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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° 3 Date of issue: 27 March 2015	Timeframe covered by this update: 14 December 2014 – 22 March 2015
Emergency operation start date: 13 May 2014	Timeframe: 13 months (extended by 3 months until 31 May 2015)
Appeal budget: CHF 3,842,805	Appeal coverage: 87%
Disaster Relief Emergency Fund (DREF) allocated: CHF 290,926	
Number of people being assisted: 49,600 people or 12,400 families	
Host National Society presence (n° of volunteers, staff, branches): 60,000 volunteers, 865 staff, 27 branches	
Red Cross Red Crescent Movement partners actively involved in the operation (both bilaterally and multilaterally): 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, Icelandic Red Cross, Italian Red Cross, Iranian Red Crescent, Irish Red Cross, Japanese Red Cross, Republic of Korea National Red Cross, Lithuanian Red Cross, Luxembourg Red Cross, Former Yugoslav Republic of Macedonia Red Cross, Monaco Red Cross, Montenegro Red Cross, Netherlands Red Cross, Norwegian Red Cross, Romanian Red Cross, Russian Red Cross, Slovak Red Cross, Slovenian Red Cross, Swedish Red Cross, Spanish Red Cross, Swiss Red Cross, Turkish Red Crescent.	
Other partner organizations actively involved in the operation: the respective Governments of Austria, Canada, Finland, France, Iceland, Italy, the Netherlands, New Zealand, Spain; DG ECHO, Charities Aid Foundation, EMC Corporation, Hewlett Packard Co. Foundation, Julius Blum GmbH, C&A Foundation, UPS, Western Union Foundation, WHO VERF.	

This Emergency Appeal seeks CHF 3,842,805 to enable the Secretariat of 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). The Red Cross of Serbia (RCS) continues to support the ongoing recovery activities that are mostly related to unconditional cash payments. The current implementation timeframe will be extended until 31 May 2015 in order to facilitate procurements under the National Society's capacity building component of the Emergency Appeal. The planned procurements are to be carried out in accordance with the National Society's procurement law which sets the minimum of the procurement time frame between two and three months.

Therefore, the timeframe of the operation will be extended by three months, being thus 13 months in total.



Obrenovac, Serbia/February 2015 – A resident in his kitchen that he rebuilt singlehandedly after the floods, with photos showing the level of damage. Photo: Anca A/IFRC Secretariat

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. The people evacuated during the peaks of the high floods have mostly returned to their homes. Floods and landslides caused the total destruction of over 426 housing units while over 19,000 flats and other housing units were partially damaged. The damage in the housing sector is estimated at EUR 227 million. The total damage (including losses) is estimated at more than EUR 1.7 billion (*source: Government of Serbia*), while 274 houses were provided as donations.

The Red Cross of Serbia has shifted its activities from relief to recovery support of the damaged households. To date, 12,340 beneficiaries have received the planned cash grant of CHF 255 per household. The support for 6,900 beneficiaries is funded through the Emergency Appeal. Additionally the National Society has distributed 10,700 wall repair sets, out of which 4,100 were funded through the Emergency Appeal. The rest is provided by the Austrian Red Cross' Great Morava River Early Recovery and Resilience Project (4,235) and other donors. A detailed breakdown will be provided in the final report.

Currently there are still 420 evacuated persons living in 2 collective centres in Belgrade. The Belgrade Red Cross branch is providing two canned meals per day to those evacuated in Obrenovac who are temporarily residing in a former military barrack. In addition, the distribution of bulk hygiene items is organized once per week for 220 evacuated beneficiaries. Another collective centre is organized in a hotel, and the Red Cross of Obrenovac is having sporadic food and non-food items distributions responding to requests by the local authorities.

Coordination and partnerships

Coordination among Movement partners is 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 Secretariat 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 PNS support has been provided through bilateral cash donations.

In partnership with the Austrian RC-led consortium (Austrian Development Agency and Neighbours in Need and Swiss 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 the living conditions of the 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. Through the programme implementation, 3,802 beneficiaries received an unconditional cash transfer in the amount of CHF 255 per household. The National Society organised a number of field visits and meetings with ECHO field representatives, the representatives of the Canadian Red Cross, the French Red Cross and different teams from the IFRC Secretariat's Europe Zone Office (EZO), which is closely following up on the Emergency Appeal's implementation.

Operational implementation

Overall objective

The Red Cross of Serbia will contribute to the improvement of the living conditions of 12,400 families affected by the floods, placing emphasis on the distribution of food and non-food items, water and sanitation and hygiene promotion and to support their recovery. The NS will be focusing their programming on recovering shelter, enhancing at the same time the National Society's capacity.

Progress

The current operation has met the needs of the 12,400 most vulnerable people through support for their immediate relief and early recovery needs.

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

- Distribution of humanitarian aid **(ongoing)**
- Evacuation and shelter **(completed)**
- Restoring family links [RFL] **(completed)**

- Water, sanitation and hygiene promotion [WASH] **(completed)**
- Early recovery phase – improving the conditions of the affected homes for people **(ongoing)**
- National Society capacity building **(ongoing)**

Collection and distribution of humanitarian aid

The distribution system of the Red Cross of Serbia has 2,628 m² 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 m² of space. The RC of Serbia distributed **5,510** metric tons of goods from the warehouses out of which **3,294 MT consisted of food and water**, and **598 MT was bulk hygiene items and 1,617 MT was other non-food items (NFI)**. In total, **3,628 metric tons of goods were collected and distributed among RC branches** (mostly drinking water and used clothes).

Evacuation and shelter

Besides the distribution of humanitarian aid, the Red Cross of Serbia assisted those sheltered in collective centres with the distribution of food and non-food items including second hand clothes, mattresses, and blankets where needed. The Red Cross branches provided assistance in 118 reception centers. The same approach was applied for people that were staying with their relatives and friends or in rented apartments.

The local Red Cross branches reported that the Red Cross of Serbia participated in the rescue of 5,020 people, and in the evacuation of 16,389 people.

Restoring family links

Over 52,000 beneficiaries got registered by the Red Cross of Serbia. RC volunteers were present in all the centers, registering evacuated/accommodated people and offering their restoring family links (RFL or tracing) services. With the assistance of 40 professional staff and 150 trained RFL volunteers, with the support of the ICRC Regional Delegation in Belgrade, the Tracing Service is comparing 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. So far, there have been 117 tracing cases recorded.

The main RFL services provided were:

- Free phone calls;
- Making lists of missed 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 was 784,685 kg, including those distributed among branches while 4,996,572 litres of potable water has been provided to people so far. The distribution of bottled water is still ongoing, since the National Society received enough quantities from the donors to meet the needs of the beneficiaries in those municipalities where tap water is occasionally not potable. The Red Cross of Serbia has made available 27 water tanks (with a total capacity 35,000 lit/day) responding to the needs of the most affected municipalities.

Early recovery activities

The mobile technical teams of the Red Cross of Serbia were sent to the field with different specific tasks but with the overall goal to assist flooded households with early recovery activities. The tasks included mud and water removal, wall dehumidification in order to enable families to start house repairs as soon as possible.

The effective use of 272 dehumidifying machines was overseen by 135 members of the NS mobile technical teams who had 6,083 volunteering hours devoted to the dehumidification of 2,328 buildings in 21 municipalities. In total, 332,409 operational hours of dehumidifying machines have been recorded.

Mobile technical teams of the RCS were helping people in the affected cities where the water receded by pumping the water out of the flooded houses, In total, 23 mud pumps were used in 167 flooded buildings in eight municipalities. (Svilajnac, Velika Plana, Zajecar, Vladimirci, Topola, Smederevo, Rekovac and Doljevac).

To date, 12,340 beneficiaries have received the planned cash grant of RSD 25,097 per household (approximately CHF 255). The support for 6,900 beneficiaries is funded through the Emergency Appeal. The unconditional cash transfers started supporting those households where the damages were on a high level (categories 5, 4, and 3) and gradually moving to household payments in the lower damage categories, subject to a sufficient Emergency Appeal

funding. Although the cash grants were unconditional they were meant to support the families to repair one, or a maximum of two, rooms for use.

Additionally the National Society has distributed 10,700 wall repair sets, out of which 4,100 were funded through the Emergency Appeal. The rest is provided by the Austrian Red Cross` Great Morava River Early Recovery and Resilience Project (4,235) and other donors. The in-kind and cash contributions per household (EUR 60 in house repair sets and CHF 255 as unconditional cash transfer) cover around 10% of the estimated repair costs and approximately 20% for the replacement of furniture and technical appliances.

Number of beneficiaries for unconditional cash transfers (CTs) until 22 March 2015	
6,900	CTs source: IFRC Secretariat Emergency Appeal
1,638	CTs source: donation received by RCS through in-country fundraising activities
3,802	CTs source: Great Morava River Early Recovery and Resilience Project

Operational challenges

Through the project implementation, some operational challenges influenced the performance of the National Society such as:

- The affected areas were difficult to access due to road and bridge destruction in remote villages with floods and landslides.
- Data coordination between RCS and government/municipality posed challenges in relief distribution.
- Prolonged process of registration for state assistance in shelter rehabilitation caused delays with cash transfers from the Red Cross of Serbia.
- Prolonged operational needs and the high number of branches involved stretched the logistics, transport and HR capacity of the RCS to the very limits.
- It has been difficult to mobilize a sufficient number of volunteers in some branches due to the high number of affected residents among the population (Obrenovac, Svilajnac, etc)
- RCS had to respond to several new flooding situations during the Emergency Appeal period.

Overview of future planned actions

In relation to the beneficiaries still sheltered at the two evacuation centres in Obrenovac, the Red Cross of Serbia will continue to support the most vulnerable families with food and non-food item distributions. Support to shelter recovery will continue through the unconditional cash transfer distributions in the amount of CHF 255 per household as long as the funds are available.

The NS capacity building component of the Emergency Appeal will continue with the procurement of two cross-country vehicles, two high pressure water pumps (6,000 lit/min), 30 RC uniforms, one electrical forklift, three raw and mud water pumps, and three tool boxes for the mobile technical teams.

Contact information

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Click here

1. Click [here](#) to see the interim financial report
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.

Disaster Response Financial Report

MDRRS009 - Serbia - Flash Floods

Timeframe: 21 May 14 to 31 Mar 15

Appeal Launch Date: 27 May 14

Interim Report

Selected Parameters

Reporting Timeframe	2014/5-2015/2	Programme	MDRRS009
Budget Timeframe	2014/5-2015/3	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		3,842,805				3,842,805	
B. Opening Balance							
Income							
Cash contributions							
<i>American Red Cross</i>		293,276				293,276	
<i>Austrian Red Cross</i>		26,269				26,269	
<i>Austrian Red Cross (from Austrian Government*)</i>		180,585				180,585	
<i>Austrian Red Cross (from Julius Blum GmbH*)</i>		30,289				30,289	
<i>Belarus Red Cross</i>		17,605				17,605	
<i>BP British Petroleum</i>		11,294				11,294	
<i>C&A Foundation</i>		80,386				80,386	
<i>Canadian Red Cross</i>		41,311				41,311	
<i>Canadian Red Cross (from Canadian Government*)</i>		168,255				168,255	
<i>Charities Aid Foundation</i>		3,528				3,528	
<i>EMC Corporation</i>		22,587				22,587	
<i>European Commission - DG ECHO</i>		589,795				589,795	
<i>Finnish Red Cross (from Finnish Government*)</i>		243,192				243,192	
<i>French Red Cross</i>		10,022				10,022	
<i>French Red Cross (from French Government*)</i>		25,770				25,770	
<i>Hewlett Packard Co. Foundation</i>		11,294				11,294	
<i>Icelandic Red Cross</i>		3,150				3,150	
<i>Icelandic Red Cross (from Icelandic Government*)</i>		28,350				28,350	
<i>Irish Red Cross Society</i>		1,889				1,889	
<i>Italian Government Bilateral Emergency Fund</i>		244,200				244,200	
<i>Japanese Red Cross Society</i>		150,131				150,131	
<i>Lithuanian Red Cross Society</i>		650				650	
<i>New Zealand Government</i>		117,210				117,210	
<i>On Line donations</i>		20,889				20,889	
<i>Red Crescent Society of Islamic Republic of Iran</i>		50,000				50,000	
<i>Red Cross of Monaco</i>		186,680				186,680	
<i>Slovak Red Cross</i>		1,725				1,725	
<i>Spanish Government</i>		36,012				36,012	
<i>Swedish Red Cross</i>		238,647				238,647	
<i>Switzerland - Private Donors</i>		200				200	
<i>The Netherlands Red Cross</i>		94,471				94,471	
<i>The Netherlands Red Cross (from Netherlands Government*)</i>		303,656				303,656	
<i>The Republic of Korea National Red Cross</i>		50,000				50,000	
<i>The Russian Red Cross Society</i>		6,478				6,478	
<i>UPS Oasis Supply Corp</i>		11,200				11,200	
<i>VERF/WHO Voluntary Emergency Relief</i>		800				800	
<i>Western Union Foundation</i>		37,503				37,503	
C1. Cash contributions		3,339,297				3,339,297	
Inkind Personnel							
<i>Irish Red Cross Society</i>		7,600				7,600	
C3. Inkind Personnel		7,600				7,600	
Other Income							
<i>Fundraising Fees</i>		-4,579				-4,579	
C4. Other Income		-4,579				-4,579	
C. Total Income = SUM(C1..C4)		3,342,318				3,342,318	
D. Total Funding = B + C		3,342,318				3,342,318	

* Funding source data based on information provided by the donor

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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		3,342,318				3,342,318	
E. Expenditure		-3,180,299				-3,180,299	
F. Closing Balance = (B + C + E)		162,019				162,019	

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Subsector:	*		

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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)			3,842,805			3,842,805		
Relief items, Construction, Supplies								
Clothing & Textiles	108,800						108,800	
Food	265,475						265,475	
Water, Sanitation & Hygiene	4,120						4,120	
Utensils & Tools	374,509						374,509	
Other Supplies & Services	2,303,641						2,303,641	
Total Relief items, Construction, Sup	3,056,545						3,056,545	
Land, vehicles & equipment								
Vehicles	204,326		107,038			107,038	97,288	
Computers & Telecom	3,600		352			352	3,248	
Total Land, vehicles & equipment	207,926		107,390			107,390	100,536	
Logistics, Transport & Storage								
Storage	18,000						18,000	
Distribution & Monitoring	20,000		40			40	19,960	
Transport & Vehicles Costs	10,000						10,000	
Logistics Services			11,422			11,422	-11,422	
Total Logistics, Transport & Storage	48,000		11,462			11,462	36,538	
Personnel								
International Staff	5,000		10,613			10,613	-5,613	
National Staff			6,593			6,593	-6,593	
National Society Staff	96,710						96,710	
Volunteers	6,800		300			300	6,500	
Total Personnel	108,510		17,506			17,506	91,004	
Consultants & Professional Fees								
Professional Fees	80,000		58,182			58,182	21,818	
Total Consultants & Professional Fees	80,000		58,182			58,182	21,818	
Workshops & Training								
Workshops & Training	42,200						42,200	
Total Workshops & Training	42,200						42,200	
General Expenditure								
Travel			3,527			3,527	-3,527	
Information & Public Relations	43,500						43,500	
Office Costs	9,300						9,300	
Communications	9,000		1,010			1,010	7,990	
Financial Charges			-90			-90	90	
Other General Expenses			-7			-7	7	
Shared Office and Services Costs			10,220			10,220	-10,220	
Total General Expenditure	61,800		14,661			14,661	47,139	
Contributions & Transfers								
Cash Transfers National Societies			2,755,253			2,755,253	-2,755,253	
Total Contributions & Transfers			2,755,253			2,755,253	-2,755,253	
Indirect Costs								
Programme & Services Support Recover	234,324		192,196			192,196	42,128	
Total Indirect Costs	234,324		192,196			192,196	42,128	
Pledge Specific Costs								
Pledge Earmarking Fee			17,287			17,287	-17,287	

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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)			3,842,805			3,842,805		
Pledge Reporting Fees	3,500		6,363			6,363	-2,863	
Total Pledge Specific Costs	3,500		23,650			23,650	-20,150	
TOTAL EXPENDITURE (D)	3,842,805		3,180,299			3,180,299	662,506	
VARIANCE (C - D)			662,506			662,506		

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Subsector:	*		

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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	3,842,805		3,342,318	3,342,318	3,180,299	162,019	
Subtotal BL2	3,842,805		3,342,318	3,342,318	3,180,299	162,019	
GRAND TOTAL	3,842,805		3,342,318	3,342,318	3,180,299	162,019	