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Emergency plan of Action Final Report

Serbia: Floods



International Federation
of Red Cross and Red Crescent Societies

DREF Operation Final Report	Operation n° MDRRS008
Date of issue: 24 November 2014	Glide n° FF-2014-000059-SRB
Date of disaster: 19 April 2014	Date of disaster: 19 April 2014
Operation managers (responsible for this EPoA): Djula Losonc, Disaster Management Coordinator, Red Cross of Serbia Tel +381 11 30 32 125, email djula@redcross.org.rs Alberto Monguzzi IFRC Europe Zone Disaster Management Coordinator Tel +36 1 8884 505, email alberto.monguzzi@ifrc.org	Point of contact (name and title): Vesna Milenovic Secretary General of the Red Cross of Serbia Tel +381 11 30 32 125 Email secretary@redcross.org.rs
Operation start date: 19 April 2014	Expected timeframe: 4 months
Overall operation budget: CHF 48,877	
Number of people affected: 3,000	Number of people assisted: 1,032
Host National Society(ies) presence (n° of volunteers, staff, branches): Red Cross of Serbia 160 volunteers, 15 HQ staff members, 12 local Red Cross branches	
Other partner organizations actively involved in the operation: Emergency Management of the Ministry of Interior, members of the Municipal Emergency Response headquarters (municipal emergency services)	

A. Situation analysis

Description of the disaster

From 16 to 17 April 2014 intense rainfalls followed with moderate snowfalls at higher altitudes affected the western, eastern and southern parts of Serbia resulting in power losses and, in some places, traffic interruptions due to the collapsed road infrastructure in several villages. Starting from 18 April, the temperatures increased and caused the snow to melt rapidly in some lower areas. That had an impact on the river levels, with some smaller rivers and their creeks spilling over settlements in places close to the river beds. The situation was the most critical in the municipalities of Lučani and Kuršumljija. In Lučani, around 50 families were endangered by the increasing levels of river Bjelica, and one of the roads leading to Lučani was disconnected because of floods. On 19 April, conditions got worse, and an emergency situation was declared in a few municipalities as the river levels grew above the normal defence levels.

On 26 April 2014, in some parts of the city of Zajecar, water was declared as not suitable for drinking. Also, in the municipality of Zagubica in the water source "Belosavac", and municipality of Gadzin Han in the water source "Gornji Dusnik" water was declared as not suitable for drinking. The situation was the most serious in Prokuplje, Zaječar, Žitoradja, Kuršumljija and Doljevac. 12 municipalities declared a state of emergency. All of them were endangered by the weather conditions that led to fast snow melting and more rainfalls which in return had an effect on the water levels on the rivers and on the people living in the nearby communities. Several landslides occurred but luckily not affected any households.

Summary of response

Overview of Host National Society

The Red Cross of Serbia has an organised system of response in case of disasters. Operational response is organised on three levels:

- First level in local Red Cross branches through local Red Cross disaster response units;
- Second level in local Red Cross branches situated in administrated districts through local Red Cross disaster response units;
- Third level in Red Cross of Serbia through national response teams.

NS also is maintaining a solid disaster response stock which enables the DM department to intervene in the first hours of any disaster.

A national Red Cross team for field assessment and coordination (FAC) was dispatched to the scene and carried out a rapid need assessment in all the affected areas. Team members of emergency response team for response in case of floods were sent in to support the FAC team to perform task during the first few days.

In Zitoradja municipality RC volunteers, staff and FAC team were involved in the emergency sheltering of 9 Roma families (50 persons) with establishing shelter facilities and food distribution. Emergency shelter was created in the local sports hall, where the Red Cross of Serbia delivered 50 bed mattresses and 100 blankets. In Doljevac municipality, 30 people were evacuated and sheltered at the local community hall. Food, beds, mattresses, and blankets were delivered to them by the Red Cross of Serbia.

After the rapid assessment conducted by the FACT, a national mobile technical team (MTT) was deployed. MTT members were using mud pump to pump out water from the flooded houses. In coordination with regional public health institutions, MMT also conducted the disinfection of the flooded houses, after which they started to dry the affected houses with dehumidifiers.

Beneficiary selection

In coordination with the local emergency headquarters, social welfare departments, Red Cross of Serbia established the criteria for distribution of humanitarian aid. Red Cross assistance was delivered to:

- people who were affected by floods (water entered their premises and damaged their homes),
- people who were evacuated from their homes;
- most vulnerable groups of people affected by floods (beneficiaries of social welfare programs, elderly people and single parents).

Immediate help was delivered to evacuated people in emergency shelters, and after assessment carried out by FAC team RCS, all collected pieces of information were cross-checked with the local emergency headquarters and its members (social welfare department, health service, public utility for water supply, firefighter unit). According to those cross-checks and activities taken by other members of headquarters, beneficiaries of the Red Cross were selected and prioritized.



FAC team in assessment with local representatives of emergency body on administrative district level in Prokuplje.
Photo: Red Cross of Serbia



FAC team providing emergency shelter for Roma people in Zitoradja
Photo: Red Cross of Serbia

Overview of non-RCRC actors in country

The municipalities affected by the floods organized emergency evacuations with the assistance of the Sector for Emergency Management and the Red Cross of Serbia where it was needed. The Government of Serbia alerted all emergency services to assist the residents affected by the extreme weather conditions. All Red Cross activities were coordinated with the Department for Emergency Situations of the Republic of Serbia.

B. Operational strategy and plan

Overall objective of operation

The immediate needs of at least 1,000 people (approx. 300 households) in the remote areas affected by flash floods are met by the Red Cross disaster response team's assistance through emergency evacuations, distribution of food and non-food items, and house cleaning by pumping water and drying wet walls.

Instead of the originally planned 1,000 beneficiaries (approx. 300 households), 1,032 beneficiaries (approx. 344 households) were reached by the Red Cross of Serbia during the operation.

Operation strategy

The key activities of this operation were conducted as follows:

- Detailed needs assessment was done and completion of the beneficiaries' lists according to the criteria agreed with the local authorities;
- Relief distributions and provision of 500 evacuated people with food and non-food items;
- Hygienic situation was improved by distributing 340 hygiene kits and health promotion materials;
- Emergency shelter for 500 evacuated people.

With this DREF allocation, the Red Cross of Serbia replenished the used stocks so as to be prepared for an eventual next emergency by improving the resilience capacities of the potentially affected persons.

Operational support services

Human resources

160 volunteers and 15 HQ staff members from provincial and municipal branches were involved in the emergency operation. No international staff deployment was effected within the DREF implementation. All volunteers were covered by IFRC global insurance. Around 6,000 volunteer working hours were registered until 6 May 2014 in those municipalities.

Logistics and supply chain

Red Cross of Serbia has a logistics department, and its procurement guidelines are in line with the in-country legal requirements. The emergency stock of the NS is well maintained, and the transport capacities are ready to respond in an emergency situation.

Information technologies (IT)

Red Cross of Serbia maintained communication with teams and volunteers on the field using mobile and smart phones and a certain part of the DREF budget was used for covering the costs of telephony.

Communications

During relief distribution, activities carried out in emergency shelters and flooded houses by the Red Cross of Serbia, were reinforced with proper dissemination to the media which resulted in the high visibility of the Red Cross of Serbia.

Security

Due to the flash floods, and in a few places due to the damaged infrastructure, the possibility for the volunteers to get injured in rescue or evacuation activities was higher than usual, and the Red Cross staff and volunteers received proper briefing before moving to the field in order to be informed about risks in flooded areas. All disasters response volunteers of the National Society had a first aid training or a basic disaster management training. The Red Cross of Serbia covered their volunteers with basic insurance provided through the DREF.

Planning, monitoring, evaluation, & reporting (PMER)

The Red Cross of Serbia and the IFRC Europe Zone Office were monitoring the implementation of activities. Brief weekly updates were provided by the National Society to the IFRC on the general progress of the operation. Every local Red Cross branch from the affected municipalities was sending in daily basis reports regarding done activities.

At the end of the operation, a lessons learned workshop was organised and the operation was evaluated with partners from the Ministry of Interior, the Sector for Emergencies, as well as representatives of those authorities where the operation took place.

C. DETAILED OPERATIONAL PLAN

Shelter and settlements (and household items)

Outcome 1: Emergency assistance to approximately 1,000 evacuated people provided for the displacement period
Output 1.1 Emergency shelter needs of 1,000 evacuated people are covered in temporary settled evacuation points during the period of evacuation
Output 1.2 Emergency non-food items (rubber boots and raincoats) are distributed to support the people's resilience during process of water drainage and household cleanings
Output 1.3 The support of the Red Cross mobile technical teams is extended to the most affected households by way of water drainage and wall dehumidifiers
Activities
Assistance to the emergency sector officials with the evacuation of the people from the flooded houses
Distribution of non-food items from the NS emergency stock to people evacuated and temporary sheltered
Coordination with local authorities and Emergency sector to establish the evacuation points
Setting up temporary evacuation points, equipping it with mattresses, blankets and beds
Carry out distribution of non-food items to those temporary sheltered
Initiate process of NS Disaster response stock replenishment
Reception of goods and proper stocking
Lessons learned workshop
Monitoring and reporting

In the emergency phase, RCS FAC team members helped the local Red Cross branches in Prokuplje and Zitoradja to provide emergency shelter in schools, sport hall and house of culture for evacuated people, and to distribute needed mattresses, blankets and cots. Emergency shelters were established and coordinated with local authorities and Emergency Sectors.

RC Staff in local Red Cross branches with volunteers from disaster response units in municipalities Zajecar, Kursumlija, Ljig, Zagubica and Gadzin Han in coordination with the Red Cross of Serbia, local authorities and the Sector for Emergencies were the water tanks were needed.

From its emergency stocks, the Red Cross of Serbia delivered food and non-food items to affected municipalities where local Red Cross branches carried out distribution of these items to temporary sheltered and affected people.

After needs assessment provided by RCS FAC team, a mobile technical team with needed equipment was sent to the field to assist the flooded households. The Red Cross of Serbia Mobile Technical team (RCS MTT) enforced with local Red Cross volunteers and disaster response teams were working in eight municipalities. Their work was very visible to the affected people because it was efficient and timely.

During the first days, RCS MTT used mud pumps in two municipalities and drained water from six flooded houses with 29 working hours in Doljevac and Prokuplje municipalities. In coordination with regional public health institutions, RCS MTT disinfected 81 households in four municipalities (Doljevac, Prokuplje, Lucani, Zitoradja).

48 dehumidifiers were sent to eight affected municipalities. In the municipalities of Ljig, Pozega, Arilje, Lucani, Prokuplje, Zitoradja, Doljevac, Kursumlija 74 houses of a total 7,746 m² was dried.



Distribution of humanitarian aid in the village of Draganja, Municipality Prokuplje
Photo: Red Cross of Serbia

List of items distributed in the flood-affected municipalities

Item/ Municipality	Lucani	Prokuplje	Kursumlija	Doljevac	Zajecar	Krusevac	Zitoradja	Ljig	Zagubica	Gadzin Han	Arije	Pozega	Rekovac	Total
Canned meat	0	1,800	2,700	1,000	0	540	2,700	810	0	0	0	0	0	9,550
Ready to eat meals	0	900	1,350	450	0	270	1,350	405	0	0	0	0	0	4,725
Blankets	0	100	250	50	0	30	100	0	0	0	0	0	0	530
Mattresses	0	50	120	20	0	25	50	0	0	0	0	0	0	265
Cots	0	0	0	15	0	0	0	0	0	0	0	0	0	15
Rubber boots	100	50	20	20	0	30	10	185	0	0	0	0	12	427
Shirts	0	0	10	0	0	0	10	0	0	0	0	0	12	42
RC vests	10	0	10	7	0	0	14	0	0	0	0	0	12	53
Hygiene parcels	80	140	50	40	0	0	30	0	0	0	0	0	0	340
Disinfectant	80	150	50	20	30	30	20	45	0	0	0	0	0	425
Dehumidifiers (lent for usage only and returned to NS stock)	10	10	10	5	0	0	3	10	0	0	3	4	0	55
Water tanks (lent for usage only and returned to NS stock)	0	5	3	0	3	0	0	5	2	3	0	0	0	21
Hand pumps for disinfection	0	5	0	0	0	0	0	0	0	0	0	0	0	5
Motor pumps for disinfection	0	0	0	3	0	0	0	0	0	0	0	0	0	3

Food security, nutrition and livelihoods

Outcome 1: Emergency food needs for affected population are secured.
Output 1.1 Emergency food needs of max. 500 evacuated people are secured through the distribution of canned meat and ready-to-eat meals
Activities
Rapid assessment of the beneficiaries needs and lists according to the criteria agreed with the local authorities – emergency HQ
Distribute food from the NS emergency stock to people evacuated and temporary sheltered
Initiate process of NS Disaster response stock replenishment
Reception of goods and proper stocking
Monitoring and reporting

In the emergency and recovery phase, the Red Cross of Serbia distributed food / hygiene parcels for 340 affected families in 7 municipalities (Ljig, Lucani, Prokuplje, Zitoradja, Doljevac, Kursumlija, and Krusevac).

Lessons learned

A one-day lessons learned workshop took place at the premises of the Red Cross branch of Nis city, with the participation of 25 people. Chiefs of Emergency Sectors from each affected municipality were present.

Every local Red Cross branch participating in this workshop prepared a power point presentation of activities in response to their affected population. In this power point presentation every Red Cross branch gave account of the following:

- Distribution of humanitarian aid,
- Providing technical help to the affected households,
- Engaged human resources,
- Communication and coordination,
- Lessons learned and needs for future response.



Lessons learned workshop, City of Nis, premises in local Red Cross branch.
Photo: Red Cross of Serbia

The most important conclusions from the lessons learned workshop are as follows.

1. The response of the RCS was very fast (distribution of food and non-food items, technical and human resources support);
2. Communication and coordination between the Local and National Emergency Sectors should be more operative;
3. Additional training of local Red Cross volunteers is needed, as well technical equipment for faster and more appropriate response of the Red Cross on local level;
4. In addition to be prepared for faster response in the future, local authorities must prepare and sign an MoU with named and described detailed tasks and responsibilities of Red Cross local branches (tasks and responsibilities should be different from municipality to municipality, taking into account the capacities of the local Red Cross branches);
5. Emergency stock of humanitarian aid and technical equipment should be priority for replenishment in preparedness, because in this operation it was shown that this stock and equipment is more than useful and every time ready for response.

D. Budget

The DREF allocation of CHF 48,877 has been used up in accordance with the approved budget. After finalization of the operation, the remaining balance is CHF 952 which will be returned to the DREF account. The final financial documentation is part of this final report.

Contact information

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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 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.

Disaster Response Financial Report

MDRRS008 - Serbia - Flash Floods

Timeframe: 24 Apr 14 to 24 Aug 14

Appeal Launch Date: 24 Apr 14

Final Report

Selected Parameters

Reporting Timeframe	2014/4-2014/10	Programme	MDRRS008
Budget Timeframe	2014/4-2014/8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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		48,877				48,877	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		48,877				48,877	
C4. Other Income		48,877				48,877	
C. Total Income = SUM(C1..C4)		48,877				48,877	
D. Total Funding = B +C		48,877				48,877	

* 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							
C. Income		48,877				48,877	
E. Expenditure		-47,925				-47,925	
F. Closing Balance = (B + C + E)		952				952	

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Budget Timeframe	2014/4-2014/8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		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)						48,877	48,877	
Relief items, Construction, Supplies								
Shelter - Relief	1,280							1,280
Clothing & Textiles	21,225							21,225
Food	5,520							5,520
Water, Sanitation & Hygiene	7,225							7,225
Total Relief items, Construction, Sup	35,250							35,250
Logistics, Transport & Storage								
Transport & Vehicles Costs	3,500							3,500
Total Logistics, Transport & Storage	3,500							3,500
Personnel								
National Society Staff	620							620
Volunteers	1,800		300			300		1,500
Total Personnel	2,420		300			300		2,120
Consultants & Professional Fees								
Professional Fees	894							894
Total Consultants & Professional Fees	894							894
Workshops & Training								
Workshops & Training	2,000							2,000
Total Workshops & Training	2,000							2,000
General Expenditure								
Information & Public Relations	1,680							1,680
Communications	150							150
Total General Expenditure	1,830							1,830
Contributions & Transfers								
Cash Transfers National Societies			44,700			44,700		-44,700
Total Contributions & Transfers			44,700			44,700		-44,700
Indirect Costs								
Programme & Services Support Recover	2,983		2,925			2,925		58
Total Indirect Costs	2,983		2,925			2,925		58
TOTAL EXPENDITURE (D)	48,877		47,925			47,925		952
VARIANCE (C - D)			952			952		

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Split by funding source	Y	Project	*
Subsector:	*		

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	48,877		48,877	48,877	47,925	952	
Subtotal BL2	48,877		48,877	48,877	47,925	952	
GRAND TOTAL	48,877		48,877	48,877	47,925	952	

DREF OPERATION - Transfer to National Society

Serbia

MDRRS008

DREF April 2014

		Budget CHF	Actual CHF	Variance
Budget Group				
500	Shelter - Relief	1,280	1,188	92
501	Shelter - Transitional			0
502	Construction - Housing			0
503	Construction - Facilities			0
505	Construction - Materials			0
510	Clothing & Textiles	21,225	22,654	-1,429
520	Food	5,520	5,401	119
523	Seeds & Plants			0
530	Water, Sanitation & Hygiene	7,225	7,077	148
540	Medical & First Aid			0
550	Teaching Materials			0
560	Utensils & Tools			0
570	Other Supplies & Services			0
578	Cash Disbursements			0
	Total RELIEF ITEMS, CONSTRUCTION AND SU	35,250	36,320	-1,070
				0
580	Land & Buildings			0
581	Vehicles			0
582	Computer & Telecom Equipment			0
584	Office/Household Furniture & Equipment			0
587	Medical Equipment			0
589	Other Machinery & Equipment			0
	Total LAND, VEHICLES AND EQUIPMENT	0	0	0
				0
590	Storage, Warehousing			0
592	Distribution & Monitoring			0
593	Transport & Vehicle Costs	3,500	3,663	-163
594	Logistics Services			0
	Total LOGISTICS, TRANSPORT AND STORAGE	3,500	3,663	-163
				0
600	International Staff			0
661	National Staff		126	-126
662	National Society Staff	620	283	337
667	Volunteers	1,500	2,439	-939
	Total PERSONNEL	2,120	2,848	-728
				0
670	Consultants			0
750	Professional Fees			0
	Total CONSULTANTS & PROFESSIONAL FEES	0	0	0
				0
680	Workshops & Training	2,000	1,542	458
	Total WORKSHOP & TRAINING	2,000	1,542	458
				0
700	Travel			0
710	Information & Public Relations	1,680	0	1,680
730	Office Costs			0
740	Communications	150	608	-458
760	Financial Charges			0
790	Other General Expenses			0
799	Shared Office and Services Costs			0
	Total GENERAL EXPENDITURES	1,830	608	1,222
				0
	TOTAL BUDGET	44,700	44,981	-281