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Emergency Plan of Action Final Report

Hungary: Hailstorm



DREF operation final report	Operation n° MDRHU006
Date of issue: 29 January 2018	Glide number: OT-2017-000074-HUN
Date of disaster: 21 June 2017	
Operation start date: 21 June 2017	Operation end date: 21 October 2017
Host National Society: Hungarian Red Cross	Operation budget: 87,385 CHF
Number of people affected: approx. 1,298	Number of people assisted: 1,298
N° of National Societies involved in the operation: 1	
N° of other partner organisations involved in the operation: 4	
Affected local municipalities, Ministry of Interior County Disaster Management Directorates	

A. Situation analysis

Description of the disaster

On 21 June 2017, hailstorm and heavy rains hit several parts of Hungary. The village of Megyaszó in Borsod-Abaúj-Zemplén County and villages scattered around the county capital Kecskemét in Bács-Kiskun County were particularly badly affected, with roofs, windows and vegetable gardens destroyed or greatly damaged. The heavy rain entering the houses also led to the destruction of food, household items and appliances as well as the soaking of walls from the inside. In Megyaszó, the hailstorm and heavy rains have damaged 183 houses, with 25 of them having become statically unstable and uninhabitable. A total of 96 people were evacuated, including 53 children and accommodated with relatives. There was also temporary power outage in 3,500 households in the wider region. In Bács-Kiskun County, some 50 houses, including a kindergarten as well as farmsteads around the county capital Kecskemét have suffered serious damage, affecting 225 people. In sum, a total of 233 houses have suffered serious damage as a result of the hailstorm and rain.

Summary of response

Overview of Host National Society

The local county branches of the Hungarian Red Cross (HRC) immediately started the situation and needs assessment in coordination with relevant local authorities. On 22 June 2017, the Borsod-Abaúj-Zemplén County Disaster Management Directorate requested HRC to provide additional assistance to the affected population, while the Directorate itself was leading on the restoration of infrastructure and sheltering of the evacuated families. HRC branch staff and volunteers continuously cooperated with all relevant local actors including authorities and civil society groups.

Overview of Red Cross Red Crescent Movement in country

The IFRC Regional Office for Europe (ROE) is located in the national capital, Budapest. IFRC ROE assisted the operation with observations and advice, and conducted a field visit on 25 September 2017.

Overview of non-RCRC actors in country

County Disaster Management Directorates immediately responded to the disaster and provided their support for the families during the first phase: firefighters removed dangerous parts of the damaged rooftops and provided agricultural foils to provide immediate cover. County DM Directorate Civil Protection also provided sheltering to families living in uninhabitable houses. Families who did not have any relatives or friends to stay with were sheltered in municipality-

owned properties. Local government coordinated the efforts with the different actors and organised public forums with the participation of HRC's field coordinator. Hungarian Interchurch Aid, and the Hungarian Charity Service of the Order of Malta also assisted households after the hailstorm.

Needs analysis and scenario planning

The first assessments conducted immediately after the hailstorm and heavy rainfall indicated an urgent need for temporary reparation materials, food and hygiene (cleaning) items. Temporary reparation materials such as slates, timber, nails and screws were required to prevent further damage, and to reduce future shelter needs. The HRC also evaluated the potential health-related needs and risks, and identified no such risks or needs to be immediately addressed.

The below table summarises the extent of the damage and the affected population:

Location	Number of houses damaged	Number of uninhabitable houses	Houses repaired with the assistance of DREF	Evacuated population (sheltered with relatives)	Number of people with damaged houses
Megyaszó village (Borsod-Abaúj-Zemplén County)	183	25	41	96	1,098
Area around Kecskemét (Bács-Kiskun County)	50	0	2	0	200
Total	233	25	43	96	1,298

The number of targeted households was determined taking into consideration the available resources, capacities and operation time frame. HRC aimed to support a total of 1,298 people (or 233 households) with food parcels and hygiene (cleaning) kits, with 70 households out of them also designated to receive assistance for the temporary reparation of their roofs, where such works were still possible – i.e. the house had not become statically unstable and thus uninhabitable, and the family had not been assisted by other actors.

Beneficiary profile:

The village of Megyaszó is one of the most socially disadvantaged and vulnerable settlements in Borsod-Abaúj-Zemplén County, as well as all over Hungary. Income levels and wages are below both the national and the county averages, and the level of unemployment is above the national level. Over the last decade, a great part of the population has migrated to other areas with better employment opportunities. As there is no compulsory home insurance system in Hungary, insurance contracts are also rare among the affected households. Most of the affected families are of Roma ethnicity – a group of people who tend to face additional vulnerabilities and low socio-economic status. Due to the scarcity of resources, the capacity of the affected families' and the local municipality to repair the houses and to meet all humanitarian needs from own resources is very limited.

In Megyaszó, the average household size is six people per household (amounting to a total of approx. 1,098 beneficiaries in the 183 affected households). In the Kecskemét region, the average household size is four people per household (amounting to a total of 200 people for 50 affected households).

HRC selected a group of the most-affected households, based on the extent of the damage incurred by their houses and existing food and hygiene (cleaning) needs. Prioritised households included highly vulnerable groups such as families with multiple children and older people living alone. Beneficiary selection was coordinated with the county disaster management and local authorities, as well as with other groups active locally.

Households having home/property insurance or assisted by other actors were excluded. There were cases in which the legal background of the residence was unclear (e.g. unauthorised use of the property or agreement with a loan shark), therefore regular assistance was not possible. HRC County Branch colleagues tried to find other means to assist families in these vulnerable situations.

Risk Analysis

HRC followed all general safety and security regulations and guidelines during the operation.

B. Operational strategy and plan

Overall objective

HRC assisted **1,298 people** most severely affected by the hailstorm and heavy rains through the rapid provision of **233 food and 233 hygiene (cleaning) kits**, as well as materials for the **temporary reparation of roofs and coverage of windows** for a total of **41 households in the village of Megyaszó and two around the city of Kecskemét**.

Implemented strategy

During the implementation of the Emergency Plan of Action, and coordination with the authorities, it was **revealed that some of the damaged houses had insurance contracts in place, while others had unclear proprietary backgrounds, making them ineligible for assistance from this DREF allocation. Some of the intended beneficiaries became ineligible for support on account of having received financial assistance from insurance companies, while others had been assisted by community groups (Order of Malta, Interchurch Aid, churches and local municipality). Therefore, the number of the beneficiaries of the materials for temporary reparations was reduced to 43.** A technical expert of the supplier of construction materials joined the HRC field coordinator to measure and assess the rooftops to be covered for each house, and made sufficient statics provisions.



Image 1. Door-to-door distribution. Photo: HRC

To meet the immediate food and hygiene (cleaning) needs, HRC distributed a total of 233 food parcels and 233 hygiene (cleaning) kits (one of each per household), as per the following breakdown of households:

- 183 households in Megyaszó;
- 50 households in Kecskemét region.

The kits were distributed by the HRC county branches and field coordinator, directly to the selected beneficiaries.¹

Rooftop materials were handed out to 43 beneficiaries. The distribution was coordinated with the local municipality, which provided transportation equipment (vehicles). A guide on the storage and use of materials was provided to each of the households. Beneficiaries were responsible for installing the slates on their own houses. Beneficiaries who were not able to repair their rooftops themselves received assistance from the municipality's communal workforce (based on advice from the HRC field coordinator). During beneficiary selection, special attention was given to people living with chronic diseases, older people living alone and families with multiple children.

Operational support services

Human resources (HR)

The assessments were led by HRC county branch staff and volunteers (5 staff and 6 volunteers). HRC contracted a dedicated operations coordinator (based in the field) and a finance coordinator (based in the national HQ) for the duration of the operation to ensure the timely and full implementation of all planned activities, on budget.

The field operations coordinator was responsible for coordination with other organisations and groups involved in the response to prevent duplication of activities and double counting of beneficiaries, and to facilitate inter-agency communication. The coordinator was also tasked with procurements and the coordination of staff and volunteers working on the implementation. The county branch held regular



Image 2. Damaged roof being repaired. Photo: HRC

¹ As a rule, HRC prefers to perform door-to-door distribution as it allows the volunteers and staff to interact and have discussion with the beneficiaries, disseminate information and provide basic psychosocial support (PSS) upon need.

consultations with the local authorities and other local groups. Direct personal and technical support was provided by the HRC national HQ to enhance staff capacities at the branch level in a surge support scheme.

HRC volunteers joined forces with other local associations and groups (such as local volunteer firefighters and informal voluntary groups and municipal community workers). The availability and mobilisation of all these capacities was essential as the majority of residents in the affected areas was not able to carry out the reparation of their houses by themselves.

Logistics and supply chain

Relief were procured locally, and transported to the affected locations as quickly as possible to minimise warehousing needs. All procurements followed all standard HRC and IFRC logistics and procurement rules and procedures as well as national legislation.

Logistic challenges emerged during the procurement process as the availability of local suppliers with both the capacity to provide sufficient stocks in short time and a willingness to participate in the procurement process was highly limited. Further on-site technical assessment had to be carried out on behalf of the supplier to have a better understanding of needs. **To avoid such situations in the future, HRC contingency planning will include pre-identification of possible suppliers.**

Communications

HRC launched an online national fundraising appeal to raise donations for long-term recovery, however, very limited funds were raised this way.

Due to the fact that the adverse effects of the present disaster were constrained to a limited geographic area, national media outlets dedicated limited attention to it – nevertheless, several major outlets shared HRC's press releases about the disaster. At the beginning of the operation, the national public service TV station M1 broadcasted a live interview with the Deputy Director General of HRC in its evening programme. The interview covered the DREF operation and information on the assistance provided.



Image 3. Coverage of DREF operation on national TV channel M1.
Photo: HRC

Regional newspaper outlets and online news portals broadly communicated the news of the distributions, and one of the leading commercial TV channels broadcasted a report in its evening news on the provision of rooftop materials.

Security

Safety considerations were followed during physical activities including lifting of goods and working in heights.

Planning, monitoring, evaluation, & reporting (PMER)

Colleagues of the IFRC Regional Office for Europe visited the site on 25 September 2017, and provided observations and advice to HRC about the operation. HRC national HQ monitored the process and coordinated with different stakeholders.

C. DETAILED OPERATIONAL PLAN

Quality Programming / Areas Common to all Sectors

Needs assessment
Needs assessments have been carried out continuously as the circumstances (e.g. response from other actors) changed through the operation timeframe.
Achievements
Multi-sectorial coordination during assessments (incl. DM authorities, local municipality, other charities and technical expert from supplier).
Challenges
Due to the general low level of trust in institutions, many people kept silent regarding important circumstances during the assessments.
Lessons Learned
In future assessments, more emphasis will be placed on making beneficiaries more comfortable and confident talking to Red Cross volunteers, including providing reassurance that the information provided would be kept and dealt with in a confidential manner.

Water, Sanitation and Hygiene Promotion

Needs analysis: Due to the damage incurred by the houses, affected households had elevated hygienic needs, and an increased need for cleaning materials in particular – which were pounded by the difficult socio-economic background of most of the affected population. Therefore, cleaning kits were identified as an effective means of assistance.

Population to be assisted: 183 households in Megyaszó and 50 households in Kecskemét area (approx. 1,298 people).

Water, sanitation and hygiene promotion
Outcome 1: 233 households have improved hygiene conditions
Output 1.1: 233 households assisted with hygiene (cleaning) kits for disinfection Activities: Procurement and distribution of cleaning kits
Achievements
HRC procured and distributed the cleaning parcels to the beneficiaries as planned: <ul style="list-style-type: none"> • 183 households in Megyaszó • 50 households in Kecskemét
Challenges
Procurement was delayed due the slow signature process of MoU and internal procedures. Due to national legislation and internal liability rules, HRC is required to have a written document as proof that the expenses incurred by the launch of the operation will be covered.
Lessons learned
In future operations, a faster contracting procedure must be put in place to minimise the time that elapses between the request for assistance and the transfer of funds. (Note: IFRC has put in place, since 1 October 2017, a more time-efficient contracting procedure for DREF operations.)

Shelter and Settlements

Needs analysis: 233 households were damaged during the hailstorm and subsequent heavy rains. Most of the damage was incurred by house roofs, therefore a need for temporary rooftop coverage was identified.

Population to be assisted: During the preliminary assessments, HRC identified 70 houses to be assisted with temporary rooftop coverage materials. After the joint assessment carried out with the cooperation of a technical expert from the supplier, it was revealed that some intended beneficiaries had kept silent about having insurance contracts in

place, as they were not sure whether they would receive compensation. Other households had unclear ownership (e.g. unauthorised arbitrary residence, property of a loan shark, etc.), which made them ineligible for the kind of direct assistance implemented in the present DREF. All of these cases were dealt with confidentially in order to protect the affected population. Eventually, HRC assisted 43 households with slates for temporary rooftop coverage. HRC has investigated other means to assist those vulnerable households that were found ineligible in this DREF operation.

Shelter and settlements
<p>Outcome 1: 43 households have temporarily restored roofs²</p> <p>Output 1.1: Emergency assistance of reparation materials for 43 households</p> <p>Output 1.2: Technical assistance for the affected population through community workers (negotiated with municipality)</p> <p>Activities:</p> <ul style="list-style-type: none"> • Procurement and transportation of reparation materials • Distribution of reparation materials • Volunteer support for the affected households
Achievements
HRC provided slates for the coverage of 43 households. All houses were measured and assessed by a technical expert from the supplier, and slates and materials for fixing the rooftops were cut and tailored to each of the houses on an individual basis. HRC selected the beneficiaries in negotiation with the local municipality, coordinating the efforts of the different charities assisting local population (to avoid duplications). Delivery of the slates was carried out as a joint effort with the municipality and the supplier.
Challenges
As described above, logistic challenges were experienced during procurement. Local suppliers did not typically have the capacity to comply with the closed envelope processes, and their stocks were also low in certain cases. Generally, summer is the high season of the (re)construction material market, which was also a hindering factor during the procurement process.
Lessons learned
During contingency planning, HRC will identify regional construction material suppliers and make them aware of the different procurement processes in advance. In future operations, HRC will ask possible beneficiaries about their insurance backgrounds at an earlier stage, to avoid eligibility issues that emerged during this operation.

Food Security, Nutrition and Livelihoods

Needs analysis: Households incurred damage that affected their food stocks as well. While immediate food parcel assistance was carried out by HRC and other actors, the need for further food distribution remained.

Population to be assisted: HRC assisted 233 households with food parcels (approx. 1,298 people).

Food security, nutrition and livelihoods
<p>Outcome 1.: 233 households assisted with food parcels</p> <p>Output 1.1: 233 households assisted with food parcels</p> <p>Activities: Procurement and distribution of food parcels</p>
Achievements
HRC distributed food parcels for 233 households with the assistance of local branch volunteers and staff. The distribution was carried out from door to door.
Challenges
Distribution was delayed due to long contracting and procurement procedures, and extensive coordination with partners.
Lessons learned
Door-to-door distribution proved to be a good way to interact with the affected people. Personal distribution allows volunteers and staff to have discussion with the beneficiaries, establish contact, disseminate information and provide PSS as needed.

² Down from 70 households targeted in the original Emergency Plan of Action (see *Population to be assisted* above for details).

D. THE BUDGET

The DREF allocation of CHF 87,385 has been used in accordance with the approved budget. After finalising the operation, there is a final balance of CHF 6,090, which will be returned to the DREF account as per standard IFRC procedures.

Contact information

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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

MDRHU006 - Hungary - Hailstorm

Timeframe: 26 Jun 17 to 31 Oct 17

Appeal Launch Date: 26 Jun 17

Final Report

Selected Parameters

Reporting Timeframe	2017/6-2017/12	Programme	MDRHU006
Budget Timeframe	2017/6-2017/10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		87,385				87,385	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		87,385				87,385	
C4. Other Income		87,385				87,385	
C. Total Income = SUM(C1..C4)		87,385				87,385	
D. Total Funding = B + C		87,385				87,385	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		87,385				87,385	
E. Expenditure		-81,295				-81,295	
F. Closing Balance = (B + C + E)		6,090				6,090	

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Subsector:	*		

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III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			87,385			87,385		
Relief items, Construction, Supplies								
Construction Materials	62,500		60,300			60,300	2,200	
Food	5,397		4,957			4,957	440	
Water, Sanitation & Hygiene	2,580						2,580	
Total Relief items, Construction, Sup	70,477		65,256			65,256	5,220	
Logistics, Transport & Storage								
Transport & Vehicles Costs	3,571		2,617			2,617	954	
Total Logistics, Transport & Storage	3,571		2,617			2,617	954	
Personnel								
National Society Staff	7,000		6,625			6,625	375	
Volunteers	75						75	
Total Personnel	7,075		6,625			6,625	450	
Workshops & Training								
Workshops & Training	571		99			99	472	
Total Workshops & Training	571		99			99	472	
General Expenditure								
Communications	357						357	
Financial Charges			1,736			1,736	-1,736	
Total General Expenditure	357		1,736			1,736	-1,378	
Indirect Costs								
Programme & Services Support Recove	5,333		4,962			4,962	372	
Total Indirect Costs	5,333		4,962			4,962	372	
TOTAL EXPENDITURE (D)	87,385		81,295			81,295	6,090	
VARIANCE (C - D)			6,090			6,090		

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Subsector:	*		

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IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	87,385		87,385	87,385	81,295	6,090	
Subtotal BL2	87,385		87,385	87,385	81,295	6,090	
GRAND TOTAL	87,385		87,385	87,385	81,295	6,090	