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# Emergency Appeal operations update

## Serbia: Floods

 International Federation  
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRRS009	GLIDE n° FF-2014-000059-SRB
Operations update n° 2 Date of issue: 28 July 2014	Timeframe covered by this update: 20 June 2014 – 22 July 2014
Emergency operation start date: 13 May 2014	Timeframe: 9 months
Appeal budget: CHF 4,485,096	Appeal coverage: 48%
Disaster Relief Emergency Fund (DREF) allocated: CHF 290,926	
Number of people being assisted: 49,600 people or 12,400 families	
Host National Society(ies) presence (n° of volunteers, staff, branches): 60,000 volunteers, 865 staff, 27 branches	
<p><b>Red Cross Red Crescent Movement partners actively involved in the operation (both bilaterally and multilaterally):</b> ICRC, American Red Cross, Austrian Red Cross; Belarus Red Cross, Bulgarian Red Cross, Canadian Red Cross, Croatian Red Cross; Czech Red Cross, Cyprus Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hellenic Red Cross, Hungarian Red Cross, Italian Red Cross, Iranian Red Crescent, Japanese Red Cross, Lithuanian Red Cross, Luxembourg Red Cross, Macedonia Red Cross, Monaco Red Cross, Montenegro Red Cross, Netherlands Red Cross, Norwegian Red Cross, Romanian Red Cross, Russian Red Cross, Slovenian Red Cross, Slovak Red Cross, Swedish Red Cross, Spanish Red Cross, Swiss Red Cross, The Republic of Korea National Red Cross, Turkish Red Crescent</p> <p><b>Other partners also involved in the operation (multilaterally):</b> Governments of Austria, Canada, Finland, France, Italy, the Netherlands, New Zealand, Spain; Julius Blum GmbH, C&amp;A Foundation, UPS</p>	

This Emergency Appeal seeks CHF 4,485,096 to enable the International Federation of Red Cross and Red Crescent Societies (IFRC) to support the Red Cross of Serbia in delivering assistance and support to some 12,400 flood-affected families (49,600 people).

As significant needs for ongoing recovery activities still remain, this Operation Update wishes to confirm the need to support the Red Cross of Serbia (RCS) in its activities to help the population affected by the extraordinary floods. The RCS continues to support the ongoing relief and recovery activities.



Distribution of humanitarian aid in by RC volunteers in Smederovo.  
Photo: RCS

## Summary

Torrential rainfalls began in Serbia on 13 May 2014, with an amount of rain in two days' time equalling to two months' average rainfall as a result of a low-pressure area that formed over the Adriatic Sea due to polar air from Central Europe meeting with the humid subtropical air of the Mediterranean basin.

The floods and landslides caused 51 casualties, 23 of which were people who drowned. A national state of emergency was declared on 15 May 2014 by the Government of Serbia. Water has either fully withdrawn and/or is retreating.

The people evacuated during the peaks of the high floods have mostly returned to their homes. Currently there are **807** evacuated persons living in **5 collective centres** in Belgrade. In addition to this, in other parts of Serbia, **336** evacuated persons are staying mostly in municipality-paid hotel accommodation, while 5,331 persons are still with host families and relatives, not being able to return to their homes yet.

Disinfection and cleaning processes of the houses are in progress. The state of emergency has been lifted nation-wide with the exception of five municipalities: Obrenovac, Mali Zvornik, Krupanj, Bajina Basta and Ljubovija. Floods and landslides caused the total destruction of over 400 housing units while over 17,000 flats and other housing units were partially damaged. The damage in the housing sector is estimated at 227 million EUR. In total 74 health protection facilities including dispensaries, primary health centres and clinics were damaged with furniture and medical supplies destroyed. In the area of education, 35 preschool institutions, primary and secondary schools suffered damage (source: Government of Serbia).

Work has begun to create suitable conditions for the flood evacuees to return to their homes. In Obrenovac, the Government started works for building new houses after the flood waters withdrew from the streets, and field sanitation and disinfection took place. Sewage and water systems and power supply have been restored. However, in most areas water from the pipes is not potable and can be used only for washing and household purposes. The Red Cross branch continues the delivery of food and beverages. There are three distribution points in Obrenovac for residents coming back to the city.

The immediate focus of the RCS is on meeting the affected people's immediate needs. However, planning and implementing have already started to support their recovery as well.

## Coordination and partnerships

### Movement coordination

Coordination among Movement partners is being ensured through regular information exchange with IFRC and ICRC. Several NSs around the world have launched fundraising campaigns for the floods in the Balkans.

The IFRC assisted the Red Cross of Serbia through a DREF allocation in the total amount of CHF 290,926 and with the launch of an Emergency Appeal to support the Red Cross of Serbia's disaster response operation. Partner National Societies do not have offices or permanent representatives in Serbia, but support has been provided through bilateral cash donations.

In partnership with the Austrian RC led consortium (Austrian Development Agency and Neighbours in Need, Swiss Red Cross and German Red Cross) the new **Great Morava River Early Recovery and Resilience Project** started to be implemented, and the overall goal is to contribute to the improvement of living conditions of flood-affected families in Serbia and to increase the resilience of four affected municipalities in Serbia. The methodology for support will be aligned with other recovery activities undertaken by the RCS.

### Overview of non-RCRC actors in country

The Red Cross of Serbia is part of the formal in-country emergency response structure and is represented at all levels; municipal, regional and state levels. Across the country the RC is formally in charge of receiving and distributing humanitarian assistance and helping out state structures with emergency evacuations and sheltering.

The Emergency Management Department of the Ministry of Interior of the Republic of Serbia, Municipalities, emergency headquarters of the endangered municipalities; EMERCOM of Russia, UN UNDAC and the EU Civil Protection Mechanisms are all actively involved in the coordination of the activities in the country.

The RCS is coordinating closely with ECHO, and on 12 June 2014 RCS and ECHO representative conducted a joint field visit to Lazarevac, and RCS attends ECHO coordination meetings in Serbia.

The Government of Serbia has formed an office for the assistance and recovery of the flooded areas to conduct technical, administrative and operational affairs for the needs of the Government and Ministries and special organizations and those which are related to coordination, monitoring and reporting.

The Government of the Republic of Serbia has conducted a post-disaster needs assessment after the floods and landslides that occurred at the end of May 2014. The European Union, the United Nations and the World Bank provided financial and expert support to conduct the assessment.

The assessment enabled stakeholders to estimate disaster effects – damages and losses – and impacts as well as the financial requirements to undertake recovery and reconstruction. More than 14 sectors of social and economic activity and cross-cutting issues were analysed during the assessment. The process of assessment was initiated on 9 June and was completed by 10 July 2014, thus lasting for five weeks. The assessment revealed that the total effects of the disaster in the 24 affected municipalities amounts to 1,525 million EUR, of which 885 million EUR (57% of the total effects) represents the value of destroyed physical assets, and 640 million EUR (43% of the total) refers to losses in production (See Table ES-1). When considering the additionally affected municipalities, the total value of disaster effects would rise to 1.7 billion EUR. This figure represents about 3 % of the gross domestic product of the country, and provides a measure of the size or magnitude of the disaster caused by the floods and landslides (Source: Government of Serbia).

Table ES-1. Summary of estimated damage and losses (Source: Government of Serbia)

Sector	Disaster Effects, million EUR		
	Damage	Losses	Total*
<b>Social</b>	<b>234.6</b>	<b>7.1</b>	<b>241.7</b>
Housing	227.3	3.7	230.9
Education	3.4	0.1	3.5
Health	3.0	2.7	5.7
Culture	1.0	0.6	1.6
<b>Productive</b>	<b>516.1</b>	<b>547.6</b>	<b>1,063.6</b>
Agriculture	107.9	120.1	228.0
Manufacturing	56.1	64.9	121.0
Trade	169.6	55.2	224.8
Tourism	0.6	1.6	2.2
Mining and energy	181.9	305.8	487.7
<b>Infrastructure</b>	<b>117.3</b>	<b>74.8</b>	<b>192.1</b>
Transport	96.0	70.4	166.5
Communications	8.9	1.1	10.0
Water and sanitation	12.4	3.2	15.7
<b>Cross cutting</b>	<b>17.2</b>	<b>10.6</b>	<b>27.9</b>
Environment	10.6	10.1	20.6
Governance	6.7	0.6	7.2
<b>Total</b>	<b>885.2</b>	<b>640.1</b>	<b>1,525.3</b>

\*Due to rounding up some totals do not exactly add up.<sup>1</sup>

875 million RSD or 9,076,220 CHF has been provided by the Serbian Government to implement the program of reconstruction of destroyed housing units. The government reconstruction program will be building standardized houses of 60, 80 and 100 square meters, based on the number of household members. If building a house is not possible, financial aid will be paid for housing solutions under the terms defined in the program.

Families whose structures were destroyed in places where it is not possible to build new ones, will be paid the approximate amount of money needed to build a typical house, two million dinars for a house of 60 square meters, 2.5 million dinars for buildings of 80 square meters and three million dinars for a house of 100 square meters.

<sup>1</sup> A more detailed report on Recovery and Reconstruction Needs Assessment can be found at <http://www.obnova.gov.rs/doc/Summary%20RNA%20Report%20Serbia%20Presentation.pdf>

## Operational implementation



Sport halls set up as shelters in RC Branch of Cukarica  
Photo: SRC

During more than two months of providing support to the people affected by floods, the Red Cross of Serbia deployed 6,889 volunteers and staff who were working and helping people more than 783,151 hours. In total 149 local branches of the Red Cross of Serbia were responding to floods.

### Beneficiary numbers Red Cross of Serbia for Humanitarian aid distribution during July

Nr	Red Cross branch / Municipality	Nr of families	Nr of beneficiaries
1	Svilajnac	550	1,925
2	Osečina	210	640
3	Lučani	22	52
4	Loznica	720	2,477
5	Lajkovac	140	400
6	Jagodina	61	167
7	Koceljeva	131	421
8	Vladimirci	122	370
9	Rekovac	88	138
10	Kraljevo	440	1,595
11	Kragujevac	94	295
12	Ljig	50	150
13	Arandjelovac	40	141
14	Mionica	44	128
15	BajinaBašta	50	151
16	Čičevac	226	889
17	Čuprija	100	300
18	Ljubovija	317	629
19	Smederevo	75	217
20	Valjevo	185	576

Nr	Red Cross branch / Municipality	Nr of families	Nr of beneficiaries
21	Bogatić	50	98
22	Mali Zvornik	96	260
23	Paraćin	864	2,748
24	Ub	683	1,998
25	Krupanj	500	1,750
26	Trstenik	65	201
27	Šabac	268	917
28	Požarevac	101	415
29	Kruševac	70	200
30	Varvarin	50	185
31	Batočina	217	800
32	MaloCrnice	65	218
33	SmederevskaPalanka	127	449
34	GornjiMilanovac	46	177
35	Čačak	346	1,070
36	Šid	265	601
37	Lazarevac	360	1,278
38	Rakovica	386	1,327
	<b>Total</b>	<b>8,224</b>	<b>26,353</b>
39	Beograd		19,207
	<b>Total</b>		<b>45,560</b>

Across the country, the Red Cross of Serbia has reached more people in need through different channels than the sum that was initially planned in the preliminary emergency appeal.

Belgrade's Emergency Headquarters has made a decision that all the collective centres in Belgrade are to be handled by the Red Cross of Serbia. Currently there are 5 collective centers in Belgrade hosting 807 beneficiaries.

## Progress

The Red Cross of Serbia is concentrating its current response efforts on several areas of intervention:

- Reception and distribution of humanitarian aid;
- Evacuation and shelter;
- Restoring family links (RFL);
- Water, sanitation and hygiene promotion (WASH);
- Early recovery phase – improving the conditions of the affected homes for people

### Reception and distribution of humanitarian aid

- ✓ The distribution system of the Red Cross of Serbia has 2,628 m<sup>2</sup> of warehouse space for storage of assistance in kind, as well as the equipment necessary to respond to disasters. Due to the growing need for storage space, the Red Cross of Serbia rented an additional 12,000 m<sup>2</sup> of space. The RC of Serbia distributed more than 3,000 metric tons of goods from the warehouses and more than 2,600 metric tons of goods was collected and distributed among RC branches (mostly drinking water and used clothes).
- ✓ The urgent **distribution of food items** has been organized by the RCS disaster management warehouse and so far more than **42,000** ready-to-eat meals and **135,000** different canned meals were distributed from the NS's disaster management stock. In addition, the Red Cross of Serbia is procuring canned meat and ready-to-eat meals for a total of 35,000 beneficiaries for an additional seven days to continue with the emergency food distribution to those people who are unable to make their own meals due to damaged households, or to those who have still not returned to their places of living.

### Evacuation and shelter

- ✓ Besides the distribution of humanitarian aid, the Red Cross of Serbia is assisting those sheltered in collective centres with the distribution of food and non-food items including second hand clothes, mattresses, and blankets where needed. The same approach is applied for people that are staying with their relatives and friends or in rented apartments.
- ✓ Local Red Cross branches reported that the Red Cross participated in the rescue of 5,020 people, and in the evacuation of 16,389 people.

### Restoring family links

Over 46,611 beneficiaries (more than 8,224 families) are in the database of the Red Cross of Serbia. So far, RC volunteers are present in all the centres, registering evacuated/accommodated people and offering them restoring family links (RFL) services. With the support of the ICRC Regional Delegation in Belgrade, the Tracing Service compares allegations on disappearance with the lists of evacuated people on a daily basis, trying to bring families together, narrowing down the list of persons from whom family members have no news. There are still 23 open cases out of the 119 ones that were started.

The main RFL services provided are:

- Free phone calls;
- Making lists of sought persons (tracing requests);
- Offering transportation to the most vulnerable family members accommodated in different collective shelters.

WASH activities

- ✓ The total amount of distributed bulk hygiene items is **784,685** kg, while **4,996,572** liters of potable water has been provided to people so far. The distribution of bottled water is still on-going, since the National Society received enough quantities from the donors to meet the needs of the beneficiaries in those municipalities where tap water is not potable yet. The Red Cross of Serbia has made available 27 water tanks responding to the needs of most affected municipalities.
- ✓ Mobile technical teams of RCS are helping people in the affected cities where water is receding, with pumping water out of the flooded houses and using wall dehumidifiers so as to help people return to their homes.

USE OF **WATER TANKS** FOR DRINKING WATER

No.	City / municipality	Total number of used water tanks	Total capacity of used water tanks ( lit )	Total number of days for the tanks usage	Notes
1.	Obrenovac	10	18,000	32	Currently in use
2.	Osečina	2	2,000	40	
3.	Ljig	5	5,000	28	
4.	Zaječar	3	3,000	64	Currently in use
5.	Rekovac	4	4,000	24	
6.	Čičevac	3	3,000	26	Currently in use
	TOTAL	27	35,000	214	

Early recovery activities

- ✓ Within the **early recovery activities**, mobile technical teams of the RCS are helping people in the affected cities where water is receding by pumping the water out of the flooded houses, using wall dehumidifiers etc. so as to help people return to their homes. A five-member mobile technical team of the Red Cross of Serbia was activated on May 12 due to the necessity of pumping water out of flooded buildings in Zajecar, and on May 16 the team was transferred for the purposes of extracting water from a dozen of flooded houses in village Markovac near Velika Plana. Immediately after that, the team pumped mud and water from medical centre, a cultural centre, a library and a dozen houses in Svilajnac.



Dehumidifier in use in the home of a beneficiary.  
Photo: SRC

- ✓ **TOTAL** number of engaged **dehumidifiers: 252 pcs** (105 pcs are property of RCS + 127 pcs property of German RC on loan + 20 pcs from other donors on loan)
- ✓ **The maximum capacity of condensing humidity** ( 252 dehumidifiers): **11,525 lit water / per day.**

## SUMMARY OF DEHUMIDIFYING WORK

Red. br.	CITY / MUNICIPALITY	Total No of treated / of dried buildings	Total m <sup>2</sup> of treated space	Total No of used dehumidifiers	Total No. of working hours of dehumidifiers	Total No of engaged MTT members or others	Total No of working hours of engaged MTT members	Notes
1.	Obrenovac	3	1,500	24	6,410	3	120	Public building included
2.	Lazarevac	79	5,317	44	13,095	19	180	
3.	Šid	160	9,400	30	21,190	3	160	
4.	Svilajnac	381	19,050	127	26,670	14	112	
5.	Paraćin	419	15,084	27	19,320	9	317	
6.	Kraljevo	84	6,263	11	11,360	2	240	
7.	Ljig	46	2,530	10	6,288	3	330	
8.	Lučani	24	1,130	6	4,080	2	90	
9.	Čačak	33	1,964	20	4,605	9	179	
10.	Smederevo	5	200	5	250	2	12	
11.	Prokuplje	17	940	12	8,502	2	240	
12.	Topola	12	660	6	192	2	84	
13.	Požega	10	600	3	2,882	2	102	
14.	Valjevo	22	1,150	2	730	1	92	
15.	Kuršumlija	29	1,570	10	770	2	138	
16.	Arilje	12	700	4	420	2	96	
<b>TOTAL</b>		<b>1,336</b>	<b>68,058</b>	<b>341<sup>2</sup></b>	<b>126,764</b>	<b>77</b>	<b>3,237</b>	Rotating dehumidifiers

## SUMMARY OF MUD PUMPS WORK

Red. br.	City/ Municipality	Houses from which water was pumped out	Total Number of used mud pumps	Total No. of working hours of mud pumps	Total No. of engaged MTT members or others	Total No. of working hours of engaged MTT members	Notes
1.	Svilajnac	28	2	74	4	268	Public buildings included
2.	Velika Plana	22	4	52	4	204	
3.	Zaječar	5	2	28	3	78	
4.	Vladimirci	15	4	65	3	180	
5.	Topola	28	6	56	2	112	
6.	Smederevo	20	2	72	4	226	
7.	Rekovac	48	2	76	2	190	
8.	Doljevac	1	1	4	2	8	
	UKUPNO	167	23	427	24	1,266	

## Overview of future planned actions

- Around 10,000 families will be targeted with humanitarian assistance in the next months according to the ongoing RC assessments across Serbia. The continued work in helping the affected households with the dehumidifiers is apparent and the municipalities are being consulted for a the list of priorities and needs. The weather conditions are not going in favor of the dehumidification process since continuously more rains than average for this month's occurred slowing down the process. Another problem is rise of underground water in some areas resulting with flooded basements of the houses again. The Red Cross stays alerted due to this weather conditions.

<sup>2</sup> This number is different from the one mentioned above – 252 due to shifts of dehumidifiers from one place to another.

- The ECHO proposal is awaiting final approval and thanks to it, 3,000 families will benefit from house repairs kits and hygiene parcels. Additional canned food will be provided to restock the empty DM warehouses after continued response through this application as well.
- The Red Cross of Serbia started with the early recovery project with a focus on shelter support and capacity building for RCS branches and Municipal Emergency Structures using distribution of cash & house repair kits to beneficiaries and DP trainings/exercises, as well as replenishment of disaster preparedness stocks of 4 Red Cross branches.
- The project is implemented in partnership with Austrian Red Cross (through funding of the Austrian Development Agency and Neighbours in Need) – Consortium Lead and Swiss and German Red Cross. The planned project intervention area lies in Great Morava River basin - Serbia municipalities of Požarevac, Svilajnac, Paraćin and Trstenik. Total number of beneficiaries would be 4,300. Similar approach will be used for utilizing the funds received through the Emergency Appeal, planned for cash distributions.

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The IFRC aims to publish a revised Emergency Appeal soon which will include, in addition to multilateral contributions, all bilateral contributions as well received by the Red Cross of Serbia from donors, in order to present an overall picture of the support received by the Red Cross of Serbia.

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2. Enable healthy and safe living.
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