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# Final Report

## Cyprus: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation final report</b>	<b>Operation n° MDRCY002</b>
<b>Date of Issue:</b> 24 May 2022	<b>Glide number:</b> <a href="#">OT-2021-000063-CYP</a>
<b>Operation start date:</b> 10 June 2021	<b>Operation end date:</b> 14 January 2022
<b>Host National Society:</b> Cyprus Red Cross Society	<b>Operation budget:</b> CHF 246,582
<b>Number of people affected:</b> approx. 12,000 <sup>1</sup>	<b>Number of people assisted:</b> 9,374
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> IFRC, ICRC (RFL)	
<b>Other partner organizations actively involved in the operation:</b> Cyprus Ministry of Interior, Cyprus Immigration Police, Cyprus Asylum Service, CODECA, UNCHR, Cyprus Refugee Council (CRC), FRONTEX, EASO, Cyprus Government Welfare Service	

## A. SITUATION ANALYSIS

### Description of the crisis

When, on 10 May 2021, the Cyprus Government began to gradually revoke the restrictions in movement related to the COVID-19 pandemic, there was an unprecedented influx of migrants (350% in comparison to the 2020 respective period) by foot from the non-government-controlled areas, by boat from Turkey and Lebanon, as well as by plane. After a week, the Cyprus Minister of Interior informed the European Union that Cyprus cannot withstand further migration flows and the country entered a state of emergency.

The Reception Centre in Kokkinotrimithia (Pournara) had since November 2020 exceeded its capacity limits, while the country had already been through a series of lockdowns, due to the COVID-19 outbreak. Because of the lockdowns and the subsequent movement restriction, all migrants already in or arriving at the initial Reception Centre got stuck there, until the lifting of some COVID-19 measures in May 2021. Due to the same restrictions, checkpoints between the Government-controlled areas and the non-Government-controlled areas remained closed, therefore any migrants arriving via that route were stuck in non-Government-controlled areas, without the possibility of requesting asylum.

In the months following the Minister's announcement, there was a minor decline in the numbers of arriving migrants (see *Table 1*. below), as in previous years since most migrants avoid making their pass during hot summer months. The Government announced the construction of another Reception Centre in Limnes area (Larnaca), with a hosting capacity of 1,000 persons, intended to become operational after September 2021. As expected, the flows of migrants increased after September 2021, and surpassed any previous numbers during winter 2021-2022.

<sup>1</sup> Number of people affected include the 5,150 people present in June 2021, and arrivals during the operational timeframe.

## 2021-2022 Arrivals

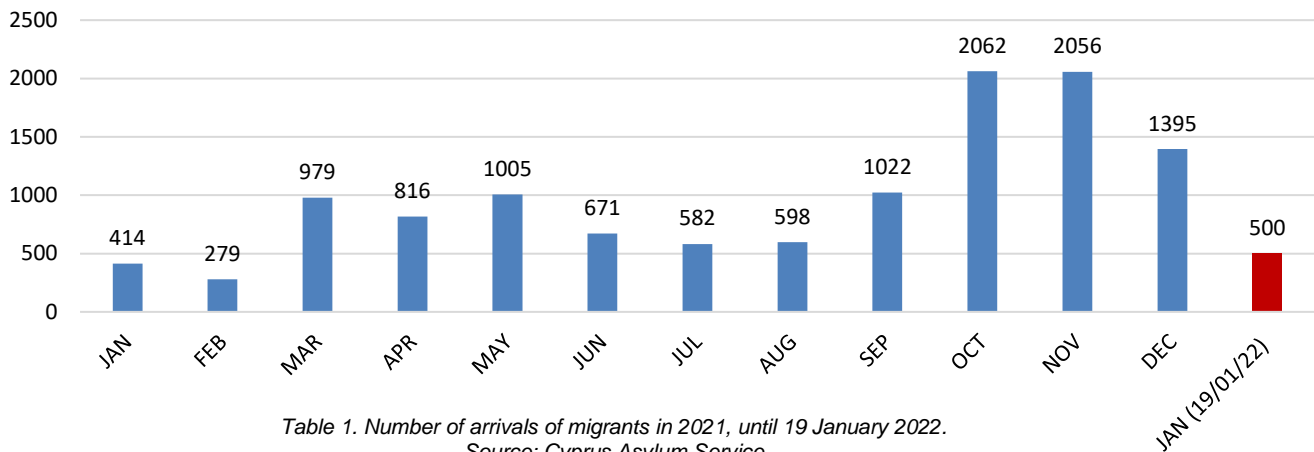
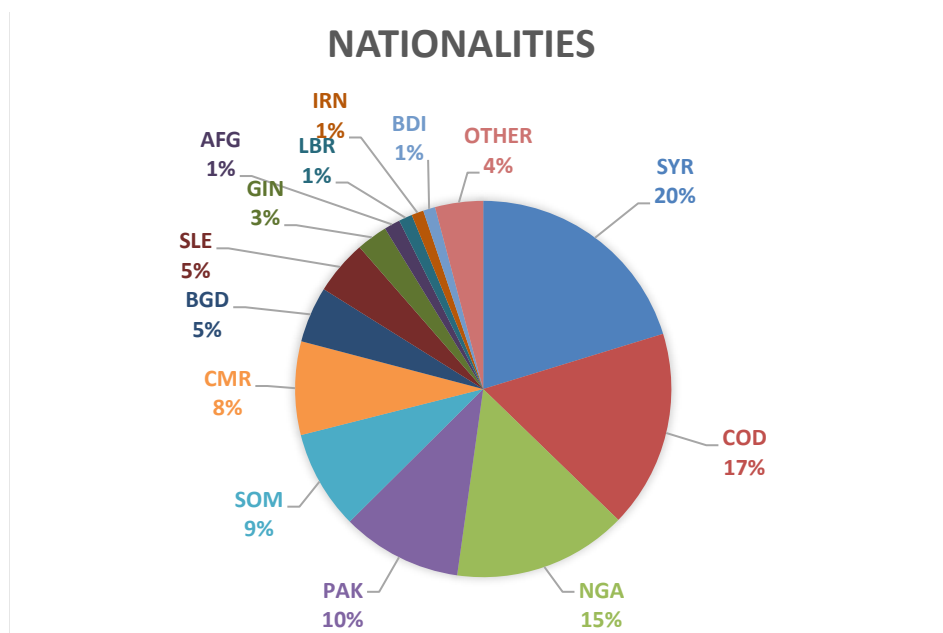


Table 1. Number of arrivals of migrants in 2021, until 19 January 2022.  
Source: Cyprus Asylum Service

As reflected in the below pie chart, most of the migrants arriving in Cyprus originate from Syria, followed by a large number of migrants of African origin. Most Syrians arriving in Cyprus continued to do so by sea, thus the increase in sea arrivals (37 boats total, out of which 22 boats arrived after August 2021).



Nationalities of Arrived Migrants in 2021, until 19 January 2022. Source: Cyprus Asylum Service

The COVID-19 pandemic continued to affect the operational context, with multiple lockdowns during the operation timeframe.

## 1. Summary of response

### Overview of Host National Society

The Cyprus Red Cross Society (CRCS) is a humanitarian organization supported by volunteers and guided by the Fundamental Principles of the Red Cross and Red Crescent Movement and its own Statutes. The focus of its activities is to prevent and alleviate human suffering and to support and assist vulnerable groups. Moreover, the CRCS prepares individuals and communities to respond effectively to emergencies, in times of peace and war, without any discrimination as to race, class, gender, religion or faith or political opinions or beliefs or any other similar grounds.

The CRCS has been providing assistance to migrants arriving in Cyprus since summer 2016. Since then, the response was mainly funded from the National Society's own resources, until October 2019, when the sudden increase of migration flows depleted the CRCS funds. All efforts to acquire funding by the Government were (and still are) not fruitful, except for a grant received in 2019 (€100,000). Since then, the CRCS requested IFRC DREF support three times (including the current project), by which the National Society was able to respond to the needs of a majority of newly arriving migrants.

*Focusing at the First Reception Centre and migrants newly arriving in Cyprus, the CRCS provided humanitarian assistance by means of hygiene, clothing, and footwear items. Moreover, the CRCS serves additional requests in items, for migrants residing both in the Reception Centre, as well as in Kofinou Accommodation Centre. New arrivals must undergo a quarantine for 7 days (previously, 14 days). CRCS provided its services to the Reception Centre, where newly arriving migrants are transferred to after being tested negative for Covid-19. After COVID-19 lockdown periods, the CRCS regained access for the distribution of items inside the Reception Centre on 9 December 2021. Until that day the CRCS Migration staff delivered all aid at the gate of the Centre. Then, in collaboration with the reception officers of the Centre, the aid was distributed to the migrants.*

The CRCS was able to address the needs of more migrants than initially predicted in terms of hygiene items. The initial estimation of migrants to be supported by the current DREF was 5,150. However, the total number of people assisted by the Operation, was **9,374**. This includes, amongst other services, the distribution of 8,774 hygiene kits and 3,695 sets of clothes to migrants within the extended timeframe of the Operation.

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

The IFRC colleagues has supported the CRCS with the current operation and the future Plan of Action ("Case for Support"). Specifically, the CRCS was able to assist more migrants in need (first extension) and overcome pandemic obstacles that caused delays (second extension) with the assistance of the regional officer

## **Overview of non-RCRC actors in country**

The main other actors closely collaborating with CRCS in the current response were:

1. *Ministry of Interior*: Being responsible for implementing all migration/asylum-related policies in Cyprus, the Ministry also oversees the infrastructure of both centres. The collaboration between the Ministry of Interior and the CRCS was strengthened with an AMIF project, which commenced at Kofinou Reception and Accommodation Centre in 2016.
2. *Immigration Police*: This special police unit is responsible for the verification of the identity of migrants; it performs security checks and registers migrants' data. It is also responsible for transportation of migrants under reception procedures and for the returning procedures of rejected applicants.
3. *Civil Defence (Coordination Centre)*: communicates the messages about the new migrant arrivals to relevant actors (CRCS included).
4. *Asylum Service*: Governmental service under the Ministry of Interior. It is responsible for examining, processing, and accepting or rejecting asylum applications. It is also responsible for the overall supervision of both centres, as well as communicating the migrants' data to appropriate partners, upon request.
5. *Center for Social Cohesion, Development & Care (CODECA)*: This NGO is the partner of the Asylum Services, responsible for managing both Centres (Pournara and Kofinou).
6. *United Nations High Commissioner for Refugees (UNCHR) Cyprus*: oversees the implementation of UN declarations and relevant regulations on the rights of refugees and asylum seekers. It also provides support to the government and monitoring the state-of-affairs with regards to refugees and asylum seekers.
7. *Cyprus Refugee Council*: Partner of UNHCR in both centres. It provides support to vulnerable groups in Kokkinotrimithia. It also provides legal support and guidance relating to integration schemes to migrants residing in Kofinou.
8. *FRONTEX*: provides support to immigration police relating to the registration procedures of the migrants' data in the EURODAC (Pournara).

9. *European Asylum Support Office (EASO)*: provides support to the Asylum Service and assistance in processing the backlog on pending asylum applications. In Kofinou it also acts as the focal point in the coordination of support from NGOs and volunteer teams.
10. *Social Welfare Services*: undertakes the administrative procedures for the unaccompanied minors (UaMs) arriving in the Centre (Pournara) until their transportation to the UaMs Hosting Centre in Larnaca.

## 2. Needs analysis and scenario planning

Through years of providing assistance, the CRCS has assessed that migrant arriving in Cyprus are usually lacking basic hygiene items and clothing. All other services (health assistance, cleaning, asylum request applications, food, shelter, etc.), are covered by the Government and the outsourced management organization (CODECA), except the support with items of hygiene and clothing. Thus, CRCS provides the necessary aid, as well as any extra needs in items and medicines not covered by the Government. Additionally, the CRCS offers RFL and PSS services, although those two services were paused during the lockdowns, due to the Government prohibiting entrance inside the two Centres for migrants.

Due to the capacity of the CRCS, the planned response mainly focused on meeting the needs of the newly arrived migrants in the Reception Centre (Pournara), and the quarantine space outside Kofinou Centre. Moreover, the CRCS continued its services towards the residents of the Kofinou Centre, covering the cost of prescribed medicines and visual aids, as well as with distributing parcels for new-born babies and pregnant women.

### Targeting

Initially, the operation intended to cover the needs of up to 5,150 people in the Reception centre for Migrants (Pournara) and the Open Reception and Accommodation Centre for Asylum Seekers at Kofinou, supporting all Migrants hosted in the respective locations. In view of the increase of arrivals after October 2021, surpassing expectations, and with forecasts of many more new arrivals being expected in the following months, the CRCS requested a no-cost timeframe extension of the operations on 27 September 2021, to deliver the purchased clothing and footwear, with a delay in procurement (see “Challenges faced”) and to make additional purchases of humanitarian aid items to cover the needs for migrants staying longer inside Pournara, as well as for newly arriving migrants

The second request for extension of the operation for an additional 15 days, became imperative after the major delay caused by the COVID-19 lockdown of the Reception Centre during December 2021. The request was accepted by the IFRC, thus all activities under the project were successfully completed until 15 January 2021<sup>2</sup>.

### Risk Analysis

Based on the risk analysis (as per the EPoA), the following observations were made:

1. The conflict in Syria and other regions did not cause an increase in nationalities coming from the Middle East. However, there was a high rise in migrants of African nationalities and Asian nationalities. The top 3 nationalities during the operation were persons of Congolese, Nigerian and Pakistani origin.
2. In the period of June-September 2021, there were more boats (9) than in the same period of previous years, primarily used by Syrian nationals; however, in terms of total numbers of boat arrivals not a cause of concern. The numbers of migrants reaching the Government controlled area from the non-Government controlled areas, crossing the grey zone on foot, were comparably higher throughout the Operation.
3. The First Reception Centre continued to be overcrowded. The large number of people accumulating in front of the CRCS storeroom for assistance caused tensions among during distributions (with the Reception Centre authorities in charge of crowd management). CRCS staff and volunteers needed to suspend activities several times due to tense situations, resolved with the intervention of the police.

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<sup>2</sup> Still, except of the distribution of the purchased summer clothing, for 2,352 migrants, as mentioned above. For more information see below, “Challenges faced”.

The CRCS storeroom was and still is situated inside the wire-fenced main area where most migrants are hosted. This caused problems both for the CRCS staff and volunteers as well as for migrants during distributions. The very limited space allows for assisting one person only at a time, raising distribution time. In parallel, crowd management was inadequate (see above), with large number of people waiting gathering in front of the distribution suite hoping for assistance.

4. The CRCS staff and volunteers were able to increase the number of persons assisted to an average more than 100, comparing to initial estimation of assisting 50 migrants per day.
5. The stressful nature of the activities posed some burden on CRCS staff and volunteers. CRCS efforts to find additional volunteers for the mission were widely unsuccessful, as volunteers did not want to go inside the Centre, explained with fear of violence and /or fear of contracting COVID-19. The shortage of personnel (in total 4 volunteers and 4 staff members carried out the distributions), required to decrease the frequency of the activities inside the Centre.

## B. OPERATIONAL STRATEGY

### Overall Objective

The CRCS's response entailed a three-dimensional approach:

1. To cover the emergency/basic needs (hygiene, clothes & footwear, RFL services and PSS services) of newly arrived migrants in the Reception Centre and the Accommodation Centre.
2. To cover the emergency/basic needs in medicines and optical aids of migrants in either Centre.
3. To increase the National Society's capacity to address said services, by hiring dedicated staff.

The objective of the CRCS was to assist migrants' needs while simultaneously preparing a plan for long-term support (e.g., in a yearly basis). The experience mustered from the current operation as well as the previous DREF (2019-2020) and the COVID-19 Emergency Plan (2020-2021), helped CRCS to build a solid yearly plan of activities and to identify the yearly needs in funding. The plan was communicated to the IFRC (Case for Support).

### Implemented Strategy

CRCS's strategy aimed to:

1. Cover the emergency / basic needs (**hygiene, RFL services and PSS services**) for **6,643** newly arrived migrants in the Reception Centre or the Accommodation Centre for a period of 7 months (including the extension period). With **additional 2,093** hygiene items procured and distributed in the extension period, CRCS was able to assist more migrants than initially planned.
2. Cover the emergency / basic needs in **clothes & footwear** for **6,048** newly arrived migrants in the Reception Centre or the Accommodation Centre for a period of 7 months. Within the extension period, the CRCS procured an **additional 1,498** clothing sets and thus, the staff and volunteers were able to assist more migrants than initially planned.
3. Cover the emergency / basic needs in **medicines and optical aids** of up to 600 migrants in the Accommodation Centre for a period of 7 months. The CRCS eventually **assisted 492 persons** due to funding limitations.

Men	Women	Children (4-17 y.o.)	Babies (0-4 y.o.)	Pregnant women
<u>Hygiene Parcel:</u> 1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels	<u>Hygiene Parcel:</u> 1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels 1 Sanitary Towels	<u>Hygiene Parcel:</u> 1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels	<u>Hygiene Parcel:</u> 1 Baby Shampoo 1 Barrier Cream 1 Baby Comb 1 Baby wipes 1 Pampers 1 Face Towel 1 Body Towel 1 Pacifier 1 Baby Nail Clipper 1 Milk Bottle	1 Shampoo 1 Soap 1 Toothbrush 1 Toothpaste 1 Comb 1 Hand Gel 1 Face Mask 2 Face Towels 2 Body Towels 1 Breast Pads 1 Maternity Pads
<u>Clothing &amp; Footwear:</u> 1 Underwear 1 Socks (Pair) 1 Top 1 Shorts 1 Flip-Flops	<u>Clothing &amp; Footwear:</u> 1 Underwear 1 Bra 1 Socks (Pair) 1 Top 1 Shorts 1 Flip-Flops	<u>Clothing &amp; Footwear:</u> 1 Underwear 1 Socks (Pair) 1 Top 1 Shorts 1 Flip-Flops	<u>Clothing &amp; Footwear:</u> 1 Top 1 Shorts 1 Socks (Pair) 1 Bodysuit 1 Sandals	<u>Clothing &amp; Footwear:</u> 1 Maternity Underwear 1 Maternity Bra 1 Socks (Pair) 1 Top 1 Pants 1 Pregnancy Gown 1 Flip-Flops

**Table 2.** Content of hygiene kits and clothing parcel according to gender, age, and special needs.

- Increase the National Society's capacity to address said services, by hiring two social workers to work on site and 1 warehouse and stocktaking officer. The hiring of the above staff was significantly delayed due to the desire not to work inside Pournara Centre (as expressed by most candidates). Unfortunately, during summer, the media were portraying Pournara Centre as an incubating ground for COVID-19 and a place where the overcrowded migrants act violently among themselves and authorities. Thus, most persons did not want to work inside the Centre.



**Images 1 and 2:** CRCS staff and volunteers distribute humanitarian aid to the migrants inside the Reception Centre.

### Future programming

Based on the prolonged needs, the CRCS submitted a long-term Plan of Action to the Regional Office in Budapest in January 2022. The plan of action considered the needs for support for the year 2022 under the umbrella of the IFRC multi-year programme [Humanitarian Assistance and Protection for People on the Move](#), also known as the 'Case for Support'.

### **Challenges faced**

The CRCS faced several challenges during the operation, causing delays to distributions inside the Reception Centre:

The initial purchase of summer clothing and footwear (intended for July 2021) was delayed due to an initial lack of offers from suppliers (only one offer received), not in line with IFRC procurement procedures. The small market size of Cyprus made it difficult to obtain offers for bulk orders. After consultation with the IFRC Regional Office, the CRCS requested offers from five further suppliers, who could not provide respective offers. In compliance with the IFRC procurement procedures, a technical observation was filed, and approval given thereafter. However, the purchase of summer clothing and response to the needs of the migrants who arriving in June, July and August 2021 was significantly delayed.

In August 2021, the ROE DM Officer in charge of the Operation visited Cyprus to discussed challenges faced and respective solutions, especially in terms of finding staff, volunteers and getting access to Refugee Centres.

In October 2021, the reception Centre officers notified the CRCS that they were unable to continue with clothing distribution, as they did not have the adequate number of staff to perform the distributions, in parallel to attending to other needs and processes for the 2,500 migrants inside the Centre. The information reached the CRCS with delay and caused a significant delay with regards to the distribution of summer clothing, since it was already October (fall for Cyprus) and the people demanded winter clothing.

Hence, there was an amassed quantity of summer clothes not distributed to the migrants but stored by the reception officers inside the CRCS's warehouse in Pournara Centre<sup>3</sup>. When the CRCS regained access to the Centre, it took several days to rearrange the stock, while simultaneously the migrants' needs in clothes inside the Centre remained unmet. Subsequently, the CRCS requested IFRC to use part of the budget's remaining funds to order winter clothing.

The request of the CRCS was granted in December 2021. According to the CRCS calculations the distribution of clothes was feasible until the end of the project. However, on 21 December, there was a major COVID-19 outbreak with 86 migrants testing positive inside the Centre, which led once again to a closure of the Centre for outside actors for two days. The CRCS returned as soon as there was a green light to enter from the Asylum Service, but five days later there was another outbreak (see below "Chart of operations per month").

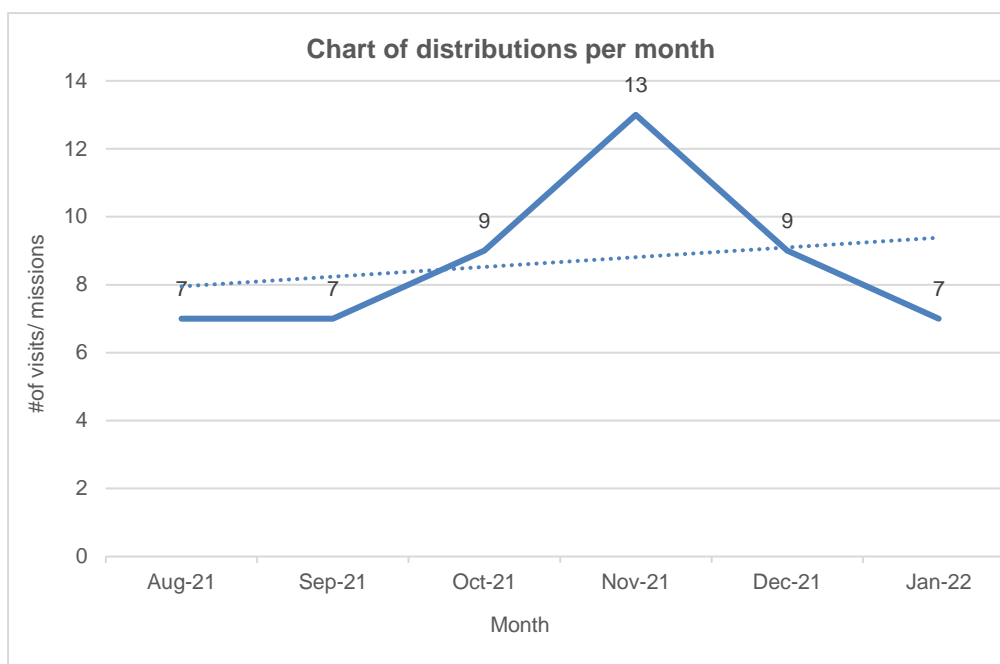
These COVID-19 outbreaks and the Christmas holidays that followed, led to a delay in the distributions of clothing. It is important to note that the staff of the HQ, CRCS Youth and volunteers helped with the distribution on 24 and 31 of December even though it was public holiday. The only days the distribution was paused was during the two weekends of 25-26 December 2021 and 1-2 January 2022. Therefore, the CRCS requested a two-week extension for the operation to finalize the distributions.



**Images 3 and 4. COVID-19 Outbreak in the Reception Centre:** 548 migrants are being transferred by army trucks from the Reception Centre in Pournara to the new Centre in Limnes, after they were traced as close contacts to the 86 migrants who tested positive to COVID-19. The CRCS arrived at the Centre to deliver urgent prescribed medicines.

The numerous requests for more purchases caused significant delays in the distribution of items. In all cases, the CRCS was left without stock to serve the needs of the Centre's migrants for 7-10 days until IFRC approval arrived. The delays pushed the distributions in hygiene items until December 2021, while the distribution in clothing was completed on 14 January 2022 (for winter clothing only).


<sup>3</sup> This quantity was later transferred in the CRCS main storeroom (Headquarters). Since mid-April 2022, the staff and volunteers began to distribute the clothing, due to high temperatures reaching even 30°C.



Concerning satisfaction surveys, it was not possible to return after distributions and systematically collect satisfaction data regarding the distributed items, due to the lack of access to the centers, the available space, available interpreter services and staff at the same time. However, feedback has been collected in the following ways:


1. During the lockdown and whenever we were not available inside the Centre afterwards, the Reception Officers informed the CRCS if any people were not served or needed more assistance. They asked for baby milk, baby panties and shoes.
2. If any assisted person was not satisfied with the distributed items, they reached us during the next distribution. CRCS received four types of requests:
  - a. The size of clothes. During distribution we had a chart where the migrant could show us his/her size, yet some did not like the fitting (e.g., persons being unusually tall and pants therefore too short / too wide for them). For hygiene reasons exchanging of distributed clothes was not an option.
  - b. The renewal of hygiene items for those staying in the Centre longer than 3 weeks. The request was mostly for soap. We renewed the items as long as available funds permitted.
  - c. As above, we also received direct requests from mothers needing milk and panties for their babies.
  - d. Many people were requesting shoes. Shoes were not funded by the Operation, therefore CRCS bought and gave a pair of shoes only to those who needed them, as long as CRCS own finances permitted.

## C. DETAILED OPERATIONAL PLAN

	<p><b>Livelihoods and basic needs</b></p> <p><b>People reached: 3,695</b></p> <p>Male: 2,489</p> <p>Female: 1,206</p>	
<p><b>Outcome 1: Communities, especially in disaster and crisis affected areas, restore, and strengthen their livelihoods</b></p>		
<p><b>Indicators:</b></p> <p>% of supported migrants report that the clothing and footwear items received met their needs</p>	<p><b>Target</b></p> <p>70%</p>	<p><b>Actual</b></p> <p>N/A<sup>4</sup></p>

<sup>4</sup> The CRCS was unable to conduct the Satisfaction Surveys due to the COVID-19 restrictions, (see "Challenges").

<b>Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people provided with clothing and footwear items	4,450	3,695
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>- CRCS has distributed 3,695 clothes sets. The initial target was 4,550 and the sets that were bought were 6,048. Out of these, 2,351 sets of <b>summer</b> clothes were not distributed (see more information on the reasons in the “Challenges” section).</li> <li>- In addition, CRCS has stored the 2,352 summer clothes parcels that were not distributed from the main warehouse during this operation’s timeframe. The CRCS programmed to distribute the remaining clothing as soon as possible.</li> </ul> <p><u>Special needs assistance</u></p> <ul style="list-style-type: none"> <li>- 200 children and 250 babies who received a toy and 50 mothers and their new-born children, who both received a customized maternity and new-born parcel, respectively.</li> <li>- The warehouse/ stock-taking officer began working with the CRCS on 1 October 2021.</li> </ul>		
<b>Challenges</b>		
There were significant delays in the distribution of the above-mentioned items, due to COVID-19 emergencies, the unavailability of staff and the inflexibility of the IFRC procurement procedures.		
<b>Lessons Learned</b>		
<ul style="list-style-type: none"> <li>- To minimize the duration of distributions, there is a need to increase the assistance in staff and volunteers. If more than 2 persons are hired (4 persons ideally), the CRCS will also be able to safely treat any issues of burnout, enabling a distribution schedule with alternating shifts.</li> <li>- Due to cases of emergency (COVID-19 outbreaks), the CRCS did not have access to the Centres. This stalemate lasted only a few days, caused a significant delay to operations. Therefore, as soon as an emergency strikes in the future, the CRCS will immediately ask for an extension of operations.</li> </ul>		

	<p><b>Health</b></p> <p><b>People reached: 942</b></p> <p>Male: 582</p> <p>Female: 360</p>	
<b>Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
% of supported migrants that report adequate access to medical care	70%	N/A
<b>Output 2.1: Improved access to health care and emergency health care for the targeted population and communities.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people whose costs are covered for medical prescriptions and optical aids <sup>5</sup>	600	492
# of children and babies that received a toy	450	450
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>- CRCS covered the cost of 469 medical prescriptions and of 23 optical aids prescriptions. The number is less than the initially predicted because the average cost per person was eventually higher.</li> <li>- CRCS distributed toys to 200 children and 250 babies.</li> </ul>		
<b>Challenges</b>		
There were no specific challenges faced.		
<b>Lessons Learned</b>		
CRCS has managed to simplify procedures for communicating with cooperating pharmacies, reducing the time needed for the medicine to reach the person in need. CRCS introduced a system of direct emailing between the		

<sup>5</sup> The indicator has been added additionally after the publication of the EPoA to better reflect the people reached by the DREF

Centres and the Pharmacies, keeping the CRCS in CC. Thus, the situation was adequately monitored and CRCS would intervene only in cases if the details of people assisted were missing, the medicines were not available, etc.



### Water, sanitation, and hygiene

People reached: 7,851

Male: 6,126

Female: 1,725

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

Indicators:	Target	Actual
% of supported migrants report that the hygiene kits distributed met their needs	70%	N/A

#### Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of people provided with hygiene kits	4,550	8,774

#### Narrative description of achievements

- Until October 2021, the CRCS had assisted 3,213 migrants in both Centres. During the first extension (until December 2021), the CRCS assisted additional 4,779 persons. After the second extension CRCS was able to assist additional 782 persons
- Assisted 8,774 persons in total, migrants inside the Reception Centre and the Accommodation Centre. almost double than the initial target (4,224 persons more than the initial target of 4,550 persons).
- Provided 20 maternity kits and 20 new-born kits for people in the Reception Centre and the Accommodation Centre (included in the above calculations).

#### Challenges

There were significant delays in the distribution of above-mentioned items, due to COVID-19 emergencies, and the unavailability of staff.

#### Lessons Learned

- To minimize the duration of distributions, there is a need to increase the number of staff and volunteers involved. If more than 2 persons are hired (4 persons ideally), the CRCS would also be able to avoid any issues stress, enabling a distribution schedule with alternating shifts.
- Due to cases of emergency (COVID-19 outbreaks), the CRCS did not have access to the Centres. It was apparent that even if the situation eventually lasted only but a few days, it caused a significant delay to operations. Therefore, as soon as an emergency strikes in the future, the CRCS will immediately ask for an extension of operations.



### Migration

People reached: 7,851<sup>6</sup>

Male: 6,126

Female: 1,725

#### Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit, and destination)

Indicators:	Target	Actual
% of supported migrants report that the assistance received were clear and useful	70%	N/A

#### Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations.

Indicators:	Target	Actual
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<sup>6</sup> Concerns only the information indicator.

# of people provided with information on CRCS services <sup>7</sup>	4,550	8,774
<b>Output 1.3: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster"</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people reached with RFL services	4,450	0
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>- Due to the COVID-19 restrictions, the vast numbers of migrants in the Centres and the unavailability of staff, the CRCS was unable to conduct the Satisfaction Surveys.</li> <li>- All migrants receiving hygiene kits were informed that the CRCS provides RFL services, through a brochure including RFL Service information. However, no RFL service was requested by the migrants.</li> <li>- The second social worker (migration worker), began working with the CRCS under the project on 1 September 2021.</li> </ul>		
<b>Challenges</b>		
No specific challenges faced.		
<b>Lessons Learned</b>		
By offering brochures with CRCS services for migrants together with the hygiene kits, was useful for RFL purposes. Any person in need could directly call the officer, since the number was included in the brochure.		

<b>Strengthen National Society</b>		
<b>Outcome 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</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of volunteers involved in the operation that have increased capacity to perform their tasks	28	4
<b>Output S1.1.4: National Societies have effective and motivated volunteers who are protected</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of volunteers that are insured	28	N/A, all volunteers are insured via separate funding
# of volunteers trained	28	1
<b>Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
CRCS has increased fleet capacity to perform tasks	YES	Yes, transportation costs were supported from the budget
<b>Output S4.1.4: Staff security is prioritized in all IFRC activities</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of staff and volunteers that were provided with protection equipment	30	8
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>- The CRCS trained 1 new volunteer, who was involved in the preparation and distribution of the hygiene kits. All members of the CRCS Headquarters staff (including the ones employed under the project), volunteered for the operations during the Christmas and New Year's vacations.</li> <li>- Overall, activities were implemented by a total of 8 staff and volunteers.</li> <li>- CRCS has purchased 120 masks and 75 boxes of gloves for the staff and volunteers involved in the project. These items were all used up, since there were 52 missions performed during the Operation.</li> </ul>		
<b>Challenges</b>		
- To mobilize volunteers for the current operation, due to COVID-19 restrictions.		
<b>Lessons Learned</b>		
- There is a need for campaigns aiming to reach out new volunteers as well as for incentives aiming to motivate the existing volunteers to engage more in field-based activities.		

<sup>7</sup> The indicator has been rephrased to better reflect the information dissemination activity of CRCS of distributing flyers. (1 flyer per family during clothing distribution and hygiene kits. Number identical to people reached with distributions)

## D. Financial Report

The total budget for the DREF operation was **CHF 246,582**. After finalizing the operation, there remains a balance of **CHF 29,217** which will be returned to the DREF account. [Please refer to the Final Financial Report 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, Germany, 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.*

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

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## Contact information

Click here for:

- [Emergency Plan of Action \(EPoA\)](#)
- [Operation Update #1](#)
- [Operation Update #2](#)

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

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## 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.

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/6-2022/3	Operation	MDRCY002
Budget Timeframe	2021/6-2022/3	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 21/Apr./2022

All figures are in Swiss Francs (CHF)

## MDRCY002 - Cyprus - Population Movement

Operating Timeframe: 09 jún. 2021 to 31 jan. 2022

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>246 582</b>
DREF Allocations	246 582
<b>Expenditure</b>	<b>-217 365</b>
<b>Closing Balance</b>	<b>29 217</b>

### II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods	109 449	88 402	21 048
PO03 - Multi-purpose Cash			0
PO04 - Health	12 389	10 048	2 341
PO05 - Water, Sanitation & Hygiene	91 026	90 190	836
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration	13 594	16 085	-2 491
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>226 458</b>	<b>204 725</b>	<b>21 733</b>
EA01 - Coordination and Partnerships	12 919	12 637	283
EA02 - Secretariat Services	7 029	3	7 026
EA03 - National Society Strengthening	176		176
<b>Enabling Approaches Total</b>	<b>20 124</b>	<b>12 640</b>	<b>7 484</b>
<b>Grand Total</b>	<b>246 582</b>	<b>217 365</b>	<b>29 217</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/6-2022/3	Operation	MDRCY002
Budget Timeframe	2021/6-2022/3	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 21/Apr./2022

All figures are in Swiss Francs (CHF)

### MDRCY002 - Cyprus - Population Movement

Operating Timeframe: 09 jún. 2021 to 31 jan. 2022

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>193 490</b>	<b>171 897</b>	<b>21 593</b>
Clothing & Textiles	96 388	77 124	19 264
Water, Sanitation & Hygiene	85 470	84 283	1 187
Medical & First Aid	9 900	9 772	128
Teaching Materials	1 733	718	1 014
<b>Land, vehicles &amp; equipment</b>	<b>660</b>		<b>660</b>
Others Machinery & Equipment	660		660
<b>Logistics, Transport &amp; Storage</b>	<b>2 200</b>	<b>2 602</b>	<b>-402</b>
Transport & Vehicles Costs	2 200	2 602	-402
<b>Personnel</b>	<b>24 952</b>	<b>25 107</b>	<b>-154</b>
National Society Staff	24 787	25 107	-319
Volunteers	165		165
<b>Workshops &amp; Training</b>	<b>1 650</b>		<b>1 650</b>
Workshops & Training	1 650		1 650
<b>General Expenditure</b>	<b>8 580</b>	<b>4 493</b>	<b>4 087</b>
Travel	4 950	1 505	3 445
Office Costs	880	880	0
Communications	2 750	2 090	660
Financial Charges		18	-18
<b>Indirect Costs</b>	<b>15 050</b>	<b>13 266</b>	<b>1 783</b>
Programme & Services Support Recover	15 050	13 266	1 783
<b>Grand Total</b>	<b>246 582</b>	<b>217 365</b>	<b>29 217</b>