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DREF Final report Kosovo: Extreme winter condition

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRKV005

GLIDE n° CW-2012-000006-SRB

15th August 2012

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross and Red Crescent emergency response. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.



Distribution of relief by RC volunteers to affected families living in remote areas. Photo: International Federation

Summary: CHF 204,963 was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) on 17 February 2012 to support the Red Cross organizations in Kosovo in delivering assistance to some 6,000 beneficiaries.

Due to extremely low temperatures and windstorms followed by heavy snowfall starting in January this year, several municipalities in Kosovo were heavily affected. February 2012 had brought even more snowfall with many villages were buried under the snow reaching two meters in height and were cut off from road traffic and supply of goods and suffering electricity/ communication cuts. The snowstorm causing even an avalanche that had resulted in nine fatalities with one person rescued in the village of Restelica, Dragash municipality. The Red Cross organisations in Kosovo activated their disaster response teams in order to assess the situation and respond accordingly. According to the assessments from the RC branches, a total of 3,800 families were affected and Red Cross organizations in Kosovo targeted 1,200 of the most vulnerable families with support in food and nonfood items. Based on the results of the assessment, a DREF supported relief operation was launched. During the reporting period distribution of all relief items was completed by the Red Cross organizations according to the planned activities.

Two lessons learnt workshops were conducted in April 2012 by the RC organizations in Kosovo. Objectives of the workshops were to analyze Red Cross organization extreme winter condition response operation; preparedness and response capacities of the Red Cross in regard to possible floods or other crisis.

A beneficiary satisfaction survey was conducted among the people assisted through the two DREF

operations (MDRKV004 and MDRKV005) responding to extreme winter condition during January-February 2012, the report on the findings of the survey was published in May. During the survey a total of 370 families were interviewed in all of the affected areas. 44 volunteers and 5 Red Cross staff were involved in conducting the survey.

This operation was implemented over three months as planned, and was completed by 16 May 2012; a Final Report (narrative and financial) is submitted as required.

The Canadian Red Cross/CIDA contributed CHF 27,617 to the DREF in replenishment of the allocation made for this operation. The major donors and partners of DREF include the Australian, American and Belgian Governments, the Austrian Red Cross, the Canadian Red Cross and the Canadian Government, the Danish Red Cross and the Danish Government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian Governments, the Japanese Red Cross Society, the Luxembourg Government, the Monaco Red Cross and the Monaco Government, the Netherlands Red Cross and the Netherlands Government, the Norwegian Red Cross and the Norwegian Government, the Spanish Government, the Swedish Red Cross and the Swedish Government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors.

The IFRC, on behalf of the Red Cross organizations in Kosovo, would like to extend their thanks to all donors and partners for their generous contributions. Details of all donors can be found at http://www.ifrc.org/docs/appeals/Active/MAA00010_2012.pdf

[<click here for the final financial report, or here to view contact details >](#)

The situation

Due to extremely low temperatures and windstorms followed by heavy snowfall starting in January this year, several municipalities in Kosovo were heavily affected. February 2012 brought even more snowfall with many villages buried under the snow reaching two meters in height and therefore were cut off from road traffic and supply of goods and electricity/ communication cuts. The authorities had closed schools for two weeks, during the coldest period. The snowstorm caused even an avalanche that resulted in nine fatalities with one person rescued in the village of Restelica, Dragash municipality. The most affected municipalities were Dragash, Peja, Deqan, Gjakova, Istog, Skenderaj, Kamenica, Vushtrri, Mltrovica, Novo Brde, Viti, Gracanica, Rahovec, Podujeva, Klina, Prishtina, Kacanik, Prizren, Obiliq, Malisheva, Suhareka, Shtime, Strpce, Leposavic, Zubin Potok and Zvecan. The majority of the affected villages were situated in the rural and poorer areas of Kosovo, and the emergency situation represented an additional factor in deteriorating their already difficult situation.

Following the described events, the Red Cross organisations in Kosovo activated their disaster response teams in order to assess the situation and respond accordingly. The assessment was hindered by difficulties to access all the affected areas due to the roads being blocked by snow. The assessment team had reported that the families living in these blocked areas were facing shortages of food and other essential goods, as the population was not prepared for such a harsh winter with extreme weather lasting more than three weeks. There were numerous requests to assist them with food parcels, hygiene parcels, blankets, stoves, and firewood. According to the assessments from the Red Cross branches, a total of 3,800 families were defined as being affected and Red Cross organizations in Kosovo targeted 1,200 of the most vulnerable families with food and nonfood items through DREF operation.

Coordination and partnerships

The Red Cross of Kosova was represented in all emergency meetings organised by the relevant authorities for coordination of the response to the emergency situation. The Red Cross of Kosova also participated in the local level meetings organized by the municipal disaster management departments, and all activities were carried out in coordination with them.

The International Federation of the Red Cross/ Red Crescent Societies and the Red Cross organizations in Kosovo closely cooperated during the response to the emergency. Also close coordination was maintained with the authorities at both local and national level and UN development agencies. Following the disaster the UN team in Kosovo requested IFRC Kosovo Office to support and to develop an inter-agency coordination mechanism for emergencies as well as in preparing the interagency contingency plan. It is a positive recognition of the International Federation as a leader in Disaster Management activities as well as the Red Cross activities in support of the most vulnerable population in Kosovo.

Red Cross and Red Crescent action

Progress towards outcomes

In response to the extreme weather that started in January 2012, the Red Cross organisations in Kosovo have requested a DREF allocation of CHF 148,635 to support 700 families with food and non food items on 13 January 2012. The first DREF operation started in mid-January 2012.

The weather situation, the amount of snow and the low temperatures continued throughout February, all over Kosovo, thereby affecting even more municipalities and further worsened the situation with continuous snowfall and storm. The Red Cross organizations with their volunteers had started assessing the situation and needs in the affected areas in their respective municipalities. The assessment was hindered by difficulties to access all the affected areas due to the roads being blocked by snow. Some Red Cross of Kosova branches tried by all means to access the blocked settlements in order to provide at least some assistance.

As an immediate response Red Cross of Kosova distributed 135 food parcels and 270 hygiene parcels donated by the Albanian Red Cross (the latter given out two parcels per family as the parcels are small). Additionally, they also distributed 280 food parcels donated by the US Church Organization for current emergency. The International Federation Office in Kosovo was in constant contact and coordinated with the local Red Cross organizations in order to support them with an appropriate response to the affected population.

As the emergency stocks of the Red Cross organizations in Kosovo were depleted to provide assistance to the affected families it was agreed that the Red Cross organisations in Kosovo requested a second DREF allocation to support 1,200 families with food and non food items. Subsequently a DREF in amount of CHF 204,963 was approved on 17 February 2012 and the operation started in the third week of February 2012 and was completed in time. The details of the relief goods supported through DREF are as follows:

Item	No. of units
Food (family food parcel containing wheat flour, cooking oil, sugar, pasta, rice, beans, potatoes, onion and salt)	1,050
Family hygiene parcels (washing powder, sanitary napkins, toilet soap, shampoo, toothpaste, toothbrush, toilet detergent, dishwashing detergent)	1,050
Blankets (two pieces per family)	2,400
Firewood for 375 families	750 cubic metres
Boots	700 pair
Shovels	700 pieces

Relief distributions (food and basic non-food items)

Objective: Providing emergency assistance (basic food and non-food items) for 1,200 families (approximately 6,000 people) during a four month period (distribution will be done once for basic food and once for non-food items)

Output: The nutritional and winterisation/health needs of 1,200 families/6,000 people are met over this period during difficult winter situation and snow-blocked homes

Activities planned:

- Preparation of final beneficiary lists.
- Preparation of distribution plan.
- Procurement of emergency items in Kosovo.
- Distribution of emergency items by RC branches and their volunteers according to the prepared beneficiary lists.
- Coordination with local emergency departments and social welfare authorities.
- Monitoring and reporting.

Progress:

As community-based responders, the volunteers and staff of the Red Cross Organizations were the first one on the scene following the extreme winter conditions. During the assessment Red Cross organizations identified 3,800 families (19,000 people) affected by the cold weather and among them there were 1,200 families (6,000 people) whose level of vulnerability dictated immediate response. These families are living either below or close to the poverty line, are socially marginalised and their capacity for coping with the consequences of this situation (shortage of food and other essentials goods, damage of property, and severe deterioration of their living environment) is almost non-existent. The Red Cross organizations provided them with basic items needed to get through the coming weeks. The Red Cross organizations in Kosovo have been the only humanitarian organization responding to the disaster caused by extreme winter condition in Kosovo.

Upon the approval of the DREF allocation, the following activities were conducted by the International Federation Office in Kosovo together with Red Cross organizations in Kosovo during the reporting period:

- Meeting with Red Cross of Kosova (RCK) and Red Cross of Kosovo and Metohija (RCKM) headquarters to discuss DREF operation and plan of action, including final beneficiary lists and storage and distribution plan.
- Procurement of goods following the Federation standard procurement procedures
- Delivery of food and non food items by the selected suppliers started on 25th February, and was followed by distribution that was completed in time by the end of March 2012.
- Continuous monitoring of the operation.

During the reporting period a total of 6,000 people have been assisted as was planned in the second DREF operation; the following communities were reached:

Community	Number of families	Community	Number of families
Dragash	100	Novo Brdo	30
Peja	200	Kamenica	20
Decan	115	Viti	20
Skenderaj	67	Gracanica	30
Vushtrri	100	Rahovec	10
Mitrovica	100	Peja	18
Novo Brde	60	Istog	31
Podujeve	20	Vucitrn	30
Prishtina	60	Strpce	39
Leposavic	50	Zubin Potok	40
Zvecan	40	Mitrovica north	20

The distribution of food and non food items by the Red Cross Organizations in Kosovo supported through this operation was completed by the end of March. The Red Cross assistance provided satisfied the immediate needs of the most vulnerable among the affected population and helped to alleviate their hardship during the emergency period. Red Cross volunteers were fully engaged in the implementation of the operation to respond to the disaster. A total of 200 volunteers and 35 staff members of the Red Cross organisations in Kosovo were active in the disaster response operation.

The procurement of the food and non food items was done following the International Federation standard procurement procedures. Due to favorable exchange rate (CHF vs. Euro) and lower price of relief goods (shovels) there were savings in the operation budget and approval was given for these savings to be used for purchase of relief stocks. 500 blankets and 500 Hygiene parcels have been purchased as preparedness for the possible spring floods and prepositioned in the Red Cross warehouses. Some of the savings were used to cover the cost of the beneficiary satisfaction survey that was recommended by the Zone Acting Disaster Management coordinator during the monitoring visit.

The Red Cross of Kosova also received an allocation of Euro 50,000 from the Ministry of Trade and Industry that was used to support 920 vulnerable families affected by the disaster with food parcels. UNDP on behalf of UN Kosovo Team also donated US Dollar 10,000 to the Red Cross of Kosova to procure 160 food and 160 hygiene parcels for distribution among the affected population. Turkish Red Crescent also sent one truck of relief goods consisting of 1,000 food parcels amounting to US dollar 24,294 to the Red Cross of Kosova to support the population affected by the severe winter.

In the northern part of Kosovo, in the municipalities of Leposavic, Zubin Potok, Zvecan and Mitrovica, the needs were mainly for firewood and blankets since the Red Cross of Kosovo and Metohija distributed food and non food items recently from Russian and Serbian Government aid shipments.

Regular monitoring of the activities was carried out by the Red Cross organizations' disaster management coordinators and the International Federation's office in Kosovo. The Red Cross Organizations headquarters staff and the International Federation staff were present during the distribution in the Municipalities.



The IFRC Europe Zone Acting Disaster Management Coordinator conducted a monitoring visit to Kosovo during 04-08 March 2012. Purpose of monitoring visit was to support the IFRC Office in Kosovo to monitor the current status of the DREF allocation and build up possible preparedness activities for possible upcoming floods. Beside office meetings with both Red Cross organizations, monitoring was also conducted in the field and distribution was observed. The technical staffs, from both Red Cross Organizations were involved in overall discussion and in the field visit. This also contributed towards building the relationship with the Red Cross Organizations. During his visit beneficiary satisfaction survey was agreed to be conducted.



Among several families visited during monitoring in the field, we had a chance to visit one 106 years old man, who was visited by Red Cross volunteers immediately after that village was blocked. It was obvious he was happy to see Red Cross again and due to his age you could tell he couldn't remember faces but he did recognize Red Cross emblem on the volunteer jackets. During discussion with him, he quoted a friend of his saying: 'he was right when he said, if I would be wealthy I would give all to the Red Cross as they are the only ones who will assist you when you mostly need it'. Immediately after snow blocked this old man's village, Red Cross branch secretary and volunteers together with a doctor and nurse walked several kilometers through deep snow carrying relief goods to this village. This is one among several cases Red Cross volunteers visited and assisted.

Two lessons learnt workshops were organised in April 2012. Objectives of the workshops were to analyze Red Cross organization extreme winter condition response operation; preparedness and response capacities of the Red Cross in regard to possible floods or other crisis and explore possibilities for preparedness efforts. During workshops, the participants identified two types of obstacles, one influenced by the disaster itself causing difficulties in reaching affected, and the other not having logistics, financial as well as sufficient stock to assist people. They all expressed the need to have more advanced capacity building trainings in disaster response as well as disaster risk reduction. They said that they will try to tap into local authorities funding in order to enhance their capacity. The members of DREF advisory group have also been invited but couldn't participate. However, Europe Zone Acting DM participated in both workshops.

A beneficiary satisfaction survey¹ for the two DREF operations was conducted and a report on the finding was published in May 2012. During the survey a total of 370 families were interviewed in all of the affected areas. 44 volunteers and 5 Red Cross staff were involved in conducting the survey. The collected

¹ A blog post was also published related to the operation and the beneficiary satisfaction survey:
<http://www.ifrcmedia.org/blog/kosovo-scaling-up-community-engagement-during-and-after-disasters/>

information was analyzed in a database and a report was prepared and published². Highlights of the survey are as follows:

In general the beneficiaries were asked about their needs and were informed about the distributions, however based on the feedbacks to be personally contacted is the preferred way of receiving information. According to the feedbacks, community mobilization was also activated as people were informing and supporting each other during the assistance. Two thirds of the interviewed people stated that only the Red Cross asked them about their needs and 99% of the interviewed beneficiaries stated that only the Red Cross assisted them. The distributed items met the basic needs of the assisted persons. The assistance arrived in time and was considered useful for the beneficiaries. The majority of the respondents received the relief within one week. People much appreciated that relief was distributed directly to them as they would have experienced some difficulties to pick up the items.

Challenges:

Early in the operation the communication was hampered due to inaccessibility and electricity/ communication cuts, so was the early assessment hindered by difficulties to access all the affected areas due to the roads being blocked by snow. However, despite the Red Cross being the only actor to respond to the disaster, the Red Cross organizations in Kosovo conducted a very good action starting from the assessment and including planning, implementation of activities, as well as reporting.

Contact information

For further information specifically related to this operation please contact:

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DREF history:

- This DREF was initially allocated on 13 January 2012, for CHF 148,635 and then another was issued for the continued emergency on 17 February 2012 for CHF 204,963 cumulating with the activities planned for three months to assist 6,000 beneficiaries.
- One DREF operation updates issued.



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3. Click [here](#) to see the Beneficiary Satisfaction Survey report

How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.



Selected Parameters	
Reporting Timeframe	2012/01-06
Budget Timeframe	2012/02-05
Appeal	MDRKV005
Budget	APPROVED

All figures are in Swiss Francs (CHF)

I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
A. Budget	204,964					204,964	
B. Opening Balance	0					0	
Income							
Other Income							
<i>DREF Allocations</i>	204,963					204,963	
C4. Other Income	204,963					204,963	
C. Total Income = SUM(C1..C4)	204,963					204,963	
D. Total Funding = B +C	204,963					204,963	
Coverage = D/A	100%					100%	

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
B. Opening Balance	0					0	
C. Income	204,963					204,963	
E. Expenditure	-204,963					-204,963	
F. Closing Balance = (B + C + E)	0					0	

MDRKV005 - Extreme Winter Condition

Appeal Launch Date: 17 feb 12

Appeal Timeframe: 17 feb 12 to 17 may 12

Final Report

Selected Parameters	
Reporting Timeframe	2012/01-06
Budget Timeframe	2012/02-05
Appeal	MDRKV005
Budget	APPROVED

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		204,964					204,964	
Relief items, Construction, Supplies								
Clothing & Textiles	29,510	32,191				32,191	-2,681	
Food	48,680	44,201				44,201	4,479	
Water, Sanitation & Hygiene	23,261	30,433				30,433	-7,172	
Other Supplies & Services	59,670	47,515				47,515	12,155	
Total Relief items, Construction, Supplies	161,121	154,340				154,340	6,781	
Logistics, Transport & Storage								
Distribution & Monitoring	4,745	3,135				3,135	1,610	
Transport & Vehicles Costs	5,538	8,336				8,336	-2,798	
Total Logistics, Transport & Storage	10,283	11,471				11,471	-1,188	
Personnel								
International Staff	2,500						2,500	
National Society Staff	2,500	2,844				2,844	-344	
Volunteers	3,400	2,479				2,479	921	
Total Personnel	8,400	5,323				5,323	3,077	
Workshops & Training								
Workshops & Training	5,000	8,269				8,269	-3,269	
Total Workshops & Training	5,000	8,269				8,269	-3,269	
General Expenditure								
Travel		2,933				2,933	-2,933	
Information & Public Relations	650	841				841	-191	
Office Costs	3,500	2,914				2,914	586	
Communications	2,000	1,572				1,572	428	
Financial Charges		643				643	-643	
Other General Expenses		79				79	-79	
Shared Office and Services Costs	1,500	4,067				4,067	-2,567	
Total General Expenditure	7,650	13,050				13,050	-5,400	
Indirect Costs								
Programme & Services Support Recov	12,510	12,509				12,509	0	
Total Indirect Costs	12,510	12,509				12,509	0	
TOTAL EXPENDITURE (D)	204,964	204,963				204,963	1	
VARIANCE (C - D)		1				1		