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DREF final report

Former Yugoslav Republic of Macedonia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRMK002 GLIDE n° FL-2013-000024-MKD 1 August 2013

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of unearmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. 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.

Summary: CHF 176,424 was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) on 4th March 2013 to support the National Society in delivering assistance to some 1216 families or 4864 beneficiaries, and to replenish disaster preparedness stocks. Due to new floods during the operation timeframe, the number of the beneficiaries grew additionally with another 105 families, so the total number of affected families is 1321, or 5284 beneficiaries.

The heavy rainfalls that affected The Former Yugoslav Republic of Macedonia from 23rd February 2013 caused the overflow of rivers, damaging and spilling several dams and leading to serious consequences in the infrastructure, some agricultural fields and the houses of the residents in a number of regions in the country. The most affected regions by the floods were Kumanovo, Shtip, Sveti Nikole, Strumica, Valandovo, Ohrid, Probishtip and Kochani.



Macedonian Red Cross volunteers are distributing relief items to the affected families from the floods, in Shtip.

Photo: The Red Cross of the Former Yugoslav Republic of Macedonia.

The Red Cross of The Former Yugoslav Republic of Macedonia provided emergency assistance to the by the floods affected people in Kumanovo, Sveti Nikole, Shtip, Probishtip, Strumica and Valandovo, which were the most affected regions. Later – due to the heavy rains that again affected the country – there were additional flooded households in Bitola and Ohrid. In accordance with the DREF request, the Red Cross of The Former Yugoslav Republic of Macedonia distributed relief goods (food parcels, hygiene parcels, blankets, mattresses, sleeping bags, cooking sets, rubber boots) and additionally distributed diapers and wooden stoves, and potable water in the first days after the disaster which were not covered by the planned operation.

The Red Cross of The Former Yugoslav Republic of Macedonia HQ supported the RC local branches which are in the flooded regions, while conducting the needs assessment and the distribution of relief items. Most of the beneficiaries received the goods in their home. During the operation, the Red Cross of The Former

Yugoslav Republic of Macedonia was in constant communication and coordination with the Disaster Management Coordinator of the IFRC Europe Zone Office and with other governmental institutions, which are part of the National System for Crisis Management, so the undertaken activities were coordinated within the authorities and capacities of each stakeholder.

The National Society managed the disaster response operation with international support (DREF) and organized a relief operation in the flooded regions. This was achieved with the continuous support of the local Red Cross branches and through their capacities, network and willingness to take actions. Additionally, the National Society strengthened its image as a leading organization in providing aid to the people in need.

The major donors and partners of DREF included 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 of The Former Yugoslav Republic of Macedonia, would like to extend their thanks to all donors and partners for their generous contributions.

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

The situation

The heavy rainfalls that started on 23rd February 2013 caused numerous floods in some regions in The Former Yugoslav Republic of Macedonia. The most affected regions were Kumanovo, Shtip (Novo Selo), Sveti Nikole (Sveti Nikole, Gorubinci, Mustafino, Erdzelija), Strumica (Municipality Vasilevo –Sushevo, Vasilevo, Gradishorci, Dobroshinci, Peperovo, Municipality Strumica, Gorna Strumica, Murtino, Sachevo, Dabile, Prosenikovo Dobrejce, Banica, Municipality Bosilevo, Monospitovo, Municipality Novo Selo, Zubovo) Valandovo (Josifovo), and Probishtip (Pishica, Bunesh, Drach and Tripatanci).

The high amount of water caused serious damage on few dams: Mavrovica (near Sveti Nikole), Slatinska (near Ohrid), Pishica (near Probishtip). The authorities' immediately undertook necessary actions (opening safety valves) so they could prevent the complete ruin of the dams. Although, for percussion the residents from village Slatina and Pishica were immediately evacuated to the nearest cities, Probishtip and Ohrid. In Kumanovo – due to the serious damage of the houses, which are located near the river – there was also an organized evacuation and settlement for the affected people in the gyms of two primary schools. Besides the damaged dams, the floods also caused serious damage to the infrastructure, so the bridges that lead towards the villages of Bunesh, Drach (Probishtip), Zleovo (Radovish) and Raborci, Polchovo, Rich, Belotino, Sushevo (Strumica), collapsed.

Additionally in early April 2013, heavy rains caused new floods in Bitola and Ohrid. After the needs assessment that was conducted by the both RC local branches, additional relief items were distributed for the affected people.

Coordination and partnerships

The Red Cross of The Former Yugoslav Republic of Macedonia was in continuous contact with the governmental institutions. Every day on national level, the Secretary General attended meetings with representatives from the Centre for Crisis Management, the Directorate for Rescue and Protection, the Ministry of Defence, the Ministry of Interior, the Ministry of Health, and the Ministry of Transport and Communications to share updated information, and further actions were also agreed. During the weekend of 2nd and 3rd March 2013, joint teams from the National Society and the Ministry of Labor and Social Policy visited the flooded regions. The teams conducted additional assessment and provided psychological support for the beneficiaries. The Red Cross of The Former Yugoslav Republic of Macedonia worked jointly with the governmental institutions, so the planned activities were coordinated.

On local level, crisis headquarters also had daily meetings with the local branches of the National Society, the Centre for Crisis Management, the Directorate for Rescue and Protection, the Ministry of Defence, the Ministry for Interior, the Ministry for Health, and the Ministry for Transport and Communication. The information gathered on the local level was forwarded to the National Society HQ on national level and was analysed regularly. Actions were taken accordingly to address the evolving situation.

The Operative Centre in the Red Cross of The Former Yugoslav Republic of Macedonia gathered all daily data from all stakeholders (governmental institutions, RC local branches), and made daily analysis of the situation. Based on the meeting – workshop in Budapest with representatives of Coca Cola Company few years ago, and following up on their recommendation – the Red Cross of The Former Yugoslav Republic of Macedonia started cooperating with the national Coca Cola Company in Skopje. The National Society launched a request to Coca Cola Company in Skopje and after sharing the information about the situation; the company contributed with in kind support and provided 7,560 litres of bottled water.

Red Cross and Red Crescent action

Since the beginning, the Red Cross of The Former Yugoslav Republic of Macedonia was closely monitoring the situation and was in constant communication and coordination with the government institutions, which are part of the National Crisis Management System on both local and central levels; so the undertook actions were timely and coordinated in accordance with their competence and capacities.

The Red Cross of The Former Yugoslav Republic of Macedonia – together with the Red Cross local branches, which are located in the affected regions – conducted needs assessment on which the DREF request was based.

| Assessment | Kumanovo | Sveti Nikole | Shtip | Probishtip | Strumica | Valandovo | Total |
|-------------------|----------|--------------|-------|------------|----------|-----------|-------|
| Affected families | 175 | 200 | 63 | 190 | 859 | 150 | 1637 |

In the period between the DREF allocation the Red Cross of The Former Yugoslav Republic of Macedonia from its emergency stocks distributed the following relief items:

| Humanitarian aid | Kumanovo | Sveti Nikole | Shtip | Probishtip | Strumica | Valandovo | Total |
|------------------|----------|--------------|-------|------------|----------|-----------|--------|
| Hygiene parcels | 120 | 40 | 46 | 30 | 175 | 140 | 551 |
| Food parcels | 30 | 30 | 46 | 30 | 100 | 10 | 246 |
| Mattresses | 100 | 80 | 20 | 30 | 50 | 30 | 310 |
| Blankets | 300 | 190 | 70 | 90 | 350 | 470 | 1470 |
| Rubber boots | 20 | 30 | 20 | 30 | 40 | 20 | 160 |
| Sleeping bags | | 20 | 20 | 20 | 20 | 20 | 100 |
| Cooking sets | | 20 | 15 | 20 | 50 | 10 | 115 |
| Plastic sheets | | 10 | 15 | 10 | 10 | 10 | 55 |
| Potable water | | 375 l | 375 l | | 3100 l | | 3850 l |

Achievements against outcomes

| Relief distributions (food and basic non-food items) |
|--|
| Outcome: The food and hygiene needs of the most vulnerable 1,216 families (or 4,864 beneficiaries) will be met through distribution of essential relief items. |
| Outputs (expected results) and activities planned: The provision of hygiene parcels, food parcels, mattresses, blankets, rubber boots, sleeping bags, cooking sets will help the affected families to cope with the consequences of the floods. Activities planned: <ul style="list-style-type: none">• Conduct needs and capacity assessments.• Develop beneficiary targeting strategy and registration system to deliver intended assistance.• Distribute relief supplies and control supply movements from point of dispatch to end user.• Monitor and evaluate the relief activities and provide reporting on relief distributions.• Conduct Lessons Learned workshop for the local responders in BORC• Conduct Beneficiary satisfaction survey to find out whether the operation satisfied the needs of the affected people. |

Impact:

The National Society HQ and its local branches conducted needs assessment. Additionally, the Ops Centre in the NS HQ analysed the assessment made by the Centre for Crisis Management and the social workers from the Regional Social Centres within the Ministry of Labour and Social Policy.

Based on the analysed data the distribution plans were made. During the operations the Red Cross of The Former Yugoslav Republic of Macedonia used all the available resources (vehicles, staff and volunteers) for timely and effective distribution of the needed relief items. Based on the needs from the assessments, the National Society distributed diapers and wood stoves, which were not included in the DREF request. The distribution in most of the cases was done directly, although in some cases – due to the circumstances – was done indirectly with support from the local community. During the operation the NS team was conducting constant monitoring on the planned activities for the day, and even revising them if necessary. Besides the standard aid, in Strumica, which was the most affected region from the floods, RC teams distributed additional hygiene parcels to the most vulnerable families. Through the immediately distributed relief items especially the food and hygiene parcels, the National Society directly contributed to reducing the incidence of malnutrition and illness among the residents.

Challenges

After the urgent evacuation in Kumanovo, the Red Cross of The Former Yugoslav Republic of Macedonia distributed relief items in the primary schools, the gyms of which were used as shelter. While the Secretary General was attending an urgent Government Meeting, additional evacuated families arrived in the shelter. With joint agreement on the meeting, the National Society deployed an additional emergency team to distribute relief items during late night.

Lessons Learned Workshop

Once the distribution of humanitarian aid was conducted, the National Society organized the Lessons Learned workshop, as planned beforehand. During the monitoring in the RC local branches' staff organized the workshop together with the secretaries. After the conducted meetings, it was concluded that the workshop should be organized as a two-day event with additional trainings on the agenda and with own resource of the National Society.

The Lessons Learned workshop was organized in early May 2013, in Dojran (southeastern Macedonia), and besides the DREF session, an additional basic Vulnerability Capacity Assessment (VCA) training and Financial Reporting was held and funded by own funds of the National Society. 25 people (secretaries and volunteers, who were included in the operation) participated at the workshop from the RC local branches

Kumanovo, Sveti Nikole, Shtip, Probishtip, Valandovo, Strumica and also volunteers from the disaster response team from Red Cross of City Skopje. The workshop was organized in the field, with the help from the National Logistics Team, which provided the food for the participants, and tent as a field classroom. The participants were divided in four groups and evaluated the conducted activities on the basis of three parameters: positive effects, challenges and further recommendations.

Positive effects

The joint evaluation showed that the RC local branches responded timely to meet the needs of the affected people. The internal coordination and communication between the RC local branches and the Red Cross of The Former Yugoslav Republic of Macedonia HQ was on high level, and so was the external communication with other institutions. The Red Cross was again recognized by other significant institutions as a leading organization in undertaking relief operations.

Challenges

In some of the RC local branches there were some difficulties during the operation. In some of them due to certain financial conditions, the capacities are not on a high level. Few of the branches do not possess any vehicles, so the support from the Red Cross of the Former Yugoslav Republic of Macedonia HQ was necessary for conducting proper distribution. Also it was not possible to bring more quantity of relief items due to the lack of warehouses in which higher amount of items could be stored.

Recommendations

Main recommendation for the future is to conduct local trainings for disaster preparedness and response for new volunteers and refreshments for the already trained volunteers. The change of generations left some branches with not enough trained volunteers for disaster response. Besides the disaster response, special teams for psychosocial support would be also needed.

The Red Cross of the Former Yugoslav Republic of Macedonia is starting to create a model for forming local funds for emergencies only, so the local branches can have stocks in their warehouses, as they are always the first responders. This year and last year's DREF Operation showed that is necessary to make changes in the operational programs, so in the future the emergency stocks would be on higher level for much more beneficiaries.

VCA trainings and preparing contingency plans for emergencies are also needed in some of the RC local branches, and. For the future, the National Society should conduct dissemination about the role of the Red Cross in disasters, what kind of services do we provide, and what kind of activities we undertake.

Beneficiary Satisfaction Survey

The Beneficiary Satisfaction Survey was conducted in the last phase of the operation to see if the operation met the needs of the affected people. The Red Cross of The Former Yugoslav Republic of Macedonia prepared a plan and questionnaire in cooperation with the IFRC Europe Zone Office. The questionnaire was translated into Macedonian language, and the survey was conducted in the flooded regions (Kumanovo, Sveti Nikole, Shtip, Probishtip, Strumica and Valandovo) by volunteers, who were not included in the operation. Before the survey, the NS team conducted workshop in each RC local branch about the survey. The workshop contained interview technics, approach and behaviour during the interviews. The survey showed that the operation was successful, although there were some aspects that should be improved in the future.

Contact information

For further information specifically related to this operation please contact:

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DREF history:

- This DREF was initially allocated on 4th March 2013 for CHF 176,424 for three months to assist some 1216 families or 4864 beneficiaries.
- Due to new floods during the operation timeframe, the number of the beneficiaries grew additionally with another 105 families, so the total number of affected families is 1321, or 5284 beneficiaries.



Click here

1. Click [here](#) to see final financial report for the operation
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 (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.

Beneficiary Satisfaction Survey (BSS) Report

DREF Operation n° MDRMK002
GLIDE n° FL-2013-000024-MKD

Methodology

The goal of the conducted Beneficiary Satisfaction Survey was to find out whether the operation meets the needs of the affected people by the floods.

This report will present the findings and conclusions based on the conducted BSS.

In close cooperation with IFRC Europe Office, Macedonian Red Cross created a questioner (see in annex to the BSS), which covered the most important areas, to find out the opinion of the beneficiaries about the conducted relief operation, due to the floods in Macedonia.

The questionnaire was classified by the following criteria:

- Information on interviewed beneficiary
- Operation appropriateness
- Community involvement while conducting the operation
- Operation visibility
- Image of the organization
- Operation timeliness
- Information, dissemination of the operation
- General assessment of the undertaken activities

The questionnaire is created so it can show;

- The level of satisfaction of the beneficiaries from the received relief items
- Provide feedback from the beneficiaries for further improvement
- Identify gaps and best practices for future in disaster response operations
- Enhance the visibility of Macedonian Red Cross and RC Local Branches

The survey was implemented by volunteers who were not engaged in the relief operation, so the level of objectivity is higher.

Team from MRC conducted monitoring visits in the engaged RC Local Branches to present the aim of the survey. Also, they held workshop for the volunteers that were implementing the survey, which included

Interview technics

Approach to beneficiaries

Practicing the questions in pairs (so they would not mislead them to one of the answers)

The survey started after all of the planned relief items were distributed and it was conducted on 100 persons/families in the following regions:

| No. | Flooded region | No. of interviewed persons/families |
|-----|----------------|-------------------------------------|
| 1. | Kumanovo | 20 |
| 2. | Sveti Nikole | 20 |
| 3. | Shtip | 10 |
| 4. | Probishtip | 10 |
| 5. | Strumica | 30 |
| 6. | Valandovo | 10 |
| | Total: | 100 |

The data was collected by individual interviews and in small extent observation. The monitoring was provided by a joint team form the Secretaries from the RC Local Branches and Macedonian Red Cross HQ.

Collected data was analyzed in SPSS (software for statistical analysis) by the Ops center in MRC HQ and professional consultant – researcher for social surveys.

The beneficiaries for the interview were selected randomly, in the most affected regions from the floods. The number of interviewed persons was made in accordance with the number of beneficiaries in each flooded region. Totally 100 persons were interviewed for the needs of this survey.

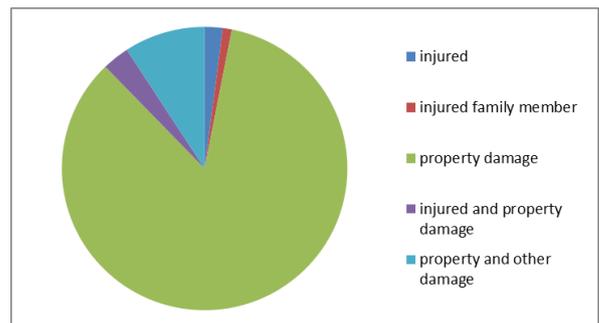
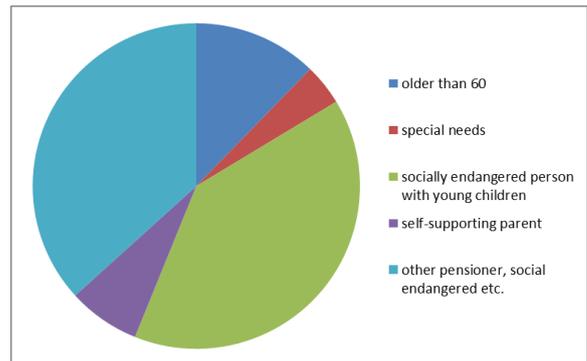
The findings are as follows:

1. Information on interviewed beneficiary

The operation aimed to meet the needs of the most vulnerable target groups such as elderly persons over 60 that are living alone, persons with special needs, socially endangered persons with very young children, self-supporting parents and other.

Most of the assisted beneficiaries are in bad social condition, most of them are older people than 60 and social endangered persons with young children.

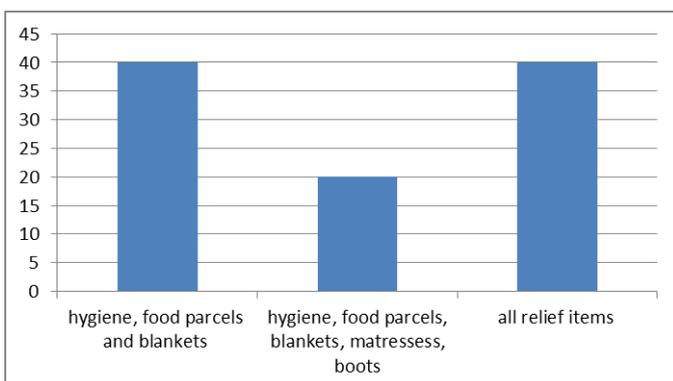
Most of the interviewed persons reported serious property damage such as: flooded rooms, damage on the electrical installation, flooded basement with destroyed supplies



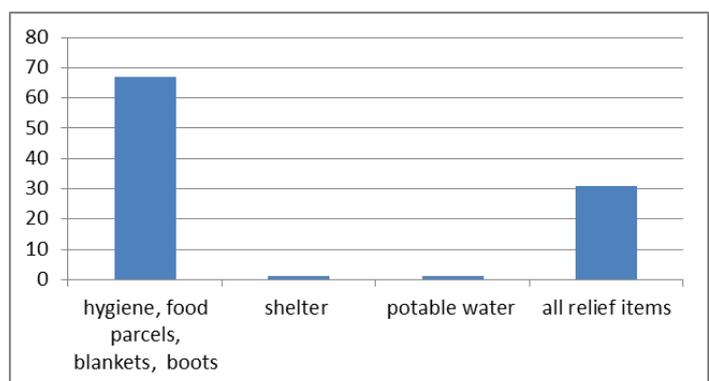
2. Appropriates of the operation

The appropriateness of the operation was measured through the needs of the beneficiaries, what kind of aid did they need after the floods, and what kind of aid did they receive.

Needs

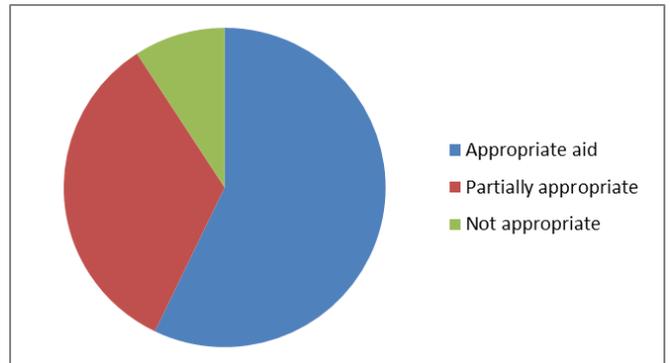


Received

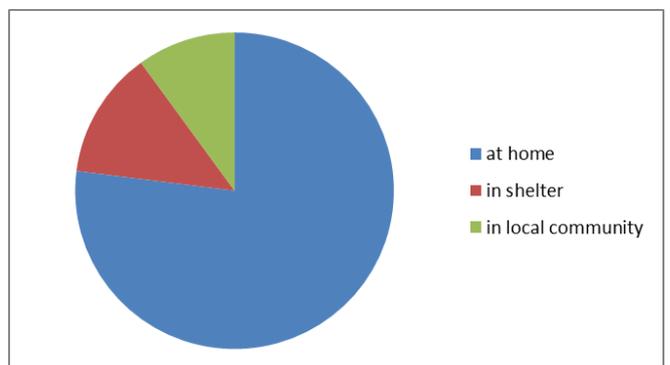


The charts above clearly show that the affected population had multiple needs, and also that they were met through the distribution. The tables don't show that the most vulnerable families received aid in cash transfer from the government in accordance with their assessment. Also only 3 families answered that they received baby diapers which were not covered with the DREF Operation.

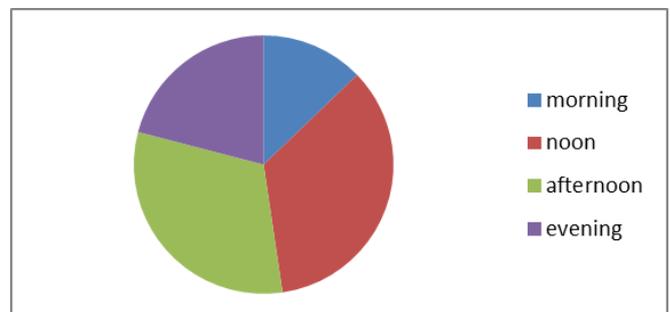
When asked about the appropriateness of the aid generally, the survey showed that 56% answered that the aid was appropriate, while 33% answered that the aid was partially appropriate and only 9% considered the aid as not appropriate.



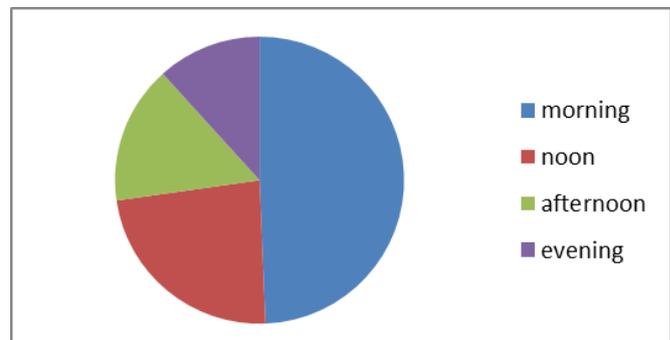
77% answered that they received the relief items at home. While only 13% received it in the shelters and the other 10% through the local community. The fact that most of the beneficiaries received the aid at home was very appreciated by them.



When asked about in which part of the day they received the aid, 11% answered in the morning, 30% answered at noon, 27% answered in the afternoon and 18% in the evening.

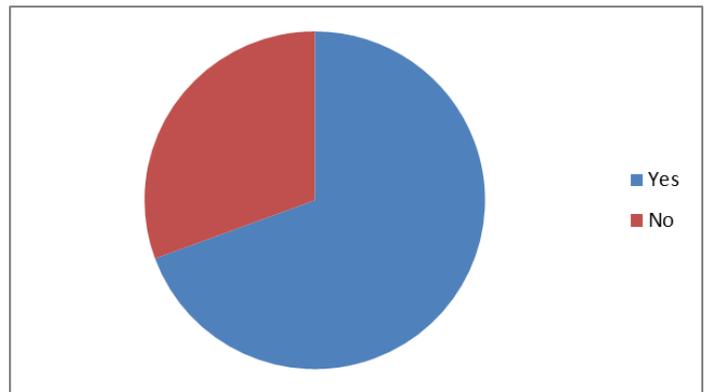


When asked about in which time of the day would have been better to receive the aid, 38% answered that it would have been better to receive the aid in the morning, 18% at noon, 12% in the afternoon and only 9% at evening.



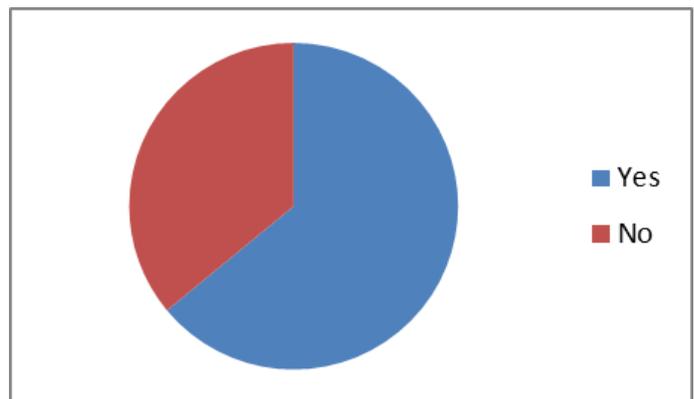
Although the survey is showing a difference between the real time of distribution and the wanted one, still this issue wasn't mentioned as a problem by the beneficiaries, on a contrary they appreciated a lot the work of the Red Cross. However MRC will consider these data for future activities.

When asked if the received aid was sufficient for them, 68 % answered yes, while 32% no. the additional question about what was insufficient showed us that most of the beneficiaries would have appreciate additional relief items such as, food parcels, hygiene parcels, diapers and milk for infants. Most of the interviewed beneficiaries that considered the received aid as insufficient were in bad social condition before the floods.

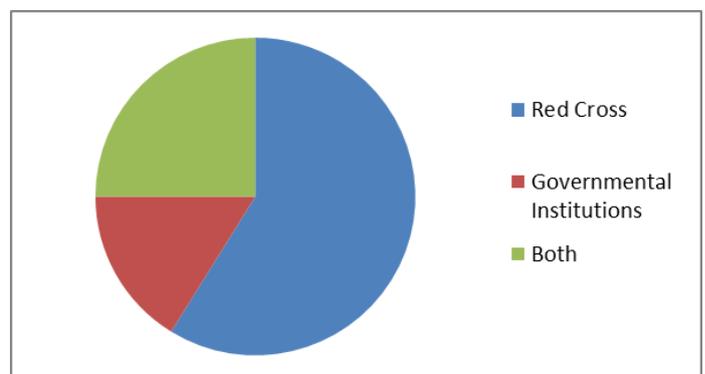


3. Community involvement in the operation

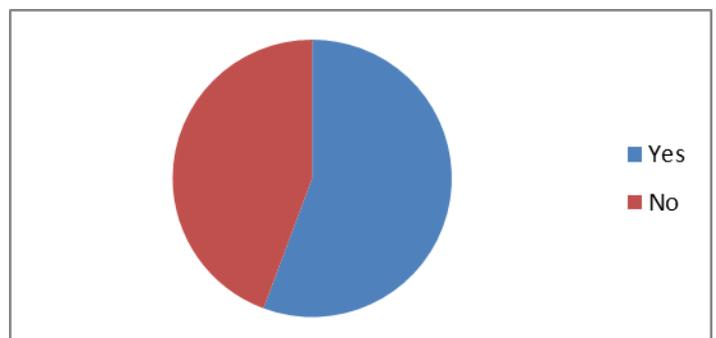
This part of the survey showed us that 64% from the interviewed persons answered yes, when they were asked, about did someone asked them about their needs.



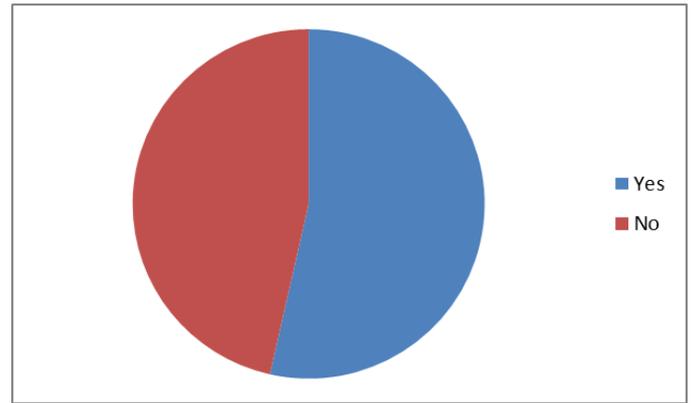
The 64% that were asked about their needs were mostly asked by the Red Cross or more accurate 40 % stated the Red Cross, 17% stated that they were asked by the Red Cross and the governmental institutions, while only 11% by other Governmental institutions only.



54 % answered that they were asked about their involvement in the operation through their suggestions. The suggestions were mostly about the time during the distribution, such as providing additional help to elderly people etc.

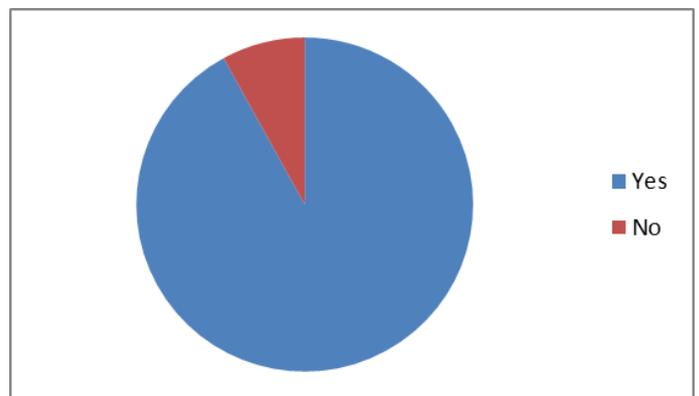


When asked about if they know where to make complaint about the provided services 53% answered yes. However there weren't any official complaints neither in the RC Local Branches nor in HQ. According by the volunteers that were conducting the interviews none of the respondents even thought about making an official complaint.



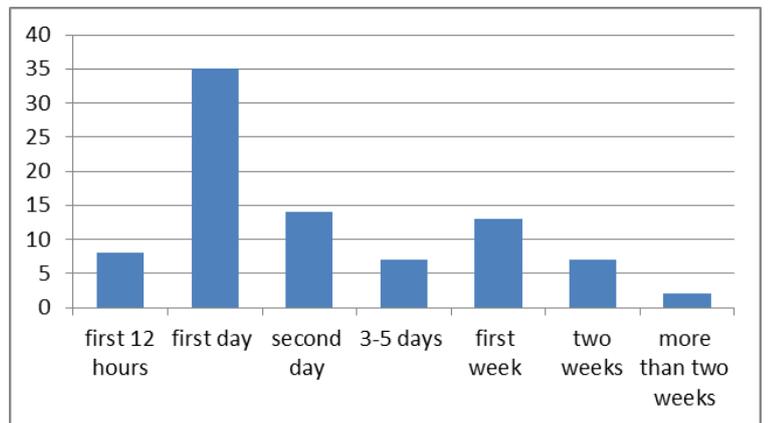
4. Operational Visibility

High 92 % answered that the Red Cross volunteers and staff were wearing visible RC emblems or uniforms during the time of the operation. The vehicles were not covered in the questionnaire, but most of the respondent comment that the aid was delivered with marked RC vehicles.



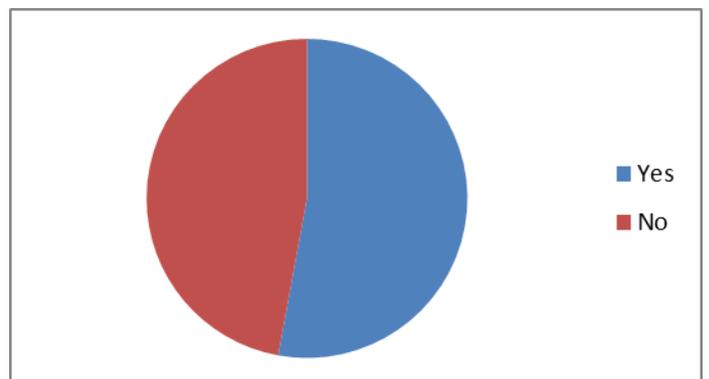
5. Operation timeliness

About the timeliness of the operation the finding can be seen on the graphic. Since the Macedonian Red Cross started the relief operation before the DREF allocation the time frame is from the beginning of the operation (26th of February). The small percentage (2%) that received the aid in more than two weeks was because of the delay due to the local elections, when the distribution was stopped for a few days. Also this survey doesn't cover the distributed relief items for the later floods in Ohrid and Bitola. They were distributed in a period of one day to the beneficiaries.

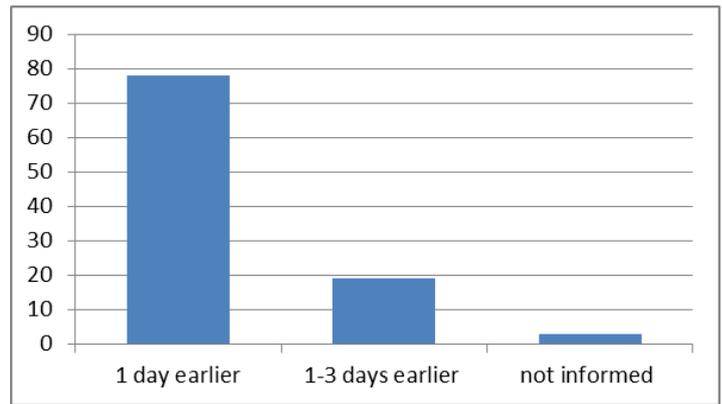


6. Information, dissemination of the operation

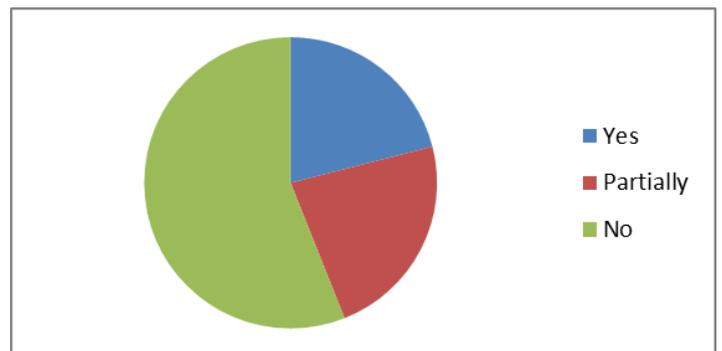
About the timely information for the relief operation 55% answered that were timely informed about the distribution.



According to the survey most of the respondents (78%) answered that they were informed about the aid one day in advance. Smaller percentages (19%) from the respondents were informed in the period between 1-3 days before the distribution, while only 3% weren't informed at all.



The survey showed that only 21% of the respondents were fully aware about what type of relief items they will receive. 23% were only partially aware, while high 56% were not aware what exactly they will receive and in what amount.



7. Image of the organization

The respondents graded the behavior of the RC volunteers and staff during the operation with 9.3 where 10 is highest.

8. General assessment/degree of the undertaken activities

The respondents also had a chance to evaluate the undertaken activities from the Red Cross in general, and their degree is 8.8 out of 10.

General Conclusions and recommendations:

The general opinion of the team is that the Macedonian Red Cross successfully implemented the DREF Operation.

The most important goal about meeting the needs of the most vulnerable people that were affected by the floods was fulfilled.

As for the survey, it was a very positive activity as for the MRC to get a proper feedback from the beneficiaries about the undertaken activities, and also for the beneficiaries who were very positively surprised that they were able to evaluate the activities.

As for future recommendations, it would be better to use beside the interview, some additional other techniques for collecting more qualitative data, that can be used for better preparedness and response of the MRC.

DREF Operation additionally strengthened the image about the Macedonian Red Cross on national level as an organization that is always helping the most vulnerable people not only in everyday situations but in crisis period also.

The role of the Red Cross was also additionally strengthened not only in front of the beneficiaries and general public, but also in front of the other institutions as a leading organization with high capacities to respond in any given situation.

The findings from the BSS which was conducted within the DREF Operation will help Macedonian Red Cross to revise the contingency plans in the RC local branches and continuously work on strengthening their capacities. The findings will also be used in implementing the three strategic aims from the National Strategic Plan for Disaster Preparedness and Response 2012 – 2016, which are; Preparing and Responding to Disasters and Crises, Recovering from Disasters and Crises and Our Disaster Management System.

Annex to the Beneficiary Satisfaction Survey

Questionnaire for BSS, DREF Operation Macedonia Floods 2013

| | | |
|--------------------|-----------------|-------------|
| Interviewer: _____ | Location: _____ | Date: _____ |
|--------------------|-----------------|-------------|

| Information on interviewed beneficiary | | |
|--|----------------------|---|
| 1. Sex | a) male b) female | 6. Additional factor of vulnerability |
| 2. Location | | a) Elderly person over 60 living alone |
| 3. Flooded region | | b) person with special needs |
| 4. Other information | | c) Socially endangered persons with very young children |
| 5. Note: | | d) Self-supporting parent (father - mother) |
| | | e) Other. To be mentioned _____ |
| | | 7. How were you affected by the floods, what was damaged? |
| | | a) I was injured |
| | | b) family member was injured |
| | | c) my property was seriously damaged |
| | | d) other to be mentioned _____ |
| Operation appropriateness | | |

| | |
|--|---|
| | |
| Community involvement while conducting the operation | |
| 16. Were you asked about your needs? | a) Yes b) No |
| 17. If the answer on the previous question is YES, who asked you? | a) Red Cross b) Governmental institutions c) other, to be mentioned _____ |
| 18. Were you asked for your involvement/suggestion about the operation? | a) Yes, with suggestion _____ b) No |
| 19. Did you know where to make complaint about the provided items/services? | a) Yes b) No |
| Operation visibility | |
| 20. Were the Red Cross volunteers/staff wearing uniform or visible RC emblems that distinguish them from others? | a) Yes b) No |
| Image of the organization | |
| 21. On scale from 1-10 (where 1 is worst and 10 is best) How did the Red Cross volunteers/staff behave while distributing the aid? | 1 2 3 4 5 6 7 8 9 10 |
| Operation timeliness | |
| 22. In which timeline did you receive the aid from Red Cross? | a) in first 12 hours b) first day c) second day |

Distribution table

| | | | Food parcels | Hygiene parcels | Blankets | Mattresses | Rubber boots | Cooking sets | Sleeping bags | Potable water in liters | Plastic sheets | Tanks | Wooden Stoves | Pumps | Affected families | Beneficiaries |
|-----------------|---------------------------|---|--------------|-----------------|----------|------------|--------------|--------------|---------------|-------------------------|----------------|-------|---------------|-------|-------------------|---------------|
| Organization | Distribution | Location | | | | | | | | | | | | | | |
| | | DREF | 1550 | 1950 | 2876 | 490 | 1550 | | | | | 20 | | 20 | 1321 | 5284 |
| BO Kumanovo | Local Distribution + NERU | Shelter | 105 | 115 | 200 | 102 | 98 | | | 2000 | 10 | | 2 | | 105 | 420 |
| BO Sveti Nikole | Local Distribution + NERU | Sveti Nikole, Mustafino, Erdzelija | 90 | 100 | 450 | 153 | 97 | 20 | 20 | 250 | 20 | | 1 | | 160 | 640 |
| BO Shtip | Local Distribution + NERU | Novo Selo | 24 | 24 | 48 | 15 | 19 | | | | 10 | | | | 27 | 108 |
| BO Probishtip | Local Distribution + NERU | villages Pishica, Drach, Kalnishte, Zletovo, Puzderci | 106 | 106 | 90 | 47 | 93 | 20 | 10 | | 10 | | | | 150 | 600 |
| BO Strumica | Local Distribution + NERU | Sachevo, Prosenikovo, Dobrejci, Dabila, Murtino, Monospitovo, Vasilevo, Raborci, Zubovo, Drvosh, Borievo, | 718 | 948 | 1629 | 107 | 689 | 47 | | 4495.5 | 30 | | 2 | | 724 | 2896 |
| BO Valandovo | Local Distribution + NERU | Josifovo | 50 | 180 | 540 | 30 | 87 | 10 | 20 | | 10 | | | | 50 | 200 |
| BO Radovis | Local Distribution | | 5 | 5 | | | | | | | | | | | 5 | 20 |
| BO Bitola | Local Distribution | | 47 | 47 | 94 | | 34 | | | | | | | | 47 | 188 |
| BO Ohrid | Local Distribution | | 53 | 53 | 106 | | 33 | | | | | | | | 53 | 212 |
| | | Sub total: | 1198 | 1578 | 3157 | 454 | 1150 | 97 | 50 | 6745.5 | 90 | | | | 1321 | 5284 |
| | | Stocks: | 352 | 372 | -281 | 36 | 400 | | | | | | | | | |
| | | TOTAL: | 1550 | 1950 | 2876 | 490 | 1550 | 97 | 50 | 6745.5 | 90 | | 5 | | 1321 | 5284 |

 DREF procurements

 Macedonian Red Cross stocks

 Distributed on reverse , will be returned in MRC for stocks

Disaster Response Financial Report

MDRMK002 - Macedonia - Floods

Timeframe: 04 Mar 13 to 04 May 13

Appeal Launch Date: 04 Mar 13

Final Report

Selected Parameters

| | | | |
|-------------------------|------------|-----------|----------|
| Reporting Timeframe | 2013/03-05 | Programme | MDRMK002 |
| Budget Timeframe | 2013/03-05 | Budget | APPROVED |
| Split by funding source | Y | Project | * |

All figures are in Swiss Francs (CHF)

I. Funding

| | Raise humanitarian standards | Grow RC/RC services for vulnerable people | Strengthen RC/RC contribution to development | Heighten influence and support for RC/RC work | Joint working and accountability | TOTAL | Deferred Income |
|--------------------------------------|------------------------------|---|--|---|----------------------------------|---------|-----------------|
| A. Budget | | 176,424 | | | | 176,424 | |
| B. Opening Balance | | 0 | | | | 0 | |
| Income | | | | | | | |
| <u>Other Income</u> | | | | | | | |
| <i>DREF Allocations</i> | | 176,424 | | | | 176,424 | |
| C4. Other Income | | 176,424 | | | | 176,424 | |
| C. Total Income = SUM(C1..C4) | | 176,424 | | | | 176,424 | |
| D. Total Funding = B + C | | 176,424 | | | | 176,424 | |

* Funding source data based on information provided by the donor

II. Movement of Funds

| | Raise humanitarian standards | Grow RC/RC services for vulnerable people | Strengthen RC/RC contribution to development | Heighten influence and support for RC/RC work | Joint working and accountability | TOTAL | Deferred Income |
|---|------------------------------|---|--|---|----------------------------------|----------|-----------------|
| B. Opening Balance | | 0 | | | | 0 | |
| C. Income | | 176,424 | | | | 176,424 | |
| E. Expenditure | | -176,424 | | | | -176,424 | |
| F. Closing Balance = (B + C + E) | | 0 | | | | 0 | |

Disaster Response Financial Report

MDRMK002 - Macedonia - Floods

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Selected Parameters

| | | | |
|-------------------------|------------|-----------|----------|
| Reporting Timeframe | 2013/03-05 | Programme | MDRMK002 |
| Budget Timeframe | 2013/03-05 | Budget | APPROVED |
| Split by funding source | Y | Project | * |

All figures are in Swiss Francs (CHF)

III. Expenditure

| Account Groups | Expenditure | | | | | | TOTAL | Variance |
|---|----------------|------------------------------|---|--|---|----------------------------------|----------------|-----------------|
| | Budget | Raise humanitarian standards | Grow RC/RC services for vulnerable people | Strengthen RC/RC contribution to development | Heighten influence and support for RC/RC work | Joint working and accountability | | |
| | A | | | | | B | A - B | |
| BUDGET (C) | | | | | | 176,424 | 176,424 | |
| Relief items, Construction, Supplies | | | | | | | | |
| Clothing & Textiles | 64,773 | | | | | | | 64,773 |
| Food | 42,562 | | | | | | | 42,562 |
| Water, Sanitation & Hygiene | 31,755 | | | | | | | 31,755 |
| Total Relief items, Construction, Sup | 139,090 | | | | | | | 139,090 |
| Logistics, Transport & Storage | | | | | | | | |
| Distribution & Monitoring | 3,992 | | | | | | | 3,992 |
| Transport & Vehicles Costs | 7,000 | | | | | | | 7,000 |
| Logistics Services | 4,274 | | | | | | | 4,274 |
| Total Logistics, Transport & Storage | 15,266 | | | | | | | 15,266 |
| Personnel | | | | | | | | |
| National Staff | 1,200 | | | | | | | 1,200 |
| National Society Staff | 3,000 | | | | | | | 3,000 |
| Volunteers | 200 | | | | | | | 200 |
| Total Personnel | 4,400 | | | | | | | 4,400 |
| Workshops & Training | | | | | | | | |
| Workshops & Training | 4,800 | | | | | | | 4,800 |
| Total Workshops & Training | 4,800 | | | | | | | 4,800 |
| General Expenditure | | | | | | | | |
| Office Costs | 1,500 | | | | | | | 1,500 |
| Communications | 600 | | | | | | | 600 |
| Total General Expenditure | 2,100 | | | | | | | 2,100 |
| Contributions & Transfers | | | | | | | | |
| Cash Transfers National Societies | | | 165,656 | | | 165,656 | | -165,656 |
| Total Contributions & Transfers | | | 165,656 | | | 165,656 | | -165,656 |
| Indirect Costs | | | | | | | | |
| Programme & Services Support Recov | 10,768 | | 10,768 | | | 10,768 | | 0 |
| Total Indirect Costs | 10,768 | | 10,768 | | | 10,768 | | 0 |
| TOTAL EXPENDITURE (D) | 176,424 | | 176,424 | | | 176,424 | | 0 |
| VARIANCE (C - D) | | | 0 | | | | | 0 |

Disaster Response Financial Report

MDRMK002 - Macedonia - Floods

Timeframe: 04 Mar 13 to 04 May 13

Appeal Launch Date: 04 Mar 13

Final Report

Selected Parameters

| | | | |
|-------------------------|------------|-----------|----------|
| Reporting Timeframe | 2013/03-05 | Programme | MDRMK002 |
| Budget Timeframe | 2013/03-05 | Budget | APPROVED |
| Split by funding source | Y | Project | * |

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 |
|--|----------------|-----------------|----------------|----------------|----------------|-----------------|-----------------|
| BL2 - Grow RC/RC services for vulnerable people | | | | | | | |
| Disaster response | 176,424 | 0 | 176,424 | 176,424 | 176,424 | 0 | |
| Subtotal BL2 | 176,424 | 0 | 176,424 | 176,424 | 176,424 | 0 | |
| GRAND TOTAL | 176,424 | 0 | 176,424 | 176,424 | 176,424 | 0 | |

DREF OPERATION
MDRMK002- MACEDONIA FLOODS

02/06/2013

| Budget Group | DREF Grant Budget CHF | Actual expenses Montenegro RC | Variance |
|--|--------------------------|----------------------------------|-------------|
| Shelter - Relief | | | |
| Shelter - Transitional | | | |
| Construction - Housing | | | |
| Construction - Facilities | | | |
| Construction - Materials | | | |
| Clothing & Textiles | 64,773 | 64,514 | 259 |
| Food | 42,562 | 42,567 | -5 |
| Seeds & Plants | | | |
| Water, Sanitation & Hygiene | 31,755 | 31,669 | 86 |
| Medical & First Aid | | | |
| Teaching Materials | | | |
| Utensils & Tools | | | |
| Other Supplies & Services | 3,000 | 2,994 | |
| Cash Disbursements | | | |
| Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES | 142,090 | 141,744 | 346 |
| Storage, Warehousing | | | |
| Distribution & Monitoring | 3,992 | 3,349 | 643 |
| Transport & Vehicle Costs | 7,000 | 7,611 | -611 |
| Logistics Services | 4,274 | 4,315 | |
| Total LOGISTICS, TRANSPORT AND STORAGE | 15,266 | 15,275 | -9 |
| International Staff | | | |
| National Staff | 1,200 | 1,199 | 1 |
| National Society Staff | | | |
| Volunteers | 200 | | |
| Total PERSONNEL | 1,400 | 1,199 | 201 |
| Consultants | | | |
| Professional Fees | | | |
| Total CONSULTANTS & PROFESSIONAL FEES | 0 | 0 | 0 |
| Workshops & Training | 4,800 | 4,968 | -168 |
| Total WORKSHOP & TRAINING | 4,800 | 4,968 | -168 |
| Travel | | | |
| Information & Public Relations | | | |
| Office Costs | 1,500 | 1,857 | -357 |
| Communications | 600 | 598 | 2 |
| Financial Charges | | | |
| Other General Expenses | | | |
| Shared Office and Services Costs | | | |
| Total GENERAL EXPENDITURES | 2,100 | 2,455 | -355 |
| Partner National Societies | | | |
| Other Partners (NGOs, UN, other) | | | |
| Total TRANSFER TO PARTNERS | 0 | 0 | 0 |
| Programme and Services Support Recovery | 10,768 | 10,767 | 1 |
| Total INDIRECT COSTS | 10,768 | 10,767 | 1 |
| TOTAL BUDGET | 176,424 | 176,409 | 15 |