessaloniki and nationally at the GCA Technical Working Group as well as sub-working Groups; namely Monitoring and Evaluation, Communication with Communities, and Anti-Fraud and Risk Management. IFRC also communicates daily with other NGOs regarding notifications of new arrivals and sharing of periodic site resident lists utilized for monthly certification and card loading activities.

## NATIONAL SOCIETY DEVELOPMENT

**Outcome 5: NS capacity is strengthened in volunteer management, logistics and IT, admin and finance, contributing towards an adequate response and ensuring development and sustainability**

### Volunteer Management

Output 5.1 Relevant recruitment and training delivered to volunteers

Output 5.2 Relevant support is provided to volunteers and staff through a standardized VM policy, monitoring meetings and technical advice/events and other materials

Output 5.3 Centralized online national database for all RC volunteers mobilized (not materialized)

<b>Indicators</b>	<b>1 May to 25 October</b>
# new Greek volunteers recruited for 2017 (total target inclusive of migrant and Greek volunteers: 240)	53
# migrant volunteers recruited (total target inclusive of migrant and Greek volunteers: 240)	83
# of volunteer and staff coordination meetings (target: 12)	12
# of volunteer training delivered to migrant volunteers (target: 8)	5
# of volunteer training delivered to Greek volunteers (target: 8)	8
# of HRC volunteer hours	12,874
# of volunteer recognition events (target: 4)	2
# of volunteer visibility material procured (target: 200)	200 jackets, vests, polo, hats
# of volunteer training materials produced and disseminated (target: 300)	136 - used from existing stocks
Centralised database established (target: 1)	0
Volunteer Management policy (target: 1)	0

### Progress towards outcomes

The goal of the Volunteer Management Team (VMT) is to promote a common volunteering approach for the operational needs of the migration operation and adjust it accordingly with the needs of the programmes. Within this scope, the VMT at the HRC headquarters continued to support the programmes across all the operational sites throughout the country, providing training and technical advice on Voluntary Policy issues. The HRC Volunteers were recruited, trained and mobilized through this existing mechanism.

Capacity building of the volunteers is critical to the efficient and effective implementation of the programmes as they are often the first responders and contact point in reaching out to the people Red Cross aims to serve.

In 2017, finally the training of migrants' community collaborators as HRC Volunteers using the HRC Fast Track Training (FTT) module was conducted. Participation of migrants as HRC volunteers is a big achievement in this operation as their assimilation has helped bridge Red Cross and the target population.

**There was no capacity to create a web database (as initially planned in this appeal) but a centralized manual database (excel) was created** to collect data on the type of activities participated by the HRC volunteers. While an online database would better support programmes and increase efficiency in volunteer management, the excel tool is already a first step towards improving the management of volunteer information.

While there have been challenges in retaining the volunteers being trained, the HRC remains committed in building the volunteer network and building their capacity in order to deliver the appropriate services to the people in need.

### Logistics

Output 5.4 Relevant training provided to HRC HQ logistics staff on operation and logistics emergency response

Output 5.5 Existing capacity of HRC logistics department is assessed

Output 5.6 Warehouse inventory system is improved through LoGiC training

<b>Indicators</b>	<b>1 May to 25 October</b>
# Assessment report produced on existing capacity of HRC Logistics Department (target: 1)	1
# Relevant training provided to HRC HQ Logs staff on operation and logs emergency response (target: 2)	1
Warehouse inventory system is improved through LogiC training (target: 1)	1

### Progress towards outcomes

Based on the recommendation of the Logistics Capacity Development Assessment conducted in June a report was prepared and presented to the Senior Management along with the Decision Paper for their approval. The report has since been approved and the HRC Supply Chain Coordinator (Logistics Coordinator) has been nominated as the focal

person for facilitating the HRC Logistics Department. It was also decided that the HRC central warehouse be upgraded and items rearranged. Currently the team is in the process of putting together a 'disposal committee' to clear out some items that have been stored in the HRC warehouse for a long. This is to allow for more space in the warehouse in order to accommodate the left-over stocks from the Emergency Appeal Migration Operation.

A logistics training and orientation session were organised for the local staff of HRC, IFRC and PNSs on warehouse, transport, procurement and fleet Management. The participants were mainly staff involved in the migration operation. It has been agreed to continue such trainings and orientations further to the volunteers and staff of HRC branches during next year 2018.

For improved tracking and efficient reporting of stocks, key staff of HRC and IFRC involved in warehouse management were provided with LogIC training (Logistics Inventory and Control System).

Out of the four planned activities, during the reporting period three activities were achieved and the results of these activities are visible. Due to the timing and shortage of funding, one planned training could not be conducted.

#### Admin and IT

Output 5.7 HR, admin and finance systems developed and upgraded

Output 5.8 HRC HR, administration and finance staff provided with training

Output 5.9 Improved internet connectivity and security

Output 5.10 Equipment purchased and utilized

<b>Indicators</b>	<b>1 May to 25 October</b>
# systems upgraded	1 (HR)
# HRC staff trained	32
# equipment purchased	1

#### Progress towards outcomes

In its commitment to further develop the National Society across all areas, the IFRC Support Services Finance department provided two training sessions on financial forms and procedures in August and September. The training targeted both finance and non-finance staff of IFRC and HRC in which there were 31 participants. This training brought visible results of efficiency due to increased understanding of IFRC procedures especially by HRC's non-finance staff. A training on using Excel programme was also provided to HRC staff during the reporting period.

Additionally, training to five HRC HR officers on using the payroll programme, (conducted by an external expert service company) was conducted in July and August this year. Following this, the payroll system was upgraded accordingly for the use of the trained staff.

Although some of the capacity building activities foreseen in this emergency appeal will continue during the first quarter of 2018, the key elements of capacity building as well as some key strategic organizational development activities to support the reform of the HRC have been included in the Greece Operational Plan for 2018 that will be published soon.

## OTHER KEY PROGRAMMES

### Outcome 6: HRC disaster response capabilities are improved

#### Disaster Preparedness and Risk Reduction

Output 6.1 A national Disaster Response Team is developed

Output 6.2 Hazards, threats scenarios and resources are mapped

Output 6.3 Contingency stocks in place to prepare for new influx of migrants (emergency basic items for 10,000 people and emergency shelter for 200 families)

Output 6.4 Branch disaster response teams are developed and equipped with basic equipment

<b>Indicators</b>	<b>1 May to 25 October</b>
NS response plan is in place	Refer to narrative
# of NDRTs and BDRTs developed	
Disaster risk analysis and management studies completed	
# of resource maps completed	
# emergency shelter items prepositioned	
# of NFIs and food to go kits prepositioned	
# of local branches received new equipment	
# of volunteers trained in disaster response	
# of new training courses developed	

## **Progress towards outcomes**

There was a lack of progress in Disaster Management (DM), as no fully-funded technical delegate was found to support the process, despite efforts. However, the operation is in the end funding this position and filling this role is expected to be finalized by the end of the year. With support from the IFRC Regional Office for Europe, a contingency plan was developed, which will form the basis of more operational contingency plans in 2018. The HRC also conducted a mapping of available resources for DM in different branches throughout the country, importantly identifying the number of active volunteers in each. A head of DM was named to manage the future DM unit. The person is also the head of the HRC Samaritan division. While the forming of the NDRTs and BDRTS was at a standstill, the development of the Operational Plan led to significant discussion in the National Society on how to cooperate among the different divisions/departments of the HRC. Traditionally, this has been a difficult point for the National Society. The results of these efforts were visible during the deployment for the Mandra floods - operation in November, where HRC deployed many of its capacities across different divisions. Furthermore, the development of the Operational Plan for 2018, led to a more grounded plan with concrete mechanisms to be developed in 2018, including a rapidly deployable clinic unit, and the inclusion of cash as a response option. The IFRC ECHO purchased contingency stock was maintained and deployed on different occasions, such as in support of the Reception and Identification Centers (RICs) winterization, and the Mandra floods. To enhance DM support services, IFRC and HRC worked to develop the logistics capacity of the HRC; and a decision was taken to upgrade the storage capacity and the stock management level of the HRC Central Warehouse in order to accommodate the stocks that are currently stored in the rental Warehouse in Kamatero Warehouse for saving rental costs.

During the reporting period, the HRC continued to respond to disasters in Greece. The HRC Rescue Teams were deployed, to the island of Zakynthos Kefalonia, Kalamos, Amaliada (Ileia) and others in order to respond to the forest fires in August. 300 volunteer Samaritan rescuers were deployed after the General Secretariat for Civil Protection and the Hellenic Fire Corps asked for assistance. The volunteers provided first aid, and supported the firefighters with different needs. In response to a 6.4 magnitude earthquake in June, which resulted in one dead person and 10 injured people, HRC teams were quickly mobilized to the affected site to provide first aid and help in search and rescue efforts in Kos and Lesvos. Also after a request by the local authorities, teams went to the hospital of Kos to provide support. The teams also patrolled throughout the night, providing assistance to locals and tourists sleeping outdoors in fear of aftershocks. The IFRC, with PNSs, hopes to support the HRC in further developing its response capacity in 2018.

## **Restoring Family Links**

### **Progress towards outcomes**

The Hellenic Red Cross Tracing Service which is partially supported by ICRC, registers and traces missing migrants who have been separated by their relatives and assists migrants to reestablish contact with their beloved ones via three-minute phone calls, Wi-Fi communication and battery charging units for mobile phones.

RFL services are offered in Attica region, including Malakasa, Oinofyta and Ritsona, in North Greece, including Diavata, N.Kavala, Kavalari, Lagadikia and Alexandreia, in the islands, including Lesvos, Samos, Chios, Kos, Rhodes and in N.Greece. RFL teams and RFL volunteers are deployed whenever needed, equipped with mobile phones, pre-paid phone cards and forms, able and ready to provide assistance.

From May to October 2017, 7,952 three-minute calls have been offered and 685 phone cards have been distributed to the most vulnerable. A total of 216 migration tracing requests were opened, concerning 520 sought persons, and 77 cases closed positively. The three main nationalities of sought persons are Afghans, Syrians, and Iraqis. Participation to Trace the Face strengthened with 60 photos of enquirers have been uploaded. Also, 14 Red Cross messages were received/ collected to be distributed.

It is worth mentioning that as of end of October, there are still 1,279 cases still active (migration and non-migration cases).

## QUALITY PROGRAMMING

### Outcome 7: Effective response to the operation is ensured

Output 7.1 The operation is informed by continuous and detailed assessment and analysis is conducted to identify needs and gaps; and select vulnerable recipients for rendering relief services; plan is revised accordingly

Output 7.2 The management of the operation is informed by a comprehensive monitoring and evaluation system

Indicators	1 May to 25 October
# of volunteers mobilized	500
# of partnership coordination meetings	2
# of evaluations and lessons learned conducted	0
Monitoring systems in place	*refer to narrative

### Progress towards outcomes

Effectiveness of the operation's response has been ensured mainly through the following mechanisms. **Community Engagement and Accountability (CEA)** has been one of the main sources of information in camps as well as in the urban context: meeting with community representatives, recruiting community collaborators and facilitating focus group discussions on various topics. This is critical in informing programme decisions and actions have been taken to respond to detected gaps or new needs when possible and considered appropriate. The **participatory approach** taken and **strong engagement of community collaborators** within the migrant population in all Red Cross activities further reinforced the effective communication dynamics between Red Cross and beneficiaries.

**Satisfaction and monitoring surveys** are conducted periodically in all sectors to monitor the quality of Red Cross activities. For example, between July and October 2017, a total of 457 interviews were conducted with migrants and refugees living in Lavrio, Nea Kavala, Ritsona and Skaramagas camps, collecting their impressions about: access to healthcare inside the camp and referrals to external health services; their feeling of safety and dignity. A representative sample of the population of each site including both genders above 18 years of age participated. **Monitoring visits** to the field by the Programme Coordinator and technical leads were also frequently conducted, and **monthly monitoring reports** are circulated.

IFRC also participated in an ongoing study by the Cash Learning Partnership (CaLP) on the current operational mode employed by the Greece Cash Alliance in delivering the multipurpose cash grant in Greece. This study is part of the CaLP-led learning agenda on operational models for Cash Transfer Programmes. The result of the study will be made available in 2018.

**Collaborations with other actors** have also increased during the reporting period at all levels of the operation to capitalize on the resources available and avoid overlapping of services being provided through mapping exercises and joint planning. In October, PSS activity mapping with other agencies in Nea Kavala was conducted as part of Red Cross' exit plan. During the month of October 2017, Babel DC, Doctors of the World (MdM), Doctors Without Borders (MSF), Hellenic Red Cross (HRC), International Federation of Red Cross and Red Crescent Societies (IFRC), PRAKSIS and Spanish Red Cross (SRC) took part in an inter-agency workshop to exchange ideas and discuss gaps and priorities concerning major health issues of migrants and their access to healthcare in Greece; major health issues observed in the islands, mainland sites and mainland urban settings; challenges identified and recommendations suggested as a way forward.

Movement partnership coordination meetings in May and October respectively were organised with Partner National Societies to provide updates and further collaborate on operations in Greece. IFRC, HRC, ICRC and Partner National Societies participated in both meetings.

Various **lessons learned** in the areas of PSS, Cash Transfer Programme and CEA are in the process or will be conducted in the coming months and will be reported in the next operations update.

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## How we work

All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (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

## MDRGR001 - Greece - Population Movement

Timeframe: 22 May 15 to 30 Jun 18

Appeal Launch Date: 02 Sep 15

## Interim Report

## Selected Parameters

Reporting Timeframe	2015/5-2017/11	Programme	MDRGR001
Budget Timeframe	2015/5-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>			<b>46,925,475</b>			<b>46,925,475</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
American Red Cross			394,928			394,928	
Belgium - Private Donors			216			216	
BG Group			200			200	
Bloomberg			9,919			9,919	
British Red Cross			453,505			453,505	
British Red Cross (from British Government*)			3,597,133			3,597,133	
Cartier Charitable Foundation			100,000			100,000	
Celesio			41,888			41,888	
CERN Staff Association			14,710			14,710	
Coca Cola Foundation			99,674			99,674	
Croatian Red Cross			5,459			5,459	
Cyprus Red Cross			11,074			11,074	
Danish Red Cross (from Denmark - Private Donors*)			50,000			50,000	
European Commission - DG ECHO			25,627,751			25,627,751	
Experian			121			121	
FedEx Services			191,275			191,275	
Finnish Red Cross			180,141			180,141	
France - Private Donors			1,904			1,904	
Give Eur-Hope ASBL			89,305			89,305	
Globalgiving Foundation Inc.			34,252			34,252	
Google			11,046			11,046	
Great Britain - Private Donors			17,099			17,099	
Informa			1,526			1,526	
Ireland - Private Donors			110			110	
Irish Red Cross Society			99,193			99,193	
Japanese Red Cross Society			43,258			43,258	
Lars Amundsen Foundation			200,000			200,000	
Luxembourg Government			27,084			27,084	
Luxembourg Red Cross (from Luxembourg Government*)			159,090			159,090	
Medtronic Foundation			100,499			100,499	
Metro AG			98,128			98,128	
Mondelez International Foundation			7,574			7,574	
Nestle			38,976			38,976	
Norwegian Red Cross			554,568			554,568	
Norwegian Red Cross (from Norwegian Government*)			356,589			356,589	
Novartis			24,531			24,531	
On Line donations			12,682			12,682	
On Line donations (from Aland Islands - Private donors*)			64			64	
On Line donations (from Albania - Private donors*)			2			2	
On Line donations (from Andorra - Private Donors*)			8			8	
On Line donations (from Antigua And Barbuda - Private donors*)			3			3	
On Line donations (from Argentina - Private Donors*)			5			5	
On Line donations (from Australia - Private Donors*)			847			847	
On Line donations (from Austria - Private Donors*)			31			31	
On Line donations (from Azerbaijan Private Donors*)			11			11	
On Line donations (from Bahrain - Private Donors*)			297			297	
On Line donations (from Bangladesh - Private Donors*)			3			3	

## Disaster Response Financial Report

### MDRGR001 - Greece - Population Movement

Timeframe: 22 May 15 to 30 Jun 18

Appeal Launch Date: 02 Sep 15

Selected Parameters			
Reporting Timeframe	2015/5-2017/11	Programme	MDRGR001
Budget Timeframe	2015/5-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

On Line donations (from Belarus - Private Donors*)	2	2
On Line donations (from Belgium - Private Donors*)	169	169
On Line donations (from Bermuda - Private Donors*)	36	36
On Line donations (from Bhutan - Private donors*)	16	16
On Line donations (from Botswana - Private donors*)	5	5
On Line donations (from Brazil - Private Donors*)	234	234
On Line donations (from British Indian Ocean Territory - Private donors*)	3	3
On Line donations (from Brunei - Private Donors*)	102	102
On Line donations (from Bulgaria - Private Donors*)	74	74
On Line donations (from Canada - Private Donors*)	1,194	1,194
On Line donations (from Chile Private Donors*)	9	9
On Line donations (from China - Private Donors*)	411	411
On Line donations (from Colombia - Private Donors*)	1	1
On Line donations (from Costa Rica - Private Donors*)	7	7
On Line donations (from Croatia - Private Donors*)	24	24
On Line donations (from Cuba - Private donors*)	1	1
On Line donations (from Cyprus - Private Donors*)	351	351
On Line donations (from Czech private donors*)	64	64
On Line donations (from Denmark - Private Donors*)	22	22
On Line donations (from Dominican Republic - Private Donor*)	4	4
On Line donations (from Dominica Private Donors*)	5	5
On Line donations (from Ecuador - Private Donors*)	59	59
On Line donations (from Egypt - Private Donors*)	6	6
On Line donations (from Falkland Islands (Malvinas) - Private donors*)	4	4
On Line donations (from Finland - Private Donors*)	103	103
On Line donations (from France - Private Donors*)	939	939
On Line donations (from French Guiana - Private donors*)	80	80
On Line donations (from Germany - Private Donors*)	269	269
On Line donations (from Gibraltar - Private donors*)	26	26
On Line donations (from Great Britain - Private Donors*)	3,631	3,631
On Line donations (from Greece - Private Donors*)	72	72
On Line donations (from Guam - Private donors*)	4	4
On Line donations (from Guatemala Private donors*)	1	1
On Line donations (from Guernsey - Private donors*)	11	11
On Line donations (from Hong Kong - Private Donors*)	377	377
On Line donations (from Hungarian - Private Donors*)	14	14
On Line donations (from icelandic RC*)	1	1
On Line donations (from India - Private Donors*)	391	391
On Line donations (from Indonesia - Private Donors*)	90	90
On Line donations (from Ireland - Private Donors*)	79	79
On Line donations (from Isle Of Man - Private donors*)	2	2
On Line donations (from Israel - Private Donors*)	17	17
On Line donations (from Italy - Private Donors*)	101	101
On Line donations (from Japan - Private Donors*)	165	165
On Line donations (from Jersey - Private donors*)	2	2
On Line donations (from Jordan - Private Donors*)	23	23
On Line donations (from Kazakhstan - Private Donors*)	7	7
On Line donations (from Kuwait - Private Donors*)	204	204
On Line donations (from Latvia - Private Donors*)	4	4
On Line donations (from Lebanese - Private Donors*)	30	30
On Line donations (from Lithuania- Private Donors*)	32	32
On Line donations (from Luxembourg - Private Donors*)	87	87
On Line donations (from Malaysia - Private Donors*)	298	298

## Disaster Response Financial Report

## MDRGR001 - Greece - Population Movement

Timeframe: 22 May 15 to 30 Jun 18

Appeal Launch Date: 02 Sep 15

Selected Parameters			
Reporting Timeframe	2015/5-2017/11	Programme	MDRGR001
Budget Timeframe	2015/5-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

<i>On Line donations (from Malta - Private Donors*)</i>	94	94
<i>On Line donations (from Mauritius Private Donors*)</i>	4	4
<i>On Line donations (from Mexico - Private Donors*)</i>	70	70
<i>On Line donations (from Netherlands Antilles - Private donors*)</i>	1	1
<i>On Line donations (from Netherlands - Private Donors*)</i>	68	68
<i>On Line donations (from New Caledonia Private Donors*)</i>	17	17
<i>On Line donations (from New Zealand - Private Donors*)</i>	224	224
<i>On Line donations (from Norway - Private Donors*)</i>	163	163
<i>On Line donations (from Oman - Private Donors*)</i>	25	25
<i>On Line donations (from Panama Private donors*)</i>	23	23
<i>On Line donations (from Peru - Private Donors*)</i>	16	16
<i>On Line donations (from Philippines - Private Donors*)</i>	72	72
<i>On Line donations (from Poland - Private Donors*)</i>	89	89
<i>On Line donations (from Portuguese - Private Donors*)</i>	109	109
<i>On Line donations (from Puerto Rico - Private donors*)</i>	73	73
<i>On Line donations (from Qatar Private Donors*)</i>	112	112
<i>On Line donations (from Republic of Korea - Private Donors*)</i>	30	30
<i>On Line donations (from Reunion - Private donors*)</i>	24	24
<i>On Line donations (from Romania Private Donors*)</i>	9	9
<i>On Line donations (from Russia - Private Donors*)</i>	154	154
<i>On Line donations (from Saudi Arabia - Private Donors*)</i>	126	126
<i>On Line donations (from Singapore - Private Donors*)</i>	1,240	1,240
<i>On Line donations (from Slovenia - Private Donors*)</i>	3	3
<i>On Line donations (from South Africa - Private Donors*)</i>	65	65
<i>On Line donations (from Spain - Private Donors*)</i>	115	115
<i>On Line donations (from Swedish - Private Donors*)</i>	44	44
<i>On Line donations (from Switzerland - Private Donors*)</i>	743	743
<i>On Line donations (from Syria Private Donors*)</i>	72	72
<i>On Line donations (from Taiwan - Private Donors*)</i>	190	190
<i>On Line donations (from Thailand - Private Donors*)</i>	134	134
<i>On Line donations (from Trinidad &amp; Tobago - Private Donors*)</i>	29	29
<i>On Line donations (from Turkey - Private Donors*)</i>	210	210
<i>On Line donations (from Ukraine private donors*)</i>	4	4
<i>On Line donations (from Unidentified donor*)</i>	1,212	1,212
<i>On Line donations (from United Arab Emirates - Private Donors*)</i>	2,109	2,109
<i>On Line donations (from United States - Private Donors*)</i>	26,375	26,375
<i>On Line donations (from Vietnam - Private Donors*)</i>	7	7
<i>Other</i>	1,464	1,464
<i>Red Cross of Monaco</i>	16,192	16,192
<i>Regus</i>	22	22
<i>Sidley Austin LLP</i>	197	197
<i>Spanish Red Cross</i>	54,335	54,335
<i>supreme master ching hai international association</i>	87,805	87,805
<i>Swedish Red Cross</i>	457,105	457,105
<i>Swiss Red Cross</i>	195,752	195,752
<i>Swiss Red Cross (from Swiss Government*)</i>	110,276	110,276
<i>Switzerland - Private Donors</i>	2,310	2,310
<i>Taiwan - Private Donors</i>	28,939	28,939
<i>TeliaSonera</i>	1,160	1,160
<i>The Canadian Red Cross Society</i>	256,800	256,800

## Disaster Response Financial Report

## MDRGR001 - Greece - Population Movement

Timeframe: 22 May 15 to 30 Jun 18

Appeal Launch Date: 02 Sep 15

Selected Parameters			
Reporting Timeframe	2015/5-2017/11	Programme	MDRGR001
Budget Timeframe	2015/5-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

<i>The Netherlands Red Cross</i>	916,062	916,062	
<i>The Netherlands Red Cross (from Netherlands Government*)</i>	1,084,690	1,084,690	
<i>The Netherlands Red Cross (from Netherlands Red Cross Silent Emergency Fund*)</i>	54,587	54,587	
<i>Thomson Reuters</i>	1,502	1,502	
<i>UL LLC -Underwriters Laboratories,LLC</i>	1,287	1,287	
<i>UNHCR - UN Refugee Agency (from European Commission - DG ECHO*)</i>	758,539	758,539	
<i>United States Government - PRM</i>	1,635,118	1,635,118	335,688
<i>United States - Private Donors</i>	1,881	1,881	
<i>United Way</i>	19,730	19,730	
<b>C1. Cash contributions</b>	<b>38,386,345</b>	<b>38,386,345</b>	<b>335,688</b>
<b>Inkind Goods &amp; Transport</b>			
<i>Finnish Red Cross</i>	56,087	56,087	
<b>C2. Inkind Goods &amp; Transport</b>	<b>56,087</b>	<b>56,087</b>	
<b>Inkind Personnel</b>			
<i>Austrian Red Cross</i>	16,769	16,769	
<i>Austrian Red Cross (from VERF/WHO Voluntary Emergency Relief *)</i>	1,226	1,226	
<i>Belgian Red Cross (Francophone)</i>	18,387	18,387	
<i>British Red Cross</i>	119,444	119,444	
<i>Danish Red Cross</i>	9,210	9,210	
<i>Finnish Red Cross</i>	225,298	225,298	
<i>German Red Cross</i>	4,732	4,732	
<i>Norwegian Red Cross</i>	40,945	40,945	
<i>Other</i>	26,723	26,723	
<i>Spanish Red Cross</i>	34,351	34,351	
<i>Swiss Red Cross</i>	121,304	121,304	
<i>The Canadian Red Cross Society</i>	53,400	53,400	
<b>C3. Inkind Personnel</b>	<b>671,788</b>	<b>671,788</b>	
<b>Other Income</b>			
<i>Fundraising Fees</i>	-26,323	-26,323	
<b>C4. Other Income</b>	<b>-26,323</b>	<b>-26,323</b>	
<b>C. Total Income = SUM(C1..C4)</b>	<b>39,087,897</b>	<b>39,087,897</b>	<b>335,688</b>
<b>D. Total Funding = B +C</b>	<b>39,087,897</b>	<b>39,087,897</b>	<b>335,688</b>

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

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>			39,087,897			39,087,897	335,688
<b>E. Expenditure</b>			-35,460,047			-35,460,047	
<b>F. Closing Balance = (B + C + E)</b>			3,627,850			3,627,850	335,688

## Disaster Response Financial Report

## MDRGR001 - Greece - Population Movement

Timeframe: 22 May 15 to 30 Jun 18

Appeal Launch Date: 02 Sep 15

## Interim Report

## Selected Parameters

Reporting Timeframe	2015/5-2017/11	Programme	MDRGR001
Budget Timeframe	2015/5-2018/6	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>46,925,475</b>		<b>46,925,475</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	428,228			349,509		349,509	78,719	
Shelter - Transitional	255,982						255,982	
Construction - Facilities	1,865,019			1,078		1,078	1,863,941	
Construction Materials	127,991			2		2	127,989	
Clothing & Textiles	1,972,729			1,638,946		1,638,946	333,782	
Food	2,476,506			2,137,726		2,137,726	338,780	
Water, Sanitation & Hygiene	2,255,751			1,639,649		1,639,649	616,102	
Medical & First Aid	1,299,876			428,375		428,375	871,501	
Teaching Materials	232,631			21,839		21,839	210,793	
Utensils & Tools	233,234			120,843		120,843	112,390	
Other Supplies & Services	1,387,670			777,586		777,586	610,084	
Cash Disbursement	2,882,089			1,674,169		1,674,169	1,207,919	
<b>Total Relief items, Construction, Sup</b>	<b>15,417,705</b>			<b>8,789,723</b>		<b>8,789,723</b>	<b>6,627,982</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	167,789						167,789	
Computers & Telecom	392,516			46,982		46,982	345,534	
Office & Household Equipment	17,688						17,688	
Medical Equipment	0			0		0	0	
<b>Total Land, vehicles &amp; equipment</b>	<b>577,993</b>			<b>46,982</b>		<b>46,982</b>	<b>531,011</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	374,814			365,276		365,276	9,537	
Distribution & Monitoring	414,698			371,570		371,570	43,128	
Transport & Vehicles Costs	1,354,457			700,212		700,212	654,246	
Logistics Services	311,114			317,446		317,446	-6,332	
<b>Total Logistics, Transport &amp; Storage</b>	<b>2,455,083</b>			<b>1,754,505</b>		<b>1,754,505</b>	<b>700,578</b>	
<b>Personnel</b>								
International Staff	10,465,227			3,640,967		3,640,967	6,824,260	
National Staff	4,381,852			3,102,982		3,102,982	1,278,870	
National Society Staff	5,351,216			3,836,861		3,836,861	1,514,355	
Volunteers	546,589			366,220		366,220	180,370	
<b>Total Personnel</b>	<b>20,744,884</b>			<b>10,947,029</b>		<b>10,947,029</b>	<b>9,797,855</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	261,035			166,792		166,792	94,243	
Professional Fees	458,683			196,177		196,177	262,507	
<b>Total Consultants &amp; Professional Fees</b>	<b>719,718</b>			<b>362,968</b>		<b>362,968</b>	<b>356,749</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	415,778			148,505		148,505	267,274	
<b>Total Workshops &amp; Training</b>	<b>415,778</b>			<b>148,505</b>		<b>148,505</b>	<b>267,274</b>	
<b>General Expenditure</b>								
Travel	1,127,076			672,540		672,540	454,536	
Information & Public Relations	448,071			141,656		141,656	306,415	
Office Costs	833,859			383,191		383,191	450,669	
Communications	205,768			158,994		158,994	46,774	
Financial Charges	173,573			158,781		158,781	14,792	
Other General Expenses	831,988			14,448		14,448	817,541	
Shared Office and Services Costs	33,495			28,559		28,559	4,936	
<b>Total General Expenditure</b>	<b>3,653,831</b>			<b>1,558,168</b>		<b>1,558,168</b>	<b>2,095,663</b>	

## Disaster Response Financial Report

## MDRGR001 - Greece - Population Movement

Timeframe: 22 May 15 to 30 Jun 18

Appeal Launch Date: 02 Sep 15

Interim Report

## Selected Parameters

Reporting Timeframe	2015/5-2017/11	Programme	MDRGR001
Budget Timeframe	2015/5-2018/6	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>46,925,475</b>			<b>46,925,475</b>	
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies	0			9,568,733			<b>9,568,733</b>	<b>-9,568,733</b>
<b>Total Contributions &amp; Transfers</b>	<b>0</b>			<b>9,568,733</b>			<b>9,568,733</b>	<b>-9,568,733</b>
<b>Operational Provisions</b>								
Operational Provisions				65,460			<b>65,460</b>	<b>-65,460</b>
<b>Total Operational Provisions</b>				<b>65,460</b>			<b>65,460</b>	<b>-65,460</b>
<b>Indirect Costs</b>								
Programme & Services Support Recov€	2,859,025			2,116,679			<b>2,116,679</b>	<b>742,346</b>
<b>Total Indirect Costs</b>	<b>2,859,025</b>			<b>2,116,679</b>			<b>2,116,679</b>	<b>742,346</b>
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee	68,443			81,684			<b>81,684</b>	<b>-13,241</b>
Pledge Reporting Fees	13,014			19,612			<b>19,612</b>	<b>-6,597</b>
<b>Total Pledge Specific Costs</b>	<b>81,457</b>			<b>101,296</b>			<b>101,296</b>	<b>-19,839</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>46,925,475</b>			<b>35,460,047</b>			<b>35,460,047</b>	<b>11,465,427</b>
<b>VARIANCE (C - D)</b>				<b>11,465,427</b>			<b>11,465,427</b>	

**Disaster Response Financial Report****MDRGR001 - Greece - Population Movement**

Timeframe: 22 May 15 to 30 Jun 18

Appeal Launch Date: 02 Sep 15

Interim Report

**Selected Parameters**

Reporting Timeframe	2015/5-2017/11	Programme	MDRGR001
Budget Timeframe	2015/5-2018/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

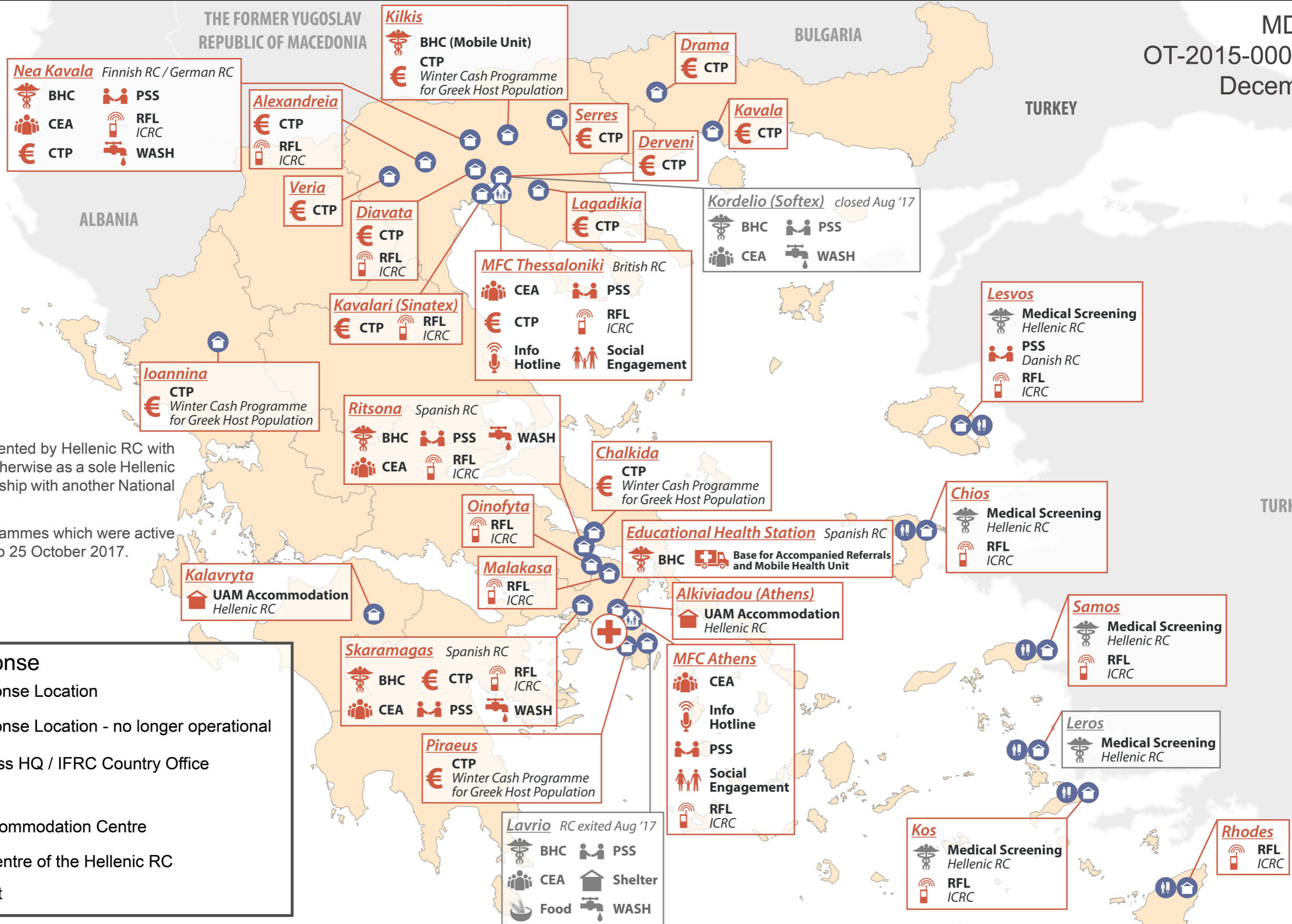
All figures are in Swiss Francs (CHF)

**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	46,925,475		39,087,897	39,087,897	35,460,047	3,627,850	335,688
Subtotal BL3	46,925,475		39,087,897	39,087,897	35,460,047	3,627,850	335,688
<b>GRAND TOTAL</b>	<b>46,925,475</b>		<b>39,087,897</b>	<b>39,087,897</b>	<b>35,460,047</b>	<b>3,627,850</b>	<b>335,688</b>

# GREECE: POPULATION MOVEMENT

MDRGR001  
OT-2015-000050-GRC  
December 2017  
PUBLIC



All programmes are implemented by Hellenic RC with the IFRC unless indicated otherwise as a sole Hellenic RC programme or in partnership with another National Society or the ICRC.

Infoboxes indicate the programmes which were active during the period of 1 May to 25 October 2017.

**Red Cross Response**

- Red Cross Response Location
- Red Cross Response Location - no longer operational
- Hellenic Red Cross HQ / IFRC Country Office

**Points of Interest**

- Site / Camp / Accommodation Centre
- Multifunctional Centre of the Hellenic RC
- Registration Point



Produced by IFRC ROE Budapest  
Sources: IFRC, Hellenic Red Cross, GADM.

The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

**Abbreviations**

BHC: Basic Health Care	PSS: Psychosocial Support
CEA: Community Engagement & Accountability	RC: Red Cross / Red Crescent
CTP: Cash Transfer Programme	RFL: Restoring Family Links
ICRC: International Committee of the Red Cross	UAM: Unaccompanied Minors
IFRC: International Federation of RCRC Societies	WASH: Water and Sanitation
MFC: Multifunctional Centre	