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# Emergency Plan of Action Final Report

## Serbia: Population Movement



<b>Emergency Appeal final report</b>	<b>Operation n° MDRRS011</b>
<b>Date of issue: 31 January 2018</b>	<b>Glide number: <a href="#">OT-2015-000069-SRB</a></b>
<b>Date of disaster: since June 2015</b>	
<b>Operation start date: 18 August 2015</b>	<b>Operation end date: 31 October 2017</b>
<b>Host National Society: The Red Cross of Serbia (RCS)</b>	<b>Operation budget: CHF 3,303,742</b>
<b>Number of people affected: up to 600,000</b>	<b>Number of people assisted: 307,600</b>
<b>Host National Society presence (n° of volunteers, staff, branches):</b> A total of 192 staff and 114 volunteers from 10 branches of RCS along with Headquarters, Vojvodina Province Organisation and City Red Cross of Belgrade staff	
<b>National Societies involved in the operation:</b> Red Cross of Serbia, British Red Cross, Canadian Red Cross Society, Finnish Red Cross, Irish Red Cross Society, Japanese Red Cross Society, Netherlands Red Cross, Norwegian Red Cross Bilateral support was provided to RCS by the Swiss Red Cross (in the form of non-food items), German Red Cross, Spanish Red Cross (in the area of protection), Luxembourg Red Cross (shelter and fleet support) and Finnish Red Cross.	
<b>Other partner organisations involved in the operation:</b> Commissariat for Refugees and Migration (CRS/KIRS); Ministry of Labour, Employment, Veterans and Social Policy; local Centres for Social Work; Ministry of Interior Border Police Directorate and Asylum Office; Ministry of Health; Network of Public Health Institutes; UNHCR; ICRC; local and international NGOs.	

## A. Situation analysis

### Description of the disaster

The Republic of Serbia (Serbia) witnessed a dramatic increase in the number of migrants and asylum seekers in the second half of 2015 and early 2016. In this period, over one million people arrived in Europe, with hundreds of thousands passing through the Western Balkans to reach other destinations in Western and Northern Europe. Serbia was the main corridor for people traveling from the former Yugoslav Republic (FYR) of Macedonia and the Republic of Bulgaria (Bulgaria) to the Republic of Croatia (Croatia) and further to Western European countries. The International Federation of Red Cross and Red Crescent Societies (IFRC) and Red Cross National Societies (NS) of affected countries were providing emergency relief and humanitarian assistance to vulnerable migrants in every country along the whole migratory route. During the time of the large-scale influx of refugees into Europe, from September 2015 until March 2016, more than 500,000 refugees and migrants arrived in and transited through Serbia according to UNHCR.<sup>1</sup>

The flow of the migrants from the FYR of Macedonia and Bulgaria to Serbia reached its peak by mid-October 2015. In the period between June and mid-October 2015, over 223,000 migrants were registered. In this initial phase, the daily figures often increased up to 10,000 persons. After the initial reception and registration, they continued their journey further along the migratory route, heading to other EU countries.

The government of Serbia immediately responded with the opening of a processing centre in Presevo at the border with the FYR Macedonia. New mobile reception centres were also opened in Zajecar, Negotin and Pirot at the border with Bulgaria. The high number of migrants and the increasing need for humanitarian assistance challenged the sustainability of the ongoing Red Cross operations, therefore additional assistance was required and was sought through the launch of an Emergency Appeal with the support of IFRC, which enabled the National Society to ensure the well-being, dignity and safety of the migrants, with special attention to marginalised groups (e.g. single mothers and their children) in transit. As a result of the assessments conducted by RCS, the following locations had been prioritised to be supported by the Emergency Appeal (EA) operation: the municipalities of Presevo, Zajecar, Negotin, Dimitrovgrad, Pirot, Bujanovac two

<sup>1</sup> <https://data2.unhcr.org/en/documents/details/47375>

municipalities in Vojvodina, Kanjiza and Subotica, as well as the city of Belgrade. RCS focused on the following immediate actions: food distribution, hygiene promotion, health care with a particular focus on first aid (FA), NS contingency stocks, Restoring Family Links (RFL), NS capacity building and beneficiary communication and engagement with migrants.

RCS worked in close coordination with other international and local NGOs to optimise assistance and avoid overlaps – this included extending assistance to a further two municipalities in Vojvodina (Sid and Sombor). In Subotica and Kanjiza, as well as in Belgrade, the NS targeted migrants temporarily residing in public places (parks) or occupying abandoned buildings, (former factories like the brickyard in Subotica). The operation also targeted those who were temporarily accommodated in the transit centre in Belgrade. Needs were constantly being re-assessed in coordination with other organisations working in the same locations. The health services were provided by Belgrade city health authorities to those staying in the city parks, and the NS provided free Wi-Fi service 24/7.

Following the governmental decision of the ‘Balkan route’ countries (19 February 2016) to close the borders and to allow only three nationalities to enter the countries on the basis of the decision of the EU, and the introduction of the EU-Turkey agreement, there were no new organised transits of migrants from the border with the FYR of Macedonia to the border with Croatia through Serbia. As a result, in the first months of 2016, significant changes occurred in the movements of refugees and migrants along the Balkan route. The above mentioned high level policy decisions led to dramatic decrease of migration flows through Serbia. From 1 March to 8 June 2016, 5,003 people entered Serbia, out of whom some 1,700 people remained stranded due to the restrictions imposed on further travels to the Western European countries. However, the flow did not stop fully. Serbia still received new arrivals mostly through the Serbian-Bulgarian border and the uncontrolled woods around the border with the FRY of Macedonia. Some 300 migrants moved towards Belgrade and Subotica on a daily basis, mostly families with children, waiting for the opportunity to cross the border with Hungary on their way to the EU member states.

Despite the lower number of migrants, the population movement continued to challenge the countries on the Balkan route in their response to the situation. The migrants were not able to continue with their journeys, therefore had to remain in the countries on the Balkan route for a longer period of time. This meant that their needs were different from those of people on the move, therefore, the National Society needed to adapt its operation to this new situation and plan its activities with a longer-term approach. RCS was still at the forefront of the humanitarian response, providing essential aid in the form of food, non-food items (NFI), hygiene promotion, health care, psychosocial support (PSS) and Restoring Family Links (RFL).

As of 1 December 2016, approximately **5,000 to 6,000 migrants** were accommodated in Serbian governmental facilities, including five asylum centres and reception centres (Krnjaca, Bogovadja, banja Koviljaca, Tutin and Sjenica). In comparison to the initial phase, when people who transited through Serbia stayed in the country an average 72 hours, the situation in the second phase (from March 2016) was characterised by both an increased number of asylum seekers and significantly prolonged stay periods (up to 10 months). This situation prompted CRS/KIRS to increase its accommodation capacities by opening new centres with improved conditions. *Table 1* below gives an overview of the strained accommodation facilities.

**Table 1.** Capacities of accommodating facilities (as of December 2016)

Name of Accommodation Facility	Capacity	Currently Accommodating
Permanent Asylum Centre in Preševo	1,100	919
Subotica	150	98
Bujanovac Reception Center	250	163
Šid (Centre, Principovac, Adasevci)	1,100	1,943
Dimitrovgrad	70	61
Krnjaca	500	1,099
Sombor	120	117
Banja Koviljaca	100	105
Sjenica	250	409
Tutin	150	134
Bogovadja	200	221
Horgos Transit Site	n/a	45
Kelebija Transit Site	n/a	53
<b>Total</b>	<b>Minimum of 3,790</b>	<b>5,367</b>

Source: IOM

By December 2016, the number of newly-arrived refugees and migrants increased to some 7,800 people. In order to ensure better conditions for the refugees, migrants and asylum seekers staying in the parks and unofficial sites in Belgrade, the CRS/KIRS invited them to move to the governmental centres, such as the Transit Centre (TC) in Subotica and the Reception Centre (RC) in Presevo in the north, near the border with Hungary. The government also established additional facilities in Obrenovac for the new arrivals from Belgrade.

The number of new refugees, asylum-seekers and migrants in Serbia continued to slightly decrease, with 6,618 counted on 4 June 2017, out of which 94 per cent were accommodated in 18 governmental shelters. Until July 2017, this number further dropped to 5,479 and to 4,026 in November 2017, and has stabilised around this level since.

Since the average stay of the person in the governmental centres was more than 10 months, their needs became more complex. Consequently, the government and all the responding humanitarian organisations needed to adapt their support to the new circumstances. While RCS focused its response to the needs of migrants and refugees in the field of protection, assistance, media coverage and humanitarian diplomacy, the CRS/KIRS with the support of NGOs organised different leisure activities in the governmental centres such as internet cafes, foreign language classes, sewing for women and various sports activities.

## Summary of response

### Overview of the National Society

RCS has substantial experience in mobilising volunteers in disasters and emergencies for assisting people in need, implementing relief distributions, organising basic disaster response and first aid. Each Red Cross branch has a disaster response team with a wide range of activities. The National Society is maintaining a solid disaster response stock which enables its Disaster Management (DM) department to intervene during the first hours of any disaster. RCS managed and organised humanitarian assistance for refugees and migrants between 1992 and 1999, during the Balkan wars, when it assisted more than 1 million refugees.

As mentioned above, a sudden increase in the number of migrants crossing from the FYR of Macedonia and Bulgaria to Serbia started at the end of June 2015, and, by mid-October 2015, it reached over 230,000. RCS was operating from the beginning and provided assistance in the first two entry spots in the country, Presevo, at the border with the FYR of Macedonia and Dimitrovgrad at the border with Bulgaria, as well as at the exit points toward Hungary at Kanjiza and Subotica, and later on at the border with Croatia (after the decision of the Hungarian government to close the borders in September 2015).

RCS started its response with support from DREF in August 2015 to meet the immediate needs of **67,500 migrants (63,000 children/adults plus 4,500 babies)** at the processing and mobile centres in Presevo, Zajecar, Negotin, Dimitrovgrad, Bujanovac and two municipalities in Vojvodina (Kanjiza and Subotica) as well as in Belgrade city centre, with a special focus on the hygienic needs of women and infants in addition to Restoring Family Links (RFL) services. RCS assistance focused on migrants it had identified as highly vulnerable, with limited sources of income and minimal options for returning to their homes in the coming months.

The main targeted beneficiaries were beneficiaries to be assisted immediately upon arrival (on the border with the FYR of Macedonia and Bulgaria), during the migratory trail throughout the country and on the border between Serbia and Hungary.

RCS performed continuous re-assessments and monitoring of the situation to adjust the operational capacities and resources to best meet the needs of the affected people. At the same time, a contingency planning process was in place to scale-up the operational activities, in view of the changing weather conditions, changing patterns of migration, improved coordination of assistance and to reflect the changing duration and location of the migrants' stay in the territory of Serbia. Projecting ahead and in order to be better prepared to face all these needs, RCS included capacity building activities such as training in specialised areas (PSS, DM and volunteer management) and the acquisition of equipment, such as light kitchen equipment (cutlery and thermoses), containers and a minivan for food transport and distribution.

RCS, in coordination with several international and local NGOs, provided daily food and hygiene items. To organise the supply, RCS had set up six containers as mobile distribution points (supported through the Emergency Appeal) where hot tea, soup and cold food rations were distributed.



**Image 1.** Food and water distribution by RCS Subotica branch by the Hungarian border, September 2015. *Photo: RCS*

As the United Nations Country Team in Serbia projected that at least 6,000 refugees and migrants would be staying in Serbia longer-term, the National Society included ready-to-eat meals as part of its contingency stock to respond to the needs of up to 5,000 people per day, for a period of one week.

After the EU-Turkey agreement and the closure of the Western Balkans migratory route, RCS was, in addition to assisting people stranded in the country, still assisting people on the move, although in much smaller numbers – up to 300 persons per day. RCS continued to focus its support on the provision of basic food and non-food items; hygiene promotion activities; RFL services; repositioning of contingency stocks and the development of the response capacity of the National Society. In addition, RCS launched

some new activities, such as programmes to prevent human trafficking, or the development of a more comprehensive PSS service to beneficiaries as well as Red Cross staff and volunteers.

During the second phase of the operation, following April 2016, focus shifted to the reception facilities where asylum-seekers and migrants were sheltered. The response also included PSS to migrants with continuous screening of their needs and referral to specialised health institutions as necessary.

In August 2016, approximately 3,000 to 4,000 migrants, mostly from Afghanistan and Pakistan, arrived in Serbia. Over 80 per cent of the newly-arriving people were accommodated in governmental facilities, including in five asylum centres and in reception centres. The situation in the country triggered RCS to scale up its essential services in the existing and the newly-opened facilities to ensure proper nutrition by providing three meals a day, two of which were hot meals with supplementary fruits and vegetables. Besides the hot meals, RCS also distributed dried rations, including soups and teas for approx. 100 people per day at two crossing points – Horgos and Kelebija – at the border with Hungary.

New Hungarian legislation adopted in July 2016 which extended border control to an eight-kilometre zone inside Hungarian territory authorised the Hungarian police to intercept people within this area, and to send them to the other side of the fence. Asylum-seekers were then instructed to go to one of the transit zones along the border to submit an asylum claim. Only two transit zones were functional along the 175-kilometre long Serbian-Hungarian border, where typically only 15–20 individuals were admitted in each transit zone per day. RCS continued providing essential services in both border transit zones (Horgos near Kanjiza municipality and Kelebija near Subotica municipality), as well as in the Subotica open centre for migrants.

With the extension of the implementation time frame of the Emergency Appeal and support received from DG ECHO, RCS started the provision of cooked meals in December 2016, originally planned for more than 7,000 people that were expected to remain in Serbia during the first half of 2017.

Between September 2015 and October 2017, a total of **1,666,390** food items, **179,639** non-food items and **566,506** bottles of water (0.5 l) were distributed. The breakdown of these figures is as follows:<sup>2</sup>

- 147,280 pcs canned beef (150 g);
- 150,561 pcs canned fish (12 g);
- 561,774 small loaves of bread (300 g);
- 10,388 jars of baby food (175 g);
- 44,792 portions of ready-to-eat meals;
- 386,444 portions of instant soup;
- 639,243 hot meals (325,399 ECHO);
- 566,506 bottles of water 0.5 l (including 84,810 bottles from the individual food parcels);
- 169,810 individual hygiene sets;
- 9,697 baby hygiene sets;
- 132 various hygiene and sanitary items for personnel distributing food (including waste plastic bags and sanitary and protective items such as gloves or masks).

Besides food provision, RCS trained staff and volunteers in PSS, in organising of social, creative, educational and leisure activities for refugees and migrants, as well as in holding anti-trafficking preventive sessions for children and youth.

<sup>2</sup> Detailed figures on food distributions under the Emergency Appeal, broken down by period and location of distribution, are annexed to this report.

RFL and tracing activities were performed in all 18 governmental centres and included preventive activities in the form of safety tips to migrants on prevention of separation; distribution of information leaflets and posters; online tracing; distribution of prepaid SIM vouchers which enable free-of-charge phone calls as well as performing the tracing.

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

Bilateral support was provided to the National Society by Swiss Red Cross (non-food items), German Red Cross, Spanish Red Cross (protection), Luxembourg Red Cross (shelter and fleet support) and Finnish Red Cross.

The Tracing Service of RCS worked closely with the ICRC Delegation and the ICRC Coordinator in Belgrade for RFL issues and forensic services. The RFL component of this operation was planned in coordination with the ICRC Belgrade Office. Starting from October 2015, the ICRC Belgrade delegation supported salary for four RFL focal points in Presevo transit centre and at the Red Cross branch in Sid. Furthermore, one RFL focal point was supported at the Red Cross branch in Belgrade and one in Kanjiza between April and December 2016. Apart from this, ICRC contributed to the purchase of technical equipment for the RFL mobile offices for Presevo and Sid.

### Overview of non-RCRC actors in country

At the level of the government of Serbia, a political inter-ministerial working group on migrants was established, led by the Minister of Labour, Employment, Veterans and Social Policy and aiming to manage the migration situation in the country. In addition, the following governmental and non-governmental actors provided services and assistance to migrants and asylum-seekers in Serbia:

- **Ministry of Interior** – The border police were responsible for ensuring the registration of migrants that crossed the border legally, as well as for monitoring the roads, preventing organised crime activities (including migrant smuggling and trafficking of human beings), and for preventing illegal entry and transit.
- **CRS/KIRS and Migration**, supported by UNHCR, managed the reception centres which provided temporary shelter to the irregular migrants. It was also in charge of accommodation and care for asylum-seekers until their applications were decided.
- **Local authorities** created **local councils for migration** as a body responsible for the implementation of the migration policies in accordance with the Law on Migration Management. Local councils for migration were comprised of representatives of various institutions: police administration, employment service, school administration, Health Centre, Centre for Social Work, RCS and civil society organisations.
- **International Orthodox Christian Charities (IOCC)** focused on Presevo, Bujanovac, Zajecar, Sjenica and Tutin (capacity building, shelter/care – bedding and blankets); their humanitarian assistance was distributed in partnership with RCS.
- **Philanthropy (Covekoljublje)** provided two containers with showers and toilets in Presevo and approx. 450 tons of food for the eastern region of Serbia (Zajecar).
- **Adventist Development and Relief Organisation (ADRA)** provided 2,000 lunch parcels for the eastern region of Serbia, and set up and operated an info centre in Belgrade.
- **UNICEF** implemented a project called “Children’s Corner”, aiming to meet children’s needs, in cooperation with RCS.
- **Catholic Relief Services (CRS)** installed a container to shelter 18 persons as well as toilets and showers in Kanjiza. In addition, together with Caritas they provided 2,000 lunch and hygiene parcels, medical staff and legal counsellors/lawyers in Kanjiza.
- **Samaritans Workers Association** provided a sanitary container in Subotica.
- **UNHCR** provided equipment for the one-stop shelter centre in Presevo and, together with RCS, distributed food and hygiene items to 400 migrants on a daily basis in Presevo.
- **CARE** provided food and meals to migrants and refugees in Presevo and Krnjaca.
- **CARITAS** provided food and meals to migrants and refugees in Sid (Adasevci and Principovac).
- **OXFAM** provided food and meals to migrants and refugees in Obrenovac.

### Needs analysis and scenario planning

RCS was monitoring the migration situation and the needs of migrants continuously through direct contact with the migrants and through exchanging information with stakeholders, including the CRS/KIRS and Migration, International Organisations, NGOs, the Ministry of Labour and other governmental organisations. The needs assessments were done to assure that the response was in accordance with the needs of the people affected. All assessments were done based on information available at any given point in time during the crisis, which by its nature was dynamically evolving and changing. The unfolding of events also largely depended on sudden decisions of various actors outside Serbia, such as decision of certain countries within the region to close their borders, and, in particular, the EU-Turkey agreement, which became a turning point in the crisis, which led to a shift in the response operation (first phase to second phase – see *Summary of response* above).

Consequently, the Emergency Appeal was revised three times to ensure that it reflected the rapidly changing humanitarian situation, and each revision was based on the findings obtained from a detailed assessment. The revised response plans reflected the situation and information available at the time and were adjusted based on the detailed needs assessments performed by RCS, and coordinated with the state authorities, primarily CRS/KIRS to assure that the relief operation continued to meet the evolving and changing needs.

Following the assessments and analysis of situation and beneficiary's needs, the first revised plan (launched in late October 2015) decreased the number of beneficiaries due to the changing patterns of migration and the improved coordination of assistance, and included additional winterisation activities enabling RCS to be better-prepared to provide necessary support to beneficiaries during winter months.

The second revision increased the number of beneficiaries, based on the data on newly-arriving migrants, and focused on the provision of health care, basic food (including hot tea and soup), hygiene promotion activities, RFL, beneficiary engagement, preparation of contingency stocks, and National Society capacity building, through specialised training and provision of equipment.

The third revision reflected the situation after the EU-Turkey agreement and with the closure of the Western Balkan migratory route. Apart from provision of assistance to the people stranded in the country, RCS was still assisting people on the move. New political decisions led to new challenges such as the need for more adequate and better accommodation for longer stay periods and larger food portions with higher nutritional value to be distributed. RCS kept focusing its support on the provision of basic food and non-food items; hygiene promotion activities; RFL services; prepositioning of contingency stocks; and the building-up the response capacity of the National Society. In addition, RCS launched new activities such as the implementation of programmes to prevent human trafficking and the development of a more comprehensive PSS to the beneficiaries, and RCS staff and volunteers.

The needs related to RFL were monitored and regularly evaluated by RCS in close cooperation with the ICRC Belgrade delegation. With migrants, refugees and asylum seekers stranded in Serbia for longer period, the higher need for increased RFL activities was developed, including making contact and clarifying the fate of the missing relatives and/or the relatives they lost contact with. This resulted in increased number of tracing requests initiated from Serbia. Apart from the RFL free of charge phone calls and the need to clarify the fate of the family members, migrants, asylum seekers and refugees were mostly interested in possibilities of swift family reunification as well as information regarding relatives and friends who are accommodated in other centres in Serbia. Besides the regular RFL activities, the RFL focal points, who regularly visited transit and asylum centres, provided detailed explanation regarding the family reunification procedure. A priority in RFL, considering the current situation, is to provide safety and prevention of separation tips as well as to explain the challenges that may arise on their further journey towards their destination countries.



**Image 2.** A Red Cross information booth in the Bogovadja centre, with posters and information on RFL assistance. Photo: RCS

In order to respond to the new challenges that emerged during this protracted crisis, RCS decided to expand its activities related to PSS. Consequently, RCS assembled a team of six experts with broad expertise in the field of PSS (psychologists, psychiatrists, psychotherapists, public health experts, medical doctor) who had also been long-term Red Cross volunteers or staff. The team was tasked with reviewing the materials for adaptation and translation as well as preparing the curriculum and materials for the training workshops for volunteers and staff.

After receiving training, RCS volunteers and staff in four branches with so-called collective centres<sup>3</sup> (Sid, Sombor, Subotica and Negotin) organised regular psychosocial activities with migrants. Some of these activities were aimed only at adult migrants, while others were targeted at children. In dedicated child-friendly spaces in Red Cross facilities and collective centres, the work with children combined educational activities (first-aid skills, anti-trafficking) with creative workshops that engaged children in drawing, structured play, colouring, storytelling and similar activities. In a good example of combining knowledge transfer and PSS, the RCS branch of Sombor organised first aid workshops, where the parents were the ones acquiring knowledge on first aid provision while their children acted out injuries and had great fun with their families.

<sup>3</sup> Centres where migrants have been staying for a longer term – 6 to 12 months.



**Image 3.** Info session on trafficking in human beings for children migrants in the Bogovadja Centre, held by a staff from CS Belgrade branch.

Photo: RCS

measures related to human trafficking. Refugees and migrants were interested in learning more about the human trafficking traps that can occur along the migratory trail, but also in the countries of destination.

To raise awareness of human trafficking and protect children and youth from becoming victims, youth educators of RCS conducted information sessions about necessary precautionary measures for children and youth among migrants. Activities of the project “Prevention of human trafficking among children and youth including migrants” supported by the Spanish Red Cross were implemented continuously in RCS local branches where centres were located in the county (Subotica, Kikinda, Sombor, Sid, Beograd, Negotin, Zajecar, Loznica and Tutin). From April to October 2017, 90 information sessions were held, reaching a total of 3,424 beneficiaries.

In addition, the Red Cross of Serbia regularly performed preventive activities and distributed informative leaflets containing useful information regarding precautionary

## B. Operational strategy and plan

### Overall objective

The main objective of the response was to meet the needs of refugees and migrants through the provision of basic food, including hot tea and soup, and non-food items; hygiene promotion activities, provision of health care (particularly first aid), setting up/replenishing contingency stock for the National Society, RFL services, National Society capacity building as well as community engagement activities including the dissemination of information, the promotion of dialogue and the collection of feedback.

Given the continuously changing situation (described in *Situation analysis* above), the number of targeted beneficiaries and, consequently, the overall objective needed to be revised three times. The initial Emergency Appeal was launched in September 2015 to **meet the needs of 314,580 people who arrived in Serbia in transit to reach other destinations in Western and Northern Europe, for a period of seven months**. The planned response reflected the situation and information available at the time of the evolving operation. The focus of the RCS operation was on food and cash vouchers distributions; health care (particularly first aid and hygiene promotion); RFL in coordination with the ICRC; and contingency stocks for a potential deterioration of the humanitarian situation.

#### [Revision 1 \(October 2015\)](#)

Given the rapidly changing situation and following a detailed re-assessment and continuous coordination with the governmental bodies and other humanitarian organisations, the National Society was enabled to adjust its response to the actual humanitarian situation. Therefore, the Emergency Appeal was revised in late October 2015 to reflect a slight reduction in the number of beneficiaries: **the initially planned number of beneficiaries 314,580 was reduced to 293,580**. While the number of beneficiaries was reduced, the main activities the NS had initially planned remained the same with additional focus being placed on delivery of assistance to prepare for the approaching winter season, which was expected to increase the hardship of those in-country or arriving. The geographical reach of the operation was also extended to two new locations in the west – namely, Sid and Sombor near the Serbian-Croatian border –, which reflected the changing migratory trail within the country after the closure of the border with Hungary at the end of September 2015.

#### [Revision 2 \(February 2016\)](#)

Based on predictions, the influx of migrants was expected to continue in subsequent months and reach its a peak during the spring and summer period, therefore a new revision was needed to effectively meet the humanitarian needs of the migrant population. Revision no. 2 **extended the operation timeframe by five months, and increased the number of targeted beneficiaries from 293,580 to 380,580**. This enabled RCS to implement all planned activities throughout the lifetime of the operation, which were to cover additional food needs of the target population, strengthen the response capacities of the National Society for the efficient implementation of the activities and increase the contingency stock to be better prepared to meet the needs of the population.

#### [Revision 3 \(July 2016\)](#)

The EU-Turkey Agreement and the closure of the Balkan route significantly changed the nature of the population movement as well as the humanitarian situation of the migrants and refugees. With a large number of migrants and refugees stranded in the country, RCS, together with the other actors of the overall response needed to adopt its response to meet the needs of people who were no longer on the move and were expected to stay in country for a

longer term. However, the movement at the border areas continued, although on a much smaller scale. As a consequence, the Emergency Appeal was revised for the third time to **decrease the number of targeted beneficiaries from 380,580 to 196,000 and extend the timeframe until 31 December 2016**. RCS, in addition to assisting those people that were stranded in the country, was still assisting people on the move, but in much smaller numbers – around 200 to 300 persons per day. In addition to maintaining its original focus activities, RCS launched some new activities such as the implementation of programmes to prevent human trafficking as well as PSS.

Following Revision 3, the timeframe of the Emergency Appeal was extended three more times, with the number of targeted beneficiaries remaining the same: first, until 30 June 2017 ([Operations Update 3](#)); second, until 30 September 2017 ([Operations Update 4](#)); and, finally, until 31 October 2017 ([Operations Update 5](#)).

## Implemented strategy

Throughout the operation under this Emergency Appeal, the National Society carried out relief activities for migrants as specified in the *Overall objective*. In the prioritisation of assistance, the needs of women, children, older people and people living with disabilities were considered.

The recalculation of the number of targeted beneficiaries was done based on the data on newly arriving migrants as well as drawing on information sharing with other stakeholders so as to avoid duplication of efforts while addressing the needs of the migrants in the country. As per the revisions of the Emergency Plan of Action, the number of targeted beneficiaries changed three times (see details under *Overall objective* above):

Through its HQ, as well as its regional and local branches, RCS was able to effectively function in the different areas of the present emergency response. The operation aimed to reach beneficiaries at the entry points to the country (border with the former Yugoslav Republic of Macedonia), in transit, and, later on, at reception facilities, and at exit points at the borders with Croatia and Hungary. Activities were centred on the following locations: migration centres in Presevo, Zajecar, Negotin, Dimitrovgrad, Pirot, Bujanovac and four municipalities in Vojvodina, Kanjiza, Subotica, Sid and Sombor (near the Serbian-Croatian border), as well as in the city of Belgrade – with a special focus on nutrition and hygiene needs for women and infants.

Under the operation, the National Society implemented the following actions:

### Health care and PSS

The health needs of migrants were addressed by the Ministry of Health via the health points operated by their staff in the registration/transit centres, while medical check-ups and assistance were provided free of charge by the nearest health institutions. Further onward transport to medical facilities was taken care of by other stakeholders. RCS assisted local health authorities and transit centres by providing First Aid (FA) backpacks and an Automated External Defibrillation (AED) back pack kit, as well as by equipping RCS distribution points with First Aid sets.

To effectively respond to the new challenges that emerged during the protracted crisis, RCS decided to increase its activities related to PSS. The development of more comprehensive psychosocial support services entailed the development of a new and more effective programme that would rely on both IFRC materials/curricula and local knowledge. By developing this material, RCS was able not only to provide tailor-made PSS to diverse beneficiaries in a wide range of situations, but also to train its volunteers and staff, including employees with potential burnout syndrome issues. The longer-term goal was to secure a PSS component in every programme and every activity of the organisation that comes into contact with vulnerable people from a variety of social backgrounds. As the first step in this process, RCS organised a PSS training course for members of the National Disaster Response Team, who were heavily involved not only in the migration operation, but in all emergencies arising in the country. For this operation the National Society initiated the process of establishing a stable structure with a pool of experts and active trainers by assembling a team of six experts with broad expertise in the field of PSS (psychologists, psychiatrists, psychotherapists, public health experts, medical doctor), developing a training manual and curriculum, and by organising trainings for RCS staff and volunteers.

### Hygiene promotion

In order to address hygiene needs, RCS provided hygiene kits to the migrants and refugees, including to males, females, children and infants transiting and sheltered at the reception centres, at mobile reception centres and in transit camps. Hygiene kits contained the following items:

- shower gel (20 ml)
- hand wash, disinfectant gel (50 ml)
- tooth brush and tooth paste (1 pc)
- cleaning (wet) tissue (15/1)
- sanitary pads – as needed
- plasters (10/1)

## Food distribution

RCS distributed food throughout the operation. In the initial phase, when people were on the move, RCS provided supplementary lunch parcels both to children/adults and babies. Water (0.5 l) was also distributed together with the lunch parcels.

The lunch parcels for adult contained the following food items:

- canned beef 150 g
- canned fish 125 g
- bread (toast) 300 g

The food parcels for babies contained:

- baby fruit porridge (120 g)
- porridge – chicken & vegetable (128 g)
- cleaning tissue 40/1 for sensitive skin
- diapers (6/1)

While waiting in transit centres and zones, migrants received hot tea and soup in order to preserve their nutrition balance. Following an additional assessment, which was conducted in mid-January 2016, RCS decided to equip the four locations (transit centres and RCS distribution points in Presevo, Belgrade, Dimitrovgrad, and Sid) with thermoses (25–40 l), generators (25–30 kW), tables and chairs for 225 people and two mini vans for food transport and distribution. In addition, the soup kitchen in the Sid RCS branch was upgraded, which allowed tea and soup making, as well as distribution in three micro-locations: Adasevci, Grey House and Principovac. RCS continued the distribution of dried food rations throughout the operation period, although on a much lower scale and at a gradually decreasing number of locations. As the CRS/KIRS managed to streamline the food distribution in coordination with all stakeholders, the dry food rations were gradually transited to hot meal provision in all centres except at the transit sites in Kelebija and Horgos, where people were waiting to enter Hungary. In these two locations, RCS was continuously providing food assistance throughout the operation period.

To ensure effective food provision, mobile warehouses and field offices (containers) were set up for the distribution of food items. Six mobile containers were used to implement the planned activities. The mobile containers were winterised and airconditioned in order to provide an adequate working place for the staff and volunteers during long shifts.

With the situation stabilising, and through close coordination with the humanitarian actors already providing food in the centres, CRS/KIRS decided to streamline the food provision. According to the agreement between the CRS/KIRS, DG ECHO and RCS, RCS intended to provide three meals, including at least one hot meal, in Sombor (120 people), Pirot (250 people) and Kikinda (300 people). However, due to the changes in the plans of CRS/KIRS, the centre in Kikinda was not opened at the scheduled time (December 2016), therefore the funds allocated for this centre were redirected to cover the meal distribution in the transit centre in Subotica (hosting 120–150 persons) until 28 February 2017. Additionally, RCS obtained funds from the German Red Cross to continue with the food distribution in Subotica from February 2017 until the end of the year. Furthermore, additional support was offered by a German humanitarian organisation called HELP to RCS branches of Sombor and Kikinda for food provision. Parallel to the generous additional offers from the German Red Cross and HELP, RCS experienced a significant decrease in the number of beneficiaries, therefore the funds provided by ECHO made it possible for RCS to extend the food provision in the above-mentioned centres until 31 October 2017.

## Contingency Plan for the National Society

Given the continuously changing situation during the operation timeframe, it was crucial for the National Society to be prepared for unexpected requests and to fill the gaps in service provision to meet the basic needs of the migrants. Therefore, RCS secured a contingency stock of ready-to-eat meals to assist 5,000 migrants for seven days. This stock was depleted in the course of 2016 due to the previous closure of the borders, when large number of migrants became stranded in the country for a longer term. The CRS/KIRS and the other actors were not prepared for such a sudden change in the situation, therefore it took some time to adjust the response to long-term needs. The contingency stock supported the activities of the government of Serbia in the transit centres and enhanced the overall hosting capacity of the country. As result of the several ad hoc requests from the Commissariat to cover the food need of migrants in a total of 13 centres, the contingency stock needed to be replenished at the beginning of 2017. Due to the stabilising situation and the gradually decreasing number of migrants in the country, the contingency stock of dry rations (26,417 as of December 2017) is currently sufficient for immediate response in case of need.

According to the EPoA, RCS planned to provide seasonal clothing items under the Emergency Appeal, however this was managed through bilateral support from the Swedish, Spanish and Luxemburg National Societies. In addition, the need for clothing items was also addressed by other humanitarian organisation in large quantities. Therefore, the allocated funds for this activity under the Emergency Appeal was redirected to the food provision.

## Tracing Service/Restoring Family Links (RFL)

RCS provided RFL services to the migrants in-country throughout the operation. The NS supported the migrants to maintain their social network by providing prepaid mobile vouchers with a limit of two minutes on international calls (2,500 pcs). In addition, the NS distributed posters, leaflets and RFL visit cards at the reception centres and in the vicinity of the transit roads, and established mobile Wi-Fi communication points. The priority for RCS staff was to provide tips on safety and prevention of separation, as well as information on possible challenges that may arise on the further journey towards the destination countries. Trained personnel for RFL from the local RCS branches were involved in this activity. With the mobile Wi-Fi communication sets and chargers, beneficiaries were able to recharge their mobile devices and to use the services of the free Wi-Fi connection.

With the continued support of the ICRC Belgrade delegation, RFL focal point/coordinators have been deployed in four centres, providing additional support to the Tracing Service HQ and Vojvodina coordinating branch and enabling a swift response as well as continued monitoring of the RFL activities in governmental centres

## National Society capacity building

Through this Emergency Appeal, RCS increased its capacities to respond to the current operation and to future emergencies in two main areas:

- Equipment: with the co-funding of the bilateral support from German Red Cross the mobile kitchens were improved by purchasing related equipment which helped cover the food needs of the vulnerable people.
- Training: training courses were held in different areas such as psychosocial support, disaster management, communications and volunteer management for RCS staff and volunteers.

## Community Engagement and Accountability (CEA)

The increasing risk for human trafficking all around Europe impacting primarily children became more and more concerning in the course of the operation. Therefore, a “Prevention of Human Trafficking programme” among children and youth including refugees and migrants project was planned, aiming at reinforcing prevention through interactive workshops with children and youth from socially disadvantaged groups, in centres, schools, soup kitchens, Roma settlements and with children with disabilities as a high-risk group. Also, raising awareness among people in the children’s primary surroundings and raising sensitivity of relevant professionals further supported prevention measures. In addition, the project strengthened the capacities of RCS in addressing this particularly vulnerable target group in order to prevent Human Trafficking.

## Operational support services

### Human resources (HR)

A total of 337 RCS staff and volunteers were involved in the implementation of this operation. Based on the results of the continuous dialogue with the governmental offices and the assessment of migrants’ and asylum seekers’ needs, the locations of the implementation were altered several times during the Emergency Appeal timeframe. This required flexibility from the staff and volunteers of all the 18 RCS branches involved in the operation.

During the operation, as the local capacities of the implementing branches were limited, RCS mobilised its 260 volunteers and 77 programme staff from ten branches of RCS along with the Headquarters, Vojvodina Province Organisation and Belgrade RCS branch staff. The national disaster response teams (NDRT) of the NS were also deployed when the need occurred – such as in Presevo, where the NDRT member assisted the local branch volunteers mainly in the food distribution in the first phase. Within this operation, RCS provided insurance coverage for its volunteers under the IFRC Volunteer Insurance Scheme.

The Emergency Appeal covered full salaries of the Operations Coordinator, Operations Assistant, Migration Officer, RFL Officer and Communication Officer, who were engaged full-time in the operation

For the success of the operation, RCS recruited staff members at RCS HQ, although not designated specifically for the migration operation, but engaged partially by sharing their work duties in the field of finance, procurement, operational management and monitoring. At least 18 RCS HQ employees provided regular support for field teams – 2 staff from Disaster Management, 2 staff from Tracing Service, 2 staff from Financial Department, 2 staff assisting in procurement for the operation, 2 staff from IT and reporting, 4 staff from transport and logistic, 2 staff from health preventive activities and PSS and 2 staff from the International Department.

### Logistics and supply chain

The procurement of the required products for the relief parcels for this operation was done in compliance with the procedures for procurements of RCS and in accordance with IFRC logistics standards, processes and procedures, ensuring compliance with full audit trail requirements.

Processes were completed in close coordination with the IFRC Secretariat Logistics Management Department. The stock was placed in RCS warehouses. The distribution of the parcels was done with Red Cross vehicles and by the local Red Cross volunteers. The IFRC Secretariat supported the National Society operations and carried out the procurement of some of the relief items, vehicles and equipment needed through the Logistics Management Department structures in Geneva and Dubai, thereby ensuring standardisation and achieving efficiency. Under the Emergency Appeal, the following vehicles were purchased:

- 2 Fiat Fiorino combi 1.3 MJTD 75KS Elegant (*van*) for the Dimitrovgrad and Negotin RCS branches
- 2 Fiat New Ducato furgon L2H2 2.3 MJTD (*van*) for the RCS HQ
- 1 Fiat New Ducato furgon L3H2 2, 3 MJTD 130KS-13m3 (*van*) for the Subotica RCS branch
- 2 Fiat Doblo Combi Maxi 1.6 Multijet 105ks (*van*) for the Sombor and Kikinda RCS branch
- 1 Volvo truck for the RCS HQ (cost covered by: RCS, Swiss RC and from the Emergency Appeal)

## Communications

All communication activities directly supported the Emergency Appeal and aimed to raise awareness and sensitise the public, media and donors on the emergency situation, humanitarian needs and Red Cross Red Crescent response. Continuous communication activities were published through the following websites:

- IFRC web page<sup>4</sup>
- Web stories on the RCS<sup>5</sup>
- Posts on the RCS Facebook page<sup>6</sup>

RCS organised four training courses on communications skills with the title “Migrants crisis – Humanity in communication”, for 104 volunteers and program staff from 27 local branches including RCS HQ and RC of Vojvodina. The topics of the trainings were: communication with media representatives in crisis situations, communication through social networks, taking photographs for the media and social networks, internal communication and communication while providing assistance to migrants, etc.

RCS Communication department regularly participated in international book fairs in Belgrade held each year in third week of October, where 90 volunteers from the RCS Belgrade branch as well as students and professors from the University of Belgrade conducted 15 info sessions about RCS activities supporting migrants and refugees. The media in general, but especially electronic media showed high interest in the migration related activities of the NS. RCS organised 46 field visits to the centres for foreign journalists and correspondents.

## Security

Considering cultural differences and elements of frustration inside the target groups, RCS assured security and cultural awareness by briefing the volunteers and staff involved.

The hygiene- and health-related challenges have raised safety concerns (higher risk of infectious diseases). To reduce the vulnerability of the volunteers and staff working in the reception centres, RCS provided safety briefings, personal protective equipment, and sanitisers for its staff and volunteers. Within the duration of the Emergency Appeal, 77 RCS programme staff, from both HQ and branches, as well as 260 volunteers were briefed on safety.

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

The planning and replanning process was always based on the continuous monitoring carried out by RCS staff and volunteers who were present in the centres on a daily basis. During the operation, the teams working in centres provided standardised reports at the end of every shift. The management of the NS monitored the activities by using these standardised reports, and through personal visits and telephone discussions with the volunteers and staff working in the area.

The existing monitoring and supervision system of the National Society was strengthened through monitoring visits by IFRC's regional PMER, disaster management and other operational units. Regular monitoring showed whether revision of the operational timeframe and activities of the Appeal was needed.

<sup>4</sup> <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/serbia/teenagers-forced-to-flee-war-and-violence-72595/>  
<http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/serbia/scorching-heat-and-poor-conditions-exacerbate-migrants-suffering-on-hungary-serbia-border-72369-72374/>  
<http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/serbia/red-cross-boat-crews-hit-the-water-as-flooding-sweeps-western-serbia-71993/>

<sup>5</sup> <http://www.redcross.org.rs/>

<sup>6</sup> <https://www.facebook.com/redcrossofserbia/>

## C. DETAILED OPERATIONAL PLAN

### Quality Programming / Areas Common to all Sectors

#### Needs assessment

**Outcome 8: The quality of this operation is ensured, and continuous improvement is provided<sup>7</sup>**

**Output 8.1: The RCS is monitoring the situation and mobilises its assets based on current needs**

#### Activities:

- Negotiations and coordination with partner organisations
- On-site assessment and monitoring
- Mobilisation and coordination of volunteers and staff involved
- Producing weekly reports on the assistance provided
- Conducting final evaluation on the operation

#### Achievements

RCS implemented all its activities in close cooperation with the governmental authorities, specifically with the CRS/KIRS, and with other stakeholders of the operation. The National Society participated in all general or thematic coordination meetings organised by government representatives, UNHCR and other relevant partners and was a reliable contributor to the entire response to the migration situation in the country.

Being present in almost all centres, continuous monitoring and needs assessment by RCS branch staff and volunteers were performed in all sites where the governmental centres were situated. Regular weekly reports were continuously prepared by the Red Cross branches, which reports to the RCS HQ. RCS HQ regularly shared updates with IFRC. Thanks to the continuous monitoring and assessments, as well as to its contingency stock, which was established based on the findings of the monitoring, RCS was always in the position to fill ad hoc requests of the CRS/KIRS to fill gaps in food provisions at different centres.

In the first phase of the operation, besides the volunteers and staff, NDRT members were also deployed in order to assist the implementation of the planned activities, which at the time were mainly focusing on provision of food parcels and other NFIs. As mentioned in the *Human Resources* section, altogether 337 staff and volunteers were engaged in the operation.

A Lessons Learnt workshop is planned to be organised in the coming months, whose results will be appended to this report when available.

#### Challenges

Although co-ordination with the governmental authorities and other organisations was in place, co-operation was difficult at times due to the continuously changing environment and their capability to adjust to the new situation. This was especially challenging after the closure of the borders when the migrants became stranded and were expected to stay for longer term. This new development in the situation initially challenged the CRS/KIRS, which, at the time, had no adequate centres to locate the stranded migrants. Challenges were also faced by the different humanitarian organisations involved in the response, which needed time to mobilise more resources to enable them to respond to longer-term needs of the migrants. Consequently, during this time, RCS was approached on several occasions to fill the gaps in service provision, which also stretched the NS's capacity to its limits.

#### Lessons Learned

RCS will need to further strengthen its capacity by training more volunteers in areas relevant to emergency response and by prepositioning contingency stocks that can be immediately mobilised when the need emerges. In addition, the development of a contingency plan together with the relevant government authorities and main actors in emergencies in Serbia would also be beneficial.

## Health and Care

### Needs analysis:

The length of time spent by migrants in Serbia changed drastically in the course of implementation, rising, on average, from less than a week to between six months and a year. As a consequence, the time window for the RCS intervention changed from having time to provide basic psychological first aid and counselling to being able to provide more structured activities which would target different groups (children, women, young men). Such interventions were essential at improving the mental health of the migrant population.

<sup>7</sup> Numbering of outcomes/outputs follows the numbering of the revised Emergency Appeal.

The Psychological Innovation Network publication titled 'Refugees' Mental Health', published in 2017, argued that the migrants needed more structured forms of support beyond psychological first aid, and demonstrated the risks posed to the mental health of this population. According to the study, 88.4 per cent of refugees were psychologically vulnerable and 77.5 per cent experienced acute psychological hardship. At the same time, the research revealed that the prevalence of post-traumatic stress disorder (PTSD) among migrants had decreased while symptoms of depression and anxiety were on the rise. The same report cited factors affecting mental health of refugees that were an integral part of Red Cross work: social support from humanitarian organisations, access to culturally adjusted nutrition, activities reducing isolation, loneliness and boredom.

### Population to be assisted:

During the implementation of the activities, it became clear that single young men are a distinct group and that some activities needed to be designed that would target this group in particular. In practice, these activities encompassed training in basic first aid provision, anti-trafficking information workshops, library access to books in different languages and movie nights with selection of films based on choices made by the young migrants and with provided subtitles in Arabic and Persian. Also, single young men were involved in creative and occupational workshops where applicable, and if in line with their preferences. At the same time, the implementation of activities also showed the value of having the members of the target population included in the preparation and delivery of these activities, as this contributed to the efficiency and cultural appropriateness of the response.

## Health and Care

### Outcome 1: Beneficiaries are provided with first aid and supported with PSS

#### Output 1.1: First aid is provided for the arriving migrants

##### Activities:

- First aid services of RCS are mobilised, and support is provided to those in need
- Purchase of first aid kits

#### Output 1.2: PSS support is provided to migrants/staff

##### Activities:

- Review meeting of RCS PSS Specialists. Four review meetings were organised between September 2016 and February 2017 with RCS PSS specialists.
- Translation and adaptation of the PSS materials.
- Pilot testing of the materials – training courses and reviews. The materials were tested at workshops organised for volunteers in November and December 2016.
- Utilisation of PSS materials in the centres.
- Review meeting for trafficking tools.
- Adaptation of materials (including materials related to Anti-trafficking) to include PSS. This is a long-term strategic initiative of RCS expanding beyond the scope of this intervention.
- Production of materials. A total of 1,000 posters were printed and distributed together with 30,000 supplementary leaflets.
- Training for volunteers. Nine workshops were held about standardising PSS activities.

## Achievements

### Output 1.1

The items purchased are listed in *Table 2* below:

**Table 2.** Items purchased for Health and Care sector assistance

Items	Qty
Special FA backpack kit	5 sets
AED backpack kit	5 sets
FA kit	15 sets
Personal FA bag for volunteers	300

According to the needs of the local health institutions where migrants and refugees are present, and in coordination with local RCS branches as well with the Ministry of Health, the first aid equipment were distributed in Sombor, Kikinda and Belgrade (Obrenovac) until the end of September 2017 – as listed in *Table 3* below. Other first aid equipment (including personal FA bags) will be used in response to the migrant crisis by RCS.

**Table 3.** First aid and AED kits distributed

Municipality	Special FA backpack kit	AED backpack kit	FA kit
Sombor	1 set	1 set	2 sets
Kikinda	1 set	1 set	2 sets
Belgrade	1 set	1 set	2 sets

## Output 1.2

### Expert team

RCS assembled a team of six experts with broad expertise in the field of PSS (psychologists, psychiatrists, psychotherapists, public health experts, medical doctor) who are also long-term Red Cross volunteers or professionals. This team was tasked with reviewing the materials for adaptation and translation as well as preparing the curriculum and materials for the training workshops to be held for volunteers and staff. The team met several times in the reporting period for consultations on the Psychosocial Support in Emergencies manual.

### Manuals

The materials provided by the Psychosocial Centre were supplemented with inputs of the expert team members and with examples of good practices collected from active RCS branches. All of this was compiled into a Psychosocial Support Manual to be used in trainings and as reference for all RCS staff and volunteers active in providing PSS in different situations. The content of the manual and the tender for printing are finalised. The proofreading and preparation for printing are in process.

The original plan to use this manual as resource material for developing and printing 5,000 copies of a Digest field manual was altered following a decision – in discussion with the IFRC representative – to translate and adapt a WHO manual instead, to be used as a resource for field workers. The WHO Manual [Psychological First Aid: Guide for Field Workers](#) was translated and adapted (with additions of original content), and printed in 5,000 copies distributed to RCS branches as well as relevant partners. The [electronic version](#) is provided to the public via the RCS website.

### Training

RCS organised eight training workshops with the participation of 184 volunteers and staff members from municipal branches. These workshops included:

- Training of 25 trainers to provide training to RCS staff working with victims of human trafficking with specific focus on sexual and gender-based violence.
- Psychological First Aid training for 100 participants out of which 25 are to be chosen to be trainers (including pilot training for the PSS manual for 25 participants). Out of 124 polled participants of this training, 28 had, while 96 had no prior training related to psychosocial support. Participants were also tested on burnout using the test provided by the Serbian Institute for Public Health, with more than 70 per cent of participants exhibiting symptoms of burnout syndrome and expressing the need to get training in caring for volunteers.
- Psychosocial Support Training for National Disaster Response Team members with participation of 59 members.

The ninth workshop was organised in the form of a co-ordination meeting on 7 and 8 August 2017 with the branches implementing psychosocial support activities in Centres for Migrants (21 participants in total). The meeting's objective was to share experience and examples of best practices as well as to discuss challenges that RCS staff and volunteers were facing during their field visits. In addition to sharing experience, the meeting's objective was to map the needs and resources as well as to draft an activity plan for psychosocial support activities for particularly sensitive categories. Most of the participants concluded that such meetings should be taking place at least twice a year.

### Posters and leaflets

The original plan was to produce 7,500 posters with useful information in several key languages, which was altered: 1,000 copies were printed to provide concise, practical information for migrants in transit on how to preserve their health in harsh winter conditions. The decision to decrease the number of posters was made after it was confirmed in the field that many migrants needed assistance in speaking to medical professionals when needed, but due to the lack of translators they needed more time to explain their condition. This could result in lower number of migrants getting health assistance due to the time constraints, as well receiving less adequate care. To address this recurring issue, it was decided with IFRC approval to print 30,000 leaflets with translations of the most common conditions in ten languages including the ones in the region and the ones in the common countries of origin. The leaflets, inspired by those previously used by the Austrian Red Cross include easy-to-understand phrases as well as graphical interpretations of the common conditions. This leaflet was praised as a valuable tool in working with migrants at national coordination meetings organised by Ministry of Health and WHO.

### Psychosocial support activities with migrants in five municipalities

RCS volunteers and staff in six branches with collective centres (Sid, Sombor, Subotica, Kikinda, Negotin as well as Belgrade) have continued organising regular psychosocial activities with migrants. A portion of the activities is aimed at adult migrants, and some of the activities target specifically children. The activities targeting children are a mixture of educational activities and creative workshops. Educational activities include practical skills – such as first aid – as well as anti-trafficking information. The creative workshops are a mix of different activities and they include drawing, structured play, colouring, storytelling and similar activities. Some of these activities are one-off events that are successful in improving the well-being of migrant children. One of these events, for example, was a visit to the

Belgrade zoo organised for 52 children between the ages of 8 and 12, who were accommodated in the centre for asylum-seekers in Krnjaca. Considering that the youngest children are the most vulnerable among the migrants, this was an activity aiming to break their usual daily routine and help them experience something new.

In the collective centre Sikara in Sombor, RCS established a “reading room”. The indoors space in the Centre was provided by the Serbian CRS/KIRS and it is open for use every working day between 11:00 and 13:00 with more than 100 works of literature in Serbian, English, Hungarian, Farsi and Arabic.

Six branches providing PSS organised a total of 185 psychosocial support workshops with the migrants, employing 30 trained volunteers and professionals. 1,182 migrants were directly reached through these sessions. In addition to these, 65 anti-trafficking sessions were organised with the participation of 4,406 migrants.

### Challenges

In the first phase of the operation, it was challenging to implement well-structured PSS since the migrants spent very short time in the country. At the later stages of the operation, with migrants spending longer periods of time in Serbia, different types of psychological challenges emerged, and a demand for more and more complex psychosocial support over longer periods of time.

Another challenge was the coordination of the work in the migration centres where the CRS/KIRS, in some cases, did not provide regular access to indoor facilities in the centre for NGO work, including RCS workshops. At the same time, having to find an off-site spot for workshops helped migrants become more involved with the local community.

### Lessons learned

Throughout the course of implementation, it was recognised how important it is to be able to measure the impact of the efforts. Through local-level discussions with staff and volunteers implementing activities, it was agreed that a standardised system of measurement should be established – to be further refined in future psychosocial support activities with migrants.

As migrants now tend to stay longer in Serbia, it becomes clear that establishing networks and clear, sustainable communication channels between service providers from all sectors is essential in order to avoid duplicating the work and to ensure complementary services that will cumulatively impact the wellbeing of migrants.

## Water, Sanitation and Hygiene Promotion

### Needs analysis:

The hygienic conditions at the processing centres were difficult to manage, which had a potential of triggering a spread of different diseases. Providing hygiene kits was thus an urgent need to ensure basic health and hygiene status and prevent infectious diseases. Special attention was paid to women including those pregnant or lactating, as well as newborns and children due to their sensitivity to disease.

### Water, sanitation and hygiene promotion

#### Outcome 2: Reduction of the risks of sanitation related diseases for 196,000 people

#### **Output 2.1: 180,000 hygiene kits for adults and 16,000 baby hygiene kits are distributed**

#### **Activities:**

Procurement and distribution of basic hygiene kits and baby hygiene kits and distribution is ongoing as per the needs at transit and border crossing points and points of gathering

#### **Achievements**

Due to the continuously changing context of the population movement, it was challenging to predict the exact number of beneficiaries. The original target figure was calculated based on data available at the time; however, as described above, the number of migrants decreased in the course of the operation. Therefore, the actual number of hygiene kits distributed was slightly lower than planned. A total of 179,507, individual hygiene kits, including 84,810 male, 85,000 female and 9,697 baby kits were distributed in the course of the operation. In addition to the individual kits 132 various self-protective and sanitary items were distributed to the staff and volunteers involved in the distributions. The hygiene needs of the beneficiaries accommodated in governmental facilities were covered by the CRS/KIRS. The quantity of the items per location and the period when the kits were distributed are presented in *Table 4* below.

Table 4. Distribution of hygiene items (9 September 2015 – 31 October 2017)

Location	Distribution period	Individual hygiene parcel – male	Individual hygiene parcel – female	Baby hygiene parcel
Subotica/Kelebija	01.09.2015 - 15.07.2017	7 345	9 409	3 368
Kanjiza/Horgoš	01.09.2015 - 15.07.2017	3 171	4 505	750
Sombor	15.09.2015 - 19.11.2016	3 000	3 000	300
Šid	01.09.2015 - 31.01.2017	40 018	40 018	2 750
Beograd-Krnjača	01.09.2015 - 31.01.2017	5 000	-	1 633
Negotin-tranzit	01.09.2015 - 31.01.2017	2 000	2 000	-
Zaječar	01.09.2015 - 26.12.2016	657	657	-
Pirot	20.12.2016 - 30.12.2016	-	-	20
Dimitrovgrad	01.09.2015 - 28.02.2017	4 547	4 555	22
Preševo	15.06.2015 - 08.02.2017	18 682	20 856	804
Bosilegrad	31.01.2017 - 31.10.2017	390	-	50
<b>TOTAL</b>		<b>84,810</b>	<b>85,000</b>	<b>9,697</b>

### Challenges

This emergency required a swift response and flexible adaptation to frequently-changing scenarios, where thousands of people with diverse needs and cultural backgrounds were passing through reception centres. There were also language barriers that often made it difficult for RCS to cater for specific needs on time. Although there was a firm decision at the Serbian CRS/KIRS to accommodate all migrants in governmental facilities, there were still small groups outside the regular reception centres. Due to the changing and unknown numbers of migrants at the unofficial sites, it was hard to predict hygiene and sanitation needs throughout a longer period. At the same time, at these locations, especially in fields near the borders with Hungary, it was challenging to organise food distribution in adequate sanitary conditions, particularly during the summer months.

### Lessons learned

Thanks to good cooperation between countries along the route and the announcements related to the number of refugees heading towards Serbia, the staff and volunteers of RCS received information on the estimated numbers and nationalities of the arriving migrants from the colleagues in neighbouring countries within the region, which made it easier to prepare adequate assistance in advance to address the needs of each specific group that was coming to the reception centres.

## Food Security, Nutrition and Livelihoods

**Needs analysis:** Described above.

### Food security, nutrition and livelihoods

#### Outcome 3: The emergency food needs of the 196,000 affected adults and babies are met

#### **Output 3.1 180,000 daily lunch parcels for adults and 16,000 daily food portions for babies are distributed**

##### Activities:

- Procurement and packing of lunch parcels and food portions
- Development of the distribution reports
- Distribution of lunch parcels and food portions

##### Achievements

RCS provided dry food parcels, ready-to-eat warm food, soups, teas and meals to beneficiaries at 13 reception centres and zones (Presevo, Sid, Zajecar, Negotin, Kanjiza, Subotica, Kelebija, Horgos, Bosilegrad, Dimitrovgrad, Sombor, Pirot and the city of Belgrade) until December 2016. The food distribution in all centres was coordinated among the humanitarian organisations led by the CRS/KIRS. As a result of this coordination, it was decided in December 2016 that RCS would be responsible for the provision of hot meals in three centres (Kikinda, Sombor and Pirot), and would stop food distribution at other centres from the beginning of 2017. However, due to the rapidly changing situation and the inconsistent funding of other organisations, RCS was requested on several occasions by the authorities to fill the gaps in other centres as well, which RCS managed successfully.

At a later stage of the operation, CRS/KIRS managed to locate all migrants in 18 governmental facilities as well as to coordinate the food provision among all actors. Consequently, from February 2017, the NS continued its food distribution only in the above-mentioned three centres and in Subotica. Later on, based on successful negotiations to secure funding from other donors (German Red Cross and HELP), the food distribution scheme was expanded to include these donations.<sup>8</sup>

<sup>8</sup> Detailed figures on food distributions under the Emergency Appeal, broken down by period and location of distribution, are annexed to this report.

## Challenges

A series of challenges were encountered during the operation. First of all, the migratory flow was unpredictable and continuously changing due to various political decisions made during the period of the implementation, which led to an inability of RCS to adequately plan and afterwards implement planned activities. Consequently, the Emergency Plan of Action had to be revised 3 times. Furthermore, some flexibility still had to be ensured to enable RCS to respond to ad-hoc requests from the Commissariat and to avoid gaps in food provision in the centres.

During the operation, various capacity challenges were also encountered, particularly in RCS local branches involved in service provision for migrants and refugees. Since there were no adequate capacities in local RCS branches to prepare hot cooked meals to migrants, RCS had to upgrade soup kitchen capacities in the respective branches. Funds from the German Red Cross were utilised for equipping the kitchen in Kikinda with co-funding from the Emergency Appeal.

## Lessons learned

To enable RCS to respond in a timely and effective manner, even in a rapidly changing emergency situation, it needs to maintain a contingency stock of food. Additional training for already active volunteers and introductory trainings for new volunteers would also make the NS better-prepared.

## Shelter and settlements

### Shelter and settlements

#### Outcome 4: The immediate settlement needs of migrants in transit centres and camps are met

#### **Output 4.1: Essential non-food items (NFI) are provided to the migrant population to better face changing weather conditions**

##### Activities:

- Procurement of summer items
- Distribution of summer items to migrants
- Procurement of contingency items (separators, rain coats, thermal blankets, winterization items, field)

##### Achievements

Thanks to the generous bilateral contributions from the Spanish, Swedish and Luxemburg National Societies, as well as to the stock contributed by other humanitarian organisations, there was no need to purchase these items. Therefore, the allocated funds for this activity was redirected to the food provision activity.

## Restoring Family Links

### Restoring family links

#### Outcome 5: Family links are restored wherever people are separated from or without news of their families

#### **Output 5.1: Family tracing services are provided to the migrants**

##### Activities:

- Identification of families in need of RFL
- Printing of RFL leaflets and posters in different languages
- Distribution of 100,000 RFL leaflets and 500 posters at the reception centres
- Providing verbal information on RFL in reception centres to migrants
- Provision of technical support and mobile prepaid vouchers to the beneficiaries

##### Achievements

RCS, through this Emergency Appeal, assisted the migrants in maintaining their support network by the provision of mobile prepaid vouchers with a limit of 2 minutes on international calls (2,500 pcs). The initial credit on the card (equivalent to 5 CHF in local currency) could be utilised in the following ways:

1. International calls at special rates: by activating the card, the beneficiaries activated an Ino Call add-on, which made it possible to make international calls within the initial credit, at a pre-set price. The Ino Call add-on was active for 30 days from the date of card activation.
2. Additional bonus which was included in the basic price of the card: 100 minutes in the MTS network and 500MB for data transmission.

In addition, the NS carried out the following activities in the field of RFL:

- Distribution of posters, leaflets and RFL visit cards at the reception centres and in the vicinity of the transit roads;
- Installation of **six mobile Wi-Fi communication sets** and seven battery charging units for recharging mobile phones (in the framework of mobile communication points);
- Utilisation of **10-inch tablets** (10 pcs) for the staff at the mobile communication points.

Trained personnel for RFL from the local RCS branches were involved in this activity. With the mobile Wi-Fi communication sets and chargers, migrants were able to recharge their mobile devices and to use the services of the free Wi-Fi connection and use online tracing.<sup>9</sup>

One of the priorities for RFL RCS staff was also to provide safety and prevention of separation tips as well as information about the challenges that may arise on their further journey towards the destination countries.

In addition to the above, the RCS Tracing Service was regularly updating the *Trace the face* posters in all centres in Serbia.<sup>10</sup>

Since the beginning of the operation, RCS printed 50,000 RFL leaflets, 500 posters and 100,000 RFL visit cards. A total of 38,000 leaflets, 70,200 RFL visit cards and 3852 SIM cards/prepaid vouchers were distributed enabling free-of-charge communication with separated family members.

September 2015 –October 2017, the following was achieved:

- 375 beneficiaries were identified as being in need of RFL services, out of which 45 were registered for active tracing procedure;
- RCS helped 47 families in the reunification process during the period when the Balkan route was opened, and 11 families after the closure of the border;
- With the continued support of the ICRC Belgrade delegation, RFL focal point/coordinators were deployed in four centres, providing additional support to the Tracing Service HQ and Vojvodina coordinating branch enabling fast and swift response as well as continued monitoring of the RFL activities in governmental centres.

### Challenges

The growing number of requests received from NSs in destination countries, particularly Germany, contributed to the workload of RCS Tracing Service HQ office, tasked with processing and forward all these requests to the relevant state authorities.

The biggest challenge in RFL work proved to be the difficulty in defining the starting point, such as the unknown location of the person sought, especially if smuggling is involved, to initiate a search. Another challenge related to personal data – which were very often not accurate due to either language barriers or spelling errors, or, more often, fear for one's own safety, resulting false personal data being provided to the authorities in countries of transit.

Finally, the wish of the migrants for swift family reunification put high pressure on the RFL staff. In reality, the process itself takes approximately twenty months and the outcome is not known until the end of the time-consuming, detailed and complex procedure. Therefore, such requests could never be fulfilled as promptly as the requester would have liked, which caused high levels of stress to both staff and migrants.

### Lessons learned

Based on the above, it can be concluded that PSS and counselling was very much needed as an ongoing activity in all governmental centres for persons who are without news about their family members.

## Community engagement and accountability (CEA)

**Needs analysis:** Migrants, especially women and children, are especially vulnerable to human trafficking due to the nature of their situation. Therefore, they are in great need to be aware of the risks they can face on their journey to their final destination countries. Since they are highly vulnerable to human-trafficking, awareness raising sessions were identified as key to building their resilience, not only against human trafficking, but against other risks that would hamper their well-being. According to the Trafficking in Persons (TIP) report published annually by the U.S. Department of State, over the past five years, Serbian children, particularly Roma, have been subjected within the country to sex trafficking, forced labour, forced begging, and petty crime. Thousands of migrants and refugees from Afghanistan, Iraq, Syria, and neighbouring countries transiting through or stranded in Serbia are vulnerable to trafficking within Serbia.<sup>11</sup>

### Community engagement and accountability (CEA)

#### **Outcome 6: Migrants and the host community are sensitised to human trafficking/smuggling risks**

#### **Output 6.1: Awareness campaign is provided to the migrants and host community**

##### **Activities:**

- Assessment of information needs and the communications landscape
- Volunteers training on human trafficking Prevention
- Implementation of "Prevention of Human Trafficking" program

<sup>9</sup> See more on tracing under: <http://familylinks.icrc.org/europe/en/Pages/Home.aspx>

<sup>10</sup> In collaboration with ICRC, National Societies offer individuals who are looking for their family members the possibility of posting their photo on a website called tracetheface.org, or on posters displayed in various locations throughout Europe. The photo is taken at the Red Cross or Red Crescent office. Only the nature of the relationship with the relative was made public; all other personal data remained confidential, including the migrant's name and location. If a family member recognised a photo of their loved one, they could click on a link to send a message to the National Society concerned.

<sup>11</sup> <https://www.state.gov/j/tip/rls/tiprpt/countries/2017/271273.htm>

<p><b>Achievements</b></p> <ul style="list-style-type: none"> <li>• Activities of the project “Prevention of human trafficking among children and youth including migrants” supported by the Spanish Red Cross were implemented continuously in RCS local branches where centres are located in the country (Subotica, Kikinda, Sombor, Sid, Beograd, Negotin, Zajecar, Loznica and Tutin).</li> <li>• RCS regularly performed preventive activities, and distributed informative leaflets containing useful information regarding the precautionary measures in relation to human trafficking. Migrants were interested in learning more about the human trafficking traps that could occur along the migratory trail, but also in the countries of destination.</li> <li>• To protect children and youth from human trafficking, youth educators of RCS implemented 90 information sessions for 3,424 beneficiaries in the governmental centres in Subotica, Kikinda, Sombor, Sid, Beograd, Negotin, Zajecar, Loznica and Tutin, about necessary precautionary measures for children and youth among migrants. In the reporting period, close to 2,000 beneficiaries were reached with the interactive workshops organised and held by RCS staff and volunteers in governmental centres.</li> </ul>
<p><b>Challenges</b></p> <p>The government did not make adequate efforts to regulate the labour market to reduce the prevalence of forced labour.</p>
<p><b>Lessons learned</b></p> <ol style="list-style-type: none"> <li>1. Closed borders cause migrants to find easier ways of getting out of Serbia, which makes them an easier target for traffickers as the migrants are seeking employment.</li> <li>2. Unaccompanied and separated children are exposed to exploitation, abuse and trafficking. They are trying to earn money for the continuation of their journey or to pay for their travels to date. Very often, they are exploited by smugglers and manipulated into working for them.</li> <li>3. In their desire to carry on their journey, and without information on the impossibility of leaving the human trafficking chain, migrants are more willing to accept exploitation as an inevitable “challenge”.</li> </ol> <p>Based on recommendation contained in the U.S. TIP report, RCS could:</p> <ul style="list-style-type: none"> <li>• increase the efforts to protect children and youth among migrants from human trafficking;</li> <li>• contribute to better identification of victims among migrants by educating RCS staff that is working with them daily.</li> <li>• target professionals who can encounter vulnerable individuals and potential victims of human trafficking including health care providers, social workers, and other professionals, in order to protect children and youth including unaccompanied minors.</li> <li>• increase its efforts in prevention of labour exploitation by emphasising regular procedures of employment. Youths in general (including migrants), are not informed about licensed employment agencies, so it is necessary to approach them with adequate information and prevent labour exploitation</li> </ul>

## National Society capacity building

<p><b>National Society capacity building</b></p> <p><b>Outcome 7: The capacities of the staff and volunteers of the RCS are enhanced</b></p> <p><b>Output 7.1 NS staff and volunteers are trained in different areas.</b></p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• DM refresher training for RCS staff and volunteers</li> <li>• 4 Communications training courses for 104 RCS staff and volunteers</li> <li>• PSS training for RCS staff and volunteers – included under <i>Health</i> section</li> <li>• Volunteer management training for RCS staff</li> <li>• Reconstruction of the National Society’s website</li> </ul>
<p><b>Achievements</b></p> <ul style="list-style-type: none"> <li>• 3 Disaster Management (DM) refresher training courses/workshops for 75 participants were organised.</li> <li>• In line with the Emergency Plan of Action, RCS volunteers were provided with DM trainings in April and May 2016. Volunteers from 30 local RCS branches were involved in basic DM training, with 195 persons trained in total. The purpose of the training was to empower the human capacity of the local RCS branches. Participants were trained in basic skills and knowledge needed for disaster response and assistance provision to migrants within RCS activity areas.</li> <li>• In November and December 2016, two DM training courses were organised for RCS NDRT. 53 new members of RCS NDRT successfully passed this training. The objective of this training was to enhance human capacity with wider range of operational competencies in DM. The trained volunteers and professionals of RCS now have improved skills and knowledge on how to support the operational activities of local RCS branches as a result of the assistance provided to migrants and refugees.</li> </ul> <p>(Note: Training in communications and PSS is described under the relevant sections above.)</p>
<p><b>Challenges</b></p> <p>The initial plan of capacity building was adjusted in different stages of the migration crisis due to different priorities that emerged in the unpredicted and changing environment. For example, volunteer management training for RCS</p>

staff was cancelled together with the purchase of summer kits. Instead of these activities, additional vehicles for RCS branches were purchased so that the branches could perform the food distribution.

RCS local branches that were in charge of providing relief services to migrants were struggling with no or very old vehicles, which resulted in interruptions in service delivery. To overcome this challenge, RCS purchased eight vehicles (7 vans and 1 truck – described in detail under *Logistics and supply chain* above) to support the local branches in the food and non-food item distribution to migrants.

#### **Lessons learned**

To ensure timely and effective response to emergencies in the whole territory of the country, all local branches need to be involved in capacity building training.

To effectively address long-term needs resulting from the population movement, RCS capacity-building efforts (in areas such as DM, Health, Community Engagement, anti-trafficking, etc.) should be mainstreamed through the migration focal point, with a view to including migrants as a target group of thematic programmes.

## **D. THE BUDGET**

The Revised Emergency Appeal budget was CHF 3,303,742; total income was CHF 3,309,856, and total expenditure was CHF 3,121,857. The remaining balance of CHF 187,999 will be allocated to the Europe Region 2018 Operational Plan for migration activities.

## Contact information

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

## How we work

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

## ANNEX

### FOODSTUFFS AND READY-TO-EAT MEALS DISTRIBUTED UNDER THE EMERGENCY APPEAL

(1 September 2015 - 31 October 2017)

Name of item	Unit	Subotica/ Kelebija	Kanjiža/ Horgoš	Kikinda tranzit	Sombor	Šid	Beograd- Krnjača	Negotin- tranzit	Zaječar	Pirot	Dimitrovgrad	Preševo	Bosilegrad	CRS/KIRS Divljane, Obrenovac, Krnjača, Pirot, Kikinda	Total	
		Period of distribution														
		01.09.2015 - 15.07.2017	01.09.2015 - 15.07.2017	14.04.2017	15.09.2015 - 19.11.2016	01.09.2015 - 31.01.2017	01.09.2015 - 31.01.2017	01.09.2015 - 31.10.2017	01.09.2015 - 26.12.2016	01.09.2015 - 30.12.2016	01.09.2015 - 28.02.2017	15.06.2015 - 08.02.2017	31.01.2017 - 31.10.2017	01.01.2016 - 31.10.2017		
Beef can	pcs	7,601	7,725	9	1,032	73,550	43,400	582		1,225	6,097		3,809	2,250	147,280	
Fish can	pcs	7,677	7,705	9	1,032	76,830	43,900	582		1,225	6,097		3,254	2,250	150,561	
Bread	pcs	115,100	46,150		3,785	249,658	87,025	3,400	783	916	11,291	60,000	13,666		591,774	
Water bottle	pcs	22,498	19,446	18	1,540	220,950	69,790	582		9,800			6,800	130,272	481,696	
Baby food parcel	pcs	3,202	400		400	2,050	1,300			200	776	750	410	900	10,388	
Ready-to-eat meals	pcs	8,664	303		671	32,895						9		2,250	44,792	
Instant soup	pcs	94,890	50,367		1,138	110,160	6,491			276		88,809	4,920	29,393	386,444	
Tea	pcs	65,129	29,305		227	41,800	6,760			1,420		92,160	11,940	1,600	250,341	

### HOT MEALS DISTRIBUTED UNDER THE EMERGENCY APPEAL

(From DG ECHO contribution)

Period of distribution	Pirot	Sombor	Kikinda	Subotica	Dimitrovgrad	Total
19.11 - 30.11.2016		4,210				4,210
01.12 - 31.12.2016	1,197	10,605				11,802
01.01 - 31.01.2017	19,722	10,120		4,020	-	33,862
01.02 - 28.02.2017	20,921	9,222		12,210	2,548	44,901
01.03 - 31.03.2017	23,186	11,172		14,160	-	48,518
01.04 - 30.04.2017	19,980	-	-	-	-	19,980
01.05 - 31.05.2017	18,987	-	-	-	-	18,987
01.06 - 30.06.2017	18,276	-	-	-	-	18,276
01.07 - 31.07.2017	17,631	-	-	-	-	17,631
01.08 - 31.08.2017	14,955	-	-	-	-	14,955
01.09 - 30.09.2017	14,625	13,029	16,417	-	-	44,071
01.10 - 31.10.2017	18,684	13,122	16,400	-	-	48,206
<b>Total</b>	<b>188,164</b>	<b>71,480</b>	<b>32,817</b>	<b>30,390</b>	<b>2,548</b>	<b>325,399</b>

## Disaster Response Financial Report

## MDRRS011 - Serbia - Population Movement

Timeframe: 17 août 15 to 31 oct. 17

Appeal Launch Date: 09 sept. 15

final Report

## Selected Parameters

Reporting Timeframe	2015/8-2017/12	Programme	MDRRS011
Budget Timeframe	2015/8-2017/10	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
<b>A. Budget</b>			3 303 742			3 303 742	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
<i>British Red Cross</i>			37 749			37 749	
<i>British Red Cross (from British Government*)</i>			534 366			534 366	
<i>European Commission - DG ECHO</i>			1 999 846			1 999 846	
<i>Italian Government Bilateral Emergency Fund</i>			107 787			107 787	
<i>Japanese Government</i>			238 666			238 666	
<i>Luxembourg Government</i>			27 084			27 084	
<i>Mellon Bank</i>			15 185			15 185	
<i>Norwegian Red Cross (from Norwegian Government*)</i>			-14 317			-14 317	
<i>Red Cross of Monaco</i>			16 192			16 192	
<i>Swedish Red Cross</i>			218 014			218 014	
<i>Taiwan - Private Donors</i>			1 069			1 069	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>			61 600			61 600	
<i>The Netherlands Red Cross</i>			81 147			81 147	
<i>Western Union Foundation</i>			-14 531			-14 531	
<b>C1. Cash contributions</b>			<b>3 309 856</b>			<b>3 309 856</b>	
<b>C. Total Income = SUM(C1..C4)</b>			<b>3 309 856</b>			<b>3 309 856</b>	
<b>D. Total Funding = B + C</b>			<b>3 309 856</b>			<b>3 309 856</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>			3 309 856			3 309 856	
<b>E. Expenditure</b>			-3 121 857			-3 121 857	
<b>F. Closing Balance = (B + C + E)</b>			187 999			187 999	

## Disaster Response Financial Report

## MDRRS011 - Serbia - Population Movement

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Reporting Timeframe	2015/8-2017/12	Programme	MDRRS011
Budget Timeframe	2015/8-2017/10	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>3 303 742</b>			<b>3 303 742</b>	
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	3 200							3 200
Construction - Facilities	39 000							39 000
Clothing & Textiles	12 457							12 457
Food	1 384 805							1 384 805
Water, Sanitation & Hygiene	339 779							339 779
Medical & First Aid	28 759							28 759
Utensils & Tools	39 000							39 000
Other Supplies & Services	21 830							21 830
<b>Total Relief items, Construction, Sup</b>	<b>1 868 830</b>							<b>1 868 830</b>
<b>Land, vehicles &amp; equipment</b>								
Land & Buildings	39 397							39 397
Vehicles	201 185							201 185
Office & Household Equipment	22 000							22 000
<b>Total Land, vehicles &amp; equipment</b>	<b>262 582</b>							<b>262 582</b>
<b>Logistics, Transport &amp; Storage</b>								
Storage	72 000							72 000
Distribution & Monitoring	47 693							47 693
Transport & Vehicles Costs	75 000			1 404		1 404		73 596
Logistics Services	5 000			5 000		5 000		0
<b>Total Logistics, Transport &amp; Storage</b>	<b>199 693</b>			<b>6 404</b>		<b>6 404</b>		<b>193 289</b>
<b>Personnel</b>								
International Staff	19 400							19 400
National Society Staff	437 444							437 444
Volunteers	32 748							32 748
<b>Total Personnel</b>	<b>489 592</b>							<b>489 592</b>
<b>Consultants &amp; Professional Fees</b>								
Consultants	10 000			9 293		9 293		707
Professional Fees	42 070			25 140		25 140		16 930
<b>Total Consultants &amp; Professional Fees</b>	<b>52 070</b>			<b>34 434</b>		<b>34 434</b>		<b>17 636</b>
<b>Workshops &amp; Training</b>								
Workshops & Training	73 553			3 485		3 485		70 068
<b>Total Workshops &amp; Training</b>	<b>73 553</b>			<b>3 485</b>		<b>3 485</b>		<b>70 068</b>
<b>General Expenditure</b>								
Travel	12 000			17 422		17 422		-5 422
Information & Public Relations	39 365							39 365
Office Costs	43 778							43 778
Communications	27 148			73		73		27 075
Financial Charges	200			1 055		1 055		-855
Other General Expenses	28 320			0		0		28 320
Shared Office and Services Costs	1 688							1 688
<b>Total General Expenditure</b>	<b>152 499</b>			<b>18 550</b>		<b>18 550</b>		<b>133 949</b>
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies				2 856 157		2 856 157		-2 856 157
<b>Total Contributions &amp; Transfers</b>				<b>2 856 157</b>		<b>2 856 157</b>		<b>-2 856 157</b>
<b>Indirect Costs</b>								
Programme & Services Support Recover	201 423			189 737		189 737		11 686

## Disaster Response Financial Report

### MDRRS011 - Serbia - Population Movement

Timeframe: 17 août 15 to 31 oct. 17

Appeal Launch Date: 09 sept. 15

final Report

#### Selected Parameters

Reporting Timeframe	2015/8-2017/12	Programme	MDRRS011
Budget Timeframe	2015/8-2017/10	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>3 303 742</b>			<b>3 303 742</b>	
<b>Total Indirect Costs</b>	201 423			189 737			189 737	11 686
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee				9 189			9 189	-9 189
Pledge Reporting Fees	3 500			3 901			3 901	-401
<b>Total Pledge Specific Costs</b>	3 500			13 090			13 090	-9 590
<b>TOTAL EXPENDITURE (D)</b>	<b>3 303 742</b>			<b>3 121 857</b>			<b>3 121 857</b>	<b>181 885</b>
<b>VARIANCE (C - D)</b>				<b>181 885</b>			<b>181 885</b>	

**Disaster Response Financial Report****MDRRS011 - Serbia - Population Movement**

Timeframe: 17 août 15 to 31 oct. 17

Appeal Launch Date: 09 sept. 15

final Report

**Selected Parameters**

Reporting Timeframe	2015/8-2017/12	Programme	MDRRS011
Budget Timeframe	2015/8-2017/10	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	3 303 742		3 309 856	3 309 856	3 121 857	187 999	
Subtotal BL3	3 303 742		3 309 856	3 309 856	3 121 857	187 999	
<b>GRAND TOTAL</b>	<b>3 303 742</b>		<b>3 309 856</b>	<b>3 309 856</b>	<b>3 121 857</b>	<b>187 999</b>	

Overview of Expenditures against Summary Budget  
 August 2015 - October 2017

IFRC Account Category	IFRC Account	IFRC Account Group	Budget	Expenditures	Variance	% Utilized
Land, vehicles & equipment	584	Office & Household Equipment	22.000,00	20.589,89	1.410,11	93,59
	581	Vehicles	201.185,00	198.201,25	2.983,75	98,52
	600	International Staff	19.400,00	0,00	19.400,00	0,00
	662	National Society Staff	437.444,00	505.446,07	-68.002,07	115,55
	667	Volunteers	32.747,75	19.674,43	13.073,32	60,08
Consultants & Professional Fees	670	Consultants	10.000,00	0,00	10.000,00	0,00
	750	Professional Fees	42.070,00	3.033,60	39.036,40	7,21
Workshops & Training	680	Workshops & Training	73.552,88	68.816,05	4.736,83	93,56
General Expenditure	700	Travel	12.000,00	0,00	12.000,00	0,00
	710	Information & Public Relations	39.364,64	17.382,49	21.982,15	44,16
	730	Office Costs	43.778,00	39.046,80	4.731,20	89,19
	740	Communications	27.148,00	10.304,16	16.843,84	37,96
	799	Shared Office and Services Costs	1.688,00	0,00	1.688,00	0,00
	760	Financial Charges	200,00	1.359,00	-1.159,00	679,50
Relief items, Construction, Supplies	510	Clothing & Textiles	12.457,14	0,00	12.457,14	0,00
	530	Water, Sanitation & Hygiene	368.099,20	354.449,28	13.649,92	96,29
	570	Other Supplies & Services	21.830,00	9.979,93	11.850,07	45,72
	540	Medical & First Aid	28.758,90	61.003,99	-32.245,09	212,12
	520	Food	1.384.805,20	1.268.039,60	116.765,60	91,57
	500	Shelter - Relief	3.200,00	0,00	3.200,00	0,00
	560	Utensils & Tools	39.000,00	25.690,83	13.309,17	65,87
	503	Construction - Facilities	39.000,00	43.570,11	-4.570,11	111,72
Logistics, Transport & Storage	590	Storage	72.000,00	56.764,88	15.235,12	78,84
	592	Distribution & Monitoring	47.693,00	30.457,99	17.235,01	63,86
	593	Transport & Vehicles Costs	75.000,00	86.758,06	-11.758,06	115,68
	594	Logistics Services	5.000,00	0,00	5.000,00	0,00
Suspense Accounts	9999	Suspense Acc-Suspense acc.	0,00	0,00	0,00	-
Pledge Specific Costs	598	Pledge Reporting Fees	3.500,00	0,00	3.500,00	0,00
	599	Programme & Services Support Reco'	201.423,22	0,00	201.423,22	0,00
	580	Land, vehicles & equipment	39.397,00	38.924,68	472,32	98,80
<b>Total:</b>			<b>3.303.741,93</b>	<b>2.859.493,09</b>	<b>444.248,84</b>	

NS Budget Holder

Ruža Petrović

Name Signature Date

NS Finance Validation

Olivera Aleksić

Name Signature Date

IFRC Budget Holder

Hughett Ross 08/02/2018

Name Signature Date

IFRC Finance Validation

Name Signature Date

