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Final Report

Serbia: Floods



DREF Operation n° MDRRS014 Final Report	Glide number: FF2020-00158-SRB
Date of issue: 30 April 2021	
Operation start date: 10 July 2020	Operation end date: 31 January 2021
Operation budget: CHF 313,953	
Number of people affected: 52,745	Number of people assisted: 25,175
Host National Society: Red Cross of Serbia (RCS) Red Cross Red Crescent Movement partners currently actively involved in the operation: N/A	
Other partner organizations actively involved in the operation: Sector for emergency of the Ministry of Interior, members of the Municipal Emergency Response headquarters (municipal emergency services), Serbian Armed Forces, local public companies, Public investment management office.	

A. SITUATION ANALYSIS

Description of the disaster

For two weeks before the date of the disaster, which occurred on 22-24 June 2020, the Republic of Serbia was affected by heavy rainfalls. The most affected areas are Kolubarski, Moravicki, Raski, Zlatiborski, Rasinski, Toplicki, Jablanicki, and Pomoravski districts. 8 municipalities and cities reported on 22 June that they were affected by heavy rain that caused flash floods and floods. It was reported that the municipalities of Osecina, Ljubovija, and Lucani are the most affected by heavy rain (more than 40 litres per square meter in 24 hours) leading to floods in the whole region. Rivers Jadar, Drina, Ibar, and local streams were spilled in Krupanj, Koceljeva, Trstenik, Osecina, Arilje, Lucani, Kraljevo. Agriculture fields and roads were flooded, accumulated water covered several rural roads and bridges. Dozens of settlements in the Osecina municipality (Komiric, Bastav, Belotic) and city centre, were affected.

On 23 and 24 June 2020, due to new heavy rainfalls, additional 16 municipalities and cities declared state of emergency due to flooding and flash floods (Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Kosjeric, Krusevac, Kursumlija, Majdanpek, Pozega, Prokuplje, Zitoradja, Krupanj, Obrenovac, Vladimirci). During this period there were heavy rainfalls with intensity from 40 litres to 210 litres per square meter in 24 hours.

On 22 June, the river Jadar overflowed near Osecina and flooded more than 415 households (1,250 people affected) and several commercial buildings. A state of emergency was declared in Osecina, Krupanj, and the population in the Jadar basin has been ordered to move furniture and appliances from the ground floors of houses because of a large flood wave. On the same date, in a part of the municipality of Koceljevo, an emergency situation was declared due to the overflow of the river Tamnava and its tributary Kozarica. In Koceljeva, 42 people were affected by floods (10 households). Heavy rains caused numerous problems for the residents of the community Mojovic near Krupanj municipality because the river overflowed so much from its bed that they could not reach their homes safely.

The Red Cross of Serbia conducted a detailed assessment of the disaster, which has confirmed the findings of the initial assessment. For more details, please refer to the description of the disaster in the [Emergency Plan of Action \(EPoA\) for the DREF Operation – Serbia: Floods](#).

Summary of response

Overview of Host National Society

Local Red Cross branches engaged local Red Cross professionals, disaster response units and volunteers in the response action. In Prokuplje, Doljevac and Arilje local Red Cross branches (RCB) participated in the evacuation and sheltering of 368 people. In Ivanjica, local RCB provided PSS to affected people and supported people in cleaning houses and filling sandbags. In the first 24 hours, local RCB in Lucani distributed food items for 30 households. Local Red Cross branch in Ivanjica in cooperation with local emergency HQ, distributed water to most affected people.

The Red Cross of Serbia has deployed 15 National Disaster Response Team (NDRT) members for needs assessment and to support local public health institutions in process of pumping out water from flooded household, disinfection and raising awareness among affected population how to protect their family members and prepare for disinfection.



Image 1- RCS NDRT member conducting needs Assessment. Photo: red Cross

The Red Cross of Serbia and local Red Cross branches implemented the following activities:

- supporting the evacuation and setting up temporary shelters;
- conducting field needs assessments ;
- supporting in filling sandbags and pumping water from flooded buildings, especially to older single households;
- distribution of food and hygiene items;
- distribution of cleaning kits;
- distribution of drinking water;
- distribution of cleaning items and disinfectants;
- provision of PSS to affected households.

The Red Cross of Serbia, immediately after receiving the first preliminary data from the field on 22 June, distributed the following relief items from its disaster response warehouse to the most affected people:

Table 1- Items distributed from RCS emergency stock

Item/ municipality	Household Cleaning Set	Booklet - Instructions for house cleaning after flood	Boots - pair	Water - bins	Over soup	Canned fish – 125gr	Canned pate – 150gr	Canned meat – 150 gr	Ready to eat meal - 400gr	Raincoats	Family hygiene parcel	Bottled water - 1/5 lit
unit	set	pcs	pair	pcs	pcs	pcs	pcs	pcs	pcs	pcs	pcs	pcs
Total	495	934	1.328	790	2.970	5.940	1.782	5.940	1.188	2.256	454	12.300
Arilje	70	150	140	140	350	700	210	700	140	120	70	0
Blace	0	20	0	0	0	0	0	0	0	0	10	0
Cacak	0	5	0	0	0	0	0	0	0	0	0	0
Despotovac	60	110	360	60	350	700	210	700	140	560	70	4.200
Doljevac	0	14	28	0	70	140	42	140	28	56	0	0
Gornji Milanovac	0	10	0	0	0	0	0	0	0	0	0	0
Ivanjica	40	80	80	80	200	400	120	400	80	80	40	8.100
Koceljeva	10	10	20	20	50	100	30	100	20	40	10	0
Kosjeric	0	30	0	0	0	0	0	0	0	0	0	0
Krusevac	0	10	60	0	150	300	90	300	60	120	30	0
Kursumlija	0	10	20	0	50	100	30	100	20	40	10	0
Lucani	50	100	100	100	250	500	150	500	100	200	50	0
Majdanpek	0	30	0	0	200	400	120	400	80	0	0	0
Osecina	150	200	300	300	750	1.500	450	1.500	300	600	150	0
Prokuplje	70	90	180	70	450	900	270	900	180	360	0	0
Zitoradja	20	20	40	20	100	200	60	200	40	80	14	0
Trstenik	25	0	0	0	0	0	0	0	0	0	0	0

Overview of Red Cross Red Crescent Movement in country

RCS maintains close communication and coordination with IFRC Regional Office for Europe (ROE) and regional National Societies (Neighbours Help First network). From the first day of the emergency, RCS HQ has been in contact and shared information with IFRC ROE, where technical staff has been providing support to the RCS. ICRC has delegation in Belgrade and it is in communication with Red Cross of Serbia. ICRC is mostly focused and supporting Red Cross of Serbia in operations related to COVID-19 crises and migrants support.

Overview of non-RCRC actors in country

According to the law on disaster risk reduction and disaster management of the Republic of Serbia, local Red Cross branches and RCS HQ are involved in coordination and decision-making processes and are included in the Emergency Headquarters. From the beginning of the emergency RCS Secretary General attended National Emergency Headquarters meeting and informed its members about capacities of the RCS and provided assistance to most affected households.

In the first two months after the flooding, the municipalities, in cooperation with the Sector for Emergency of the Ministry of Interior (firefighters and civil protection) organised the evacuations, rescue activities and water pumping out of the affected areas. Public health institutions, public water service companies and the Serbian Armed Forces were also on the ground providing support to the affected population. Public health institutions and local public companies are leading governmental organization that leads the disinfection process and monitor epidemiological situation. Local Public water companies were leading the process of water purification and distribution. Local water companies were not having capacities for water distribution in distanced areas of affected municipalities. The Public Investment Management Office in charged for renewal according to the Law on renewal in cooperation with local commissions for damage assessment was delivering state assistance to flooded households.

Serbian Armed forces focused on rebuilding temporary bridges and some infrastructural repairs. They were also providing support in Ivanjica with water supply. Caritas Serbia supported people with vouchers in affected municipalities in central part of Serbia (Ivanjica, Osecina, Kosjeric). According to agreement that Red Cross of Serbia has with UNICEF Serbia for emergencies, 300 hygiene parcels were distributed by the local Red Cross branches.

Needs analysis and scenario planning

Following the initial assessment, a detailed assessment has been conducted, which has confirmed the figures of the initial assessment in all municipalities.

The Red Cross of Serbia addressed the immediate needs of the most affected people in 17 cities and municipalities (Arlje, Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Prokuplje, Zitoradja, Trstenik) in the first 48-96 hours of the disaster. In the following period, RCS has been additionally responding to the needs of people in the form of providing drinking water due to the collapsed water systems in municipalities Ivanjica (14,610 people) and Despotovac (420 people).

The primary focus of the operation is to meet the immediate needs of the affected people. However, planning has already started to also support their path to recovery, involving activities in the areas of water and sanitation, hygiene promotion and shelter.

Six local Red Cross branches were supported with Red Cross of Serbia NDRT for field needs assessment. They were also engaged for prioritizing the need for pumping out the water from flooded houses, dehumidification disinfection of flooded. Additional support was needed in municipality of Prokuplje.

Risk Analysis

There is a high risk of contagion with Coronavirus. In June and July, the number of daily COVID-19 infections was rising. In combination with flood response activities there was higher possibility for contacts between flood affected population, hosting families, and helpers (firefighters, civil protection members, army, volunteers, other personnel). Mitigation measures are defined by the State (social distancing, wearing masks, washing hand, constrains related to number of people that should be in closed and open space). There is a need to disseminate information on risks related to COVID-19 infection and implement prevention and protection measures by flood affected people and helpers.

During August, the number of daily infected people was decreasing with periodical ups and downs. Due to this situation, the Government of the Republic of Serbia and COVID-19 Crises headquarters updated new recommendations and

updated new protection measures. In this period, focus was also on preparedness for the beginning of the new school year.

During September, the daily number of infected people has decreased to 29 at the lowest, and 108 at the highest.

During this month, many Serbian citizens used the opportunity of the decreased COVID-19 transmission to travel abroad for vacation. From 18 to 22 September 26,000 people returned from their vacation from abroad and just in one day the daily number of people with symptoms have risen by 36.

During October 2020, the pandemic situation in countries bordering Serbia was getting more serious day by day with high percentage of infected people. In Serbia the percentage of infected people was increasing from 19th of October. The peak of the pandemic hit Serbia on 31 October, when 1,810 people were tested positive. November and December were the most critical month for COVID-19 crises for the citizens in Serbia and healthcare system.

During November 2020 128,428 people were infected by COVID-19 with 784 fatalities. In December 2020 1,559 people died from COVID-19 virus. This number is almost the same as for the entire period from March till November 2020. In January 2021, a total of 53,900 people in Serbia were infected with the virus COVID-19 and 750 have died. In total during January 2021, 303,995 people were tested for COVID-19 infection.

Due to the restriction measures working capacities have decreased, and the process of damage assessment of flooded households that is conducted by local self-government was slowed down.

Some of the already supported municipalities were additionally affected by floods in January 2021.



Image 2 - RCS pumping water from flooded areas

B. OPERATIONAL STRATEGY

Implemented strategy

The overall operational objective was to provide immediate assistance to a total of **20,256 people**, including support to **14,970 people** in the form of safe drinking water, and support to **5,898 people** (1,966 households) in other forms of relief such as food, hygiene and household items hygiene, health promotion and raising awareness of population to reduce the risk of spread of water -born and other communicable diseases, support basic psychosocial first and support, support in rehabilitating/cleaning houses and cash assistance.

Operations were carried out in 20 municipalities affected by floods and flash floods: Arilje, Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Pozega, Prokuplje, Zitoradja, Kraljevo, Ljubovija, Krupanj.

Additional NDRT support: Additional support to the local Red Cross branches in Prokuplje, Arilje, Blace, Kursumlija, Ljubovija and Osecina was provided through the work of the National disaster response teams of the Red Cross of Serbia. These teams were deployed to carry out the following tasks:

- of assessing the needs of affected households,
- disinfecting flooded households;
- installing dehumidifiers and
- providing mud pumps for pumping out the water.

During June and July in this municipalities, six members of the National disaster response team of the Red Cross of Serbia were deployed, which carried out needs assessment in 123 households.

Also, in Prokuplje, 4 members of the National disaster response team of the Red Cross of Serbia were deployed and carried out the following activities:

- Disinfection of 71 households (a total of 4,205 m² were disinfected).
- Pumping out water from flooded facilities and areas in 2 settlements in cooperation with the Fire fighter unit in Prokuplje.

These activities of the Red Cross of Serbia directly contributed to the conditions for setting dehumidifiers in flooded households as soon as possible to begin the drying process.

Summary of activities implemented:

- Additional needs assessment were conducted by local Red Cross branches in cooperation with local self-government, their commissions for damage assessments;
- Additionally 300 household cleaning sets were distributed to 9 most affected municipalities to support 300 households;
- From 19 flooded houses local Red Cross branches were pumping out water in which mud pumps were working for 29 hours;
- 115 households were disinfected with the support of local Red Cross branches. Total disinfected surface was 8,482 square metres;
- 114 dehumidifiers for dehumidification of households: dehumidifiers have been engaged in 225 households and used for a total of 36,226 working hours.
- 15 water tanks of 1,500 litres were installed in Ivanjica and safe water was provided for 5.100 households;
- Red Cross of Serbia and local Red Cross branches distributed 63,328 liters of bottled water.
- Additional 1,134 hygiene packages, were distributed in Arilje, Blace, Cacak, Despotovac, Doljevac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Prokuplje and Zitoradja.
- Additional 1.166 family food packages were distributed in Arilje, Blace, Doljevac, Koceljeva, Krusevac, Majdanpek, Kraljevo, Krupanj, Ljubovija.
- 1,966 bottles of disinfection liquid and 1,966 bottles of alcohol were distributed to flooded households in 20 municipalities;
- 354 households received one off cash transfer. Each household received CHF 255.
- 9,200 COVID-19 leaflets were distributed to 20 flood-affected municipalities;
- PSS was provided to 1,977 households;

During reporting period procurement of canned food packages, bottled water, disinfection liquids and family food packages was implemented:

	Sector	Items procured	Quantity
1.	Shelter	Household cleaning sets (replenishment)	1,032 sets
2.	Shelter	Raincoats (replenishment)	194 pcs
3.	Shelter	Boots (replenishment)	1,328 pairs
4.	Livelihoods and basic needs	Canned food items (replenishment)	694 parcels
5.	Livelihoods and basic needs	Family food parcels (COVID-19 content) (replenishment)	1,250 parcels
6.	WASH	Bottled water (1/2 lit bottle) (replenishment)	13,530 pcs
7.	WASH	Hygiene parcels (emergency content) (replenishment)	499 parcels
9.	WASH	Hygiene parcels (COVID-19 content) (replenishment)	1,660 parcels
10.	WASH	Disinfection liquid – asepsol 8%	2,200 lit
11.	Heath	Disinfection liquid - alcohol 70%	2,200 lit
12.	NS strengthening	Sets of uniforms (replenishment)	156 sets

Human resources

245 volunteers and 83 staff from NS headquarters and municipal branches have been involved in the emergency operation.

Logistics and supply chain

The Red Cross of Serbia has a logistic department and procurement guidelines which follow the IFRC's procurement standards and the locally pertaining legal requirements. The warehouse of the NS is well maintained, and the transport capacities are ready to respond to an emergency situation. Currently logistic capacity of the RCS is stretched because of the workload, but well prepared and adoptable. Procurement is done by the Red Cross of Serbia in consultation with ROE / GOPT if and when required, ensuring implementation of IFRC procurement rules for all individual procurements conducted.

The logistic capacities of the Red Cross of Serbia were fully engaged in this response. Priority adaptation was made in the schedule related to the implementation of other activities. In just first 5 days, the logistics capacity of the RCS completed a transport of more than 23 tons of aid to 17 municipalities (from west part of Serbia to the opposite direction southeast part).

Information technologies (IT)

The Red Cross of Serbia will maintain the communication with its operational RC branches, teams and volunteers using mobile phones. On the field, RCS used VHF radios for better tactical coordination between the NDRTs. NDRTs and HQ used tablets and android phones for orientation and data collection purposes during the needs assessment and operational reporting. Kobo toolbox was used for data collection. VHF radio were serviced and are ready for use in new events.

Communications

The visibility of the Red Cross of Serbia was reinforced through information dissemination to the media on all activities related to relief distribution, rescue and emergency shelter. Operation-related news and photos were shared through electronic media, newspapers, social media and the RCS's own website.

Local Red Cross branches in the affected communities, supported by RCS HQ, are in contact with the local media and regularly publish information about their activities on social networks. Thanks to the existing good relations with the media, the work of RCS has been featured on local and national TV channels since the beginning of the operation.

Security

Security measures are in place since the beginning of the response. These measures are related to volunteer and staff protection (individual PPE) from injury and COVID-19 infections. All engaged RC personnel during engagement are using PPE and implementing COVID-19 protection protocols. All disaster response volunteers of the National Society have participated in first aid training and basic disaster management training. The emergency system was alerted on time by the weather forecast institute, firefighters/civil protection and police members are engaged for saving lives and building, temporary dams. To these measures additional safety measures are in place by RCS (individual PPE equipment and COVID-19 protection related protocols).

Planning, monitoring, evaluation, & reporting (PMER)

The Red Cross of Serbia and the IFRC Regional Office for Europe was monitoring the implementation of activities. Brief updates were provided by the National Society to the IFRC on the general progress of the operation. According to the RCS SOP's field reporting took place on a daily basis.

PMER activities are part of RCS SOP's in different levels of operation include clearly defined reporting and communication procedures. These procedures are supported with standard reporting formats (hourly, daily, weekly, monthly). These formats and procedures are monitored by local RCB secretaries and on national level Disaster Management Coordinators (DMC). Operationally, monitoring of implemented activities are also conducted by DMC and NDRT's for assessment and coordination.

Lessons learned workshop was organized and operation was evaluated involving local representatives and NDRT members.

Administration and Finance

The operation is relying on the existing financial management and administration systems in Serbia, as well on the financial procedure of the RCS and support - if needed - from IFRC. Provisions have been made for communication costs related to the operation as well as financial charges and general expenses (please refer to budget).

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 3,434

Male: 1,648

Female: 1,786

Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

Indicators:	Target	Actual
# of households reached with emergency shelter support	938	1,096

Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.

Indicators:	Target	Actual
# of people reached with emergency shelter support	2,814	3,434
RCS stocks are replenished (# of sets)	938	1,032

Narrative description of achievements

The following activities were completed during the timeframe of the operation:

- 2,256 raincoats, 1,328 rubber boots, 985 booklets (“Instructions for house cleaning after floods”) were distributed in 18 municipalities;
- Household cleaning sets were distributed to 1,944 affected people.
- Replenishment of household cleaning sets was also finalized and in total 1,032 sets have been replenished.
- 71 households (213 people) were disinfected by the Red Cross of Serbia NDRT.
- Household wall draining has been conducted in 225 households – dehumidifiers were engaged in 225 households and were operating for a total of 36,226 hours.
- 6 temporary shelters for evacuated people were established by local Red Cross branches and 251 people were supported within them.
- In September, monitoring activities were conducted in the municipalities of Blace, Prokuplje and Zitoradja.
- 1,328 pairs of boots and 194 pcs raincoat were procured in order to replenish emergency stock of the Red Cross of Serbia.
- Work was conducted to provide additional online training to SRC volunteers to water drainage, household cleaning.
- 1,966 litres of disinfection liquid – asepsol 8% was distributed to 1,966 households in 20 municipalities and cities affected by floods.

Challenges

- COVID-19 crisis, its effects and prevention measures defined by the Government had influence to time needed for implementation of planned activities.
- The increased frequency and intensity of floods is forcing local actors to be more efficient, ready to respond faster, and change their action due to changing nature of disaster consequences.
- It is expected from local authorities that local Red Cross branches should have already prepared stocks for shelter relief. Not enough capacity in local RC branches to manage stocks and their replenishment from local authorities.
- Engaging local volunteers in households where is potential risk of COVID-19 infection and higher risk activities such are water pumping and disinfection.

Lessons Learned

- Local Red Cross branches expressed that their contingency planning should be better: They were also focusing on equipment for rapid deployment of people and early actions.
- There is a need to have an MoU signed with local state authorities for first response capacity and adequate relief on stock.
- It is very important to be as quick as possible with affected population, with light relief items but with strong presence in the community.
- There is a need to have larger number of volunteers in community who can be engaged in case of disaster.



Livelihoods and basic needs

People reached: 3,293

Male: 1,548

Female: 1,745

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
% of targeted population whose livelihoods and basic needs are assisted to be Restored to pre-disaster level.	18%	18%

Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
# of households reached with food parcels	1,166	1,166
# of people reached with food parcels	3,498	3,293

Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of households reached with unconditional cash support	350	353
# of people reached with unconditional cash support	1,050	1,059

Narrative description of achievements

Food distribution:

In the initial phase of the response, the RCS has assisted a total of 1,166 households (3,498 people) in 16 flood affected municipalities (Arijlje, Blace, Despotovac, Doljevac, Ivanjica, Koceljeva, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Prokuplje, Zitoradja, Kraljevo, Krupanj, Ljubovija) with 594 emergency canned food parcels and 1,166 food parcels. In addition, 937 canned food parcels were distributed to 2,342 people in 16 municipalities.

Including the initial distributions, in total, the RCS has completed the following distributions:

- 937 canned food parcels were distributed to 2,342 people in 16 municipalities;
- 1,173 cooked meal were distributed to most affected and evacuated people;
- 1,166 family food parcels were distributed in 16 flood-affected municipalities;

All food items distributed are in line with Sphere standard requirements. The procurement and replenishment of canned food parcels and family food parcels has also been completed.

Unconditional cash support:

In total, 353 households (1,059 people) were supported with one off cash assistance. While the development of the selection and prioritization strategy has been completed, a registration system has been set up, the market analysis has been completed, FSP (financial service provider) was identified and an agreement was signed. SOPs for cash distribution have been developed, there have been challenges in the implementation.

Damage assessments conducted by local governments were still ongoing till the end of 2020. This was one of the reasons why extension of the operation was requested. In the damage assessment process, local commissions are defining the level of household damage (from category 1 to category 6, where Category 6 is defined as households that have severe or total damage). This process delayed the RCS beneficiary selection process, as the selection criteria for cash assistance partially relied on the local government assessment and the spot checks.

Challenges

- The timeframe extension for this operation became necessary because the CVA component of the operation could not be executed as planned (for the reasons explained above)
- The RCS has started dialog with FSPs but negotiations could not be finished until funds were received from IFRC, as FSPs needed to know the exact transfer value in local currency (RSD) to determine the transfer rate. Later on, FSP suppliers were not responsive in September, since the COVID-19 restrictions were lifted that month and many employees took their holidays.
- Long lasting process of damage assessment conducted by the local commissions and verifying process from Public investment office of the Republic of Serbia.

Lessons Learned

RCS gain an additional experience for future CVA activities how to be more efficient and more independent regarding the beneficiary list. These findings will be adopted in current cash assistance procedure of the RCS.



Health

People reached: 13,800

Male: 6,486

Female: 7,314

Outcome 1: Vulnerable people's health and dignity are improved through increased access to appropriate health services

Output 4.6: Improved knowledge about public health issues among the target population

Indicators:	Target	Actual
# of affected people receiving relevant, tailored COVID-19-related prevention and protection information	5,898	13,800
% of people that rate information provided as useful and relevant	TBD	80%

Outcome 6: The psychosocial impacts of the emergency are lessened

Indicators:	Target	Actual
# of affected people provided with basic PSS in daily activities of the RCS	5,898	13,800

Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff

Indicators:	Target	Actual
# of RCS staff and volunteers provided with PSS (Target: 305 - 83 staff and 222 volunteers)	305	328

Narrative description of achievements

Awareness raising and behaviour change campaign:

During September, the procurement of COVID-19 prevention leaflets has been conducted and in October they were distributed before the new COVID-19 wave among the flood-affected population. During October, additional activities were conducted related the awareness raising and behavior change campaign. In total 9,200 leaflets were distributed in 4,600 households within 20 cities and municipalities.

Psychosocial support:

PSS was provided as planned in the EPoA. Local Red Cross branches in 16 municipalities established a hotline for providing additional PSS to flood affected people. In total, in the 20 municipalities, PSS was provided to 13,800 affected people. PSS has been also provided to 328 Red Cross staff and volunteers

Challenges

One of the challenges in implementation health activities was to stay safe during COVID-19 crises.

Lessons Learned

Immediate assistance (visits and help offered) by the Red Cross meant a lot to the affected population.



Water, sanitation and hygiene

People reached: 20,972

Male: 9,857

Female: 11,115

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators: Target Actual

Indicators:	Target	Actual
% affected population with reduced risk of diseases	65%	65%

Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
# of affected municipalities monitored in coordination with local officials	14	14

Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population		
Indicators:	Target	Actual
# of people provided with safe water	14,610	18,941
Output 1.5: Hygiene-related goods which meet Sphere standards and training on how to use those goods is provided to the target population		
Indicators:	Target	Actual
# of families provided with hygiene parcels	1,166	1,175
# of families covered by hygiene, health promotion and raising awareness information sessions		5,706
Narrative description of achievements		
<p>The RCS has implemented the following activities in the reporting period:</p> <ul style="list-style-type: none"> • A total of 15 water tanks, each with the capacity of 1,500 litres were installed in Ivanjica and safe water was provided for 5,706 households. • The Red Cross of Serbia and local Red Cross branches distributed a total of 60,608 liters of bottled water. • A total of 1,175 hygiene packages, were distributed in Arljie, Blace, Cacak, Despotovac, Doljevac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Prokuplje and Zitoradja. 1,074 units of disinfection liquid was distributed to flooded households; • 1,154 people received leaflets from RC volunteers and staff during hygiene and environmental sanitation promotion activities; • 1,966 litres of disinfection liquid asepsol (5%) and 1,966 litres of alcohol (70%) was distributed to 1,966 households in 20 municipalities. 		
Challenges		
<p>One of the challenges that local RC branches were facing with was related COVIDI-19 crises, safety of staff and volunteers, to logistic capacity to distribute items to the farthest affected population. This was outbalanced with applying COVID-19 protection measures and help of local stakeholders and their capacities (local self-government, fighter fighting units, etc.)</p>		
Lessons Learned		
<p>Local Red Cross branches expressed that their contingency planning should be better. They were also focusing on equipment for rapid deployment of people and early actions.</p> <p>There is a need to have a MoU signed with local state authorities for first response capacity and adequate relief on stock (hygiene related).</p>		

Strengthen National Society		
Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform		
Output S1.1.4: National Societies have effective and motivated volunteers who are protected		
Indicators:	Target	Actual
# of engaged volunteers who are insured	200	0
# of volunteers provided with personal protective safety equipment	200	245
Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened		
Indicators:	Target	Actual
# of staff and volunteers and affected population using 'HazApp' and know-how service.	200	50
# of RC staff and volunteers participated on online workshop and lessons learned exercise	60	60
Narrative description of achievements		
<p>In order to avoid duplication related to volunteer insurances that are already covered through the COVID-19 operation, additional checks of the list of insured volunteers were completed.</p> <p>The first lessons learned workshop (LLW) covering the already implemented activities was conducted according to COVID-19 Government prevention measures. The workshop took place in October 2020. A second LLW took place in January once the CVA distribution was finished.</p> <p>Translation of the planned disaster risk reduction material started. RCS negotiated with local stakeholders on the usage and finalization of terms and appropriate terminology. After finalizing the translation and a review done by local experts, it will be used for the "What now?" service and will be localized for further use.</p>		

D. Financial Report

The budget for this DREF Operation was CHF 313,953. After finalizing the operation, there remains a balance of CHF 8,664, which will be returned to the DREF account per standard IFRC procedures. [Please refer to the attached financial statement for details.](#)

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors.

DG ECHO has replenished the DREF in the occasion of this operation.

The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Contact information

Reference documents



Click here for:

- [Previous Appeals and updates](#)

For further information, specifically related to this operation please contact:

In the Red Cross of Serbia

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In IFRC Geneva

- **Programme and Operations focal point:** Antoine Belair, Senior Officer, Ops Coordination, antoine.belair@ifrc.org
- **DREF focal point:** Karla Morizzo, Senior Officer, DREF – Disaster and Crisis Department; email: karla.morizzo@ifrc.org

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 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.**

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/07-2021/03	Operation	MDRRS014
Budget Timeframe	2020/07-2021/01	Budget	APPROVED

Prepared on 21/Apr/2021

All figures are in Swiss Francs (CHF)

MDRRS014 - Serbia - Floods

Operating Timeframe: 09 Jul 2020 to 31 Jan 2021

I. Summary

Opening Balance	0
Funds & Other Income	313,953
DREF Allocations	313,953
Expenditure	-305,289
Closing Balance	8,664

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	70,062		70,062
AOF3 - Livelihoods and basic needs	139,696	305,289	-165,593
AOF4 - Health	4,436		4,436
AOF5 - Water, sanitation and hygiene	35,498		35,498
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	249,691	305,289	-55,598
SFI1 - Strengthen National Societies	63,197		63,197
SFI2 - Effective international disaster management	1,065		1,065
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	64,262		64,262
Grand Total	313,953	305,289	8,665

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/07-2021/03	Operation	MDRRS014
Budget Timeframe	2020/07-2021/01	Budget	APPROVED

Prepared on 21/Apr/2021

All figures are in Swiss Francs (CHF)

MDRRS014 - Serbia - Floods

Operating Timeframe: 09 Jul 2020 to 31 Jan 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	266,087		266,087
Shelter - Relief	32,830		32,830
Clothing & Textiles	68,656		68,656
Food	39,820		39,820
Water, Sanitation & Hygiene	31,531		31,531
Teaching Materials	2,500		2,500
Other Supplies & Services	1,500		1,500
Cash Disbursement	89,250		89,250
Logistics, Transport & Storage	11,300		11,300
Storage	4,600		4,600
Transport & Vehicles Costs	6,700		6,700
Personnel	4,300		4,300
National Society Staff	1,000		1,000
Volunteers	3,300		3,300
Workshops & Training	3,780		3,780
Workshops & Training	3,780		3,780
General Expenditure	9,325	240	9,085
Travel	1,000		1,000
Information & Public Relations	4,470		4,470
Office Costs	1,200		1,200
Communications	2,295		2,295
Financial Charges	360	240	120
Contributions & Transfers		286,417	-286,417
Cash Transfers National Societies		286,417	-286,417
Indirect Costs	19,161	18,633	529
Programme & Services Support Recover	19,161	18,633	529
Grand Total	313,953	305,289	8,665