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# Emergency Appeal Final Report

## Italy: Population Movement



<b>Emergency Appeal Final Report</b>	<b>Operation n° MDRIT002</b>
<b>Date of issue: 24 April 2018</b>	<b>Glide n° OT-2015-000050-ITA</b>
<b>Date of disaster: Since January 2015</b>	
<b>Operation start date: 18 May 2015</b>	<b>Operation end date: 31 December 2017</b>
<b>Host National Society: Italian Red Cross</b>	
<b>Operation budget: CHF 8,370,768</b>	<b>Appeal coverage: 89.7%</b>
<b>Number of people affected: 450,000</b>	<b>Number of people assisted: 450,000</b>
<b>N° of Red Cross Red Crescent Movement partners involved in the operation:</b> IFRC (Regional Office for Europe in Budapest), International Committee of the Red Cross (ICRC), and several partner National Societies	
<b>N° of other partner organizations involved in the operation:</b> <ul style="list-style-type: none"><li>• Government agencies of the Italian Republic: Ministry of Health, Ministry of Interior and other Italian authorities</li><li>• International organizations: IOM, UNHCR</li><li>• Local and international NGOs (Save the Children, Médecins Sans Frontiers and Médecins du Monde) and private donors</li><li>• Migrants Offshore Aid Foundation (MOAS) in the search and rescue operations</li></ul>	
<b>Contributions to the Emergency Appeal:</b> <p>On behalf of Italian Red Cross, the IFRC would like to thank all partners for their contributions to the Emergency Appeal: American Red Cross, Austrian Red Cross, British Red Cross and UK Government, Canadian Red Cross, Finnish Red Cross, Hellenic Red Cross, Icelandic Red Cross and Icelandic Government, Irish Red Cross, Japanese Red Cross, Monaco Red Cross, Netherlands Red Cross, Norwegian Red Cross, Swedish Red Cross, Swiss Red Cross and Swiss Government. In addition, the Supreme Master Ching Hai International Association, and corporate partners including: Coca Cola Foundation, Give Eur-Hope ASBL, King Digital Entertainment PLC and Metro AG.</p>	

### Appeal history:

- **25 April 2015:** A DREF allocation was made of 283,305 Swiss francs.
- **8 May 2015:** Emergency Appeal was launched for 2,710,576 Swiss francs, to assist 85,000 people, with a timeframe up to end February 2016.
- **2 November 2015:** Emergency Appeal Revision n° 1 was issued to increase the number of beneficiaries to 105,000 migrants and to increase the budget to 2,775,269 Swiss francs.
- **18 July 2016:** Emergency Appeal Revision n° 2 was issued, for 9,495,715 Swiss francs to provide support to 160,000 beneficiaries including search and rescue activities, with the Appeal timeframe extended until 31 July 2017.
- **6 June 2017:** Emergency Appeal Revision n° 3 was issued, reducing the budget to 8,370,768 Swiss francs, to assist a total of 300,000 people (increased from 180,000), and extending the Appeal timeframe until 30 September 2017.
- **5 September 2017:** Operations Update n° 5 was issued and extended the Appeal timeframe until 31 December 2017.
- **From 1 January 2018:** With the closing of the Appeal, from the beginning of 2018, support will be provided through the Italy Country Migration Plan for 2018.

## A. Situation analysis

### Description of the disaster

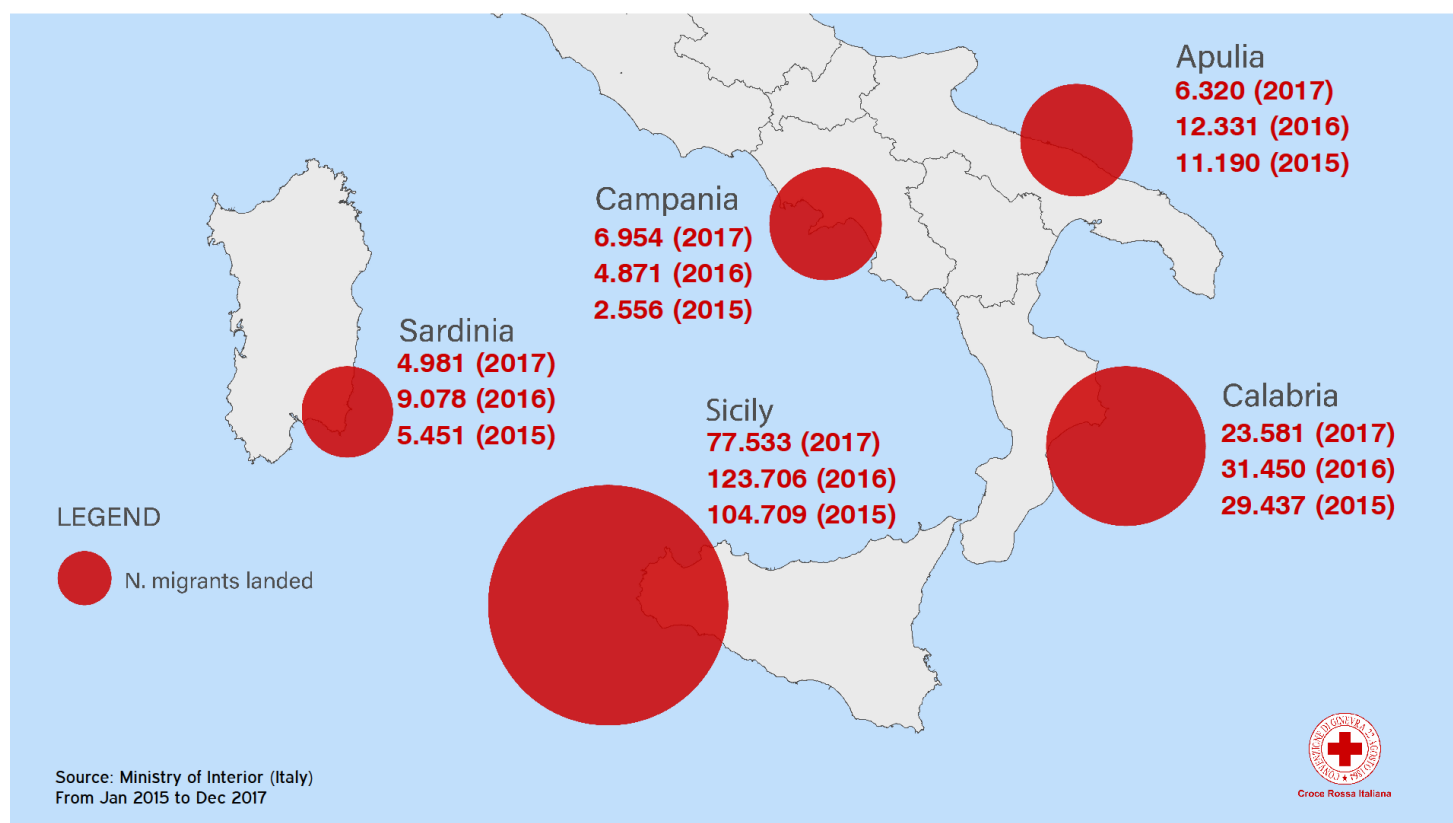
Italy is one of the primary entry points for migrants entering Europe and is considered a transit country for those seeking other destinations in Northern Europe. Since January 2015, a total of more than 454,000 migrants have arrived on the Italian coast, after the perilous crossing of the Mediterranean Sea from Africa. There are currently around 175,000 asylum seekers staying in reception centres throughout Italy, and an estimated 50,000 migrants living outside the reception system.

Italian and other ships that have been operating in the central Mediterranean Sea since 2015, when crossings increased dramatically, have consistently brought those people who have been rescued at sea to Europe and, in the vast majority of cases, to Italy. Italy has been receiving the majority of the migration flows, because its southernmost islands are the nearest landfall to Africa. Many hundreds of migrants have died trying to cross the Mediterranean in the last three years. Many more are arriving in southern Italy in poor health condition after a dangerous journey in overcrowded boats.



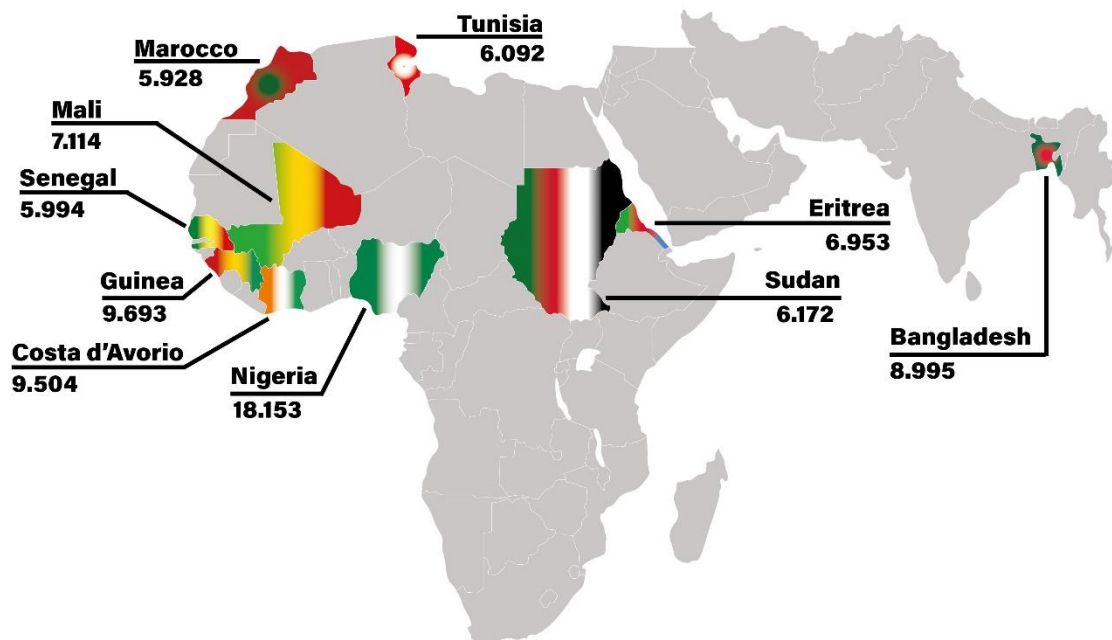
Italian Red Cross volunteers supporting migrants, Catania, 2016.  
Source: Italian Red Cross

The growth trend in migratory flows to Italy recorded in 2015 (153,842 arrivals) and 2016 (181,436 arrivals) seemed to consolidate in the course of the first half of 2017, when the number of landings amounted to 83,752, which was 19.3% more than the same period of the previous year, when 70,222 arrivals were recorded. In late 2016 and in 2017, EU Member States, including Italy, implemented measures aimed at managing and reducing the irregular migratory flow across the central Mediterranean. These actions resulted in a dramatic decrease in the number of crossings between July and December 2017, when a total of 35,615 migrants arrived in Italy, 67% fewer than in the same period of 2016, when 102,786 arrived. This steep decline can be seen clearly in the below charts, comparing the monthly arrival figures of 2015, 2016 and 2017:



The majority of arrivals to Italy in those three years were Nigerian, followed by people from Guinea, Ivory Coast, Bangladesh, Mali, Eritrea, Sudan, Tunisia, Senegal and Gambia.

## MIGRATION: MOST COMMON COUNTRIES OF ORIGIN



Source: Italian Ministry of Interior  
From January to December 2017



People who are fleeing war and poverty in their home countries pay human traffickers exorbitant prices to smuggle them into Europe. Survivors of the perilous journey to Italy report serious human rights abuses suffered at the hands of the human traffickers, who torture them in order to extort more money from their families back home. Moreover, they are systematically exposed to torture and other ill-treatment, including sexual violence, severe beatings, and extortion.






Currently the situation is very fluid and unpredictable. Migrants are still coming in small numbers in run-down boats arriving at small harbours, where the provision of assistance is more challenging, as the arrivals are unexpected and usually at night. It is very difficult to know how the situation will unfold in the months ahead, which also has an important humanitarian impact, as the number of migrants arriving and remaining in Italy is hard to predict, and still requires a solid response mechanism to be in place.

## Summary of response

### Overview of host National Society

The Italian Red Cross has continued to be at the frontline of the humanitarian response to the needs of migrants and asylum seekers arriving in Italy. Italian Red Cross provides humanitarian relief, medical care, psychosocial support and protection, including restoring family links and awareness of trafficking activities. Well-equipped volunteers and staff meet migrants arriving on boats, often in critical condition, and provide immediate relief and medical assistance. Throughout Italy, as at the end of December 2017, the Italian Red Cross was running 121 reception centres, accommodating more than 10,000 asylum seekers (funded by the Italian government), and ten Safe Points providing support to migrants outside the reception system.

The table below summarises the Italian Red Cross response during the timeframe of the Emergency Appeal, May 2015 to December 2017:

 <p>Approximately <b>5,850,000</b> food and non-food items distributed (including hygiene items)</p>	 <p>Approximately <b>80,000</b> persons assisted in the reception centres and hubs managed by the Italian Red Cross, for a variable period from a few hours to long-term stays</p>	 <p><b>7,000</b> volunteers / staff involved in the response (landing operations, reception centres, safe points, headquarters etc)</p>	 <p><b>9,554</b> people assisted by restoring family links / tracing activities, added to the massive restoring family links information at harbours and centres, that touched all the migrants assisted during the operations</p>	 <p><b>447,207</b> people supported on arrival on boats</p>
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### Overview of Red Cross Red Crescent Movement in country

Throughout the timeframe of the Appeal, continuous communication and collaboration has been maintained between Italian Red Cross and Red Cross Red Crescent Movement partners, in support of activities of the Emergency Appeal, strengthening the Italian Red Cross response.

ICRC has maintained close cooperation with Italian Red Cross supporting the restoring family links service. From July-December 2017, ICRC dedicated a delegate to work together with the Italian Red Cross restoring family links team. The activities put in place during the reporting period were linked to the strengthening of internal processes, procedures and capacities, particularly at disembarkations, including providing information to migrants on their rights to family unity, prevention of second separations, collection of safe and well messages, and sharing information on separations with the wider restoring family links national and international networks. ICRC and Italian Red Cross have worked together to raise awareness among other humanitarian and search-and-rescue actors on the prevention of family separation, as well as promoting the Red Cross Red Crescent Movement restoring family links service through the distribution of posters and information cards. Italian Red Cross has been working closely with the ICRC and the Maltese Red Cross to address restoring family links cases of families separated during their journeys at sea, as well as identifying casualties to inform their families. In addition, there was cooperation with the Netherlands Red Cross, which provided a Tracing Bus, which has been very important in enabling Italian Red Cross to provide a mobile restoring family links service.

Cooperation with British Red Cross, through the UK government (DFID) funded Mediterranean Migration: Protection and Anti-Trafficking (MMPAT) Project, has been very essential for the start-up of anti-trafficking activities, the training of the newly established anti-trafficking unit, and assistance provided to vulnerable migrants in Italy related to anti-trafficking.

The IFRC's Regional Office for Europe in Budapest has provided technical support to the Italian Red Cross, in the areas of disaster management, health, protection, community engagement and accountability, finance, resource mobilization, and planning monitoring evaluation and reporting.

Throughout the Appeal timeframe, the Italian Red Cross has been an active participant in the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO), as well as the European Red Cross Action for Trafficked Persons Network (ATN), and the Red Cross Red Crescent Mediterranean Platform on Migration and Centre for Cooperation in the Mediterranean (CCM). Italian Red Cross has participated in various Red Cross Red Crescent Movement meetings related to the Migration Response, for example the European Regional Migration Conference in London in February 2016 and the IFRC Tunis Meeting on Migratory Routes, hosted by the Tunisian Red Crescent at the end of October 2017.

### Overview of non-Red Cross Red Crescent actors in country

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

The Ministry of Health is responsible for the coordinated response for health and primary health care needs arising out of the migration crisis. Doctors on board search and rescue vessels conduct the first medical screenings (primary health triage), and medical reports are sent to the health authorities before disembarkation. At the port, following the WHO syndromic surveillance procedures, a doctor and provincial public health authorities take in charge the cases resulting from the primary triage, giving them a legal medical classification at the port and immediately giving assistance to individuated

cases of suspected infectious diseases, undernourishment, serious vulnerabilities, pregnancies at risk, and victims of violence. After migrants disembark, another screening is carried out (a secondary health triage) to better investigate signs and symptoms. This takes place both on quays or at the destination hubs. Italian Red Cross coordinates with USMAF, with its own medical staff helping with health screening and, in addition, cultural mediators accompany the doctors to facilitate their communication with migrants, in English, French, Arabic, Pular, Wolof, Mandinka and Bambara. The Ministry of Interior and local prefectures are responsible for ensuring the registration of all migrants who arrive in Italy, managed by the coast guard, police and border guards; all migrants have to go through the registration process before they are officially allowed to move further. The police are also responsible for monitoring the landings, prevention of human trafficking (smuggling of migrants) and prevention of irregular procedures. The Ministry of the Interior is also responsible for coordination of the NGOs working at ports and in the reception centres, and coordination with UNHCR and IOM.

The branches and the headquarters of the Italian Red Cross have continued to exchange information on a regular basis with other humanitarian actors, to coordinate work and define the best complementary services during disembarkations. Among those agencies are UNHCR, the International Organization for Migration (IOM), which work mainly to give preliminary information (on international protection, irregular stay and return, in addition to identification of vulnerable cases, especially victims of trafficking) and also provide health care activities and material support in reception centres; Save the Children which carried out search and rescue activities, and provides preliminary information in a child friendly manner, and Médecins Sans Frontières, which carried out search and rescue activities and gives first health assistance on boats.

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

## **Needs analysis and scenario planning**

With the eruption of the crisis of the Arab Spring in early 2011, Italian Red Cross implemented assistance measures already in place for responding to the needs of migrants coming from Libya and Tunisia who landed on Italian shores. Since the beginning of 2011 and during 2012, Italy played a key role in the events that followed the Arab Spring. As a result of the upheavals that took place in North African countries, an exceptional influx of people landed on Italian shores. The Italian government reacted by declaring a state of emergency in February 2011, and by taking the important decision to grant humanitarian protection visas to all the citizens (around 11,000) who arrived in Italy between January and April 2011. In April 2011, the government passed the “Humanitarian emergency of citizens coming from North Africa” Decree – also known as “North Africa Emergency Plan” – which appointed the Civil Protection as the responsible mediator for the management of the reception of asylum seekers and migrants coming from North Africa. Italian Red Cross had continued to work in the migration response ever since this time.

Since the tragic accident which happened on 18 April 2015, when a boat capsized about 180 km south of the Italian island of Lampedusa and left an estimated 675 people dead, thousands of newly arrived migrants have been rescued from the sea by the Italian navy and coast guard vessels.

The migrants rescued during these operations reported that the conditions in which they had to cross the sea were terrible. A number of vulnerable groups including children and pregnant women have been among those who disembarked in Italy. Most of those who take the risky journey by sea are desperate people fleeing war-torn countries, or people searching for a better life and wanting to live in dignity. Human smugglers charge immense prices and force people into unseaworthy vessels, knowing that their passengers will accept any level of risk in the desperation to escape their homelands.

Following the request of the Italian Red Cross on 20 April 2015, the IFRC Europe Zone Office deployed its Disaster Management Coordinator to Catania, Sicily, to work together with the Italian Red Cross, to assess the needs and to identify the best operational support to the Italian Red Cross. IFRC Secretary General Elhadj As Sy also visited Catania, on 21 April 2015 after the tragedy, and met with the Italian Red Cross leadership, staff and volunteers as well as the survivors of the latest shipwreck.

The main humanitarian needs identified by the Italian Red Cross during field assessments have included the following:

- Assistance upon arrival,
- Health assistance,

- Psychological support,
- Restoring family links,
- Community engagement and accountability,
- Protection and anti-trafficking,
- National Society capacity-building.

During the timeframe of the Emergency Appeal, three revisions of the Appeal were issued, as the Italian Red Cross has had to remain flexible and to adapt its response according to changing needs.

### Risk analysis

During the first assessment mission and in discussion with the volunteers and staff of the Italian Red Cross's Sicily Regional Branch, the following risks were identified, and consequently measures of mitigation were adopted:

Risk	Mitigation
Changing migration and arrival trends in Italy and globally	Italian Red Cross was able to carry out all project activities owing to the collaboration with volunteers of local branches, with the support of staff at local and national level, and collaboration with local authorities and other organizations.
Simultaneous emergencies (e.g. the earthquake response in Central Italy) requiring shifting part of the volunteer base to there	The 2016 earthquake in central Italy did not affect the activities carried out in southern Italy, owing to the availability of a huge number of volunteers (approximately 4,000, coming from all around Italy, including the regions touched by disembarkations) to provide assistance to migrants at the ports and reception centres.
Heavy workload and psychological stress on National Society staff and volunteers	The risk of mental and emotional harm to staff and volunteers was mitigated by provision of psychosocial support and training – which not only gave volunteers the skills to provide psychosocial support to beneficiaries, contributing to development of their resilience, but also enabled staff and volunteers to cope with their own emotions and reactions to the challenges of humanitarian work at disembarkations.
Stigmatization of migrants	A sensitization and awareness on migration campaign was launched in May 2016. The campaign focused on five key words - migration, reception, asylum, dialogue and humanity - words often misused, and a source of misunderstanding and fear. The campaign “#leparolevalgono” was an adaption to the Italian context of the global IFRC campaign #ProtectHumanity.
Duplication of efforts due to lack of communication among humanitarian responders on the ground	The risk of duplication of efforts among humanitarian responders on the ground was avoided owing to the good communication with all stakeholders, as described in the previous section (Overview of non-Red Cross Red Crescent actors in country).

## B. Operational strategy and plan

### Overall objective

**The Revised Emergency Appeal issued in June 2017 sought to meet the immediate needs of 300,000 people in total through the provision of basic food and non-food items, first aid, basic health care, psychosocial support, protection and anti-trafficking activities, restoring family links services, facilitation of two-way communication with communities, and strengthened response capacities of the National Society**

- When the Emergency Appeal was issued in May 2015, the objective was to provide assistance for 10 months, to an estimated 85,000 migrants when they arrived on the shores of Italy, through the provision of food items and water, non-food items, hygiene kits, first aid and basic health care, restoration of family links, provision of psychosocial support, and a component for National Society capacity building.
- The Appeal was first revised in November 2015, to increase the assistance to 105,000 people, and to include also the provision of a contingency stock for 20,000 people, and hygiene promotion activities.
- A second revision in July 2016 increased the assistance to a total of 160,000 people, the timeframe to a total of 15 months up to 31 July 2017, and added the facilitation of two-way communication with communities, and also the search and rescue operations.

- The third and final revision in June 2017 increased the assistance to a total of 300,000 people, extended the timeframe to 30 September 2017 (which was subsequently extended again in Operations Update No. 5 to end of December 2017), and added the important components of protection, anti-trafficking and the establishment of safe points.

### Implemented strategy

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

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

The main interventions of the Italian Red Cross have included:


- Assistance upon arrivals:** Italian Red Cross provides basic healthcare and health referrals, food, non-food items, psychosocial support and support in family reunification and restoring family links.
- Search and Rescue Operations:** Italian Red Cross joined forces with the Migrant Offshore Aid Station (MOAS) to save lives at sea by providing professional search and rescue to migrants who were in distress at sea (June-December 2016).
- Reception:** Italian Red Cross has welcomed migrants in 121 reception centres, of which 12 are managed by the Red Cross headquarters and 109 by local branches, with a total capacity of more than 10,000 places. Every facility provides linguistic and cultural facilitators, food, accommodation, health and psychological support, periodical distribution of relief items, information, first Italian language courses and restoring family links services. Besides this first approach of covering basic needs, social inclusion is also ensured through school attendance and language certification, vocational courses, job/housing referral and accompaniment, and legal assistance. (Note: this intervention has been funded by the Italian government, though some activities in the reception centres such as protection activities, particularly restoring family links and anti-trafficking, have been funded through the Appeal).
- Safe Points:** 10 mobile points have been set up in central public locations on set days and times each week, where migrants outside the reception system can come – regardless of their status in-country – to access basic support and be referred or signposted to relevant services which they have a right to access (e.g. healthcare, legal aid, services).

## C. DETAILED OPERATIONAL PLAN

### Health and Care

**Needs analysis:** The health and care activities were targeted primarily for provision of psychosocial support, first aid interventions and other health care support for migrants such as treatment, medicaments and transport to medical facilities. Many migrants arrived on Italian shores in poor health condition, after difficult journeys over land and often perilous journeys across the Mediterranean Sea. The health care activities also targeted Red Cross staff and volunteers, especially in psychosocial support.

**Population to be assisted:** The Italian Red Cross has supported the health needs of migrants and refugees, and the wellbeing of volunteers and staff, at disembarkations at ports and at reception centres, throughout the timeframe of the Emergency Appeal.

 <b>Health and Care</b>
<b>Outcome 1: The beneficiaries and staff/volunteers are provided with psychosocial support services</b>
<b>Output 1.1:</b> Psychosocial support is provided to people in need (migrants and Italian Red Cross volunteers and staff)
Activities planned: <ul style="list-style-type: none"> <li>Mobilization of a psychosocial support specialist for the Italian Red Cross</li> <li>Provision of psychosocial support training and daily psychosocial support for the Italian Red Cross staff and volunteers</li> <li>Identification of people affected severely or at risk, provision of psychosocial support and referral for second-line counselling</li> </ul>
<b>Outcome 2: Beneficiaries are provided with first aid and basic health care</b>
<b>Output 2.1:</b> First aid and basic health care is provided to those who need them

Activities planned:

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

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

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

Activities planned:

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

### Achievements

#### Activities Output 1.1

Throughout the timeframe of the Emergency Appeal, migrants have been provided with psychosocial support on arrival at ports, when needed, and those people severely affected have been referred for second-line counselling. Support is provided to those who lost a relative while crossing the sea, and special attention is paid to survivors of dangerous trips and to trafficked people. Psychosocial support is also provided at the reception centres run by Italian Red Cross, and at the newly established Safe Points. Psychosocial support has also been provided on a regular basis to Italian Red Cross staff and volunteers involved in the migration response, and staff and volunteers have also been trained.

During the Appeal timeframe four refresher trainings for psychologists involved in disembarkation operations were organized, to facilitate the exchange of good practises, experiences and methodologies, in terms of adoption of standard intervention models for critical contexts, such as "psychological first aid". At the closure of the Appeal, a workshop was held, titled "The role of psychologists during disembarkation operations: psychosocial support to migrants and volunteers - exchange of good practices".

Activities	Outputs	Outputs	Outputs
	2015	2016	2017
Meetings for volunteers	18	48	27
Number of volunteers who have participated in psychosocial support meetings	546	1,200	511
Refresher trainings organized for psychologists in Sicily, Calabria, Campania, Apulia and Sardinia	5	5	4
Number of psychologists who participated in the refresher trainings	22	20	23
Red Cross operators who benefited from psychosocial support sessions	2	75	11
Number of times psychosocial support teams were present at ports during disembarkations	28	25	10
Number of times psychosocial support teams were present at Safe Points	/ <sup>1</sup>	108	18
Number of people identified at risk or potentially at risk who have benefited from support or been referred	25	27	29
Number of vulnerable people identified during disembarkations	77	250	70
Number of vulnerable people identified at Safe Points	/	71	15

#### Activities Output 2.1

Throughout the timeframe of the Emergency Appeal, the Italian Red Cross has had a permanent presence of Red Cross volunteers trained in first aid at the ports, meeting migrants upon arrival. They have provided first aid when needed and assisted the Ministry of Health with health screenings of all migrants upon arrival. Some of the Ministry of Health doctors and nurses are also Italian Red Cross doctors and nurses, and so there were Italian Red Cross teams within the Ministry

<sup>1</sup> Safe Points only opened in 2016

of Health teams. Migrants with severe health issues have been identified and referred and transported to hospitals when needed. Italian Red Cross also followed up, with Red Cross liaison officers, those migrants who were taken to hospital. The Ministry of Health has standard operating procedures related to health activities at the harbours, which formalise the Italian Red Cross role in health provision for the migrants. It is important that the Italian Red Cross role is recognised and is formally part of the response, at arrivals and in reception centres.

### Activities Output 3.1

The procurement of IT equipment for a system to ensure health surveillance of migrants had been originally planned, but, in the end, was not realized. There was one pilot in one reception centre. It had been planned to do detailed health surveillance of all migrants at ports (with tablets), but it was difficult to put in place all the services needed (digital data collection, adoption of the system nationwide, tracing migrants after transfers, mapping, monitoring, feedback collection, evaluation) in the planned timeframe, especially when many migrants arrive at the same time, and with many destinations of reception centres all around Italy, not all belonging to the Italian Red Cross network. In the reception centres it would be possible to implement such a system, and health tracking with this methodology would be an innovative and complete approach to be implemented, through the outputs collected during the Appeal, even if it has not been completed in the timeframe of the Appeal. Italian Red Cross is continuing to work on this initiative with the Ministry of Health; it could be implemented in 2018, and if so, training will take place.



An Italian Red Cross nurse giving health assistance during disembarkation in Salerno, May 2017.

Source: Italian Red Cross

### Challenges

The main challenges faced were as follows:

- Need of mapping and networking of psychologists available in Sicily, Apulia and Calabria, to ensure continuity and a systematic approach to the needs of migrants and volunteers
- Psychosocial stress of many volunteers and staff involved in the response, who were sometimes responding to dramatic events, such as the arrival of survivors of shipwrecks or relatives of the victims of shipwrecks
- Sometimes there was a need for massive treatment of cases, e.g. scabies, and Italian Red Cross had to maintain capacities to be able to undertake such treatments
- Each case/disease identified at the port had to have a certificate for any treatment given
- To keep track of health assistance, following the different kinds of interventions (hospitalizations, dressings at ports, providing care for individual vulnerabilities)

### Lessons learned

The main lessons learnt were as follows:

- The importance of mapping and making widely available the tools developed by psychologists in the different regions, creating a stronger and stronger network of professionals,
- The importance of ensuring the presence of psychologists at ports in case of need, to provide psychosocial support to migrants, and also psychological supervision and debriefings for volunteers,
- The importance of having cultural mediators/facilitators involved during health activities, to ensure migrants feel safe, and to be sure they really understand what is happening and how the staff/volunteers are taking care of them,
- The importance of Red Cross doctors and nurses being there from the beginning when migrants first arrive, which is important for positioning of the Red Cross and their role as an actor of support, continuity and connection for migrants, following all the stages of their stay in Italy,
- The importance of the first health triage at disembarkations, for the well-being of migrants, but also for local communities – the fact that they have been health screened and can live in communities with no risk, showing communities that the Red Cross is present and doing a good job,
- The need for flexibility and maintaining capacities to respond,
- Importance of data collection involving all the actors in the field, creating networks and data cross-checks linked to the different actions which took in place during the response (in this case, linked to health activities).

## Water, Sanitation and Hygiene Promotion

**Needs analysis:** The water, sanitation and hygiene promotion activities aimed to reduce any sanitation related diseases and contribute to the improvement of the overall health of the target population.

**Population to be assisted:** Italian Red Cross has supported the water, sanitation and hygiene promotion needs of vulnerable migrants at landings, reception centres and safe points, and in situations of particular need.



### Water, Sanitation and Hygiene Promotion

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

**Output 4.1:** Up to 72,500 migrants receive basic hygiene kits upon arrival (in addition to 85,000 in the original Appeal, which was increased to 135,000 in the second revision) – total target 207,500 throughout Appeal timeframe

Activities planned:

- Local procurement, transportation and distribution of hygiene kits

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

Activities planned:

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

### Achievements

#### Activities Output 4.1

Through the timeframe of the Appeal, a total of 221,320 hygiene kits were procured, through the IFRC's Global Logistics Service in Dubai. They were transported and distributed to branches, and then distributed to migrants on arrival at ports. The hygiene kits contained body soap, toothbrushes, tooth paste, bath towels, shampoo, sticking plasters and moist tissues. Hygiene kits for women also included sanitary towels, and hygiene kits for men included razors. Baby kits included diapers, feeding bottles, pacifiers and cleaning tissues. These items were much needed and appreciated by the migrants on their arrival.



Distribution of hygiene kits in Vibo Valentia, April 2017.  
Source: Italian Red Cross

#### Activities Output 4.2

Materials on health and hygiene promotion were prepared and disseminated. Hygiene promotion/awareness raising activities have been carried out face to face with migrants by the cultural mediators at the landings and in reception centres. In fact, it proved easier to undertake such sessions in the reception centres, where there was more time, rather than at the landings where migrants are in transit. These sessions became an important part of the information they receive from the very beginning of their reception experiences, both through focus groups or single meetings (sometimes in the presence of the medical doctor of the centre during health screenings), where the cultural mediators tell them all the useful information they need to (re)start their life in Italy, underlining the importance of hygiene awareness as part of active participation in the life of the community. Gradually more migrants have become Italian Red Cross volunteers, wishing to help their brothers/sisters as they were helped before, and these have been trained to provide such hygiene awareness sessions. The training of "migrant volunteers" has become a very common good practice in many Red Cross reception centres, which link with local branches to include migrants as fully-trained Red Cross volunteers after taking the access course and involve them in different activities for communities (regular day-to-day activities as well as emergency situations). In this sense, the Red Cross is a crucial actor in promoting social integration and inclusion of migrants.

### Challenges

- Over the three years, the unpredictability of arrivals has been a challenge for Italian Red Cross branches, to maintain capacity to meet all migrants arriving, in many different locations and with large fluctuations in numbers.
- In 2017, the main challenge faced related to procurement of hygiene kits; processing this procurement, through the Global Logistics Service in Dubai, took much longer than originally expected. At a peak in arrivals in June/July

there were no hygiene kits available to distribute, and then, after new stocks had arrived, there was a steep drop in arrivals.

### Lessons learned

- Over the three years, the need for Italian Red Cross to be very flexible, and always be ready to respond, and to find ways to meet needs.
- In future, local procurement in Italy of items such as hygiene kits would be faster and more efficient.
- Establishing a data collection system from the beginning of such an operation is critical in being able to have consolidated data on distributions of relief items, and to monitor progress of planned activities.

## Food Security, Nutrition and Livelihoods

**Needs analysis:** There was a need to provide water and food refreshments, to meet the immediate emergency rehydration needs of migrants when they disembarked from boats, often after long difficult sea journeys.

**Population to be assisted:** Italian Red Cross has supported the provision of food/water needs for all migrants at disembarkations at ports.



### Livelihoods; Nutrition; Food security

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

**Output 5.1:** Food is provided by Italian RC to up to 120,000 beneficiaries  
(Note: Original Appeal and first Appeal revision stated: “food is provided at ports according to assessed needs” and had no target beneficiary figures, second Appeal revision had 135,000 beneficiaries, and the third Appeal revision had this figure of 120,000; total target figure therefore 255,000).

Activities planned:

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

### Achievements

#### Activities Output 5.1

Throughout the timeframe of the Appeal, food and water has been distributed to all migrants at disembarkations at ports, meeting immediate emergency rehydration and sustenance needs. In addition, Italian Red Cross has provided food in the reception centres it has run (funded by the Italian government, and outside the scope of this Appeal).

In 2017, 120,000 food kits were procured, and transported to branches, for distributions to migrants upon arrival at ports. The food kits contain a one-litre bottle of water and savoury and sweet biscuits and are designed to meet immediate emergency hydration needs when migrants arrive and provide basic sustenance during the journey between disembarkation and reaching a reception centre, where full hot meals are provided. In some ports the local Prefecture has distributed food kits to migrants arriving, and other organizations have also distributed food, and so Italian Red Cross has not distributed food in those places (avoiding duplication), however Italian Red Cross volunteers participated in the distribution of those items. In addition, in some cases local Italian Red Cross branches have procured food items to distribute.

In 2017, it should be noted that some of the food and non-food items procured for the port operations were later deployed to support ‘invisible’ migrants living outside the reception system. Items were distributed at Safe Points, often to migrants without legal status, as well as to migrants working as agricultural labourers in the regions of Calabria and Sicily, living in precarious conditions. Thousands of migrants flock to the fields and orchards of southern Italy to scrape a living as seasonal workers picking grapes, olives, tomatoes and oranges. They endure long hours of backbreaking work for as little as a few euros a day and live in squalid makeshift camps without running water or electricity, in overcrowded shacks made of cardboard and plastic sheets, or in decrepit houses. The conditions in which they live and eat are extremely precarious, so the local branches in Sicily and Calabria requested support to respond to these emergency conditions. In 2017, 1,200 such migrants received hygiene kits, food and clothing items.



Distribution of food and non-food items, Val di Susa, 2017. Source: Italian Red Cross

In addition, in 2017 Italian Red Cross has witnessed another significant and very risky phenomenon for hundreds of migrants: the attempt to reach France through the Alpes, particularly in Val di Susa, following the closure of the French border in Ventimiglia. The data speak of between 20 and 30 people a day, trying to cross the border, in the winter not adequately equipped and in difficult weather conditions, using dangerous paths through the mountains passes, in a bid to evade increased border security put in place at easier crossing points. Migrants began heading across the mountains last spring as the French authorities tightened up on attempts to cross in the coastal Ventimiglia area. The new route involves a seven-mile trek at altitudes of up to 5,500ft. Two local branches, Susa and Bardonecchia, requested support to respond to this emergency, and in November 2017 relief support (through the Emergency Appeal) was provided to an average of 20 people per day. In November, approximately 600 people were supported in total, and the response continued into December and beyond. In both these extraordinary cases, Safe Points have been established to systematize the response.

### Challenges

- Over the three years, the unpredictability of arrivals has been a challenge for Italian Red Cross branches, to maintain capacity to meet all migrants arriving, in many different locations and with large fluctuations in numbers.
- In 2017, the main challenge faced related to procurement of food kits. Processing this procurement, through the Global Logistics Service in Dubai, took much longer than originally forecasted. Additional stocks were transferred from Greece, but in June/July there was a gap in supplies (filled by local prefectures/local branches).

### Lessons learned

- Over the three years, with unpredictable arrivals, the need for Italian Red Cross to always be very flexible, and always be ready to respond, and to find ways to meet needs, coordinating with local authority prefectures etc.
- In some cases, disembarkations took some time, and Italian Red Cross had to be able to provide food/water assistance for longer periods at the ports (occasionally up to a maximum of two days).
- In future, in emergency situations like this, local procurement of items such as food kits would be faster and more efficient (no need for transportation over long distances, and food could be procured locally), and to ensure a better response to the needs of the target population, more focussed on needs, more flexible.
- Establishing a data collection system from the beginning of such an operation is critical in being able to have consolidated data on distributions of relief items, and to monitor progress of planned activities.
- The provision of food and water provision at landings has been very important, as often migrants have arrived off the boats in very difficult conditions, and it has been important to provide immediate hydrating refreshments and food, also to make them feel comfortable and safe.

## Shelter and Settlements

**Needs analysis:** Migrants arriving at the ports, often after difficult sea journeys, were often in need of basic relief items (apart from food/water and hygiene items), for example clothes, shoes, blankets etc.

**Population to be assisted:** Italian Red Cross has supported the provision of basic relief needs for migrants at disembarkations at ports and at reception centres, throughout the timeframe of the Emergency Appeal.



### Shelter (including non-food items)

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

**Output 6.1:** 10,000 migrants receive basic relief kits (target for last period of the Appeal, third Appeal revision) (Note: in the original Appeal the target figure was 85,000 beneficiaries, and together with 10,000 in the third Appeal revision, the total target was 95,000 relief kits throughout the timeframe of the Appeal)

Activities planned:

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

#### Achievements

##### Activities Output 6.1

Throughout the timeframe of the Appeal, non-food relief items were procured, transported and distributed to branches, for distribution to migrants at ports when they arrived, to meet immediate relief needs. Non-food relief items have included blankets, clothes, shoes and slippers. Items such as clothing and shoes have been adapted according to the

season, for example distributions of warmer clothes such as sweaters in the winter. Distributions have varied in different ports, also depending on assistance provided by other institutions present.

The table below lists the relief items procured through the IFRC's Global Logistics Service in Dubai. In addition, 7,500 slippers were also procured locally.

Items	2015	2016	2017	Total
Food parcels			120,000	120,000
Hygiene kits	47,320		174,000 *	221,320
Relief kits (including clothing and blankets – see below)	44,800		70,032**	114,832
Packing bags			10,000	10,000
Additional items:				
Personal protective kits			6,000***	6,000
Tents (multipurpose)		4		4
Ground Sheets (for tents)		4		4
Shade nets		4		4
Gazebos			112	112
Body bags			1,000	1,000
<b>Total</b>	<b>92,120</b>	<b>12</b>	<b>381,144</b>	<b>473,276</b>



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

\* including 22,000 sanitary pads and 50,000 razors

\*\* including 10,000 blankets; 6,975 sweaters for adults; 3,025 sweaters and trousers for children; 10,000 T-shirts; 10,000 disposable under pants; 10,000 pairs of socks; 10,032 rubber clogs; 10,000 pairs of slippers

\*\*\* personal protection kits for volunteers/staff which included 6,000 masks and goggles and 24,000 pairs of gloves

### Challenges

- The unpredictability of arrivals has been a challenge for Italian Red Cross branches, to maintain capacity to meet all migrants arriving, in many different locations and with large fluctuations in numbers, and to be able to provide relief items according to needs, for example according to different seasons.

### Lessons learned

- The need to be very flexible and maintain a readiness to respond in terms of human resources and materials, and to meet immediate relief needs of migrants arriving, also according to needs in different seasons.

## Restoring Family Links

**Needs analysis:** A clear need among the migrants, arriving in Italy across the Mediterranean and from many different countries, for restoring family links services, including support to those with relatives who went missing at sea.

**Population to be assisted:** Italian Red Cross has provided assistance to migrants who lost contact with their loved ones, restoring contacts with family members and facilitating reunifications with family members, as well as dealing with cases of victims of shipwrecks / accidents at sea on journeys across the Mediterranean.



### Restoring Family Links

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

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

Activities planned:

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

## Achievements

### Activities Output 7.1

From 2015 to 2017, the Italian Red Cross restoring family links team worked on several fronts to ensure the appropriate and efficient handling of cases, strengthening and developing the national restoring family links network, and broadening its range of activities through collaboration with various actors, both internal and external to the Red Cross Red Crescent Movement, such as institutions and humanitarian organizations operating in Italy, in Europe and in the area of the Mediterranean. Throughout this time, technical support has been provided by the ICRC, and during 2017 ICRC provided a delegate for a few months to work with Italian Red Cross to strengthen its restoring family links service.

#### Prevention of families' separation on Italy coasts

Preventive restoring family links activities were carried out at ports during disembarkation in Sicily, Calabria, Puglia, Campania and Sardinia, to ensure families separated when their boats were rescued (e.g. members of the same family being taken onto different rescue ships) were reunited before they were transferred on to reception centres:

- Italian Red Cross has an agreement with the Italian authorities that these individuals can stay and wait at the ports, rather than being registered immediately and taken by bus to a reception centre.
- Within Italy, the National Society supports migrants who are accommodated in different parts of Italy – having arrived separately on different boats or having already been separated on different buses – to find their family members and be reunited; this includes working with reception centres hosting unaccompanied minors to find their family members.

During the three years of the Emergency Appeal timeframe, the following cases have been collected:

	2015	2016	2017
<b>Tracing Request</b>	Received from abroad		
	109	255	310
	Collected in Italy		
	21	166	200
<b>Safe and well Messages</b>	0	239	469
<b>Internal warnings of separation</b>	0	383	435
<b>Total</b>	<b>130</b>	<b>1,043</b>	<b>1,414</b>

The Italian Red Cross works closely with other members of the Red Cross Red Crescent Movement, in particular the ICRC and the Maltese Red Cross, to support the reunification of families separated during rescue operations at sea. Italian Red Cross is currently in the process of developing and strengthening its relationship with the Libyan Red Crescent to further support its restoring family links work.

#### Tracing Bus

The Tracing Bus is a service offered, with the support of Nederland Red Cross, to migrants (without distinction of legal status) to have free three-minute calls, aimed to maintain contacts with family members or prevent them losing contact with each other. The Red Cross Tracing Bus had the following results:

- 54 visits across Italy reaching also Lampedusa, made in January – March and August – November 2017;
- 11,000 km have been covered in 7 different regions (Lombardia, Piemonte, Lazio, Campania, Puglia, Calabria, Sicilia);
- 300 Italian Red Cross volunteers were involved in the activities;
- 6,967 migrants were reached;
- 3,212 migrants have had the chance to call their families and 1,722 of them restored contacts with their loved ones.



An Italian Red Cross operator providing restoring family links information during disembarkation in Vibo Valentia, June 2016. Source: Italian Red Cross

### Trolley chat boxes

Four reception centres managed by Italian Red Cross have been equipped with trolley chat boxes, which are connectivity tools designed in collaboration with ICRC, to increase restoring family links activities. The trolley chat boxes contain an electricity generator to charge phone batteries, telephones and tablets. Currently there are trolley chat boxes in Ventimiglia, Lecce and Messina reception centres, and at the Lampedusa hotspot. This tool aims to provide migrants with the possibility to contact their loved ones, as soon as they have arrived in reception centres, as they often do not have personal telephones, and public ones are not always available. A user manual for the trolley chat boxes was made, containing instructions for proper use of the components, and a detailed explanation of the contents of the trolley chat box.



A migrant calling home, March 2017, Milano. Source: Italian Red Cross

### Restoring family links training

The enhancement of the skills of the restoring family links team was one of the elements that characterized 2017: staff and volunteers participated in meetings and trainings on protection, gender and inclusion, trafficking in human beings, psychosocial support, and detention of migrants. These themes have been included in the restoring family links training in order to strengthen the skills of Italian Red Cross volunteers, considering the cross-cutting nature of the restoring family links service, and to enable them to respond in a complete and adequate manner to the needs of beneficiaries.

Region	Place	No. of trained volunteers
Lazio	Roma	38
Sicilia	Siracusa	21
	Ragusa	28
	Mascalucia	19
	Palermo	9
Emilia Romagna	Ravenna	46
Calabria	Rende	41
	Reggio Calabria	63
Campania	Salerno	55
Puglia	Bari	61
<b>Total</b>		<b>381</b>

### Materials produced

- Restoring family links national guidelines: Guidelines have been prepared, and as of the end of 2017, the draft guidelines are under review and finalization. They contain information on the functioning of the restoring family links offices at various levels, a complete and detailed explanation of the various activities that are part of the restoring family links service offered by the Italian Red Cross, and, in the annex, all the updated forms used to collect different requests. The guidelines also include the tools for carrying out restoring family links activities within the reception centres of the Italian Red Cross.
- Trolley chat box guidelines: The guidelines summarize the functions of the tool for users. They include an informative poster to be posted in the area dedicated to calls in reception centres.
- Information leaflet: This was designed and distributed to present the restoring family links services to beneficiaries, as well as to external actors and partners.
- Operational procedures concerning research about people missing and who are victims of shipwrecks in the Mediterranean: These have been finalized in collaboration with the Missing Unit of the ICRC delegation in Athens and will be soon be shared with the national and international restoring family links network through the FLExtranet Movement online platform. The commitment to develop these procedures has become necessary owing to the high number of shipwrecks, the requests coming from abroad, and the need to be able to provide clear and detailed answers to the international restoring family links network.

### Challenges

- Maintaining the capacity to respond to the needs of family members looking for their loved ones, once they have arrived in Italy, also as a lot of migrants are immediately transferred from the place of arrival to a reception centre in another destination in Italy, without the chance to contact their families and to communicate their safe arrival.

- Responding to the restoring family links needs of migrants on the move, especially of those excluded from the Italian reception system, in particular to provide access to phone calls to migrants on the move, as well as collecting tracing requests, also owing to the living conditions of migrants on the move (the absence of an address for Italian Red Cross to maintain contact with them; and the national law related to responsibility in delivering a phone call service).
- The need for establishment of restoring family links offices at local level, to be more widespread and efficient in meeting the needs.

### Lessons learned

- Cooperation with different actors has enhanced the capacity to provide restoring family links activities, in particular with:
  - ICRC and the Maltese Red Cross: the result has been very fruitful work, enabling the Italian Red Cross to establish contacts with several stakeholders.
  - Humanitarian NGOs and Italian authorities: both actors have been involved in the dissemination of the restoring family links service, through the distribution of posters and restoring family links cards on rescue boats.
  - Netherlands Red Cross: excellent results led to the replication of the Tracing Bus pilot project, with the plan now to set up a permanent mobile restoring family links service in 2018. The restoring family links staff have worked in close cooperation with the Fundraising Unit of The Italian Red Cross, in order to contact possible stakeholders interested in developing the project.
- Having the capacity to work with colleagues in different locations (headquarters and branches, and with other National Societies, and ICRC), and involving experts in order to bring together knowledge, experiences and skills.
- The importance of restoring family links training: several trainings were organized for volunteers during 2017, in order to build a stronger network and to achieve a national coverage of the restoring family links service in Italy.
- Importance of broader dissemination of the service, enabling Italian Red Cross to reach and inform the highest number of people as possible about the service and to cover different restoring family links needs.

## National Society capacity building

**Needs analysis:** The need to strengthen the capacity of Italian Red Cross staff and volunteers to improve the response at all levels and to give all components of the National Society the means to work together in a coordinated manner.

**Population to be assisted:** Italian Red Cross staff and volunteers, at headquarters and in branches throughout Italy, to strengthen capacities.



### National Society capacity-building

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

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

**Activities planned:**

At the national level:

- Implementing and facilitating the standardization and planning process of its procedures, operational profiles and trainings
- Strengthening the professional skills of volunteers in the field in a systematic and standardized way
- Implementing and facilitating reporting structures and capabilities
- Continuous monitoring of the situation to provide immediate support in case of changes of trends or needs in the field

At the operational level:

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

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

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

Activities planned:

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

### Achievements

#### Activities Output 8.1

Throughout the timeframe of the Emergency Appeal, Italian Red Cross provided various trainings for staff and volunteers involved in the migration response (psychosocial support, restoring family links, protection, anti-trafficking etc), and capacities have been strengthened.

Standard operating procedures for Italian Red Cross response at landings and at reception centres have been developed (the latter is currently being finalized), including detailed logistics/technical details. They have been based on experience and feedback from staff and volunteers involved in the operations, and to ensure that the standard operating procedures have clear detailed steps. Italian Red Cross has also exchanged experiences/procedures with other National Societies involved in the migration response.

Italian Red Cross has strengthened its leadership at different levels:

- Italian Red Cross has harmonized and standardized at national level the curricula and materials of each area of intervention in order to provide trainings at local level in a standardized way.
- Italian Red Cross has systematized and standardized at national level data collection and reporting in order to monitor performance and collect information at a local level, and to provide a national picture of results with aggregated data.
- The national office, through the human resources on the ground, monitored the needs and changes, in order to provide any additional assistance needed, related to activities undertaken.

The initial planned activities for procurement of various equipment were not undertaken because local branches already had sufficient provisions/equipment for them to carry out the needed response services, and Italian Red Cross therefore decided to use the funding in this budget line for high priority activities. Five computers were however procured in 2017 and safe points were equipped with ipads, gazebos, tables and benches.

#### Activities Output 9.1

Following the increase in the number of arrivals, the Italian Red Cross increased its presence and its activities to assist migrants arriving in Lampedusa through the set-up of a Red Cross local branch, also contributing to the activities in the Lampedusa reception centre.

The CPSA of Lampedusa (Centro di Primo Soccorso e Accoglienza - centre of first assistance and reception) is fully functional for migrants and asylum seekers and the Red Cross ensures they receive secure and proper assistance and a series of specific services, such as restoring family links information and case work, a trolley chat box (from October 2017) for enabling migrants to contact their families from the very first moments of stay, Italian language lessons, and psychosocial support, for the most vulnerable.

The number of Italian Red Cross staff/volunteers regularly working at the centre is 57. The Italian Red Cross staff member engaged as coordinator of the reception centre in Lampedusa was trained, together with other Italian Red Cross reception centres' directors, by the academic institute Unilink Campus of Rome. The course provided a useful learning opportunity on different subjects: the historical and geopolitical background of migration, national and international migration law, procedures for managing recovery and reception situations. All participants could also share their experiences with other reception centre coordinators and further develop their understanding and skill sets for their work. A reception advisor from the national branch supported the new coordinator in the adaptation of the Italian Red Cross reception procedures to the Lampedusa context.



Italian Red Cross water rescue volunteers' intervention, Lampedusa, July 2017. Source: Italian Red Cross

In addition, from 5 July to 30 September 2017, the Lampedusa branch hosted a new project called "Welc(h)ome Volunteers", open nationwide to those Italian Red Cross volunteers specialized as water rescue operators and restoring family links, or with the professional skills of cultural mediator, educator, social worker, doctor, nurse. Through the project, the following results were achieved:

- 30 sea evacuation interventions from the beaches (mainly heat stroke, hypotension, lower limb trauma)
- approx. 700 people rescued and assisted in the reception centre
- 255 patrol shifts with an inflatable boat
- 2,040 hours of services provided by volunteers
- 55 volunteers involved
- 43 local branches involved.

### Challenges

To provide capacity building support to Italian Red Cross staff and volunteers in branches throughout Italy, in many different regional situations and branches with very varying needs.

### Lessons learned

- The importance of working with branches to identify needs in training and tools.
- The importance of having a strong migration team at headquarters, to have the capacity to provide branches with training and tools needed.
- The importance of interaction and exchange top-down and bottom-up, between headquarters and branches to ensure a good level of communication and adaptability for quick responses.

## Quality Programming / Areas Common to all Sectors

### Quality programming

**Outcome 10: Migrants have access to updated information, provide feedback and are able to take informed decisions about their situation, health and well-being etc.<sup>2</sup>**

**Output 10.1:** Access to up to 10 Safe Points is available to migrants in key locations

Activities planned:

- Baseline needs assessments and collection of continuous feedback from migrants including training of branches
- Provision of information and materials about health, restoring family links, and legal services for both migrants and host communities
- Provision of basic assistance, health care and distribution of non-food items
- Setup and operation of Safe Points across key locations in Italy
- Ten trainings on legal assistance, migration flows and principles of humanitarian assistance

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

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

Activities planned:

- Public awareness campaign "#leparolevalogono", in the framework of the IFRC awareness campaign "#Protect Humanity" via the Italian Red Cross website, social networks and newspapers
- Restoring family links video promoting restoring family links activities in the field
- National press campaign
- Awareness-raising campaign on the added value migrants bring to host communities

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

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

Activities planned:

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

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

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

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

Activities planned:

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

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

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

Activities planned:

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

## Achievements

### Activities Output 10.1

Safe Points are essentially Italian Red Cross help desks that provide information and basic support to all migrants regardless of their status. The establishment of Safe Points began in January 2016, and so far, 10 Safe Points have been established. They have an important relevance in providing support to migrants outside the reception system that for different reasons and situations, risk to become “invisible”. Safe points refer migrants to facilities, sources of assistance and services available in towns/cities, basic essential services such as health care, legal services, food, dormitories/accommodation, psychosocial support, Italian language courses and vocational training. Restoring family links services are also provided.

Each Safe Point will be provided with one tablet, that will be delivered at the beginning of 2018. Through the tablet, a sort of connectivity service will be provided to migrants, providing information to them on the use of the Virtual Volunteer website, enabling them to consult the restoring family links “trace the face” updates, and be guided by the Red Cross staff/volunteers in finding easily what they are looking for in their respective areas.

A Safe Point is usually established in an area which is easily accessible to migrants or frequented by migrant communities, generally in the town centre or in a transit place. The below table provides information on the Safe Points:

Place	Date of establishment	Details
Catania	January 2016	<p>City of landings and also place of transit for those who disembark in other cities of Sicily.</p> <p><u>Beneficiaries:</u> migrants and high presence of homeless (of different nationalities) and seasonal workers who are engaged in the countryside surrounding the city.</p> <p><u>Place:</u> the activity is carried out near the central station.</p> <p><u>Logistics:</u> use of a camper van and a gazebo, there is a regular presence of a doctor.</p> <p><u>Description of the service:</u> the aim of this safe point is increasing access to essential services, which include legal information, basic health care and orientation, psychosocial support and restoring family links.</p>
Trapani	February 2016	<p>City of landings and also place of transit for those who disembark in other cities of Sicily. Presence of one hotspot in town.</p> <p><u>Beneficiaries:</u> a significant presence of seasonal and homeless workers (different nationalities).</p> <p><u>Place:</u> the activity is carried out near the central station.</p> <p><u>Logistics:</u> use of a gazebo, table, and benches.</p> <p><u>Description of the service:</u> the aim of this safe point is increasing access to essential services, which include legal information, basic health care and orientation, psychosocial support and restoring family links.</p>
Cagliari (Sardinia)	June 2017	<p>City of landings, in the south of the island, and also with the presence of reception centres.</p> <p><u>Beneficiaries:</u> migrants out of the reception system and homeless people, deriving also from the impossibility for undocumented migrants out of the reception system to leave the island by ship or plane in a legal way.</p>

		<p><u>Place:</u> Piazza del Carmine, city centre.</p> <p><u>Logistics:</u> use of a gazebo, table and benches.</p> <p><u>Description of the service:</u> the service takes place near the medical clinic where health documents necessary for migrants who need to access the local health service and receive a first treatment are issued, so health information is the focus of this safe point. The local branch is working on the recruitment of more volunteers in order to strengthen the service and ensure continuity for the beneficiaries.</p>
Roma (Lazio)	July 2017	<p>City of transit, but also place where many communities of different nationalities are rooted in the territory, and a huge presence of homeless people.</p> <p><u>Place:</u> Termini station and Tiburtina station.</p> <p><u>Beneficiaries:</u> Migrants out of the reception system.</p> <p><u>Logistics:</u> use of a gazebo, table and benches.</p> <p><u>Description:</u> Two Safe Points were opened in Rome, involving the participation and involvement of volunteers who were trained on how to manage the service of Safe Points, and are now actively running the service. The local branch is also working for the creation of a network among other organizations working with migrants such as Caritas, Centro Astalli and the local authority.</p>
Palermo (Sicily)	October 2017	<p>City of landings and also place of transit for those who disembark in other cities of Sicily.</p> <p><u>Place:</u> the local branch is evaluating what should be the best place, trying different locations.</p> <p><u>Beneficiaries:</u> migrants out of the reception system</p> <p><u>Logistics:</u> use of a gazebo, table and benches</p> <p><u>Description:</u> similarly, to the nearby cities of Catania and Trapani, the activity is characterized as well as by the distribution of basic relief items, provision of health and legal assistance, as a result of the emerging of new vulnerabilities, with migrants with no access to the reception network and having difficulties accessing local services.</p>
Val di Susa (Piemonte)	November 2017	<p>The Safe Point in Val di Susa has an exceptional and extemporary nature and is managed by the volunteers of the branches of Susa and Bardonecchia.</p> <p><u>Place:</u> the activity is carried out close to the border with France, where migrants, unequipped and uninformed, try to cross the mountains in a dangerous way (especially in winter, when conditions are very difficult).</p> <p><u>Logistics:</u> volunteers use off-road vehicles to reach the migrants every time they receive an alert.</p> <p><u>Description:</u> Once volunteers meet migrants, they inform them of the risks of the cold weather and snow, distribute items (food and non-food items), provide health assistance and inform migrants on the possibilities to be assisted in the centres in a legal way.</p>
Agrate (Lombardia)	November 2017	<p>Agrate is a city close to Milan, and the reason to set up a Safe Point in this area is as follows:</p> <p><u>Beneficiaries:</u> increasing flow of new arrivals of asylum seekers and refugees in the Province of Monza and Brianza, a direct consequence of the massive arrivals in Italy, with the landings of a huge number of migrants on the Italian coasts.</p> <p><u>Logistics:</u> use of a gazebo, table and benches</p> <p><u>Description:</u> the service aims to provide migrants with a point of reference, orientation, consultation and support for their needs, especially for those who are outside of the reception system.</p>
Rosarno (Calabria)	November 2017	<p><u>Beneficiaries:</u> The Safe Point in Rosarno, as well as being aimed at migrants in transit, has as main beneficiaries, migrant seasonal workers who work in the countryside close to the city of Rosarno and at the camp of S. Ferdinando.</p> <p><u>Logistics:</u> use of a gazebo, table and benches for activities in the camps, use of the local office of Rosarno Branch for some activities.</p>

		<b>Description:</b> The activity is characterized, as well as for the distribution of relief items to meet basic needs, for orientation to legal and health services. Additionally, given the presence of seasonal workers who go to work with bicycles which are barely visible during the night in the streets, one of the activities held is on road safety education. The activity is carried out at the local branch office once a week. Volunteers also go once a week to some nearby countryside locations to distribute hot drinks, sleeping bags and blankets, if needed.
Bolzano (Trentino)	November 2017	Bolzano is a border town, a place of transit and characterized by the presence of several reception centres. The streets of the city are full of migrants, all in need of hospitality and are of different nationalities. Most are from Afghanistan and Pakistan who had applied in other European countries but who did not succeed in their asylum applications. They are stopped at the village of Brenner on the Italian-Austrian border, and then they apply for asylum at the police headquarters in Bolzano. In the streets of Bolzano, there are also unaccompanied minors trying to go to Northern Europe with the risk of falling into criminal or trafficking hands. They are mostly African children escaped from reception centres, but there are also Somalis, Pakistanis, Afghans and Bengalis who have just arrived in Italy through several routes and who want to continue to Northern Europe to reunite with their families.  The branch is currently evaluating what are the best logistical and operational solutions.

The results achieved are the following:

Italian Red Cross volunteers involved	730
Migrants assisted	852
Migrants who received food and non-food items	747
Hygiene kits distributed	460
Migrants who received legal information	86
Migrants who received information and are able to access the local health service	96
Migrants enrolled in Italian language courses and vocational training	58
Migrants provided with clothing	468
Homeless migrants identified	337
Homeless migrants provided accommodation in social dormitories	45
Migrants referred to psychosocial support services	25

### Activities Output 11.1

In connection with the community engagement activities, the Italian Red Cross launched a public awareness raising campaign “#leparolevalgono” in May 2016, which ended in September 2016. The campaign was conducted in the framework of the global IFRC awareness raising campaign “#Protect Humanity” launched in September 2015 and aimed at calling people, partners and decision-makers to stand in solidarity with vulnerable migrants by signing a call for their protection, and to guarantee their safety and dignity, without discrimination, at every stage of their journey. The Italian Red Cross’s campaign, realized in collaboration with the Treccani encyclopaedia, assumes that words like “Humanity”, “Migration”, “Hospitality”, “Asylum” and “Dialogue” are among the most present words today in the media and in public debates, however, despite this, only a few people know their intrinsic meaning. Through this campaign, the Italian Red Cross promotes the understanding of the phenomena of migration and hospitality through the words that are chosen to describe them. The following media have also spoken about the campaign: Agi, 9colonne, Espresso.it, Osservatore Romano, Famiglia Cristiana, Il Giornale.it, Libero, LaStampa.it, Redattore Sociale.it, RomaSette.it, RomaPerIlGiubileo.gov, GliStatiGenerali.com, CartaDiRoma.org, Responsabilmedia.com, Quotidiano.net, Agorà Rai Tre. The campaign is available on the site: [www.leparolevalgono.it](http://www.leparolevalgono.it)



Italian Red Cross staff providing services at the Safe Point in Trapani, October 2017. Source: Italian Red Cross

In March 2017, a three-minute video on the experience of the Tracing Bus was produced and promoted on the Italian Red Cross YouTube channel and social media network of the Italian Red Cross <https://www.youtube.com/watch?v=-bxQ8qAXbLo&feature=youtu.be>; it has been awarded the second prize during the “Capodarco film festival”.

In addition, a video was produced promoting a restoring family links happy ending story: <https://www.youtube.com/watch?v=pvTWOsPOCxY>

Several other videos and news items were produced during the timeframe of the Appeal, in order to promote the Red Cross’s activities in the migration response work, both inside and outside the National Society:

Italian Red Cross Migration (playlist videos) <https://goo.gl/pJz2Dx>

The last video produced, “Summer rain” launched on 3 October 2017, on the occasion of the National Day in Remembrance of victims of Migration, aimed to summarize the emotional impact of migrants’ stories on Red Cross volunteers: <https://youtu.be/oVwOr294XYU> (English version); <https://youtu.be/Cdv1GBVPh9A> (French version).

In 2017 another awareness event was developed, called “Una storia di accoglienza – A story of hospitality”. The photo reporter Uliano Lucas “lived” particular moments of different seasons of the year 2017, spent at the National Reception Centre of Settimo Torinese, in order to tell the story of the huge task undertaken by Italian Red Cross in terms of managing reception centres. The photographer tried to collect through his camera the life of migrants during their stays in the reception centre, considered fluid and in continuous evolution. The photographer tried to set down what happens after the crossing of the Mediterranean Sea, giving attention to the place where the person is, and at the beginning seems lost, but with help can find his way to restart a new life and retrieve his identity: daily life, school, vocational training, free time, etc., emphasizing the important role of Red Cross in this social inclusion and integration process. Lucas spent time with the Italian Red Cross staff and volunteers, migrants and various other actors, sharing daily-life experiences with them and trying to collect the most significant moments. The project includes an itinerant photograph exhibition that will start in Torino, at the National Cinema Museum, and will go to several locations: Settimo Torinese, International Journalism Festival in Perugia, museums in Palermo, Brescia, Genova, Bologna, Bari, Matera, Milano including, and at the end, the Annual Capital of Culture, in the city of Palermo. A photo book has also been printed and distributed. This exhibition has been awarded the “Medal of the Presidency of the Italian Republic”. The exhibition and the book are co-produced by Italian Red Cross, the Municipality of Settimo Torinese and the National Cinema Museum. Collaborators in the project are the Ministry of Interior, Piemonte Region, Municipality of Torino and some Settimo Torinese Cultural organizations.

### Activities Output 12.1

The objectives pursued by the Emergency Appeal since its launch in 2015 have aimed to ensure the protection of migrants present on the Italian territory by also defining a series of trainings for staff and volunteers:

#### **Protection:**

In 2017, two workshops were realized to collect feedback and experiences from the field, consolidate the work done so far, and build a foundation for the further development of this area of work in 2018. 51 people from different regions of Italy participated in the workshop, and it resulted in the constitution of a steering group on the subject. The two events served to pilot a standardised, basic Protection, Gender and Inclusion in Emergencies training, sensitising and introducing operational tools to prevent, identify and respond to protection needs. Topics included sexual and gender-based violence, trafficking in human beings, child protection, violence prevention and minimum standards for protection, among others. Significant time was dedicated to strengthening the competencies and skills of participants in providing psychosocial support and ensuring community engagement and accountability. As part of the process that aimed at developing and providing tools in protection, key profiles were identified, and lessons learned to progress with further steps. The feedback showed a clear need for such a training for the staff and volunteers, but also that the level of knowledge about psychosocial support, community engagement and accountability, and protection, gender and inclusion, varied greatly, so that the next training can be adjusted to take this into consideration. The event provided the basic structure for Italian Red Cross to adapt key materials and develop and provide the protection approach for migration for 2018.



Italian Red Cross volunteer giving assistance, May 2017, Salerno. Source: Italian Red Cross

### **Anti-trafficking:**

The migration Unit has developed different tools to identify victims and potential victims of trafficking, and refer them to appropriate services:

- Italian Red Cross staff and volunteers have been trained to identify victims and potential victims of trafficking and refer them to appropriate services through the e-module “MMPAT- Riconoscere le vittime di tratta e offrire una risposta (Recognizing the victims of trafficking and offer a response)”. The e-module is an online training which trains staff and volunteers to identify indicators of trafficking in individuals, how to speak with and support people who are or may have been trafficked, how to respond according to National Society standard operating procedures and provides guidance on the international definition of trafficking and related national legislation. The e-module has been translated into Italian and adapted to the Italian context and laws. The focus groups and interviews with staff and volunteers, which were realized during 2017, informed part of the content. By the end of 2017, 543 staff and volunteers had registered and started the e-module MMPAT and 393 had completed the training with proficiency, passing the final test. The e-module is now available on the IFRC Learning Platform at the following link: [www.ifrc.org/learning-platform](http://www.ifrc.org/learning-platform)
- In addition, the Italian Red Cross designed internal standard operating procedures on how to refer individuals trafficked or at risk of trafficking internally within Italian Red Cross, as well as how to refer individuals to the inter-agency referral system for the protection of trafficked people. Contents include an introduction to the document, an outline of the duties and responsibilities of the National Society and its personnel, and the three main elements of protecting trafficked people: pre-identification, ‘do no harm’, and the referral process.
- Italian Red Cross also created a standard form ‘Modulo di salvaguardia (Safeguarding form)’ to use for the internal referral of cases to the Italian Red Cross anti-trafficking coordinator.

### **Activities Output 12.2**

- 1,000 pocket guides on anti-trafficking were printed for Italian Red Cross staff and volunteers in the reception centres, as well as for staff and volunteers engaged in disembarkations, restoring family links activities, and staff working in post-rape centres and the Safe Points. The content of the guides is divided into ten sections: Definition of trafficking in human beings; Available data on trafficking at global level; The difference between trafficking and smuggling; Informed consent of the victim; Signs of sexual exploitation; Signs of labour exploitation; Signs of domestic servitude; Other signs of exploitation; Internal referral mechanism; and Self-help for volunteers.
- 300 posters containing messages on anti-trafficking in seven key languages (Italian, English, French, Arabic, Tigrinya, Bengali and Urdu) were created, printed and distributed. Italian Red Cross also produced 7,000 contact cards for migrants, to facilitate access to information on trafficking. The cards contain key messages in the same seven languages, such as: “Would you like to talk? Are you feeling scared? The Italian Red Cross is here to help you. We can provide confidential support. Speak to the Italian Red Cross or call the National Anti-trafficking line”.
- 1,500 badge holders and 500 scarves were also procured for distribution to migrants in the Italian Red Cross reception centres and at Safe Points. The choice of badge holder and scarves was motivated from the willingness to offer something practical which migrants can use daily, as the badge holder is useful for the badge that reception centres gives migrants in order to have access to different services, and the scarves could be used to cover their heads to protect them from the sun or as part of their regular dress. All the materials produced has been distributed.

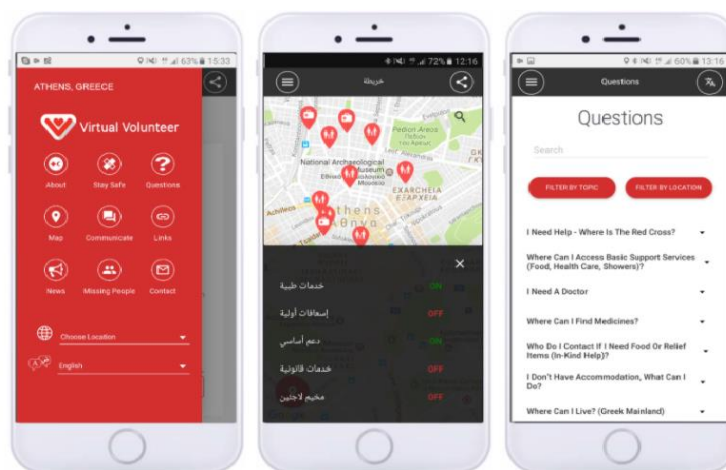
### **Virtual Volunteer platform**

Italian Red Cross worked with the IFRC to roll out [virtualvolunteer.org](http://virtualvolunteer.org) as part of their community engagement approach, aimed at providing information for migrants in Italy. The mobile-friendly platform provides information about available services in the area where a person is connected, through geo-location, by both Red Cross Red Crescent Movement and non-Movement actors – from legal aid to psychological counselling, from health services to kitchens where migrants can access food, as well as providing information on the search for family members who have been separated. Users can find outpatient clinics, consultants, canteens, dormitories, places to receive free legal assistance and psychological support on the map, as well as the Red Cross Safe Points. The platform also provides information on what trafficking is and how the Italian Red Cross can protect people exposed to different forms of exploitation in the Italian territory, as well as contact details to use in case of emergency. In this respect, the Virtual Volunteer platform supports the anti-trafficking programme of the Italian Red Cross.

During the implementation period, the platform has reached the following results:

- 2,500 times accessed by over 2,000 users,
- 13,000 pages opened on the website,

- 54% of users were female and 46% male, mostly aged between 20 and 34 years old; these demographic groups are vulnerable to trafficking, and so the platform has been useful in reaching the project's target audience,
- Social media was the main channel through which people became aware of virtualvolunteer.org and content was accessed mainly in Italian, English and French,
- Some users also later reached out directly to the National Society for advice and help about their specific cases, showing that the platform can be successful in establishing an in-person link with the target audience.



Virtual volunteer application on smartphone

### Challenges

- The new training tool, with an e-learning format, was not familiar to Italian Red Cross volunteers (who usually follow face to face training).
- There was only a short implementation period to test and understand the best promotional strategy which would work with the target audience.
- Different geographical and cultural regional contexts, where activities need to be adapted.

### Lessons Learned

- The importance of a good communication campaign to inform and engage the local branches on the new tools developed by Italian Red Cross.
- Promotion of Virtual Volunteer needs to be implemented during the coming months at the Safe Points and in the reception centres.
- Flexibility has made it possible to respond to the needs of different contexts.

## National Society Contingency Planning

### National Society Contingency Planning

**Outcome: The overall contingency capacities of the Italian Red Cross are secured**

(Note this outcome was added in Appeal Revisions 1 and 2)

**Output 1: Contingency stocks are in place for 20,000 people to be able to respond to the emerging needs**

#### Achievements

Stocks of relief items procured in the first two years of the operations were all used. When there was a gap in relief stocks in June/July 2017, relief stocks in Greece which were not needed, were transported to Italy for distribution to migrants arriving in Italy. At the end of the Emergency Appeal, following procurements in 2017 (which arrived later than planned, and were therefore not all distributed in 2017), there remains a contingency stock in place of 40,000 items, available to meet relief needs, when migrants arrive at ports.

#### Challenges



- Unpredictability of arrivals over the three-year period, and varying relief needs.
- Gaps in supplies of relief items, owing to delays in procurements.

#### Lessons Learned

- The importance to be ready to support any situation, to always have contingency stocks in place.
- Importance of being able to access Red Cross Red Crescent Movement stocks (e.g. the stocks from Greece).

## Search and Rescue

Search and Rescue activities were funded through the Emergency Appeal for a limited time, from June 2016 to December 2016 (in Appeal Revision No 2).

 <h3>Search and Rescue</h3>
<p><b>Outcome: The International Search and Rescue Response in the Mediterranean is supported by the Red Cross Red Crescent Movement partners' intervention.</b></p>
<p><b>Output 1: Provide access to first aid and basic health care in addition to basic food and non-food items distribution for up to 12,000 migrants rescued on the Phoenix vessel for a duration of six months.</b></p>
<p>Activities planned:</p> <ul style="list-style-type: none"> <li>• Hire a medical and logistics team.</li> <li>• Finalizing the agreement with MOAS.</li> <li>• Purchasing equipment for the team.</li> <li>• Purchasing and stocking food and non-food items.</li> <li>• Delivery of health and care services on board.</li> <li>• Distributing food and non-food items to rescued migrants.</li> <li>• Logistics arrangements and replacement of used items.</li> <li>• Providing briefings for volunteers involved.</li> <li>• Providing psychosocial support for the staff working on board.</li> <li>• Running the operation in coordination with the Migrant Offshore Aid Station Foundation (MOAS), providing partial coverage of the operational costs.</li> </ul>
<p><b>Output 2: Provide access to first aid and basic health care in addition to basic food and non-food item distribution for up to 7,000 migrants rescued on the Responder vessel for a duration of six months.</b></p>
<p>Activities planned:</p> <ul style="list-style-type: none"> <li>• Hire a medical and logistics team.</li> <li>• Finalizing the agreement with MOAS.</li> <li>• Purchasing equipment for the team.</li> <li>• Purchasing and stocking food and non-food items.</li> <li>• Delivery of health and care services on board.</li> <li>• Distributing food and non-food items to rescued migrants.</li> <li>• Logistic arrangements and replacements of used items.</li> <li>• Providing briefings for volunteers involved.</li> <li>• Providing psychosocial support for the staff working on board.</li> <li>• Running the operation in coordination with the Migrant Offshore Aid Station Foundation (MOAS), providing full coverage of the operational costs.</li> <li>• Carrying out communication and advocacy activities.</li> </ul>
<h3>Achievements</h3>
<p><b>Activities Output 1</b></p> <p>In June 2016, the Italian Red Cross launched its search and rescue activity to save the lives of people crossing the Mediterranean in search of refuge and safety in Europe. The Italian Red Cross, with the support from the IFRC, partnered with an independent charity Migrant Offshore Aid Station Foundation (MOAS) in a joint life-saving mission on board of one of the rescue ships, the "Phoenix". Under the agreement, MOAS was responsible for the search and rescue phase, while Italian Red Cross took care of the post-rescue activities. A team composed of two nurses, one doctor, a team leader and relief/logistics coordinator was on board, providing first aid, health care and emergency supplies, including dry clothes, blankets, food etc. The staff of the Phoenix were provided and trained by the Italian Red Cross. The vessel departed from Valletta, Malta, with the Red Cross team on board.</p>

<p>Italian Red Cross search and rescue operations, Mediterranean Sea, October 2016. Source: Italian Red Cross</p>

The ship patrolled the Central Mediterranean route between north Africa and Italy, where the majority of the drownings have occurred. Rescued people were transported to Italy, predominantly to ports in Sicily. During most disembarkations in Italy, the vessel was restocked with necessary food and non-food relief items. People who landed in Italy came mostly from African countries. Most were from Nigeria (20%) and Eritrea (12%), followed by Guinea, Gambia, Senegal, Ivory Coast, Mali and Sudan. Every rescued migrant received a medical check-up as well as water, food, and dry clothes when needed. The joint mission of Italian Red Cross and MOAS, with two vessels, rescued and saved 9,164 people from June to December 2016. The number of people rescued and assisted by the Phoenix was 4,879 migrants in several operations. Some replacements of staff members took place in Italian harbours. Usually, from the operation area to the Italian coast, the vessel had to sail for approximately 30 hours, during which time the passengers were taken care of by the Red Cross team on board.

### Activities Output 2

In August 2016, a second vessel, the “Responder”, started, together with the Phoenix, the search and rescue activity to save the lives of people crossing the Mediterranean. The Italian Red Cross was also responsible to support the activities on board. Under the agreement, MOAS was responsible for the search and rescue phase, while Italian Red Cross took care of the post-rescue activities. A team of two nurses, one doctor, a team leader and relief/logistics coordinator plus a communications officer was on board, providing first aid, health care and emergency supplies, including dry clothes, blankets, food etc. The medical staff came from National Societies, with the exception of the team leader provided by the Italian Red Cross. The vessel departed from Valletta, Malta with the Red Cross team on board. The ships patrolled the Central Mediterranean route between north Africa and Italy, where the majority of the drownings have occurred. Rescued people were transported to Italy, predominantly to ports in Sicily. The teams of the Responder benefitted from briefings and hand overs directly in Malta, either organized at the offices of the Maltese Red Cross (with the logistical support of the Maltese Red Cross) or directly on board the vessel. During most disembarkations in Italy, the vessel was restocked with necessary food and non-food relief items. People who landed in Italy came mostly from African countries: Nigeria (20%) and Eritrea (12%), followed by Guinea, Gambia, Senegal, Ivory Coast, Mali and Sudan. Every rescued migrant received a medical check-up as well as water, food, and dry clothes when needed. The number of people rescued and assisted by the Responder was 4,285 migrants in several operations.

### Challenges

The main challenges faced throughout the search and rescue activities were:

- The medical evacuations, unpredictable times of disembarkations, weather conditions, transfers related to dead body management, and provision of restoring family links services.
- Due to the absence of a common asylum system in the EU, migrants often faced refolement and they were exposed to the risk of being smuggled and/or falling into the hands of organized crime.
- The exceptionally hot weather conditions and heat waves during the summer of 2017 made the conditions more challenging.

### Lessons Learned

- Some of the challenges were overcome by reviewing the standard operating procedures and manuals of MOAS and IFRC.
- The search and rescue operations were very resource-intensive, and as other organizations were involved, Italian Red Cross decided not to continue its involvement in the search and rescue operations after the end of 2016, but rather to focus on the National Societies core priorities – assistance at landings, in reception centres and in safe points – where Italian Red Cross has had a now very well-established role to play.
- Alongside search and rescue operations, the IFRC and the Italian Red Cross continued effective advocacy messaging to other stakeholders with regards to their duties and obligations at sea to protect those in danger.

## Operational support services

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

## Human resources

During the timeframe of the Emergency Appeal, it is estimated that the response operation involved more than 7,000 Italian Red Cross staff and volunteers in various locations throughout Italy.

Various Italian Red Cross staff positions were funded by the Appeal, at headquarters level and at field level (it should be noted that exact positions and numbers of staff varied throughout the three-year timeframe of the Appeal, according to needs).

At field level, the following positions were funded: field officers (up to 5), linguistic/cultural mediators (up to 6), migration officers (up to 3), psychologists (up to 2), and, during the search and rescue operations, 1 doctor, 2 nurses and 1 logistician on board the Phoenix vessel, and 1 doctor, 2 nurses, 1 midwife, 1 logistician, 1 interpreter, 1 operation focal point and 1 operations HR coordinator for the Responder operation.

At headquarters level, the following positions were funded: head of migration, Appeal manager (and at times an Appeal field coordinator and appeal logistics/financial coordinator), protection officer, anti-trafficking officer, safe point coordinator, psychologist/psychosocial support coordinator, communications officer, monitoring evaluation accountability and learning officer, logistics officer and financial officer. Restoring family links staff were funded by the ICRC.

## Logistics and supply chain

The Italian Red Cross conducted in-country procurement for some items, and, also used the IFRC Secretariat and its Global Logistics Service for identified and agreed international procurement. If and when required, a procurement specialist from IFRC Global Logistics Service was deployed to speed up procurement of goods. In addition, the Global Logistics Service, through its capacity at the IFRC's Regional Office for Europe, also facilitated the development of standard operating procedures for accessing and replenishing contingency stocks with the National Society.

Six warehouses were used to store all the materials needed: the logistics centre in Avezzano and the warehouses in Catania (Sicily), Cagliari (Sardinia), Salerno (Campania), Crotone (Calabria) and Brindisi (Apulia) functioned as regional warehouses for receiving, storing and dispatching required items. The local branches maintained their own warehouses and organized the distributions, requesting materials from the five central warehouses. The Italian Red Cross fleet was used for transportation between central warehouses and branch warehouses and field locations. This consisted of four trucks, as well as vans and ambulances present at the disembarkations for which the Appeal covered running costs and maintenance. At times and due to urgent needs, the Italian Red Cross also used a shipping company to accelerate the distributions to the field.

The supply of items was guaranteed both during the disembarkations, down to the southern parts of Italy and the islands and up to the northern borders of Italy with France, with the aim of assisting migrants in transit, at safe points, and also in reception centres. Achievement of smooth operations was ensured by the Italian Red Cross logistics hub and the widespread presence of the local branches and their volunteers.

## Communications

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

- **IFRC communications:** <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/italy/>
- **Italian Red Cross web site:** <https://www.cri.it/home>
- **Italian Red Cross Facebook:** <https://www.facebook.com/ItalianRedCross/>
- **Italian Red Cross YouTube:** <https://goo.gl/pJz2Dx>

## Security

No security issues affected the activities supported by the Emergency Appeal.

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

### Monitoring

The reporting and monitoring activities were carried out throughout the project timeframe. Monitoring visits have taken place to disembarkation ports, Safe Points and reception centres, by Italian Red Cross migration unit staff members, and also by IFRC delegates from the Regional Office for Europe. Visits from the IFRC took place at different stages of the Appeal, while members of the Italian Red Cross migration unit have been able to visit more frequently throughout the Appeal timeframe. Regular monthly teleconferences between the IFRC and key Italian Red Cross project team members also allowed oversight of pledges and grant transfers, as well as expenditure against the budget, monitoring any changes in needs and any delays.

Although monitoring was always carried out throughout the project timeframe, in 2017 the migration unit has systematized the data collection in order to monitor performance at local levels, and with aggregated data, to provide a national picture of results. Initially, the tool was a comprehensive two-page reporting form to collect monitoring information at each disembarkation, but which was replaced in August 2017 with an online data collection tool. The requested information remained the same, but the method of collecting and sending was simplified. Changing the data collection and registration system via an online platform is essential for standardizing and speeding up the data collection methodology and adapting to international instruments. This tool has enabled the Italian Red Cross monitoring and evaluation team to capitalize on technology to improve data accuracy.

### Evaluation and accountability

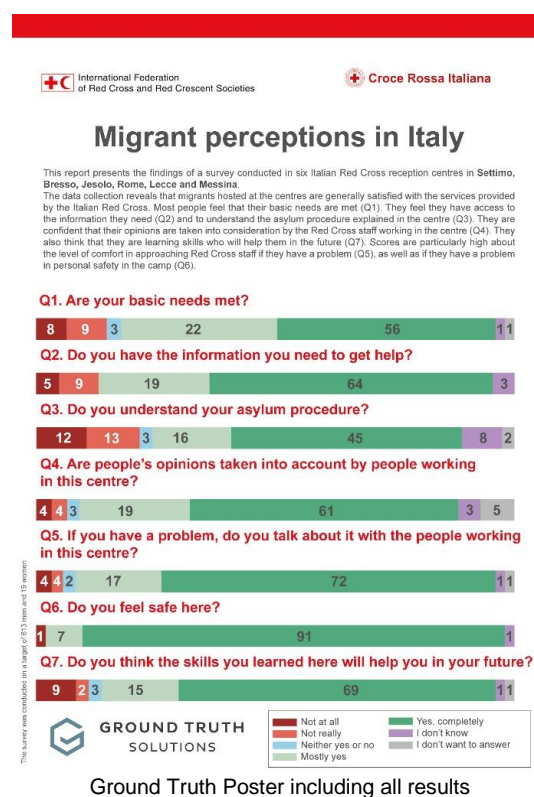
Through regular surveys it was possible to receive direct and valuable feedback from migrants, on the support provided by Italian Red Cross. Data collection was supported by the IFRC and the NGO Ground Truth Solutions to ensure that people's voices are heard and responded to. Ground Truth Solutions' approach consists of systematically collecting the views of affected people on key aspects of a humanitarian programme, analysing their responses, making sense of the data together with affected communities, and communicating the resulting insights back to them. Data collection is light-touch, with a few questions that are asked periodically and that are scored by respondents on a scale. This makes it possible to see how affected people's perceptions change (or do not change) as their views are (or are not) factored into the design of humanitarian programmes. Data is presented in ways designed to foster dialogue among staff and with affected people. The feedback cycle lies at the core of their methodology. It consists of five steps: design, data collection, data analysis, dialogue, and course correction. Correcting the course means reflecting (both with migrants and staff) to underline which aspects need to be improved based on the feedback received to tailor the response to migrants' needs.

The first phase of the project, realized in December 2016 at the Safe Point in Catania, in the reception Centre in Settimo Torinese, and humanitarian presidium called "il Frantoio" in Rome which hosts people in need who are out of the traditional reception system, has revealed somewhat mixed results, while the findings of the second survey conducted in September 2017 in six Italian Red Cross reception centres in Settimo, Bresso, Jesolo, Rome, Lecce and Messina showed positive feedback. The stage following the data collection with the Ground Truth project was to discuss the feedback results internally with staff, and then with communities, to identify important issues that need attention and agree on how to respond.

Plans have also been put in place to monitor the effectiveness of the new anti-trafficking activities: for example, the e-module has been designed to include a pre- and post-training quiz which assesses knowledge and learning. Further, the project team developed a final evaluation which revealed that the 72% of users found the new acquired skills useful.

A workshop for the mid-term review of the implementation of the British Red Cross/British government supported Mediterranean Migration: Protection and Anti-Trafficking (MMPAT) Project was conducted 12-13 July 2017. The workshop was attended by key staff involved in the operation. The participants discussed the accomplished results and the future challenges related to the operation, identified key gaps which must be addressed, and strategized on sustainability issues.

A final evaluation for the Mediterranean Migration: Protection and Anti-Trafficking (MMPAT) Project will be carried out in April 2018. The evaluation will provide the opportunity to reflect on the challenges and lessons learned, especially to look at the impact of the project activities, including on capacity building, and will look at sustainability issues. Lessons learned



Ground Truth Poster including all results

will be useful for Italian Red Cross in implementation of planned activities in 2018 and will be shared with other National Societies involved in the migration response in Europe.

## Looking ahead

Italian Red Cross no longer considers the migration phenomenon as an emergency, but instead as a long-term phenomenon which requires a long-term strategy and approach.

As the Emergency Appeal has now closed, in 2018 the IFRC will continue to provide support through the Italy Country Migration Plan (which is part of the IFRC's 2018 Europe Regional Operational Plan).

In 2018, the Italian Red Cross will continue to provide assistance to migrants arriving at ports, as well as running currently 121 reception centres throughout Italy accommodating 10,000 migrants (funded by the Italian government) and running 10 Safe Points. Its response activities will focus on: supporting vulnerabilities and needs of migrants through an integrated programme approach, specifically with a focus on long-term social activities, such as protection (including anti-trafficking, gender-based violence, child protection, and violence prevention, as well as psychosocial support, restoring family links, and support to safe points (by establishing a referral system in cooperation with other agencies involved in migration ensuring support in all issues concerning migrants' rights and wellbeing, including access to health care and legal assistance). In addition, awareness raising and advocacy activities will be implemented, to address xenophobia, hate crimes, discrimination and negative perceptions towards migrants; promote a positive narrative around migration through community engagement and accountability, in order to reduce discrimination and hate crimes and enhance possibilities of social inclusion for migrants.

The main focus of the IFRC's support through the 2018 Italy Country Migration Plan is to support the strengthening of the capacities of Italian Red Cross staff and volunteers working in the migration response at national level, branches and reception centres, to implement community based programmes, through provision of training programmes in protection (including anti-trafficking, gender-based violence, child protection, psychosocial support, violence prevention, community based health and first aid, restoring family links, community engagement and accountability, cultural awareness etc.), with training programme curricula, qualifications for staff and volunteers, and increased recruitment of migrants as volunteers.

## D. THE BUDGET

Please find attached the Final Financial Report for this Emergency Appeal.

The total Emergency Appeal budget was CHF 8,370,768, total income was CHF 7,516,025 (89.7% coverage), and total expenditure was CHF 7,157,613. The remaining balance of funds CHF 358,412 will be transferred to [2018 IFRC Operational Plan for Europe Region](#), to support the ongoing migration response work of Italian Red Cross in 2018. Partners/donors who have any questions in regards to this balance are kindly requested to contact Louise Daintrey-Hall (phone: +36 1 888 4507; email: [louise.daintrey@ifrc.org](mailto:louise.daintrey@ifrc.org)) within 30 days of publication of this final report.

## Contact information

For further information specifically related to this operation please contact:

### Italian Red Cross:

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- **Francesca Basile, Head of Migration**  
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- **Paola Maieli, Emergency Appeal Coordinator**  
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### IFRC Geneva:

- **Susil Perera, Senior Officer, Response and Recovery**  
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↘ [Click here](#)

1. Click [here](#) to see the final financial report
2. Click [here](#) to return to the title page

## How we work

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

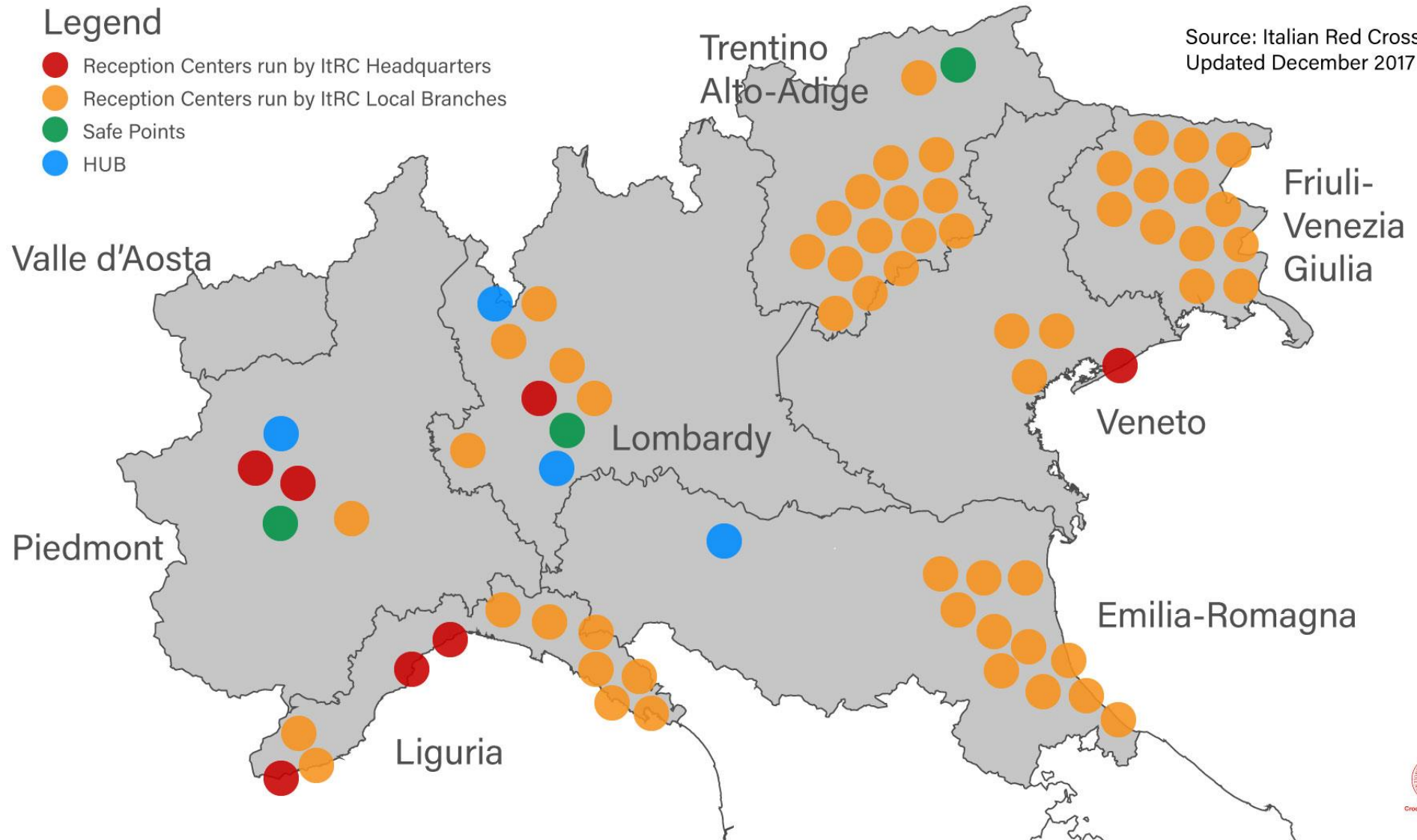


Promote social inclusion  
and a culture of  
**non-violence** and **peace**.

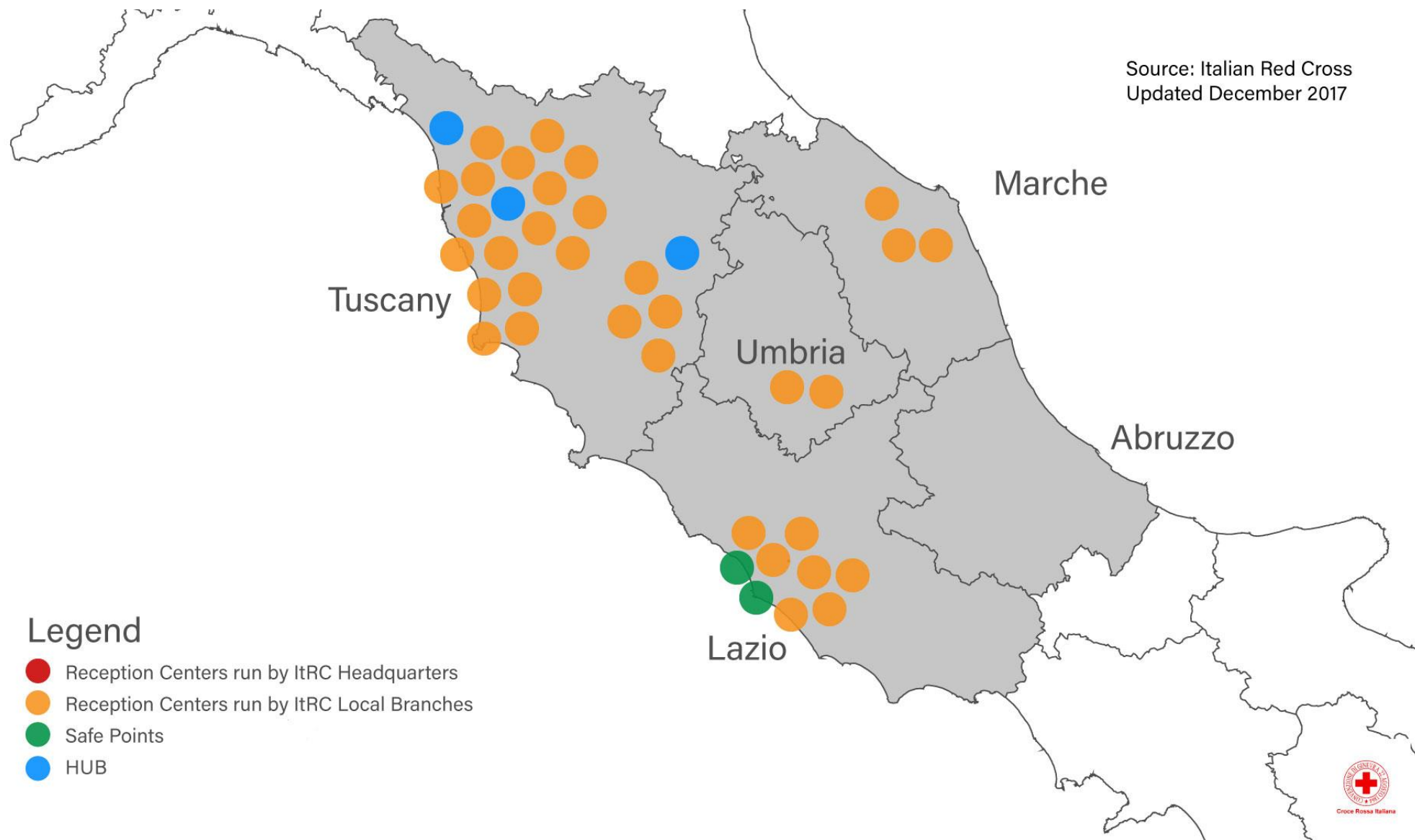
## Legend

- Reception Centers run by ItRC Headquarters
- Reception Centers run by ItRC Local Branches
- Safe Points
- HUB

Source: Italian Red Cross  
Updated December 2017



Source: Italian Red Cross  
Updated December 2017

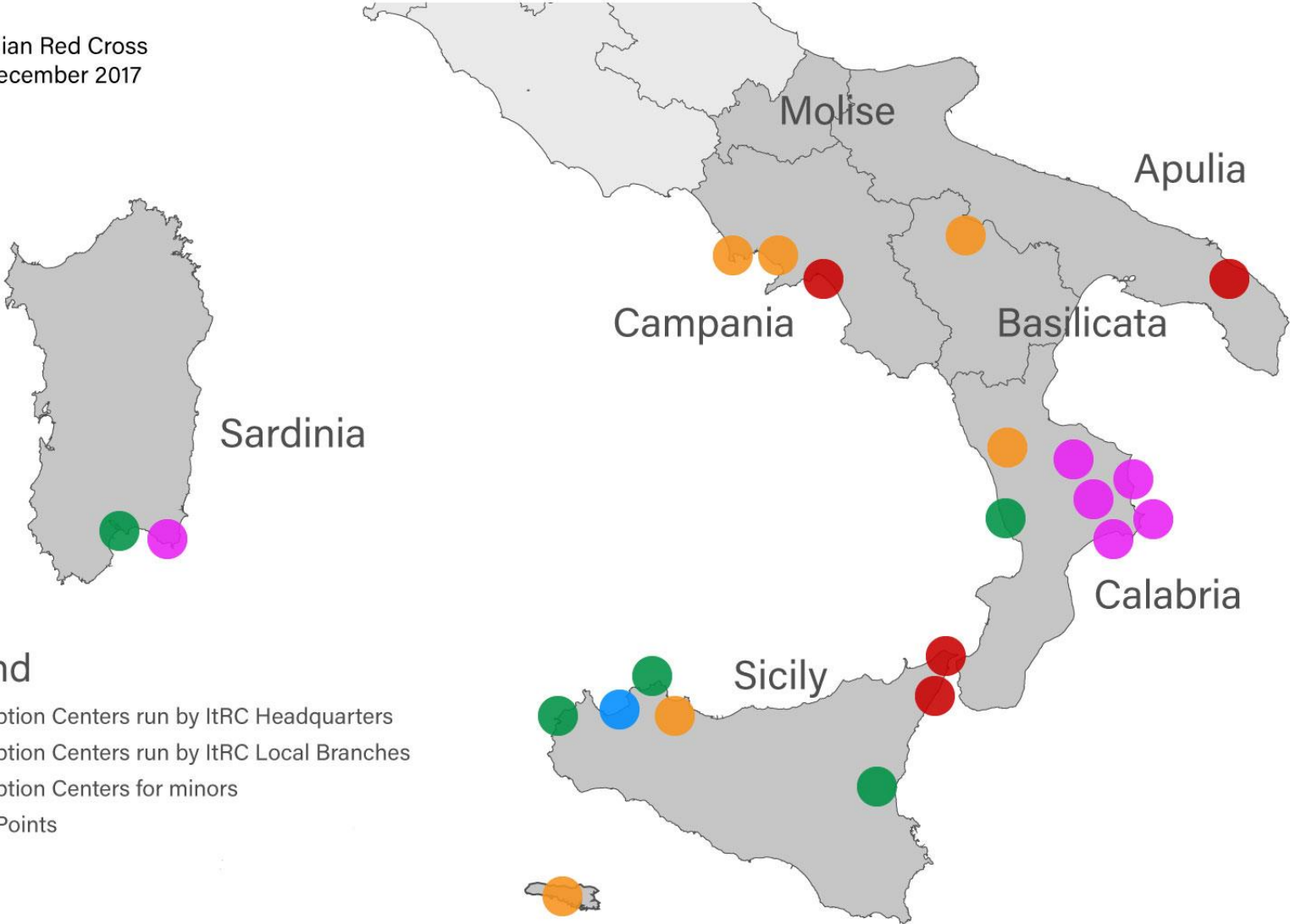


### Legend

- Reception Centers run by ItRC Headquarters
- Reception Centers run by ItRC Local Branches
- Safe Points
- HUB



Source: Italian Red Cross  
Updated December 2017



### Legend

- Reception Centers run by ItRC Headquarters
- Reception Centers run by ItRC Local Branches
- Reception Centers for minors
- Safe Points
- HUB



## Disaster Response Financial Report

## MDRIT002 - Italy - Population Movement

Timeframe: 24 avr. 15 to 31 déc. 17

Appeal Launch Date: 08 mai 15

Final Report

## Selected Parameters

Reporting Timeframe	2015/4-2018/3	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>			<b>8 370 768</b>			<b>8 370 768</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
American Red Cross			115 284			115 284	
Bloomberg			144			144	
British Red Cross			998 671			998 671	
British Red Cross (from British Government*)			2 674 584			2 674 584	
Coca Cola Foundation			99 674			99 674	
Finnish Red Cross			84 851			84 851	
Give Eur-Hope ASBL			21 865			21 865	
Icelandic Red Cross			193 130			193 130	
Icelandic Red Cross (from Icelandic Government*)			176 409			176 409	
IFRC at the UN Inc			43 462			43 462	
Irish Red Cross Society			107 135			107 135	
Italy - Private Donors			11 644			11 644	
King Digital Entertainment PLC, King.com			68 722			68 722	
Metro AG			10 903			10 903	
Mohammed Issam Khouy			3 850			3 850	
Nestle			280			280	
Nielsen			25			25	
Norwegian Red Cross			651 115			651 115	
On Line donations (from Australia - Private Donors*)			798			798	
On Line donations (from Austria - Private Donors*)			3			3	
On Line donations (from Bahrain - Private Donors*)			30			30	
On Line donations (from Botswana - Private donors*)			4			4	
On Line donations (from Brazil - Private Donors*)			9			9	
On Line donations (from Canada - Private Donors*)			524			524	
On Line donations (from Chile Private Donors*)			16			16	
On Line donations (from China - Private Donors*)			318			318	
On Line donations (from Costa Rica - Private Donors*)			1			1	
On Line donations (from Denmark - Private Donors*)			3			3	
On Line donations (from Egypt - Private Donors*)			1			1	
On Line donations (from France - Private Donors*)			165			165	
On Line donations (from Germany - Private Donors*)			45			45	
On Line donations (from Great Britain - Private Donors*)			1 650			1 650	
On Line donations (from Greece - Private Donors*)			2			2	
On Line donations (from Hong Kong - Private Donors*)			37			37	
On Line donations (from India - Private Donors*)			6			6	
On Line donations (from Indonesia - Private Donors*)			44			44	
On Line donations (from Ireland - Private Donors*)			31			31	
On Line donations (from Italy - Private Donors*)			23			23	
On Line donations (from Japan - Private Donors*)			57			57	
On Line donations (from Kazakhstan - Private Donors*)			2			2	
On Line donations (from Kuwait - Private Donors*)			158			158	
On Line donations (from Lebanese - Private Donors*)			31			31	
On Line donations (from Malaysia - Private Donors*)			58			58	
On Line donations (from Mexico - Private Donors*)			4			4	
On Line donations (from Morocco Private Donors*)			15			15	
On Line donations (from Netherlands - Private Donors*)			29			29	
On Line donations (from New Zealand - Private Donors*)			31			31	

## Disaster Response Financial Report

## MDRIT002 - Italy - Population Movement

Timeframe: 24 avr. 15 to 31 déc. 17

Appeal Launch Date: 08 mai 15

## Final Report

Selected Parameters			
Reporting Timeframe	2015/4-2018/3	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

On Line donations (from Nigeria - private donors*)	1	1
On Line donations (from Norway - Private Donors*)	44	44
On Line donations (from Oman - Private Donors*)	9	9
On Line donations (from Panama Private donors*)	3	3
On Line donations (from Poland - Private Donors*)	12	12
On Line donations (from Republic of Korea - Private Donors*)	9	9
On Line donations (from Romania Private Donors*)	4	4
On Line donations (from Russia - Private Donors*)	22	22
On Line donations (from Saudi Arabia - Private Donors*)	495	495
On Line donations (from Seychelles private donors*)	11	11
On Line donations (from Singapore - Private Donors*)	218	218
On Line donations (from Slovakia Private Donors*)	5	5
On Line donations (from South Africa - Private Donors*)	98	98
On Line donations (from Spain - Private Donors*)	77	77
On Line donations (from Swedish - Private Donors*)	22	22
On Line donations (from Switzerland - Private Donors*)	173	173
On Line donations (from Taiwan - Private Donors*)	64	64
On Line donations (from Thailand - Private Donors*)	4	4
On Line donations (from Trinidad & Tobago - Private Donors*)	47	47
On Line donations (from Turkey - Private Donors*)	22	22
On Line donations (from Unidentified donor*)	123	123
On Line donations (from United Arab Emirates - Private Donors*)	1 487	1 487
On Line donations (from United States - Private Donors*)	4 772	4 772
On Line donations (from Vietnam - Private Donors*)	6	6
Other	2	2
Red Cross of Monaco	15 639	15 639
supreme master ching hai international association	87 805	87 805
Swedish Red Cross	703 445	703 445
Swiss Government	700 000	700 000
Swiss Red Cross	610 000	610 000
Switzerland - Private Donors	300	300
Taiwan - Private Donors	28 939	28 939
TeliaSonera	43	43
The Netherlands Red Cross	106 197	106 197
<b>C1. Cash contributions</b>	<b>7 525 945</b>	<b>7 525 945</b>
<b>Other Income</b>		
Fundraising Fees	-9 919	-9 919
<b>C4. Other Income</b>	<b>-9 919</b>	<b>-9 919</b>
<b>C. Total Income = SUM(C1..C4)</b>	<b>7 516 025</b>	<b>7 516 025</b>
<b>D. Total Funding = B +C</b>	<b>7 516 025</b>	<b>7 516 025</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>			7 516 025			7 516 025	
<b>E. Expenditure</b>			-7 157 613			-7 157 613	
<b>F. Closing Balance = (B + C + E)</b>			358 412			358 412	

## Disaster Response Financial Report

## MDRIT002 - Italy - Population Movement

Timeframe: 24 avr. 15 to 31 déc. 17

Appeal Launch Date: 08 mai 15

Final Report

## Selected Parameters

Reporting Timeframe	2015/4-2018/3	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
A						B	A - B	
<b>BUDGET (C)</b>				<b>8 370 768</b>			<b>8 370 768</b>	
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	247 532			100 635		100 635	146 897	
Shelter - Transitional				2 634		2 634	-2 634	
Clothing & Textiles	1 240 237			693 707		693 707	546 531	
Food	202 736			168 653		168 653	34 084	
Water, Sanitation & Hygiene	1 061 114			1 116 477		1 116 477	-55 362	
Medical & First Aid	302 508			122 836		122 836	179 673	
Teaching Materials	41 441						41 441	
Utensils & Tools	60 983						60 983	
Other Supplies & Services	1 591 072			1 576 074		1 576 074	14 998	
<b>Total Relief items, Construction, Sup</b>	<b>4 747 624</b>			<b>3 781 015</b>		<b>3 781 015</b>	<b>966 609</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	80 000			118 990		118 990	-38 990	
Computers & Telecom	42 733			30 228		30 228	12 505	
Others Machinery & Equipment				389		389	-389	
<b>Total Land, vehicles &amp; equipment</b>	<b>122 733</b>			<b>149 606</b>		<b>149 606</b>	<b>-26 874</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	218 444			48 396		48 396	170 048	
Distribution & Monitoring	66 912			96 332		96 332	-29 420	
Transport & Vehicles Costs	491 683			382 706		382 706	108 977	
Logistics Services	128 550			100 744		100 744	27 806	
<b>Total Logistics, Transport &amp; Storage</b>	<b>905 589</b>			<b>628 178</b>		<b>628 178</b>	<b>277 412</b>	
<b>Personnel</b>								
International Staff	112 000			28 429		28 429	83 571	
National Staff				9 685		9 685	-9 685	
National Society Staff	1 468 824			1 416 273		1 416 273	52 551	
Volunteers	8 559			6 689		6 689	1 870	
Other Staff Benefits				18 018		18 018	-18 018	
<b>Total Personnel</b>	<b>1 589 383</b>			<b>1 479 093</b>		<b>1 479 093</b>	<b>110 290</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	29 400			79 162		79 162	-49 762	
Professional Fees	40 457			17 636		17 636	22 821	
<b>Total Consultants &amp; Professional Fees</b>	<b>69 857</b>			<b>96 798</b>		<b>96 798</b>	<b>-26 941</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	105 819			51 701		51 701	54 119	
<b>Total Workshops &amp; Training</b>	<b>105 819</b>			<b>51 701</b>		<b>51 701</b>	<b>54 119</b>	
<b>General Expenditure</b>								
Travel	86 301			96 332		96 332	-10 031	
Information & Public Relations	81 384			44 563		44 563	36 821	
Office Costs	38 408			44 440		44 440	-6 032	
Communications	68 707			38 765		38 765	29 942	
Financial Charges				14 969		14 969	-14 969	
Other General Expenses	38 156			224 548		224 548	-186 392	
Shared Office and Services Costs				700		700	-700	
<b>Total General Expenditure</b>	<b>312 955</b>			<b>464 317</b>		<b>464 317</b>	<b>-151 362</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	510 507			432 296		432 296	78 211	

## Disaster Response Financial Report

## MDRIT002 - Italy - Population Movement

Timeframe: 24 avr. 15 to 31 déc. 17

Appeal Launch Date: 08 mai 15

Final Report

## Selected Parameters

Reporting Timeframe	2015/4-2018/3	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>				<b>8 370 768</b>			<b>8 370 768</b>	
<b>Total Indirect Costs</b>	510 507			432 296			432 296	78 211
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee				63 326			63 326	-63 326
Pledge Reporting Fees	6 300			11 284			11 284	-4 984
<b>Total Pledge Specific Costs</b>	6 300			74 610			74 610	-68 310
<b>TOTAL EXPENDITURE (D)</b>	<b>8 370 768</b>			<b>7 157 613</b>			<b>7 157 613</b>	<b>1 213 155</b>
<b>VARIANCE (C - D)</b>				<b>1 213 155</b>			<b>1 213 155</b>	

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

Timeframe: 24 avr. 15 to 31 déc. 17

Appeal Launch Date: 08 mai 15

Final Report

**Selected Parameters**

Reporting Timeframe	2015/4-2018/3	Programme	MDRIT002
Budget Timeframe	2015/4-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL3 - Strengthen RC/RC contribution to development</b>							
Migration	8 370 768		7 516 025	7 516 025	7 157 613	358 412	
Subtotal BL3	8 370 768		7 516 025	7 516 025	7 157 613	358 412	
<b>GRAND TOTAL</b>	<b>8 370 768</b>		<b>7 516 025</b>	<b>7 516 025</b>	<b>7 157 613</b>	<b>358 412</b>	